WORKFORCE DEVELOPMENT DIVISION
Workforce Programs
Technical Assistance Bulletin 307

Keyword: **Administration; ETP; General; WorkInTexas.com**

Subject: **Provider Account Creation in WorkInTexas.com**

Date: **April 9, 2024**

This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with information related to the creation and maintenance of provider accounts in WorkInTexas.com.

Background
The Workforce Information System of Texas (TWIST) allowed staff to assign services provided by workforce contractors and other local service providers by location using Office Levels 3, 4, and 5. Additionally, TWIST administrators could create and assign worksites for activities provided outside of local Workforce Solutions Offices, such as subsidized employment or on-the-job training (OJT) services.

In WorkInTexas.com, staff enters services that are connected to a provider account. Provider accounts may include:
- local Workforce Solutions Office operators;
- Board partners;
- employer sites hosting OJT, subsidized employment, or incumbent worker training participants;
- workfare locations;
- youth service providers; or
- contracted training institutions (excluding WIOA eligible training providers)[1].

Each provider account can be assigned multiple locations[2], contacts, workforce development programs, and services. Staff members select the applicable provider when entering workforce program services in participant records.

Staff Management of Provider Information
The Texas Workforce Commission (TWC) will assign provider management access to designated staff members in each Board area. TWC recommends this access be limited to appropriate Board staff, such as Board monitors or WorkInTexas.com liaisons. Boards may request access for local staff by submitting requests to TWC's Workforce Automation

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[1] Eligible Training Provider (ETP) programs are managed by TWC through an interface with TWC's ETP system.
[2] Locations may include multiple workforce areas throughout Texas, as appropriate. For example, community colleges and Board contract operators.

Department through twcgov.service-now.com/twc. WorkInTexas.com allows staff members with privileges to create and manage provider accounts. The **Manage Providers** page, under **Services for Workforce Staff**, includes options to **Create a Provider** and **Assist a Provider**.

Attachment 1 of this TA Bulletin provides staff with step-by-step instructions on creating and managing non-ETP providers in WorkInTexas.com.

TWC Management of Eligible Training Provider Information
WIOA ETP programs will be managed by TWC through a nightly process that imports and overwrites all provider data assigned to the **Service Type: PS - Approved Provider Training – ITA**. Staff must not create or edit any provider or program information connected to this service type in WorkInTexas.com.

Please distribute this information to appropriate staff. Send inquiries regarding this TA Bulletin to wfpolicy.clarifications@twc.texas.gov.

References
VOS Staff Guide – 21: Manage Providers (available through Staff Online Resources in
    WorkInTexas.com)

Attachments
Attachment 1: Instructions for Managing Providers in WorkInTexas.com