

Workforce Innovation and Opportunity Act Eligible Training Provider Program Performance Standards

PURPOSE

The purpose of this document is to provide guidance for Local Workforce Development Boards (Boards) regarding their responsibilities when interacting with Workforce Innovation and Opportunity Act (WIOA) Eligible Training Providers (ETPs). This guidance provides a summary of the key steps in the performance review and determination process, including the following:

- Program performance requirements
 - Performance metrics
 - Minimum standards
 - Consequences of underperformance
- Processes for corrective action and appeals

BACKGROUND

WIOA mandates a focus on accountability and performance in workforce development programs, including those offered by ETPs. The Texas Workforce Commission (TWC) is responsible for ensuring that ETPs on the statewide Eligible Training Provider List (ETPL) meet specific eligibility criteria and achieve acceptable levels of performance in key areas such as employment, earnings, credential attainment, and program completion.

PROCEDURES

Performance Metrics

Programs will be evaluated based on the following key performance indicators:

1. Employed Quarter 2 Post-Exit

- For all students who exit an ETP program, TWC staff matches the student social security number (SSN) provided by ETPs against wage records for the second quarter following the student's exit.
- This is applicable to all students who have exited an ETP program.
- Students reported without an SSN will be included in outcomes as "not employed."

2. Employed Quarter 4 Post-Exit

- For all students who exit an ETP program, TWC staff matches the student SSN provided by ETPs against wage records for the fourth quarter following the student's exit.
- This is applicable to all students who have exited an ETP program.
- Students reported without an SSN will be included in outcomes as "not employed."

3. Median Earnings Quarter 2 Post-Exit

- For all students who exit an ETP program and are employed in the second quarter following exit, TWC staff uses SSNs to identify students' wage records.
- Students without a reported SSN are excluded from this standard.

4. Credential Rate

- This outcome will be self-reported by ETPs on annual performance reports for all students who exit.
- The rate will not be applied to programs identified on the ETPL with program outcomes of:
 - measurable skill gain leading to employment;
 - measurable skill gain leading to credential; or
 - no credential—employment only.
- This is the percentage of total students who have exited from programs intended to result in credential outcome, who:
 - achieve a recognized postsecondary credential during participation or within one year after exit; or
 - receive a High School Equivalency during participation or within one year after exit and are also employed or enrolled in postsecondary education during the year after exit.

5. Completion Rate

- This is the percentage of program students who exited and are reported with an exit type of "Complete."
- Students with an exit type of "Transfer" are excluded from the standard.

Minimum Performance Standards for Initial and Continuing Eligibility

Performance Standard	2025 Reporting Period	2026 Reporting Period	2027 Reporting Period
Employed Quarter 2 Post-Exit	70%	70%	70%
Employed Quarter 4 Post-Exit	70%	70%	70%
Median Earnings Quarter 2 Post-Exit	\$7,800	\$7,800	\$7,800
Credential Rate	50%	55%	60%
Completion Rate	60%	60%	60%

Corrective Actions and Consequences for Underperformance

The following steps outline the progressive corrective actions providers must take for programs that fail to meet 90 percent of a target for that performance year.

Year(s) Below Standard	Improvement Level	Corrective Action
First Year	N/A	Develop and submit a performance improvement plan (PIP) acceptable to TWC.
Second Consecutive Year	Improvement of at least 50% of the difference between the first-year reported rate and the minimum performance standards	Reexamine and submit modifications to the PIP acceptable to TWC.
	Improvement of less than 50% of the difference between the first-year reported rate and the minimum performance standards	1) Reexamine and submit modifications to the PIP acceptable to TWC; and 2) suspend enrollment of students funded with Board-allocated funds.
Third Consecutive Year	N/A	TWC will revoke ETP program approval and remove the program from the ETPL.

Applicability of ETP Standards

If a training program's student count is below the minimum reporting threshold set by TWC (less than 10 students), performance standards will not be applied to a program during that reporting period. For these programs, TWC will aggregate two years of program data for performance measurement and reporting.

Registered Apprenticeship Programs are excluded from ETP performance standards and corrective actions.

Reasons for Removal

Training programs can be removed for the following reasons as outlined in [40 TAC Chapter 840](#) WIOA Eligible Training Providers:

- Failure to submit required information on time. Training providers must submit all required information in accordance with TWC-determined timelines. Failure to submit required information in accordance with TWC-determined timelines will result in removal of affected training programs from the statewide ETPL for not less than two years (24 months).
- Failure to meet eligibility criteria
- Failure to meet or exceed performance requirements. Training programs removed from the ETPL for failing to meet performance standards cannot apply for approval of a substantially similar program until at least **one year** after the date of discontinuation or revocation.
- WIOA violations

Impact on Enrolled Students

Students enrolled in a program **before** its removal from the ETPL (Individual Training Account was encumbered before removal) are generally allowed to continue in training as outlined in WD Letter 05-19, Change 3.

Exception (WIOA Violations): TWC **may** require that students be discontinued following removal due to WIOA violations.

Appeals Process

Providers have the right to appeal adverse actions as outlined in [40 TAC Chapter 840](#) WIOA Eligible Training Providers. The appeals process is outlined in the [Texas Workforce Commission Complaint Procedures Guide](#), issued March 11, 2026.

Providers subject to removal will receive notice from TWC of the pending action and their appeal rights.

Additional Local Flexibility

Boards **may** set additional criteria for performance or require higher performance levels than the TWC standards for local training providers as outlined in WD Letter 05-19, Change 3.

However, these local standards **do not** affect eligibility for the statewide ETPL.

Boards that elect to set local Board performance standards **must** notify TWC by email at etp.helpdesk@twc.texas.gov.