

WORKFORCE DEVELOPMENT DIVISION
Workforce Policy and Service Delivery Branch
Technical Assistance Bulletin 242

Program: ES; UI; WorkInTexas.com

Subject: Employment Service and Unemployment Insurance Integration
Project—Phase 3: *Update*

Date: August 5, 2011

This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with information on Phase 3 of the Employment Service and Unemployment Insurance (ESUI) Integration Project and the impact of Phase 3 on WorkInTexas.com, specifically:

- auto-registration;
- new registration service;
- registration verification;
- new link on staff home page;
- auto-registration indicators;
- account reactivation and update process; and
- single sign-on.

This TA Bulletin is updated to reflect the Texas Workforce Commission's (TWC) discontinuation of pseudo Social Security numbers (SSNs).

CHANGES TO TA BULLETIN 201:

New information in this TA Bulletin is indicated by:

- a strikethrough of the original language, which indicates that language has been deleted; and
- **bold** typeface, which indicates new or clarifying language.

Phase 3 of the ESUI Integration Project created a concurrent and fully integrated claims filing and work registration process that eliminates the need for dual data entry by claimants.

Auto-Registration

The auto-registration process automatically creates a WorkInTexas.com registration.

- When claimants who file an initial claim (IC) online through *Apply for Benefits* or through the Tele-Center Interactive Voice Response system do not begin or complete a WorkInTexas.com registration within seven calendar days of filing the IC, an auto-registration is created for them at the end of the seventh day.
- For UI purposes, this auto-registration is considered a completed work registration.

Auto-registrations are:

- created only if the claimant has a UI work search requirement;
- completed using information collected during the IC process; and
- automatically set to use the claimant's UI logon as his or her WorkInTexas.com logon.

- ~~validated through the comparison of SSNs and either last name or date of birth. (Note: If a claimant's identity cannot be validated, auto-registration is not created.)~~

New Registration Service

An auto-registration automatically generates the new job seeker service *Registration-UI Auto*, which indicates that a registration has been auto-created.

Registration Verification

The registration verification process is the review and edit of a claimant's WorkInTexas.com auto-registration.

- The review and edit can be performed by the claimant or by appropriate staff on behalf of the claimant, and appears to users as regular registration flow. However, the fields will prepopulate with data from the IC.
- The *Registration-Complete* service displays once registration verification is completed.

New Link on Staff Homepage

The [#] *New UI Auto-Registrations* link on the staff home page provides easy access to the list of all WorkInTexas.com auto-registrations created by ICs.

- Claimants stay on the list until they receive a *Registration-Complete* service.
- Staff can use the [#] *New UI Auto-Registrations* list as a way to quickly engage with claimants and help ensure their applications are updated to increase job-matching potential.
- An unverified auto-registration—although considered complete for UI purposes and potentially able to match jobs—is a shell-registration with limited data, containing only one occupation, one matching option, one work history, etc.

Auto-Registration Indicators

Staff can identify claimants who have unverified auto-registrations in two ways. These identifiers remain in place until the claimant receives a *Registration-Complete* service:

1. The claimant's name will display in the [#] *New UI Auto-Registrations* list.
2. The following message will display on the job seeker home page: *This is a UI Auto-Registration. All information must be verified.*

Account Reactivation and Update Process

Claimants who file an IC and already have a complete WorkInTexas.com account, but who do not access that account—or have appropriate staff access it on their behalf—within seven calendar days may see action automatically taken by the system to reactivate or update the account. Possible actions and conditions include the following:

An existing WorkInTexas.com account *will be reactivated and updated* if:

- the claimant's identity is validated;
- the claimant has a UI work search requirement;
- the claimant's WorkInTexas.com account status is inactive; and
- it has been more than 90 days since the claimant's last service.

An existing WorkInTexas.com account *will only be reactivated* if:

- the claimant's identity is validated;

- the claimant has a UI work search requirement;
- the claimant's WorkInTexas.com account status is inactive; and
- it has been less than 90 days since the claimant's last service.

An existing WorkInTexas.com account *will not be reactivated or updated* if:

- the claimant's identity is not validated;
- the claimant does not have a UI work search requirement; or
- the claimant's WorkInTexas.com account status is already active.

Claimants with existing WorkInTexas.com accounts ~~that reflect pseudo or invalid SSNs~~ **with an invalid SSN or no SSN** will have an auto-registration created for them when the valid SSN is entered for the IC, regardless of account status.

Single Sign-On

Single sign-on allows one logon for all TWC Web applications.

- Single sign-on allows claimants to create and maintain one logon for filing and updating UI claims as well as registering and searching for work in WorkInTexas.com.
- It is important to inform single sign-on users that changing their password in one system changes it in the other.
- Single sign-on allows claimants who are not registered with WorkInTexas.com to proceed directly into the job matching system. Because they created their logon while filing the IC, they skip the WorkInTexas.com logon creation process and go directly to registration. Additionally, these claimants will find much of their registration data prepopulated into WorkInTexas.com from the UI interface.
- Claimants who choose to register with WorkInTexas.com after the seven-day period must logon to WorkInTexas.com with their existing UI logon so the interface can prepopulate their registration data.
- Claimants without a UI logon can enter their Personal Identification Number in WorkInTexas.com to have work registration information pulled over by the interface. Additionally, these claimants can use their newly created WorkInTexas.com logon to log on to the UI system.
- When a UI logon already exists, the auto-registration process will assign it to any associated WorkInTexas.com account that does not yet have a logon. Claimants who have a WorkInTexas.com logon prior to filing for UI must use the same logon when filing the IC to take advantage of single sign-on; otherwise they will have to maintain and use two different logons, one for UI and one for WorkInTexas.com.

Direct inquiries regarding this TA Bulletin to wfpolicy.clarifications@twc.state.tx.us.

RESCISSIONS:

TA Bulletin 201