

Instructions for Managing Providers in WorkInTexas.com

Managing Providers in WorkInTexas.com

The Provider Management module in WorkInTexas.com is available to staff members with access through **Services for Workforce Staff > Manage Providers**.

The top navigation menu (Image 1) of the provider module is divided into the following sections:

- **Provider Profile**—This section contains general information such as provider type details, locations, and contacts.
- **Provider Programs**—This section is used by staff members to manage programs and services connected to each provider.
- **Provider Activities**—This section summarizes participant enrollments and includes staff document management options. Vouchers are not available to Local Workforce Development Boards (Boards) in WorkInTexas.com.

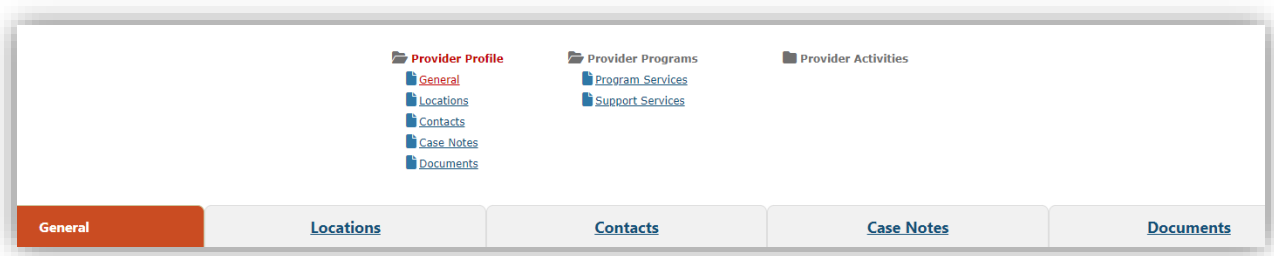


Image 1

Create a Provider

Staff members with access will add new providers in WorkInTexas.com using the following steps:

1. **Select Create Provider.** Staff will be reminded not to enter Eligible Training Providers (ETPs) directly into WorkInTexas.com with a pop-up window confirmation (Image 2).
2. **General Information—Provider Information.** Enter required information (identified on screen with preceding red asterisks).
 - **LWDB Region**—Staff members will only create providers for their Board area. State, TWC State Region, and State Contractor providers will be set up by TWC state office staff.
 - **Vendor ID**—A searchable field when assisting providers. TWC recommends Boards use the following standard format: WDA#_AbbreviatedName—For example, a subsidized employment contract with a company named *Work Solutions* in Workforce Solutions Capital Area may be designated **14_WkSol**.
 - **State Use 1–5.** Optional fields—State Use 1 is reserved by TWC for ETP system provider IDs.
 - **Attention (Addresses)**—May be the name of internal contact(s) for Local Workforce Solutions Office staff. Provider information is not shown publicly.
3. **General Information—Provider Type Details.** Staff identify service categories that will be connected to the provider on this page. Only the categories selected will be available for

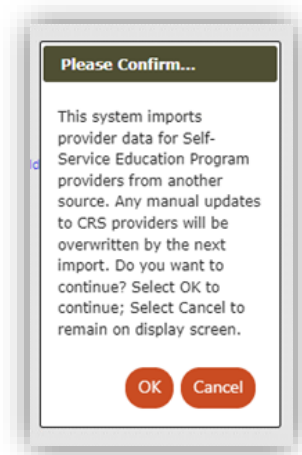


Image 2

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identification of specific program services (step 6) and support services (step 7). Categories may include the following:

- Program Services (PS)—referrals, career services, trainings¹, on-the-job training (OJT), work experiences, follow-up services, and child care services (CCS) updates
- Support Services (SS)—program supports², including incentives, transportation, and CCS

4. **Locations (Optional)**³. The location information previously entered (step 2) is displayed as the primary location by default. Staff members may add locations as required. For example, staff may enter multiple locations for an employer providing summer internships or subsidized employment opportunities at multiple worksites. Additionally, Boards may input multiple locations for each Local Workforce Solutions Office where a Board contract operator provides services.

5. **Contacts (Optional)**⁴. Staff members may add provider contacts as required. Contacts may include local Workforce Solutions Office staff, such as contract managers, worksite primary contacts, school administrators, payroll contacts, or other helpful resources. Staff members select location(s) for each contact and identify the contact type. These contacts may include those individuals identified for address attention in step 2.

6. **Provider Programs—Program Services.**

- **Select Add Program Service** to connect PS type to provider account.
 - Select PS type(s). This allows staff members to select associated services with the provider. PS types include the following:
 - PS—Non-ITA Occupational Skills.
 - PS—OJT.
 - PS—Training Non-ITA.
 - PS—Office Services.
 - PS—Other.
 - PS—Work Experience.
 - Complete all required and applicable details of service. **Track Enrollment Costs** allows staff to document the cost of while entering services in a participant’s record. **Worksite Required** triggers the identification of service location in participant record.
- **Select Program/Service Customer Group.** Select from available Programs (Image 3). Select appropriate Customer Group(s) for provider services. One or more programs and customer groups may be selected, as applicable.

¹ The Program Service type ‘PS - Approved Provider Training – ITA’ must not be selected by staff-created accounts. These training services are limited to ETP programs.

² ‘SS – Readjustment’ and ‘SS – Relocation’ are SS types available to only TAA program participants.

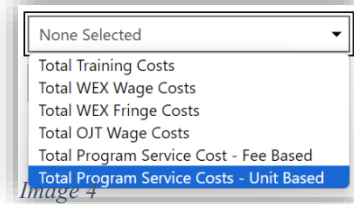
³ Provider locations are displayed on the service provider tab during service entry in program applications. If multiple locations are listed for a provider service, staff selection is allowed. Location name and address are displayed on the service record.

⁴ Provider contacts are displayed on the service provider tab during service entry in program applications. If multiple contacts are listed for a provider service, staff selection is allowed. Contact name and type are displayed on the service record.

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- **Select Program/Service Occupation.** Optional. For training, employment, and other services that result in specific occupational outcomes, add one or more occupations.
- **Select Program/Service Cost Details.** Optional. Select appropriate Cost Structure (Image 4). One or more structures may be selected. Line Item Costs are not currently available. Enter maximum service costs, as practicable. Staff may reduce costs during service entry on participant records.
- **Select Program/Service Locations.** Select location(s) included in provider account (step 4) from which services will be provided.

Image 3



7. Provider Programs – Support Services.

- **Select Add Support Service** to connect SS type to provider account.
 - Select SS type(s). This allows staff members to select associated services with the provider. SS types include:
 - SS – Child Care.
 - SS – Transportation.
 - SS – Incentives
 - SS – Medical
 - SS – Shelter
 - SS – Other
 - SS – SNAP types (multiple) There are no services attached to these service types in WorkInTexas.com.
 - Complete all required and applicable details of service. **Track Enrollment Costs** allows staff to document cost of service on participant services.
- **Select Support Service Customer Group.** Select from available Programs (Image 3). Select appropriate Customer Group(s) for provider services. One or more programs and customer groups may be selected, as applicable.
- **Select Support Service Cost Details.** Optional. Select Cost Structure (Image 5). One or both structures may be selected. Unit Based cost structure may be appropriate for gas cards or other incremental costs. Line Item Costs are not currently available. Enter maximum service costs, as practicable. Staff may reduce costs during service entry in participant records.
- **Select Support Service Locations.** Select location(s) in provider account (step 4) from which services will be provided.

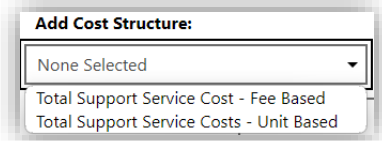


Image 5

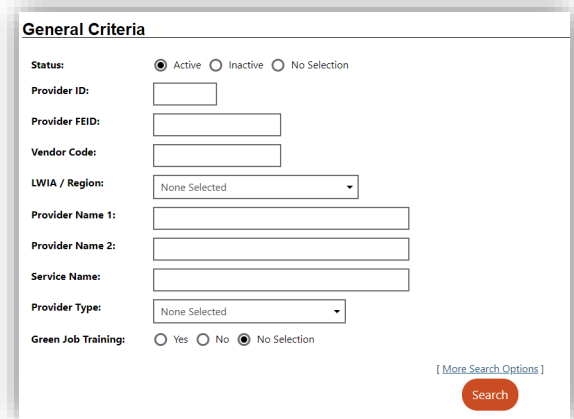
Assist a Provider

Staff members with access will update existing providers in WorkInTexas.com using the following steps:

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1. **Services for Workforce Staff > Manage Providers > Assist Providers.** Search for existing providers, using either of the following search options:

- **Quick Assist**—Select recently assisted providers from **My Saved Lists**.
- **General Criteria**—Enter data in at least one field to search for providers. May search from active or inactive providers. **More Search Options** provides detailed contact and location search options.



The screenshot shows a search form titled "General Criteria". It contains the following fields and options:

- Status:** Radio buttons for Active, Inactive, and No Selection.
- Provider ID:** Text input field.
- Provider FEID:** Text input field.
- Vendor Code:** Text input field.
- LWIA / Region:** Dropdown menu with "None Selected" selected.
- Provider Name 1:** Text input field.
- Provider Name 2:** Text input field.
- Service Name:** Text input field.
- Provider Type:** Dropdown menu with "None Selected" selected.
- Green Job Training:** Radio buttons for Yes, No, and No Selection.

At the bottom right of the form, there is a link "[More Search Options]" and a red "Search" button.

Image 6

2. **Edit Provider Profile or Provider Programs** information. Select. Edit. Save.
3. **Inactivate/Activate Provider.** Select Provider Profile > General. Edit Provider Details. Select appropriate Status. Save.
4. **Inactivate/Activate Programs.** Select Provider Programs > Program or Support Services. Select Edit link for program to be updated. Edit Support Service Details. Select appropriate Status. Save. **Inactivated programs are removed from staff selection during service entry in participant records.**
5. **Provider Activities.**
 - **Enrollments**—Provides staff access to view a summary of participants who have received services by the provider. Information includes basic user information, cost (if applicable), and workforce program connection.
 - **Vouchers**—This section is not used in WorkInTexas.com.
 - **Documents (Staff)**—This section is equivalent to the Documents (Staff) function for individuals in WorkInTexas.com. Staff members may add and link documents to the provider account. These documents are generally viewable only by staff.