

TEXAS WORKFORCE COMMISSION LETTER

ID/No:	WD 18-14
Date:	June 12, 2014
Keyword:	NCP Choices; TWIST
Effective:	July 12, 2014

To: Local Workforce Development Board Executive Directors
Commission Executive Offices
Integrated Service Area Managers
Reagan Miller

From: Reagan Miller, Director, Workforce Development Division

Subject: **Planned Gap in Service for Noncustodial Parent Choices Program**

PURPOSE:

To provide Local Workforce Development Boards (Boards) with information and guidance on using The Workforce Information System of Texas (TWIST) service code *11-Planned Gap in Service* for noncompliant participants in the Noncustodial Parent (NCP) Choices program.

BACKGROUND:

Active participation is a basic requirement of the NCP Choices program. NCP Choices participants are required to participate in work activities an average of 30 hours per week, as directed by Workforce Solutions Office staff.

Workforce Solutions Office staff, however, cannot close a noncompliant NCP Choices participant's case until receiving approval from the Office of the Attorney General (OAG) or the court. Timely removal, through administrative or court proceedings, ensures that the NCP Choices program maintains swift and certain consequences for noncompliant NCP Choices participants.

PROCEDURES:

Boards must ensure that Workforce Solutions Office staff uses TWIST service code *11-Planned Gap in Service* with NCP Choices fund codes *179-NCP Choices* and *195-NCP Choices PEER Demonstration* to track cases that are pending approval from OAG or the court of a request to remove noncompliant NCP Choices participants from the program.

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For noncompliant NCP Choices participants, Boards must ensure that Workforce Solutions Office staff:

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- attempts to re-engage the NCP, in accordance with Board policy, prior to submitting a request to remove;

- sends a request to remove to OAG using the locally developed and agreed-upon process;
- closes all NCP Choices services for the participant in TWIST;
- opens TWIST service code *11–Planned Gap in Service* to indicate that the approval to remove the noncompliant participant is pending; and
- documents all actions in OAG’s Choices Online Tracking System (COLTS) and TWIST *Counselor Notes*.

Upon approval from OAG or the court, Boards must ensure that Workforce Solutions Office staff closes all services and program details, including TWIST service code *11–Planned Gap in Service*.

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While the request to remove is pending and upon initiation by the noncompliant NCP Choices participant, Boards must ensure that Workforce Solutions Office staff allows noncompliant participants to resume participation in NCP Choices services.

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To determine the number of pending requests with OAG, Boards must use TWIST Report *37–Management Summary*.

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Based on the information contained in this WD Letter, *NCP Choices: A Comprehensive Guide* will be updated.

INQUIRIES:

Direct inquiries regarding this WD Letter to wfpolicy.clarifications@twc.state.tx.us.

RESCISSIONS:

None

REFERENCE:

US Department of Health and Human Services, Administration for Children and Families,
 Temporary Assistance for Needy Families Final Rule, 45 CFR Parts 260, et al.
 Social Security Act §407
 Texas State Plan for Temporary Assistance for Needy Families

FLEXIBILITY RATINGS:

No Local Flexibility (NLF): This rating indicates that Boards must comply with the federal and state laws, rules, policies, and required procedures set forth in this WD Letter and have no local flexibility in determining whether and/or how to comply. All information with an NLF rating is indicated by “must” or “shall.”

Local Flexibility (LF): This rating indicates that Boards have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this WD Letter. All information with an LF rating is indicated by “may” or “recommend.”