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</tr>
</tbody>
</table>
## Contents

### 1: Provider Services – Overview & Conventions

- Overview ........................................................................................................... 1-1
- Audience .......................................................................................................... 1-2
- Purpose .............................................................................................................. 1-2

### 2: Provider User Self-Registration

- Provider Registration Screens ......................................................................... 2-1
- Provider User Registration, Page One ............................................................. 2-2
- Provider User Registration, Page Two ............................................................. 2-3
- Staff Verification of Provider Representatives ................................................ 2-5

### 3: Provider User (Self-Service Tools)

- Manage Provider Profile .................................................................................. 3-2
- Manage Institution Programs ............................................................................ 3-3
- Edit a Program .................................................................................................. 3-4
- Add a Program .................................................................................................. 3-5
  - Service Type & General Information Section ............................................... 3-5
  - Service Information & Course Section .......................................................... 3-7
  - Qualifications, Prerequisites, and Equipment Section .................................. 3-7
  - Program/Service Occupation Section ............................................................ 3-8
  - Service Cost Details Section ......................................................................... 3-9
  - Program/Service Locations Section ............................................................... 3-11
  - Program/Service Skills Section ..................................................................... 3-12
  - Program/Service Performance Section .......................................................... 3-14
  - Program/Service Application Confirmation ............................................... 3-19
  - Program/Service Reaplication Confirmation ............................................... 3-20
  - Program/Service Review Status Section ..................................................... 3-20
- Demand Occupations ....................................................................................... 3-21
- View Reports .................................................................................................... 3-22
  - Institution Detail Reports ............................................................................... 3-22
  - Program Summary Reports ............................................................................ 3-23
  - Program Detail Reports .................................................................................. 3-23
- Education Services ............................................................................................ 3-24
  - Training Providers and Schools ...................................................................... 3-25
    - Viewing Program Comparison .................................................................... 3-28
    - Training and Education Programs ............................................................... 3-32
      - Search for Programs – Search Criteria ....................................................... 3-32
        - Programs – Area Search Criteria .............................................................. 3-33
        - Programs – Keyword Search Criteria ....................................................... 3-34
        - Programs -Classification (CIP Codes by Dropdown or by Tabs) .............. 3-35
        - Programs Classifications – by Keyword Tab ........................................... 3-35
        - Programs Classifications – by Program Area Tab ................................... 3-35
        - Programs Classifications – by Program Listing Tab ................................ 3-36
        - Programs Classifications – by Occupation Tab ........................................ 3-36
        - Programs Classifications – by Career Cluster Tab ................................... 3-37
        - Programs Classifications – by Program Code Tab .................................... 3-38
        - Program Search by Qualification .............................................................. 3-39
        - Program Search by Maximum Total Cost ................................................. 3-39
        - Program Search by WIA Financial Assistance Eligibility ........................ 3-39
        - Search for Programs that Prepare for Green Jobs ..................................... 3-39
        - Program Search by Day or Night Classes ............................................... 3-40
        - Program Search by Program Type ............................................................. 3-40
        - Program Listing ......................................................................................... 3-40
      - Viewing Education Program Completers ............................................... 3-41
      - Viewing Financial Assistance for Training .............................................. 3-43
      - Accessing Training Budget Planning ......................................................... 3-44
Creating a Training Budget ................................................................. 3-44
Entering Program/Course Information ............................................. 3-45
Entering Current Monthly Expenses Information ............................. 3-46
Entering Current Monthly Income Information .................................. 3-47
Reviewing Your Completed Training Budget Plan ......................... 3-48
Accessing Online Learning Resources ........................................... 3-49
Other Services .................................................................................. 3-50
Communications Center ................................................................. 3-50
Assistance Center ............................................................................ 3-50
About this Site ................................................................................. 3-51
My Preferences ................................................................................. 3-51
Email Your Questions ....................................................................... 3-52
Contact Us Directly ........................................................................... 3-52
Learning Center (Provider Courses) ................................................. 3-53

4: **STAFF – PROVIDER TOOLS** 4-1

Staff Access to Provider Information .............................................. 4-1
Set Staff Privileges to Verify New Providers ..................................... 4-1
Manage a Provider ........................................................................... 4-2
Creating a Provider ........................................................................ 4-3
Provider Profile Folder .................................................................. 4-6
Provider Programs Folder ............................................................... 4-8
Assist a Provider – Setting Provider Access ..................................... 4-14
Manage Program Reapplication ...................................................... 4-16
Reports ............................................................................................ 4-19
Eligible Training Provider (CRS) Reports ....................................... 4-19
By Providers Reports ....................................................................... 4-19
By Programs Reports ....................................................................... 4-21
By Provider Contacts Reports ......................................................... 4-22
By Program Status Reports ............................................................. 4-23
Provider Reports ............................................................................. 4-24
1: Provider Services – Overview & Conventions

Overview

The Provider Services System (formerly known as the Consumer Reporting System or CRS) can be either a standalone system, or an integrated module of the Virtual OneStop® system. The Provider Services system was created by Geographic Solutions, Inc. to provide information on educational institutions, the courses they offer, and the performance for each institution and program so that “consumers” or individuals can make more informed decisions when selecting a training provider.

As an integrated module, Provider Services System is flexible and it plays a crucial role with individual case management, individual fund tracking (IFT), and the Education Services sections for Virtual OneStop. It also plays a role with the Education Services section in the Virtual Labor Market Information System (VLMI). The data also communicates with the O*NET coding system, the Classification of Instructional Programs (CIP) coding system, and other components. The integrated module is the most popular one dealing with Provider Services.

As a standalone module, this system can also provide individuals with important information on educational program providers, without VLMI or VOS integration.

The user-friendly interface, accessed via the internet, is a valuable tool for anyone wanting extensive information on local or state colleges, universities, and other institutions of private and public learning. Information is constantly gathered and updated on course offerings, credit hours, costs, class durations, high-demand/ Bright Outlook occupations, locations and contacts, even provider URLs and email addresses. However, the Provider Services system is more than just a directory of educational institutions and courses.

Institutional representatives, or provider-users, can also enter data with limited intervention from workforce staff. They can update such information as:

- How many participants completed their course (and, in comparison, how many did not complete their course)?
- How many participants successfully gained employment after completing a provider course?
- The average weekly wage of a participant that gained employment.
- How many participants were enrolled in a federal program while taking the course?

Every educational institution represented in the Provider Service system has at least one contact person who updates their information so that the most current information is available to consumers. Information is also reviewed to maintain accuracy and authenticity.

Information gathered for each program year will be saved, so that over time, the Provider Service system becomes an important tool for educators and statisticians. It is also a valuable tool for workforce staff, analysts, students, teachers, or anyone with a desire to continue their educational pursuits.

In integrated systems, the interaction with the individual case management module makes data transfer even easier. Workforce staff members can review a new course offered by a provider and approve that course for eligibility in WIA or other federal programs. This is accomplished through a common Provider Services – Self Service Education Program interface, saving time and allowing for provider course information unrelated to federal programming and WIA program eligibility, to be reviewed concurrently.
**Audience**

The *Provider Services System User Guide* is created for use by the Provider Users (i.e., the representatives of the brick-and-mortar providers) as well as by staff who are assisting the provider, or the specific provider user. Staff and other users should have Microsoft Windows® computer experience along with an understanding of labor market research standards as they apply to the state agency or public sector in which they are employed.

**Purpose**

The purpose of this guide is to instruct staff and provider users how to use the Provider Services system module in VOS or VLMI. Readers will find step-by-step procedures and graphics to assist them.

This *Provider Services User Guide* (for integrated clients) focuses on the integrated version as it interacts with either the Virtual Labor Market Information system (VLMI) or the Virtual OneStop case management and labor exchange system (VOS). Some functionality may not be available if you are using a stand-alone version of the *Provider Services* system.
2: Provider User Self-Registration

The Geographic Solutions Provider Services system allows provider representatives, or provider users, the opportunity to self-register. When they first register, the system will allow them limited access while a staff verification process takes place. However, once a staff member has reviewed their information and approved them, provider representatives will have the opportunity to conduct numerous tasks without staff input. New provider representatives can register in Virtual OneStop by following the same pathway that employers and individuals use. On the site’s main screen, there is a Not Registered link. Providers must first click that link to proceed with registration. The link should appear similar to the following examples.

Not Registered? Links on a typical VOS Main Screen

Note: A Training Video for the “Registration Process is also available.” See the topic, Learning Center (Provider Courses) on page 3-53.

Once a provider clicks on that link, they will see a screen with three options. Option 1 – Try Us Out may be useful for first-time employers and individuals, but it will not offer provider representatives much of an advantage. Option 1 allows users to review key components of the system as a guest. The system will then require users to identify themselves in order to gain access to the system. Systems that allow provider self-registration will offer a link, called Provider. Providers will want to click Option 2 – Create a User ID to register. Option 2 allows new users to fully register in the system and to take advantage of all the features that Virtual OneStop has to offer. The screen will appear similar to the following example.

Register Link Required for Provider Registration

Option 3 is strictly for users who have registered and have forgotten their user name or password.

For more information about registering as a provider representative, you can also access training videos in the Learning Center, or click this link to start with Registration Process.
Provider Registration Screens

Provider User Registration, Page One

After the Provider link is selected, Page One of the Provider Registration Screen appears, similar to the following example. This screen contains required information that must be entered (as indicated by a red asterisk * in front of the field). Potential Provider Users are asked the following questions:

1. Create a unique User Name that falls within specific guidelines as noted in the blue text next to the field.
2. Create a Password that falls within specific guidelines as noted in the blue text next to the field.
3. Confirm the Password by typing it again in the textbox.
4. Choose a Security Question from a list provided in the drop-down box.
5. Write a Security Question Response in the textbox provided. This will be important to remember in case the User Name, Password, or both are forgotten.
6. Write a Federal Employer ID or Social Security Number in the textbox provided.
7. Indicate by radio button response whether the number is a Federal Employer ID number or a Social Security Number.
8. Enter the provider’s zip code in the space provided.
9. Click the Next button to proceed. Virtual OneStop forms are data-driven. Each time the Next button is clicked, the screen will be saved as the provider goes forward to the next screen. Click the Back button to exit out of registration.

[Image of Provider Registration Screen]
Provider User Registration, Page Two

Page Two of the Provider Registration Screen is divided into three sections:

- **Institution Identification**,
- **Institution Primary Location**, and
- **Contact Information**, as shown in the following example. Provider representatives are asked the following questions on this screen:

1. Indicate the provider *Institution Name* with which the user is associated in the textbox provided.
2. If available, include the provider *Institution Code*, especially if the representative is already a current provider. This is not a required field.
3. Complete all the textboxes related to the *Institution Primary Location*.
4. Complete all known contact information, including the *Salutation*, *Title*, *First and Last Name*, *Contact Phone Number*, *Contact Fax Phone Number*, *Email Address*, and *Institution URL*.
5. Click the **Save** button to save the registration form.

When the screen refreshes, users have gone as far as they can. They will see a system notification that thanks them for registering and informs them that their access request will be reviewed. There is usually a contact phone number and/or email address in case they have any questions. The system notification
looks similar to the following example.

Sample System Notification after Provider Registration (Washington D.C. example)

Until representative information is verified by a staff member, there are only a limited number of tasks that a provider representative can perform. They can access two sections of the system, the Manage Provider Profile link and the Education Services link. The Provider Profile link contains basic information entered during the registration process. The provider will have the opportunity to review this information, and edit as necessary. Representatives can also access the Education Services link, which provides access to educational institutions and courses. It is, however, a directory available to anyone. It can’t be edited. A sample of the Manage Provider Profile link and the profile page is similar to the following example.
Staff Verification of Provider Representatives

The next step after the provider user/representative's registration is for staff to verify the registration information of the new provider representative. A specific staff member may be assigned this task. They will receive system notifications through the Message Center when new provider users have registered. This notification process will allow for quick response time.

Staff can begin the process of verifying a provider by accessing Manage Providers > Assist a Provider (from the left navigation) and selecting the provider user pending verification (as shown in the following example).

Based on your Provider user search, the results will appear in table format, similar to the following example. Here staff can click the Edit link in the Action column to finalize the access information, or click Change Search Criteria if the outcome was inconclusive.
Assist a Provider: Pending Access Provider User Results and Access Rights

The Access Rights screen contains two sections. The top section contains basic information collected during the registration process, such as User ID and Contact Name. Not all fields will be complete; it is dependent on the information volunteered at the time of registration. Staff can review the entire registration form by clicking the View Registration link in the center of the screen.

Staff must complete required fields in the bottom section of the form:

1. If the provider representative is associated with an existing registered provider, the Institution Access field will allow staff to select the provider from a drop-down list. If the drop-down is empty, the provider representative is associated with a provider that is not yet registered in the system, or has not entered the system through a conversion process. This field is required if Access Rights are set to Active.

2. Staff can change access rights for the representative through the Access Rights field. Here you can change the access to Inactive, Active, Pending Access, Under Review, and Rejected. If staff members select Active, once the Save button is clicked, the provider representative will have complete access to all provider profile folders.

3. Based on the choices made in the Access Rights drop-down, staff will be required to enter free-form text comments in the Comments textbox, which is a required field. The information that is entered in Comments may be an office determination. Staff can also change the status of an active provider to some status other than Active. This will limit their ability to modify or add anything in their provider profile.

Click the Save button to save any changes and continue working with the provider or click Cancel to return to the search results screen.
3: Provider User (Self-Service Tools)

The Provider Services System functionality allows provider users (also referred to as provider representatives or provider accounts) to enter most of their own information once provider access rights for them have been set to Active. Much of the work no longer has to be a staff member’s responsibility. As staff members review and change the status of new representatives who have registered, a system notification will go out alerting the provider that they can now access the system.

The first step in entering new information is for provider users to log into the system using the provider User Name and Password (established on page one of the registration screen) and click the Sign In button. A menu screen will appear, similar to the following example.

The Provider Portfolio will only display for staff members who are assisting a Provider User.

Note: Prior to staff updating the Provider User’s access rights, they will have only two access links available to them: Manage Provider Profile and Education Services. Once access is granted they will see additional links.

- **Provider Portfolio (staff only)** – displays access to the provider user data, for staff assisting provider users, along with the other provider (institution) information, in a Portfolio-Profile-Folder structure that is similar to other Profiles in Virtual OneStop. This Provider Profile lets staff manage all aspects of the provider institution (including multiple case notes, contacts, locations, etc.) as an additional option for Managing Provider Users or Managing Providers (Institutions).

- **Manage Provider Profile** – lets provider users create and modify basic information on their provider institution (and their data as representative for the institutions, including their login and contact info, and the institution’s primary location and identification data).
• **Manage Institution Programs** — lets provider users create and modify information on their institution’s programs and courses.

• **Demand Occupations** — lets provider representatives view lists of high demand occupations, which can be useful in creating course and program information. This can either be a state or a regional reference tool for reviewing O*NET occupations. High Demand, or Bright Outlook, occupations are those occupations where an extraordinary need for workers has been determined in the workforce.

• **View Reports** — lets provider users (representatives) access a variety of reports that contain useful information.

• **Education Services** — displays information about training providers and programs, and links to online learning resources.

• **Communications Center** — lets provider users view any messages received from workforce staff members.

• **Assistance Center** — lets provider users find assistance information about the system, such as settings and contact information.

• **Learning Center** — lets provider users view specifically designed videos for Provider User courses (e.g., Apply for WIA Program Certification, Manage All Programs).

### Manage Provider Profile

The **Manage Provider Profile** link lets a representative review or change general provider information created at the time of initial registration.

This information is presented in a screen with several sections. Provider users can highlight specific fields, delete the information, and replace with updated information as desired. A sample screenshot appears in the following illustration.

Provider users click **Save** to retain the changes.

![Sample Provider User Profile](image-url)

For more information, please refer to **Chapter Two: Provider Self-Registration**, in this guide.
Manage Institution Programs

The Manage Institution Programs link lets provider users create or modify specific courses and programs that the provider offers. This is where the provider representatives will spend most of their time. These courses can be approved as part of a federal program (i.e., WIA-approved provider programs), or merely be created for informational purposes for the Education Services section of VOS/VLMI. The provider functionality allows representatives to create their own programs and to offer them for approval as a WIA eligible program at the same time.

Once the provider user clicks on the Manage Institution Programs link, a table will appear that shows any courses or programs which are already established. The table includes the Service Name, Service Description, and the current Status (i.e., Active or Inactive). A drop-down filter above the table is used to list only those courses that are Active, Inactive, or All. A provider that has existing courses might look similar to the following example.

![Sample Self Service Education Program Details Screen](image-url)
**Edit a Program**

The *Service Name* is a link to view details about the course. Click the link, and the screen expands to show several sections of information. Information within each section can be edited should situations change, including the status. The following screenshot gives a glimpse of sample information on a course once the *Service Name* link is selected.

![Sample Service Details Screen](image-url)
Click the **Save** button within each section to save any changes, or **Cancel** to return to the Service Details screen. Click the **Return to Service List** button to go back to the Course Details screen.

**Add a Program**

The procedure to add a new Provider Services System, Course, or Service begins with clicking the **Add Self Service Education Program** button at the bottom of the Self Service Program Details screen.

When the screen refreshes, after pressing this button, providers will be able to add information on the new service section by section through a general information screen for the program.

**Service Type & General Information Section**

![Sample Service Details Screen – General Section](image)
The Service Type Information section can be used to indicate if the program service type includes an Alternate Program Type, as well as a CRS Program Type.

1. Indicate an Alternate Program Type, if applicable.

   The General Information section contains several free text and drop-down fields that describe the course. Fields with a red asterisk (*) are required. Providers will be asked to complete the following information:

2. Indicate the Status of the course by clicking the Active or Inactive radio button.

3. Choose the CIP Code related to the course. CIP stands for Classification of Instructional Programs. It provides a method of grouping programs that will support the accurate tracking, assessment, and reporting of fields of study and program completions. Click the Search for CIP code link. A CIP Code Search Screen appears. Providers can locate the appropriate CIP code for the course six different ways: by typing a keyword, by program area, by an alphabetical program list, by O*NET occupation, by career clusters, or by CIP program codes. The following is an example of the CIP Search Screen.

   Select the code that best describes the course you’re creating. The Search Screen will then disappear and the CIP code title and description will populate in the appropriate fields.

   **Note:** The CIP code selected will be used as a crosswalk controlling specific O*NET occupations that can be related to this course in later definitions of the program. Once the CIP Code is selected, the Program/Service Description will pre-fill with related CIP information. Staff may retain the defaulted information or highlight and change it.

4. Enter/adjust and review the Program/Service Name and the Program/Service Description.

   The description that pre-populates this field will be drawn from the CIP Code that is selected. Edit the description to fit the course.

5. Indicate whether the course offers Green Job Training. A link, What is a Green Job? can assist providers in understanding whether the course prepares completers for a Green Job or not.
6. Indicate whether this is a WIA-program or a Non-WIA program by clicking the correct radio button.

The WIA Program radio button is an important one. If staff select that this is a WIA-related program, it will set the course up in the Program Services tab. The Program Services tab contains all courses for which WIA participants can enroll. Selecting No means that the course will not be considered for WIA. The course will merely be listed with the provider’s list of available courses when looking up the provider under Education Services. The information is very useful either way, but the Yes radio button must be selected for the course to appear as an option for WIA-related training.

7. Select the correct Completion Level from the list of choices in the drop-down.

Indicate what the participant receives upon completion of the course by selecting the best answer from the drop-down list of choices. There are a wide range of options. Select carefully.

8. If participants receive a credential, indicate what type of credential from the drop-down options.

If the option is not among the choices in #8, you can select Other from the drop-down and then free-form type the credential under Other, Specify.

9. Provide the Title of the Certification/ License.

10. Select the Certification/ License Type from the radio button list.

11. Indicate the Date the course was first implemented using the correct date format. (mm/dd/yyyy)

12. Indicate whether the course is Pell Grant Eligible by selecting the correct radio button response.

Service Information & Course Section

The Service Information section can be used to provide specific details about the course, such as length, class time, maximum student size, etc. Providers will be asked to complete the following:

1. Indicate the duration (how long the course is expected to last) by entering a numerical length in the Duration field.
2. Choose the Duration Type (i.e., Hours, Months, Weeks, Semester, etc.) from the drop-down.
3. Choose if the course is available in Day, Night, or Day or Night classes from the drop-down.
4. Choose if the course is available in a Classroom, Online, or Classroom and Online from the drop-down.
5. Indicate the total Class Time by breaking down the number of hours the course will last. Providers can break this down into Lab Time, and Other Time, although these two fields are optional.
6. Provide a Weekly Schedule (i.e., 9-5 Mon-Fri) in the free-form textbox provided.
7. Indicate the Minimum and Maximum Class Size.
8. Indicate the Number of Instructors that will be offering the course.
9. Select the Class Frequency (i.e., Daily) from the drop-down list of choices.

Qualifications, Prerequisites, and Equipment Section

The Qualifications, Prerequisites, and Equipment area in the Service Information section can contain four textboxes, depending on your system’s configuration. All are required fields that must be completed before the provider can proceed. Providers can be asked to complete the following:

1. Describe the Qualifications of all the Instructors of the course.
2. Describe the *Minimum Entry Level Requirements* of the participants. Example: if this is an advanced accounting course, and participants must complete Accounting 101 first, providers should indicate that.

3. Describe the *Equipment* used and its availability.

4. Provide a reasonable explanation as to why this is a new course.

Once all required fields have been answered, and the answers provide a satisfactory summary of the course, click the **Save** button.

When the screen refreshes, the first **Program / Service Details** section is completed, along with additional blank sections and related Details links for each of those sections. These provide additional information about the course. The following pages describe each section from top to bottom.

**Program/ Service Occupation Section**

To access this and subsequent sections, click the **Edit** links which are located below each section. Click the link under **Program/ Service Occupations**, as shown in the following example.

A table showing all related O*NET occupations to the course CIP Code will appear. Check the boxes for the O*NET occupation codes that closely relate to the course you are creating. If any of the occupations meet the national criteria for worker demand, **Bright Outlook** will appear in red text next to the occupation title. If a system has also configured local in demand occupations, the **Bright Outlook** will appear in orange text. Bright Outlook occupations are tracked closely in the system because of their perceived need in the workforce. For a list of Bright Outlook occupations, click the **Demand Occupations** link in the provider menu screen. The following is an example of this screen.
Sample Related Occupation Codes and Bright Outlook Occupations

Check the appropriate boxes for all related occupation titles. In the textbox in the column marked Provider Title, providers can indicate the title of the course that is related to the occupation code. A textbox at the bottom of the form will ask provider representatives to indicate why certain occupation titles are in demand, even though they aren’t identified as such. If *Heating, Air Conditioning, and Refrigeration Mechanics and Installers*, as shown above, was selected as one of the occupations, and it is not a high demand occupation, an explanation of the course’s relevance will be necessary in the textbox at the bottom.

Click **Save** to save all changes, or **Cancel** to return to the previous screen. After clicking **Save**, when the screen refreshes, it will appear similar to the following example.

**Sample Completed Occupation Table**

**Service Cost Details Section**

*Service Cost Details* is the next section. If the course created has costs involved, they can be outlined here. Click the **Edit Cost Details** link to begin.
Once the screen refreshes, a Cost Details page appears. Click the Add Cost Items link to continue with the process of adding a cost structure. It will appear similar to the following.

**Program/Service Cost Details Section**

A screen appears which may show a variety of cost template items. Select the template that best defines the cost structure of the course by clicking on the link.

A cost structure showing line item details will appear. In the following example, there is a line item for Tuition/Fees, Books, Tools, and Other Costs. Costs are summarized in the Total CRS Training Costs and Total Amount fields, located on the left side of the table. Once the cost structure is created, click the Save button. A typical Cost Details screen may resemble the following example.
Sample Cost Details

Once providers click the **Save** button, the screen refreshes to show the cost structure, as the following example shows.

Completed Cost Details Table

Program/Service Locations Section

The provider location sponsoring the program is the next section. It will display current provider locations from the provider profile. Click the **Edit Location Details** link to select from other locations that are already created for the provider.
Program/Service Locations Table

Once that link is clicked, all program locations will appear. Select the appropriate location(s) by clicking the check-boxes that apply. Click **Save** to save your changes.

Program/Service Locations Screen

Program/Service Skills Section

The next section pertains to O*NET occupation skills related to the course. The provider has the opportunity to attach a list of occupational skills that will benefit the participant. These skills are derived from O*NET and they work in much the same way as the O*NET skill sets work for employers seeking candidates or individuals wanting to find jobs that are related to their background. Providers must first click the **Edit Program Skills** link in that section.

Program/Service Skills Section
Providers must first select an item from the *Skill Category* drop-down. The system will reload to display the skills associated with that item. The provider can then select the skills that are appropriate for this program/service from the skills listed, or they can click the *Check All* link to select all of the listed skills.

The provider repeats this process with the other skill categories until they have created a list of skills that are applicable to the program.

**Note:** The list of skills that providers can select is much more abbreviated when compared to skill set selections in the VOS interface for individuals and job orders. VOS provides individuals and employers a lengthy list of skill sets derived from fourteen different categories. On the Provider Services side, providers can choose from a short list derived from different categories.

![Sample Skill Set List](image)

Click the **Save** button to save the new list of related skills. Once the **Save** button is clicked by the provider, the screen refreshes to give users a final review of their saved skill set. Providers can continue to modify this list by selecting the same links again and starting over.
Program/Service Performance Section

The next section, Program/Service Performance, allows providers to maintain statistics on the success rate of the course. The table in this section organizes data by Program Year (PY), the Program, the Completion Rate of the course, and the Employment Rate (which is especially important when discussing WIA-related provider programs). The table, which is initially empty, will appear similar to the following example. Click the Edit Program Performance link to commence entering data.

When the screen refreshes, providers must choose a program year from the drop-down box at the top of the screen. Providers can go back several years in case there is historical data available. A table in the center of the screen displays percentages for Completion Rate, Employment Rate, and Employment Rate Related Occupation. Data can’t be entered directly into these fields; they will begin tabulating percentages based on information entered in other tables.

Below this table are two other tables. One is related to service performance information of individuals enrolled in the WIA program. The other table is general service performance information that is not related to federal program participants.
There are five questions in the Program/Service Performance Summary sections. They are:

- Total number of program participants who exited the program during the program year.
- Total number of program participants who completed the program in the program year.
- Total number of program exiters who obtained unsubsidized employment after completion of the program.
- Total number of program completers who obtained unsubsidized employment in a related area after completion of the program.
- Average wage of all completers employed in the calendar quarter following their completion quarter.

Information for these fields is entered through a link at the bottom of the screen, called Add/View Performance Data.

**Note:** Systems that don’t have case management systems, such as WIA, may not have the table for gathering WIA performance data. Some systems may also allow data to be entered directly into the Service Performance Summary sections. The examples shown here are the most common ones found in Virtual OneStop systems.

For more details on Program/Service Performance, you can access the training video in the Learning Center, or click this link to start the **Apply for WIA Program Certification** video. Program Performance is covered at the end of this video.
The following figure is an example of the *Add/View Performance Data* screen.

![Add Performance Records Screen](image)

The *Add/View Performance Data* screen requires the Social Security number of each student. Columns with check-boxes allow staff or provider representatives to indicate whether these students completed the course, gained unsubsidized employment, whether the employment was directly related to the program, and whether they were enrolled in WIA. Data entered in these check-boxes will then pre-fill the table on the previous screen. Simple mathematical calculations will keep track of percentages overall in each of these categories for WIA and non-WIA students.

You may enter information on ten participants at a time. Click the **Add** button as you complete ten. You can then continue working on participant data, ten students at a time, until all information is entered. Click the **Add** button each time to save the data. Click **Cancel** to exit the screen.

After you have added data, the system will display this page with two separate tables. The top table shows data on individuals already entered, including columns for **Completed**, **Employed**, **Employed Related**, and **WIA**. A **Delete** link in the **Action** column allows those participants to be deleted, if data was incorrectly entered.

If you change any of the checkboxes for existing performance records, the system will highlight the changed option and display an **Update** button, as shown in the following example:

![Editing Existing Performance Records](image)
A bottom table may show additional participants whose information has not yet been saved. The tables look similar to the following example. Make certain to click the Add button at the bottom of the screen for the participant data that has not yet been saved.

---

**Performance Records Table, Showing Saved Results**

Once the Add button is selected, or Cancel if nothing needs to be saved, the screen refreshes to show the Performance Summary screens. Your data that was saved should be tabulated in the various boxes. Data percentages should also be available showing Completion Rates, Employment Rates, and Employment Rate Related Occupations. This is both Overall data and WIA data. This appears similar to the following example.
A textbox at the bottom of the screen asks the **Method used to determine performance.** Briefly describe how the information was gleaned.

**Note:** This information is not required, and many provider representatives may not have access to the information. If it is available, it can be useful in evaluating the course, or in determining whether the course should be approved for WIA for additional time. If your system contract provides for an interface with the state education system, data may be imported periodically.

Click the **Save** button to save the data.
When the screen refreshes, performance percentage information will appear for all program years that the information was entered, similar to the following example.

<table>
<thead>
<tr>
<th>PY</th>
<th>Program</th>
<th>Completion Rate</th>
<th>Employment Rate</th>
<th>Employment Rate Related Occupation</th>
<th>Average Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>Overall</td>
<td>100.00%</td>
<td>80.00%</td>
<td>0.00%</td>
<td>$0.00</td>
</tr>
<tr>
<td>2009</td>
<td>WIA</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>$0.00</td>
</tr>
<tr>
<td>2010</td>
<td>Overall</td>
<td>100.00%</td>
<td>80.00%</td>
<td>0.00%</td>
<td>$0.00</td>
</tr>
<tr>
<td>2010</td>
<td>WIA</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Program/Service Application Confirmation

The Program/Service Application Confirmation section contains a statement that must be read by all provider representatives. Directly below the statement, a Yes check-box appears asking if the provider agrees with the statement. It must be clicked or the form will not save.

An additional question asks the provider if they wish to have the course submitted for WIA review and approval. If they check the Yes radio button, the course will be submitted to staff for approval as a WIA-related program. This will allow participants to enroll in the WIA program through the Programs tab in the VOS Case Management Profile. If the provider indicates No, the course will be saved and included in the Education Services directory only. An example of this screen appears in the following example.

If users indicate they want the course submitted for WIA review, a system notification will be sent to workforce staff. The course will be reviewed and either approved, or not. When the screen refreshes, this section will show, by a yes or no response, whether the provider agreed to the confirmation statement, and whether it was submitted for WIA approval.
Program/Service Reapplication Confirmation

Upon save, a section called Program/Service Application Confirmation displays to display the current application status.

Program/Service Review Status Section

The final section of the provider profile is the Program/Service Review Status. Provider Representatives cannot review and approve their own programs for WIA. Staff must review the course and provide a status. However, providers can return to this section to discover the current status of their course, who reviewed it, and when. The section appears similar to the following example.
At the end of creating/editing all appropriate sections for the program/service, the provider user can click the **Return to Service List** button to go back to the original links available to provider users.

When the screen refreshes, a table appears, showing the **Service Name**, **Service Description**, **Status**, and **Review Status**.

The Status will indicate whether the course is currently Active, and whether it has been approved for WIA eligibility. The table looks similar to the following example.

![Self Service Education Program Details](image)

**Provider Service Details Screen**

### Demand Occupations

Another self-service link for provider representatives is **Demand Occupations**. Clicking on this link shows a list of all in demand (i.e., Bright Outlook occupations) in the provider's state, defined for the Provider Service system. The table will show the specific O*NET occupational code for the demand occupation, and the O*NET occupational title. This information can be valuable to providers when they attempt to research and create courses and programs that have inherent benefits in the workplace. This list can be modified in the **Administrative** side of the system, which appears in another chapter of this guide.
View Reports

*View Reports* for provider representatives contains three different report categories: *Institution Detail*, *Program Summary*, and *Program Detail*.

Click the *View Reports* link to begin selecting and generating reports.

For more information about use of the provider reports, you can access the training video in the Learning Center, or click this link to start the *Provider Reports* video.

**Institution Detail Reports**

Institution Detail reports contain a summary of information on the provider, such as addresses, contact name, telephone, email, and web address. This information is derived from the provider’s initial profile and registration information. The report can be saved in two formats: Excel and Comma Separated Value (CSV), or it can be printed. The following is an example of this report.
Institution Detail Reports

Program Summary Reports

The Program Summary reports accurately describe the information that providers can access. Representatives will retrieve a table of all courses, showing information such as CIP Codes; date entered; program title; and review date, description and status. The following is an example of this report.

Program Detail Reports

Program Detail reports contain additional information about each course the provider offers. The information can include the Program Title, CIP Code, CIP Title, WIA approval status, Completion Level, Program Description, Date of implementation, Costs, Class Length, Class Minimum and Maximum Sizes, Number of Instructors, Class Frequency, Training Instructors Qualification Description, Minimum Entry
Level Requirements, and Necessary Equipment. Much of this information is derived from the course description section that a provider completes. The following is an example of this report.

![Sample Education Services Options screen](image)

**Education Services**

*Education Services* helps providers review the different training and educational programs that are offered. You can research the different schools for these courses and look at information about job placement of graduates. This section is not related to WIA approved courses; it is merely a directory of schools/providers and course information.

The following figure displays a sample Education Services Options screen:
Links on the screen let you access the following options:

- **Training Providers and Schools** – lets you search for information about specific training providers.
- **Training and Education Programs** – lets you search for training or educational programs that meet your requirements.
- **Education Program Completers** – lets you view the number of participants who successfully completed training for the selected occupation.
- **Financial Assistance Links** – lets you explore sources of financial assistance.
- **Training Budget Planning** – is used to access the system’s planning tools for your training budget, if the financial option is included in your system.
- **Online Learning Resources** – is used to access links to many websites that offer a variety of free online learning and training courses.

For details of each sub-option, refer to the topics that follow.

**Training Providers and Schools**

Use the Provider Search or the Provider Listing tabs to locate a provider, and click the **Search** button.

- **Provider Search** – Use this tab when you know the provider name or a keyword in the provider name (e.g., Purdue, Institute). It’s also helpful to know course title and the education or training type (nurse’s aide certification, computer training, etc), since you may find a large number of courses for a specific provider.
• **Provider Listing** – Use this tab, or the link at the bottom of the screen, to view an alphabetical list of available training and educational providers. This link is useful if there are questions pertaining to the spelling, or if you have only a partial provider title.

![Search Screen for Training and Education Providers](image)

Once you’ve searched for a training provider using the Provider Search tab, a screen will appear (as shown in the following figure) that displays search results for your area and the criteria that you entered.

![Training Providers Screen](image)

To find out more about a specific provider, click that provider’s name.

The following figure is an example of a provider information screen. Typically, the provider’s address,
telephone number, Web address, and other information are listed. If a list of programs is available, it is also shown.

**Educational Services Detail Screen**

- If the educational institution has a website, click the URL link to go to that website. The school’s website can provide details on school activities, programs, and other information.
- Click the **Map Address** link to show where the provider is located. A screen will display a map and directions, if they are available.
- To view information about a specific program listed for that school, click the program name. Available information will be presented. (The **WIA Eligible** column indicates the school has been approved to use WIA funds for this program. Your system may not include the WIA eligible column depending on your state’s provider information). The following figure displays a sample of the screen that lists educational program information.
Educational Program Information Screen (via Programs for a Provider)

This screen may appear different dependent on whether your system has the View Comparisons functionality. The previous sample of an Educational Program Information screen is derived from a system which has View Comparisons.

From the Program Information screen you can:

- Click Change Program to see information about another program.
- Click View Comparisons to compare the current program with others. A screen appears (as shown in the following topic), which displays options for seeing comparative information about the current program in relation to others.

**Note:** The View Comparisons option is available from the bottom of the Program Information screen regardless of whether the path to get there was through searching a provider/school to see a program listing or searching directly for a desired program. The options are described in the following topic.

**Viewing Program Comparison**

From the Program Information screen, you can click a View Comparisons button to compare the displayed program with other programs in the following ways:

- Compare similar programs from this institution to the currently selected program.
- Compare programs different from the currently selected programs that are located at the same institution.
- Compare similar programs from other institutions to the currently selected program.
- Compare the currently selected program to the state averages.

**Note:** The View Comparison function may not be available in your system.

**Program Comparison Options Screen**

From this screen, you can select the four comparison options which are briefly described in the topics that follow:

**Option 1: Comparing a Program to Similar Programs at the Same Institution**

When you click the Compare button for similar programs, a screen appears that lists similar programs offered by that institution. Compare the current program with another program by clicking the name of the program you want to compare.

**Option 2: Comparing a Program to Different Programs at the Same Institution**

When you click the Compare button for the second option, a screen appears—similar to the following figure—that lists the other programs offered by that institution.
Program List Screen

From this screen, you can compare the current program with another program by clicking the name of the program that you wish to compare. A screen appears—similar to the following figure—that compares information about the current program with the program you selected.

Program Comparison Screen

Option 3: Comparing a Program to a Similar Program at Other Institutions

When you click the **Compare** button for the third option, a screen appears—similar to the following figure—that lists the institutions that offer similar programs.
Provider List Screen

To select a provider to compare against, click the program name for that provider. A screen appears—similar to the following figure—that compares the program from the current provider with the program of the selected provider.

Program Comparison Screen
Option 4: Comparing a Program with the State Average

When you click the Compare button for the fourth option, a screen appears—similar to the following figure—that lists the state average for this program. The following figure contains sample “test” data. Your screen will include complete data, if available, for the state averages.

![Comparison with State Average Screen](image)

Training and Education Programs

The system also lets provider users search for training programs by first finding specific training providers and schools (as indicated in the previous topics), and then displaying the programs they offer.

Based on provider users’ needs, they can also locate a specific training or educational program that is related to an occupation or field of interest, and then select the specific provider, and view the details for the program offered through that provider.

The following sub-topics discuss the search criteria and options for searching by program, and then viewing specific provider and program details, including viewing comparisons of programs.

Search for Programs – Search Criteria

Click the Training and Education Programs link to locate a training or educational program that is related to your occupation or field of interest.

The following screen shows options for searching for a program.
Program Search Screen and Search Results (for a keyword search)

Programs – Area Search Criteria
The Area options on this page are displayed below.

Select Program by Geographic Area
Click the Area link to select a new area, and then select the area from the Select New Area dropdown. Finally, select the specific area (e.g. county, city, etc.) from the dropdown or radio buttons displayed.
Programs – Keyword Search Criteria
You can either just enter a keyword or phrase in the text box, or you can specify the type of keyword search by clicking on the Keyword Search Options link.

![Select Program by Keyword](image)

Programs – Classification (CIP Codes by Dropdown or by Tabs)
You can search for programs by classification (the CIP code). This can be done by selecting from the drop-down list (as shown below), or by finding the CIP code using a separate search window.

CIP Code selection by Dropdown:

![Select Program by Classification Dropdown](image)

CIP Code selection by search window:
You can click the Select program classification link, and then the displayed Choose a program link, to see a separate window displaying multiple tabs for locating the desired program codes (each of which is covered in the next heading).

Choosing a CIP Program Search tab (such as Keyword), and then choosing a program selection corresponding to the CIP code, will populate the main Program Search screen with that CIP code selection, which can then be used to search for programs that are specifically associated with that CIP code. The figures below are an example of a CIP code search by keyword:
Programs Classifications – by Keyword Tab
Type the keyword and click Search (as shown above) to see a list of related CIP code program designations. Click on the Program title to select the CIP code for your main program search.

Programs Classifications – by Program Area Tab
Click the Select program classification link to select a program by the type of program area. The screen itself is a cascading tree. Click the “+” boxes and the screen will expand to show specific program titles defined by that program area. Click the “-” boxes and the screen will contract to show only program areas, similar to the following example. Click on the lowest Program title to select the CIP code for your main program search.
Select a Program by Program Area

Click the appropriate program area and program classification to populate the main Program Search screen and continue.

Programs Classifications – by Program Listing Tab

Click the Programs by Program Listing tab to choose from a list of programs in alphabetical order, similar to the following example.

Programs by Program Listing

Click the appropriate program classification to populate the main Program Search screen and continue.

Programs Classifications – by Occupation Tab

Click the Programs by Occupation tab to select from the Occupation Code listing, drilling down to a specific occupation code.
Click the appropriate program title to populate the main Program Search screen and continue.

**Programs Classifications – by Career Cluster Tab**

Click the *Programs by Career Cluster* tab to select a program by its career cluster title. The screen itself is a cascading tree. Click the “+” boxes and the screen will expand to show specific program titles defined by career cluster. Click the “-” boxes and the screen will contract to show only career cluster titles, similar to the following example.
Click the appropriate career cluster to populate the main Program Search screen and continue.

**Programs Classifications – by Program Code Tab**

Click the *Programs by Program Code* tab to enter a complete or partial CIP code. Once the code is entered, click the **Search** button, as shown in the following example.

![Programs by CIP Code Screen](image)

Based on the full or partial code that is entered, a screen will indicate the various options. In the following example, CIP code 1102 was entered. The search results indicated there were computer programming matches. If any of these are what you are searching, click that link to display educational programs that fit.

![CIP Program Search Screen](image)
Program Search by Qualification

Individuals can search by program qualification by using a drop-down list.

Program Search by Maximum Total Cost

Individuals can search by the maximum total cost by clicking a drop-down list.

Program Search by WIA Financial Assistance Eligibility

Individuals can search for programs that are eligible for financial assistance through the Workforce Investment Act (WIA) by clicking a drop-down list.

Search for Programs that Prepare for Green Jobs

Individuals can search for programs that provide training/certification for Green Jobs by selecting Yes or No from the drop-down list. Click the link to view the definition of Green Jobs.
Program Search by Day or Night Classes
Individuals can search for programs based on the time of day classes are offered by clicking a drop-down list.

Day or Night Classes Drop-Down

Program Search by Program Type
Individuals can search for programs that are Classroom and Online, Classroom only, or Online only by making a selection from the drop-down.

Green Job and Program Type Search Options

Program Listing
The system also offers individuals the option to search for education and training programs from a full list by selecting the area (described above), program type (described above), and the first letter of the program name as shown in the following figure.
Viewing Education Program Completers

To view education and training program completers:

- Select Education Services ▶ Education Program Completers from the Navigation menu.
  — OR —

Click Education Program Completers from the Education Services menu screen.

Select an occupational search screen. There are six different occupational search tabs that can be used: Occupations by Keyword, Occupations by Group, Occupation Listing, Occupations by Education Program, Occupations by Military Specialty, and Occupations by Occupation Code. See Appendix A - Common System Tools, for more information on searching for an occupation.

- Based on what you enter, possible titles may display, as shown below:
Based on your search, a list of related O*NET occupational titles will appear. Those that are related to high growth industries with a greater probability of employment will have a Bright Outlook indicator next to their title. Click the occupation title that best fits your requirements.

Once the occupation title is selected, the screen will display a list of completers (similar to the following figure):
Viewing Financial Assistance for Training

Individuals can select an option to explore potential sources of financial assistance for training programs that they may be interested in. This will display links to sites identified by the state.

To view a page listing links to options for financial assistance:

- Select Education Services » Financial Aid for Training from the Navigation menu.
  — OR —
  Click Financial Aid for Training from the Education Services menu screen.

A screen displays a list of national financial aid options.

To view information about a financial aid option, click the link associated with that option.

- Use the ☐ in the upper right corner of your Internet browser to return to the system.
Accessing Training Budget Planning

Depending upon your system’s configuration, you may have access to a transition budget planning section. This area will help you plan for the expenses associated with enrolling in a training or education program beyond just tuition and fees. The Transition Budget lets you plan for additional expenses, such as child care, rent/mortgage, food, etc.

To access the training budget planning functionality:

- Select Education Services ➤ Training Budget Planning from the Navigation menu.

From this screen you can:

- Click the Education Services link to access information about training and education providers and programs
- Click the Create New Plan link to begin the process of creating a new training budget plan
- Click a link in the Plan Period column to edit an existing budget, if applicable
- Click the Financial Aid for Training link to access a page of links to websites that contain information on financial aid

Creating a Training Budget

Creating a training budget requires these steps:

1. Selecting the time period for the program/course you plan to take
2. Entering information about the courses/programs that will be undertaken during the planning period.
3. Entering information about your current monthly expenses
4. Entering information about your current monthly income
5. Reviewing your completed training budget plan
Entering Program/Course Information

To begin creating your training budget on the Training Budget Planning page:

- Enter the Planning Period for the courses/programs you plan to take.
- Click the Add Programs/Courses link, as illustrated below.

Create New Plan Screen

Begin by selecting a Planning Period, choosing the month and year that the training budget plan will start and end. Then, click the Add Programs/Courses link to add an education or training program to your plan:

Add a Program/Course Screen

This screen allows you to enter amounts for your education/training expenses, such as tuition, books, and other costs. When you have finished entering information, click the Save button. The system now displays your saved training budget plan:
Now, you can either add more programs/courses to your plan, or click the Next button to continue entering information.

**Entering Current Monthly Expenses Information**

After you have finished entering program/course information, the system displays a page where you can enter your current monthly expenses:

<table>
<thead>
<tr>
<th>Item</th>
<th>Expenses Each Month</th>
<th>Expenses over Training Period 01/2012 - 06/2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. What is your current rent or mortgage payment each month?</td>
<td>$1,200.00</td>
<td>$3,600.00</td>
</tr>
<tr>
<td>2. What do you pay for utilities each month? -- This includes water bill, gas bill, electric bill and fuel oil bill.</td>
<td>$200.00</td>
<td>$500.00</td>
</tr>
<tr>
<td>3. What is your average phone bill each month? -- This includes pagers, cell phones and internet expenses.</td>
<td>$75.00</td>
<td>$225.00</td>
</tr>
<tr>
<td>4. What is your monthly cable bill?</td>
<td>$45.00</td>
<td>$540.00</td>
</tr>
<tr>
<td>5. What do you spend, on the average, for food/groceries each month?</td>
<td>$200.00</td>
<td>$540.00</td>
</tr>
<tr>
<td>6. What do you pay each month for childcare or babysitting?</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>7. What are your monthly costs for transportation? -- This includes gasoline, public transit fare, taxi or train, tolls, etc.</td>
<td>$100.00</td>
<td>$600.00</td>
</tr>
<tr>
<td>8. What do you spend, on the average, for family clothing each month?</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>9. What are your medical costs each month for the family? -- This includes prescriptions, co pays for doctor visits, etc.</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>10. What does your family spend each month for entertainment? -- This includes eating out, movies, CDs, dancing, etc.</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>11. What are your family’s personal costs each month? -- This includes nails, hair, etc.</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>12. What do you spend each month for family laundry? -- This includes laundry or dry cleaning expenses.</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>13. What is your monthly loan / credit payments? -- The loan is a personal loan, student loan.</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>
Enter cost information for the items provided in the Expenses Each Month column. The system will automatically perform two calculations – it will multiply the monthly expenses by the number of months in the planning period and display the total in that item’s Expenses Over Training Period column. The system will also total the costs of all your items and display them in the Planned household expenses field:

| Planned household expenses: | $1,240.00 | $7,440.00 |

**Totaled Current Monthly Expenses**

When you have finished adding information about your monthly expenses, click the Next button.

**Entering Current Monthly Income Information**

After you have finished entering your monthly expenses, the system will prompt you to enter information about your current monthly income:

<table>
<thead>
<tr>
<th>Your Current Monthly Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter your monthly income into the Income Each Month column. The amount over the Training Plan Period will be calculated for you.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item</th>
<th>Income Each Month</th>
<th>Income over Training Period 01/2012 - 05/2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. What is your take-home pay each month?</td>
<td>$3,500.00</td>
<td>$11,000.00</td>
</tr>
<tr>
<td>2. What is your family’s take-home pay (all household members combined not including yourself) each month?</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>3. What is your family’s benefit income (all household members combined)? This includes Unemployment Compensation, Welfare or General Assistance Payments, Social Security benefits, etc.</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>4. What is your monthly family food stamp allowance?</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>5. What is your monthly housing assistance? This includes Section 8 Certificate value, and other subsidies</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>6. What are your monthly childcare, dependent care assistance and foster child payments?</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>7. What is your monthly transportation assistance?</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>8. What is your income from other sources such as child support, alimony, family, etc.?</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Planned household income: $3,500.00 $21,000.00

**Current Monthly Income Screen**

Enter cost information for the items provided in the Income Each Month column. The system will automatically perform two calculations – it will multiply the monthly income by the number of months in the planning period and display the total in that item’s Income Over Training Period column. The system will also total the income from all your items and display the figure in the Planned household income field. When you have finished adding information about your monthly income, click the Next button.
Reviewing Your Completed Training Budget Plan

After you have entered information about your education/training program, your current monthly expenses, and your current monthly income, the system will use the information to calculate your training budget:

**Step 1 - Calculate your Training Budget**

<table>
<thead>
<tr>
<th>Expenses and Income</th>
<th>Amount Each Month</th>
<th>Amount for Training Period 01/2012 - 06/2012</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planned household expenses:</td>
<td>$2,510.00</td>
<td>$16,060.00</td>
<td>Change</td>
</tr>
<tr>
<td>Planned Training costs:</td>
<td>$716.67</td>
<td>$4,300.00</td>
<td>Change</td>
</tr>
<tr>
<td>Planned household income:</td>
<td>$3,500.00</td>
<td>$21,000.00</td>
<td>Change</td>
</tr>
<tr>
<td>Balance</td>
<td>$273.33</td>
<td>$1,640.00</td>
<td></td>
</tr>
</tbody>
</table>

**Step 2 - Review your Training Budget Summary**

Based on the information you have provided, you have sufficient income to take the training and meet your family's monthly living expenses with a surplus of $273.33.

**Step 3 - Analyze Potential Sources of Additional Income**

- Financial Assistance - Select this option to look for potential sources of financial assistance to increase your surplus.
- Financial Aid for Training - Select this option to explore potential sources of financial assistance for training programs.

<table>
<thead>
<tr>
<th>Expenses and Income</th>
<th>Amount Each Month</th>
<th>Amount for Training Period 01/2012 - 06/2012</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance from Step 1:</td>
<td>$273.33</td>
<td>$1,640.00</td>
<td>Change</td>
</tr>
<tr>
<td>Potential income from other sources:</td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>Potential financial assistance:</td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>Total income and assistance:</td>
<td></td>
<td>$21,000.00</td>
<td></td>
</tr>
<tr>
<td>Total expenses - includes training:</td>
<td></td>
<td>$19,380.00</td>
<td></td>
</tr>
<tr>
<td>Potential Balance:</td>
<td>$273.33</td>
<td>$1,640.00</td>
<td></td>
</tr>
</tbody>
</table>

**Completed Training Budget Plan**

From this screen, you can:

- Modify any of the information previously provided – tuition costs, monthly expenses, or monthly income – by clicking one of the Change links. The system will recalculate your training budget after you have made your changes.
- Click the Financial Assistance link to access information about benefit programs that you might be eligible for to contribute to your education/training costs.
- Click the Financial Aid for Training link to access a page of links to websites that contain information on financial aid.
- Click the Display Training Plan Options button to return to the Training Budget Planning screen, where you can create another training budget plan.
Accessing Online Learning Resources

A page is provided with links to websites that offer a variety of free online learning and training courses that individuals can use to expand their knowledge and skills. Click Online Learning Resources to view links that are grouped into sections for different workplace, education, or other learning resources groups, such as: ALISON Online Learning, Workplace Skills, Education (K-12 and College), Business and Technology, Writing and Languages, and Miscellaneous.

ONLINE LEARNING RESOURCES

This page contains links to websites that offer a variety of free online learning and training courses that you can use to expand your knowledge and skills. The links are grouped into the following sections: ALISON Online Courses, Workplace Skills, Education (K-12 and College), Business and Technology, Writing and Languages, and Miscellaneous.

ALISON ONLINE COURSES

ALISON is one of the leading FREE online learning websites of topics, including tutorials on Microsoft® Word, Excel and potential workplace safety issues; basic economics, and we are designed to assist individuals in the workplace, but other satisfaction and enrichment. ALISON is also self-paced and or individuals. All courses are open to free learning.

WORKPLACE SKILLS

GCFlearnFree.org - Funded by the Goodwill Community Foundation, free computer, technology, and life skills training online. Use classes, or take any of the free tutorials at their own pace, to acquire new skills.

Vocational Information Center - The Vocational Information Center provides links to online resources for career exploration, job search and technical schools, and career-related references.

EFL Human Resources Distance Learning Center - EFL courses in human relations topics such as health insurance, employee benefit programs, tax issues, compensation, and recruiting.

LINKS Workplace Education Lab - The Learning Activities for Workplace Education quality learning activities that focus on the basic skills and the 21st Century workplace.

EDUCATION (K-12 and COLLEGE)

Open courseware programs are designed to give students the knowledge and materials that are actually used in university classrooms. The project of the Massachusetts Institute of Technology (MIT), which current course. Participating colleges post syllabi, assignments, and other materials online making it easy for self-learners to study and audio of course materials is often available. Open course registration or charge tuition. However, they also do not award a degree.

Click Online Learning Resources to view links that are grouped into sections for different workplace, education, or other learning resources groups, such as: ALISON Online Learning, Workplace Skills, Education (K-12 and College), Business and Technology, Writing and Languages, and Miscellaneous.

Sample Online Learning Resources Screen
Other Services

Communications Center

The Communications Center lets provider users read/respond to system messages from workforce staff. Click the Communications Center link. There is one category, called Messages.

Click the Messages link. A table appears that shows an Inbox and an Outbox. If there are any messages waiting, they will appear in the Inbox. Responses to messages will appear in the Outbox, similar to Microsoft Outlook. This is a useful link for provider representatives to keep in touch with issues and concerns from their local workforce staff members. The table will appear similar to the following example.

[Table example]

Assistance Center

The Assistance Center gives provider users access to a variety of general information about the system, including settings and preferences, and ways to contact system staff for assistance or to ask questions. The Assistance Center can include four options, depending on your system’s configuration, as shown in the following figure:

[Figure of Assistance Center Options]

- **About this Site** – Select this option to view additional information about this site, and its services.
- **My Preferences** – Select this option to view and select the settings you use when visiting this site. Settings may include graphics displayed, preferred language, and other menu options.
- **Email Your Questions** – Select this option if you have a question about using the system. This area allows you to send an online message to system staff.
- **Contact Us Directly** – Select this option to access contact information for the system’s help desk, a local office in your area, or all offices served by the system.

**About this Site**

Click the **About this Site** link to view detailed information about the site and its services and features.

![Sample About this Site Page](image)

**My Preferences**

Click the **My Preferences** link to set your user preferences for this system. Depending upon your system’s configuration, you may be able to choose options for themes (graphics versus text-only), preferred language, and navigational preferences.

![My Preferences Options Screen](image)
Email Your Questions

Click the Email Your Questions link to access an online form that allows you to submit a question to system staff.

![Email Your Questions Screen](image)

Contact Us Directly

Click the Contact Us Directly link to view contact information for the system’s Help Desk (if applicable), the Office Near You, or All Offices.

The Office Near You tab allows you to search for offices based on a ZIP code, county, or region, as shown in the following figure:

![Contact Us Directly – Office Near You Tab – ZIP Code Search](image)
Select a type of geography (ZIP Code, County, or Region) from the Search By drop-down list, then enter or select your specific area and click the Search button.

**Learning Center (Provider Courses)**

The Learning Center lets provider users access training videos that provide both general assistance in using the system, and cover specific provider-related functions. These self-paced tutorials present detailed demonstrations to help provider users take advantage of the various system resources available.

**Welcome to the Learning Center. Please select a training video from the titles listed below. Audio is used in these videos, so speakers are recommended.**

- **General Courses**
  - How to use these videos: Learn how to use the video player to view the various control options available to help you manage these self-paced courses.
  - How to Conduct an Occupation Search: Learn how to search for and add occupations. The system uses the O*NET program, the nation’s primary occupational information resource.
  - How to Conduct an Industry Search: Learn how to search for and select using the North American Industry Classification System (NAICS). Fed CAP uses this standard to classify business establishments.

- **Provider Courses**
  - Registration Process: Provider Representatives must register in the system before they can enter information on courses or submit courses for WIA eligibility. This brief video will explain the registration process from start to finish.
  - Apply for WIA Program Certification: Provider Representatives may wish to submit some courses to workforce staff for WIA eligibility. This video will explain how the process works from the provider’s perspective.
  - Apply for Region Program Certification: Provider Representatives must make a decision whether their programs will be regional or statewide. This decision has implications as they pertain to WIA eligibility. This short video will discuss the differences between region and statewide.
  - Manage All Programs: Some information on provider courses can be edited. This video will discuss how course information can be changed by provider representatives, and what flags appear to allow staff to review these changes.
  - Reapplication Process (each calendar year): Courses approved for WIA eligibility must be renewed each calendar year. This video will explain the reapplication process.
  - Comparing Programs or Institutions: The Education Services directory allows provider representatives to compare institutions and their programs. This video will explain how the compare feature can assist provider representatives in creating courses that are competitive with other institutions.

*Return to Directory of Services*

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**Learning Center – Provider Courses**
This page intentionally left blank.
4: Staff – Provider Tools

Staff with appropriate privilege settings can enter new providers and assist providers with information. All of the provider self-service functions described in Chapter 3 can also be performed by staff members. In addition, other functions, such as setting provider access, provider reapplication or approving programs for WIA, are exclusively staff related. Privileges that allow staff members the ability to perform these functions are available through the Administrative part of the system.

Note: For a brief indication of where these settings are accessed see Chapter 4 of the Administrator Guide. For a detailed explanation of all functions related to the Administrative side, please review the latest version of the VOS/VLMI System Administrator Guide.

Staff Access to Provider Information

Set Staff Privileges to Verify New Providers

A staff member with Administrative privileges will need to ensure certain privileges are set for the staff members who will grant access to self-registered providers. To grant these privileges, an administrator will open the Staff Administration menu option and click the Administer a Staff Account option.

Search for and open the record of the staff member to whom you are granting privileges. The Staff Administration screen for that staff member will open. Open the Manage Consumer Reporting System (CRS) submenu by clicking the plus sign.

When the screen expands, set the following privileges to Yes: Manage Provider Access, Manage Provider Users – Assist, and Manage Provider Users – Create.
Manage Providers Privileges Settings – Administration

Click the **Save Changes** button at the bottom of the screen to save the privileges.

### Manage a Provider

Staff members, with the appropriate privileges, can enter provider information through the Main Menu Screen, as shown in the following example. Staff can either click the main heading, called **Manage Providers**, or click the link on the left navigational menu.
The main links in Manage Providers are:

- **Create a Provider** — lets staff create a new provider (institution) in the system.
- **Assist a Provider** — lets staff members locate and add, edit, or modify information for an existing provider (institution) record.
  
  Staff can also use the search screen from this option to locate and add, edit, or modify information for an existing provider user, using the same menu options that provider user sees (which are covered in the previous chapter).
- **Manage Program Reapplication** — lets staff members review programs that are scheduled for periodic reapplication or review.
- **Create a Provider User** — lets staff create a new provider user in the system (following steps similar to those of the provider user doing self registration).

**Creating a Provider**

Staff members who click the link to Create a Provider will first view a General Information screen for basic information. The screen will look similar to the following example. Whether a staff member is creating a provider with WIA eligible programs or not, the process is the same.
Sample Provider Information Screen

Staff members will be asked to complete the following information about the provider:

1. Mark the provider status by selecting the **Active** or **Inactive** radio button. Staff may wish to keep the provider as **Inactive** until all information is entered.

2. Select the provider’s region from a list in the drop-down menu.
   
   **Note:** *If a preferred employer is linked to this provider (i.e., OJT contracts), click the Search for Employer link to match the employer with the provider information. In most situations pertaining to CRS providers, this information would not be pertinent.*

3. Provide the Vendor ID number.
4. Enter the FEID/SSN in the space provided.
5. Enter the provider name, address, city, state, and zip code.
6. If the provider has a URL, enter the URL in the space provided.
7. Select the Type of Business for the provider from the drop-down menu.
8. Enter State Use fields, as appropriate.
   
   **Note:** *In some configurations, Quadrant and Ward, or other State Use fields are unique fields for specific clients. If pertinent, provide that information.*
9. Input the provider billing address manually (if different from the physical address). If the billing address is the same as the previous address, click the Provider's Main Address link and the information will pre-fill.

10. Provide a fiscal contact person associated with the billing address in the Attention field.

11. Input the provider mailing address manually (if different from the main address or billing address). If the mailing address is the same as either of the previous addresses, click the Provider’s Main Address or Provider’s Billing Address link and the information will pre-fill.

12. Provide a contact person associated with the mailing address in the Mailing Attention field.

13. Click the Save button to save the information, or Cancel to return and start again.

When the screen refreshes, staff will be asked to select the Provider Type Details. When creating a provider with programs that are not WIA approved, a staff member will want to go to the Program Services tree, and select PS- CRS. This is a very important step. The data transfer here will inform the system that the staff member is creating a provider without WIA-approved programs. Make a selection similar to the following illustration.

```
Provider Type Details

Contract Services (CS)
  - CS - OJT
  - CS - Project
  - CS - Work Experience

Program Services (PS)
  - PS - Approved Provider Training - ITA
  - 300 Occupational Skills Training - Approved Provider List (ITA)
  - 304 Adult Educ w/Occ. Skills Training - Approved Provider List (ITA)
  - 416 Occupational Skills Training - Approved Provider List
  - 307 WVT Vocational Education Training Approved Provider List
  - PS-CRS
    - CS - Non-ITA Occupational Skills
      - 302 Entrepreneurial Training
      - 304 Customized Training
      - 311 Enrolled in Job Corps
      - 312 Enrolled in Other Federal Training
      - 313 Enrolled in State and Local Training
      - 314 Enrolled in Apprenticeship Training
      - 320 Private Sector Training
      - 329 Occupational Skills Training - Non Approved Provider (No ITA)
      - 334 PS - Non-ITA Vocational Education Training - Approved Provider List

Sample CRS Provider Type Details Screen
```

14. Click the Save button to save your selection, or Cancel to start again.

Staff will notice that the PS-CRS selection does not have any associated service codes. It is that way on purpose. These providers will not appear as options for federal program enrollments, thus no activity codes are needed.

When the screen refreshes after saving the provider type details, the three provider portfolios will appear with the related profiles (and their tabs), as shown in the following figure: Provider Profile, Provider Programs, and Provider Activities. Each of these profiles retains specific information about the provider:

- **Provider Profile** is a placeholder for general information about the provider, such as locations, contact persons, billing address, etc.
- **Provider Programs** is where all of the specific courses and programs are created, edited, and modified.
- **Provider Activities** contains information on those who enrolled in the courses and programs created in Provider Programs, and any vouchers and invoices that were created for those programs that were funded.

**Note:** The Provider Payments folder and tabs only display for systems integrated with Virtual OneStop IFT. For more detailed information regarding the role of these profile folders, please review the Manage Providers chapter in the IFT Staff User Guide.

![Manage Providers Link on the Main Screen and Left Navigation Menu](image)

### Provider Profile Folder

The *General* tab of the Provider Profile folder will appear as the default tab when the screen refreshes after creating or assisting a provider.

The *General* tab contains summary information that was previously entered.

**Edit** links at the bottom of each section will allow staff members, with sufficient privileges, to go into each section and edit information as appropriate. At the bottom of the screen is a section called *Provider Type Details*. This section shows the provider types which define the scope of the provider’s services. The following illustration is an example of the *General* tab.
Note: The General Tab in the Provider Profile shows the information entered previously in the Provider Details and Provider Type Details sections as part of the provider creation. The Edit links allow staff members to edit information. Staff can also create case notes from this screen.

The Edit CRS Provider Details link contains fields for completing institutional information. Click the Edit CRS Provider Details link to access the questions/prompts. When the screen refreshes, staff will view a screen similar to the following example.
Staff will be asked to provide the following information about the provider:

1. The **Institution Name** and **Institution Code**, which are display-only fields that cannot be changed.
2. Click the appropriate radio button indicated whether this is a **Primary Institution**.
3. Select the correct **Institution Area** from the drop-down list provided.
4. Select the correct **Institution Type** from the drop-down list provided.
5. Select the type of **Institution Ownership** from the drop-down list provided.
6. Indicate the number of years the provider has been in business.
7. Click the appropriate radio button to indicate whether the institution provides **Disabled Access**.
8. Indicate whether **External Updates** to this record are allowed, if your system is configured to allow external updates.
9. Give a description of the institution’s **Source of Funding** in the text box provided.
10. Provide an **Institution Description** in the text box.
11. Click **Save** to save your changes or **Cancel** to return to the General screen without saving.

**Note:** The **Locations and Contacts** tabs in the Provider Profile folder can also be accessed and staff can add additional locations and related contacts for those locations. For more information on completing these sections, refer to the Manage Providers chapter in the IFT Staff User Guide.

**Provider Programs Folder**

The folder for creating information on specific programs or courses offered by the provider is the **Provider Programs folder**. The Provider Programs folder may contain as many as four tabs: **Program Services**, **Support Services**, **Contracts**, and **Self Service Education Programs**.
For purposes of this user guide, the focus will be on the Provider Services – Self Service Education Programs tab. For more information on Program Services, Support Services, and Contracts, refer to the Manage Providers chapter in the IFT Staff User Guide. The following is an example of this profile folder.

![Self Service Education Programs Tab in Provider Programs Profile](image)

To create a new CRS program, click the **Add Self Service Education Program** button.

If the provider User intends to make this program available for WIA enrollment purposes, the same step will accomplish BOTH purposes. When the screen refreshes, a list of required fields, divided into a series of sections, must be completed.

The sections include the **Program/Service Details**, **Program/Service Occupations**, **Program/Service Cost Details**, **Program/Service Locations**, **Program/Service Skills**, **Program/Service Performance**, **Program/Service Application Confirmation**, and **Program/Service Review Status**.

**Note:** Discussion on completing each of these sections, except the Program/Service Review Status, is discussed in Chapter 3. For information on completing these sections, refer to the topic Add a Program starting on page 3-5 for details. The following figure is an example of these sections completed for a specific course.

You can also access the training video in the Learning Center, or click this link to start the **Apply for WIA Program Certification** video, for specific on how to add a program from this tab.
Occupations, Cost Details, Locations, Skills, and Performance and Confirmation Sections Completed

The Program/Service Review Status section is a staff only function. In order to update information in this section, staff members click the Edit Program Review link. When the screen refreshes, it appears similar to the following example.
Program/ Service Review Status Screen

When staff members have an opportunity to review the course, they can provide information by answering the following questions:

1. Enter a *Review Date* following the format noted in blue text.

2. The *Application Status* indicates the current status of the program. Staff can select *Not Applied For, WIA Approved, or Applied For*. *WIA Approved* is the correct response if this program is initially set up for WIA approval. If you select *Applied For* when you really meant to approve the course, the form will not save.

3. The *Review Status* is an important drop-down field. Here, the reviewer can determine federal program eligibility of the course. Staff can choose from *Not Reviewed, Eligible, Rejected, On Hold, Recommended, Re-applied, or Elected to no longer participate*. The *Eligible* option will allow inclusion of the course among other WIA programs and courses.

4. If you wish to set up the course for future review, there is a *Reapplication Date* field. Here that date can be entered using the format noted in the blue text. See the *Reapplication* section for related information.

5. If the review requires comments, staff can now create a case note from this screen.

6. If the course is approved as an ITA Training course, there are two radio buttons in the *Approved Provider Training – ITA Status* section. If a staff member selects the *Yes* radio button, the course will be approved as an ITA Training course. It will be WIA eligible, and a duplicate entry will appear in the *Program Services* section. If the *No* radio button is selected, it will not be a WIA eligible ITA training course.

7. Click the *Save* button to save any changes, or click the *Cancel* button to exit without saving.

8. Click the *Return to Service List* button, and when the screen refreshes, the Provider Services – Self Service Education Program main screen will appear. Here, a table is now visible with the course title and description. The course title is a link to access the various sections of the course information screen. It will appear similar to the following example. The *Status* column will show whether it is *Active*, and whether it is WIA approved.
If the course is approved as WIA eligible, it will also appear in the Program Services tab. Click the Program Services tab to make certain that the information was entered successfully.

Note: Staff members who enter the information through the Program Services tab instead of the Self Service Education Programs tab will have to enter the information twice because the data will not transfer from Program Services to Self Service Education Programs, just the other way around.

Staff members may wish to click on the Service Name link in the Program Services tab to review the information that is gathered. Most of the information will copy over from the Self Service Education Programs tab. However, staff may need to examine the Program/Service Customer Group section. Here, every customer group will default until the section is edited, similar to the following example.
Program/Service Customer Group Screen in Programs Tab

Click the Edit Customer Group Details link and select only the customer groups that directly relate to this course. If this course is not designed for youth, then the Older Youth and Younger Youth groups need to be unchecked. If this course is not eligible as a statewide program, then the Statewide program group options need to be unchecked. When finished, click the Save button to save your changes, or the Cancel button to exit without saving.

One important note that needs to be made regarding editing. After information is initially entered and saved for WIA-eligible courses, a provider representative can access the course again and make edits in the Self Service Education Programs tab. However, the information will not automatically transfer to Program Services. The system will identify when specific information was edited and changed on the Self Service Education Programs tab, and red text will appear, indicating a change was made.

Staff, with appropriate privileges, will receive system notifications when information has been changed in a Self Service Education Programs course. They can then review the changes, and manually change the information on the Program Services tab. Therefore, it is important to remember that editing must be done twice on a WIA-eligible course. There are some situations where data may be different on the Self Service Education Programs tab. In these situations, this allows the information not to automatically transfer if it is not applicable.

Significant changes, such as a change in the CIP code, will require staff to review the course again for WIA Approval. The Program/Service Review Status section may state, in red text, Changes Not Applied For. Staff must review the changes, and indicate whether the changes are WIA-approved. In the Approved Provider Training – ITA Status section, there will now be four radio button options:

- Yes, Approved for Training – Accept changes.
- Yes, Approved for Training – Reject changes.
- No, not Approved for Training – Accept changes.
- No, not Approved for Training – Reject changes.

Select the appropriate response, and click the Save button. The screen appears similar to the following example.
This is a description of staff-related functions for providers. The interface is currently set up where courses that are eligible for federal program enrollments, as well as those that are merely part of the Education Services directory, can be created at the same time. Both staff and provider representatives use the Manage Providers section of the system. Staff members who wish to review this section in more detail may also find the IFT Staff User Guide to be a valuable resource.

### Assist a Provider – Setting Provider Access

Staff members can modify the access level of provider users in the system by clicking the Assist a Provider link under Manage Providers. The system allows staff to search for provider users in a variety of ways, and also displays the last five provider users that the staff member has assisted.
Staff can either click one of the links to work with one of the displayed provider users, or they can select an Access Status from the drop-down menu and click the Search button. The following figure shows the search results page:

To modify a provider user’s access rights, click the Edit link in the Action column. The system will display the Provider User Access Rights page, shown in the following example:
The details shown in the Provider User Information section are for your reference and cannot be changed from this page.

In the Provider User Access Rights section, select an Access Rights setting (Active, Inactive, Pending Access, or Under Review) from the drop-down menu; then enter Comments that support the Access Rights setting you selected.

When you have finished entering information, click the Save button.

Manage Program Reaplication

Staff members can keep track of providers that have programs due for reaplication by clicking the Manage Program Reaplication link in Services for Staff > Manage Providers.

The Reaplication Criteria section allows staff to filter by the number of days from the reaplication due date. Staff can choose from 30 days to greater than 90 days.
Based on this filter, a list of providers appear in a table, which includes the Program due for reapplication, the Reapplication Date, and a View link in the Action column which will take staff to the provider information, along with the link in the Provider Name column. This screen appears similar to the following example.

![Manage Program Reapplication Screen](image)

Provider Representatives can keep track of courses that are due for reapplication. A red REAPP icon will appear next to the course, much like the purple WIA icon appears. The following is an example of a course that is due for reapplication.

![Red REAPP icon indicating that a course is up for Reapplication](image)

During a predefined reapplication time period by a provider, staff will send a message through the system to request all WIA Approved program representatives to reapply for approval. This could be an annual request, or some other predefined time period.

Provider representatives can then reapply through the Program/Service Re-application Confirmation section. This section will be available to provider representatives following initial WIA approval by staff.
The section consists of two questions that provider representatives reviewed initially when it was the Program/Service Application Confirmation section. Provider representatives will be asked to:

- Review and agree again to the confirmation statement by selecting the **Yes** radio button, and
- Agree to submit the program for another year by selecting the **Yes** radio button.

Staff will then review the program through Manage Program Reapplication. Within the Program/Service Review Status section, a new field is available called **Reapplication Status**. The Reapplication Status will be set to “**Applied For**.” If staff members wish to approve the program for another year, they can change the status to **Approved**. The following is an example of the Reapplication Status field that appears.
Reports

The Reports section available to staff contains Provider Reports under the Detailed Reports area; these reports are divided into two categories – Eligible Training Provider (CRS) Reports, and general Provider Reports. The access screen looks similar to the following example. Staff with questions on other reports may wish to consult the latest edition of the Virtual OneStop Staff User Guide or the Reports At-A-Glance.

Eligible Training Provider (CRS) Reports

The Eligible Training Provider Reports are divided into four different categories: by Providers, by Programs, by Provider Contact, and by Program Status. The menu screen looks similar to the following example.

For more information about use of these CRS reports, you can access the training video in the Learning Center, or click this link to start the Eligible Training Provider (CRS) Reports video.

By Providers Reports

Click on the by Providers link in the Eligible Training Provider (CRS) category. Most of the information for this report is taken from the institution’s general profile.

When the screen refreshes, staff can select a provider by location, status, provider name, provider type (Two-year University, Public Adult School, etc.), and LWIA/Region.

The filter screen appears in the following example.
Sample by Provider Report Filters

Click the **Display Report** button located at the bottom of the screen. The report will appear based on your filters. You can save this report in Excel, CSV (Comma Separated Value), Pipe Delimited, or PDF formats. You can also print the report using the **Print** link or icon. The following is an example of a by Provider report.

![Sample by Provider Report](image)

Sample Provider Report

Click the **Select Another Eligible Training Provider (CRS) Report** button to view another CRS report, or click the **Select another Report Option** button to return to the reports menu screen.

**Note:** At the top of the report screen, you may see a blue question mark and a link, which states: “This website wants to install the following add-on: ‘MeadCo’s ScriptX’ from ‘Mead & Company”
By Programs Reports

Click on the By Programs link in the Eligible Training Provider (CRS) category. Most of the information for this report is taken from general information entered pertaining to a provider’s programs.

When the screen refreshes, staff can select a program by location, program status, provider status, provider name, provider type (Two-year University, Public Adult School, etc.), and LWIA/Region. Staff can select either a Summary Report or a Detail Report. The Detail Reports will provide more information in comparison to a Summary Report, which provides information such as the program name, CIP Code, date entered in the system, and review status.

The filter screen appears in the following example.

![Sample By Program Report Filters](image)

Click the Display Report button located at the bottom of the screen. The report will appear based on your filters. You can save this report in Excel or CSV (Comma Separated Value) formats. You can also print the report using the Print link or icon. The following is an example of a summary report.

![By Programs Summary Report](image)

For comparison purposes, the following is the same report when the Detail radio button is selected.
By Provider Contacts Reports

Click on the By Provider Contacts link in the Eligible Training Provider (CRS) category. Most of the information for this report is taken from provider representative registration. This report will show all the registered provider representatives. Provider, Provider Sub-Name, Address, City, State, Zip, Contact Name, Title, Telephone, Fax, Email and Web Address are displayed if completed in the Provider Profile.

This report can be saved as an Excel spreadsheet or a CSV (Comma Separated Value). You can also print the report using the Print link or icon.
By Program Status Reports

Click on the **By Program Status** link in the **Eligible Training Provider (CRS)** category. Most of the information contained in this report is gleaned from staff information as it pertains to the current WIA eligibility status of any given provider program. The report will generate results based on the Type of Program Status: Not Reviewed, Eligible, Rejected, On Hold, Recommended, Re-applied, and Elected to no longer participate.

When the screen refreshes, staff can select a program by location, program status, application status (Not Applied For, WIA Approved, and Applied For), Type of Programs Report (Not Reviewed, Eligible, Rejected, On Hold, Recommended, Re-applied, and Elected to no longer participate), provider status, provider name, provider type (Two-year University, Public Adult School, etc.), and LWIA/Region.

The filter screen appears in the following example.

![By Program Status Report Filter Screen](image)

Click the **Display Report** button located at the bottom of the screen. The report will appear based on your filters. You can save this report in Excel or CSV (Comma Separated Value) formats. You can also print the report using the **Print** link or icon. The following is an example of the report.
Provider Reports

The Provider Reports under the Detailed Reports section are divided into three different categories: by Providers, by Program, and by Contact. The menu screen looks similar to the following example.

These reports provide details on providers in general.

For more information about use of these provider reports, you can access the training video in the Learning Center, or click this link to start the Provider Reports video.