

**Texas Workforce Commission
Adult Education and Literacy Letter**

ID/No:	AEL 06-17
Date:	October 11, 2017
Keyword:	AEL
Effective:	Immediately

To: Adult Education and Literacy Grant Recipients
Local Workforce Development Board Executive Directors
Commission Executive Offices
Integrated Service Area Managers



From: Courtney Arbour, Director, Workforce Development Division

Subject: **Distance Learning Call Center TEAMS Data Entry**

PURPOSE:

To provide Adult Education and Literacy (AEL) grantees¹ with information and guidance on the proper entering of participant direct contact hours with the Distance Learning Call Center (DL Call Center) into the Texas Educating Adults Management System (TEAMS). This AEL letter provides guidance on:

- DL Call Center activities, which count as direct contact hours; and
- the requisites for reporting direct contact hours achieved through participant engagement with DL Call Center instructors.

RESCISSIONS:

None

BACKGROUND:

The Distance Learning Call Center Pilot Project was awarded to the StudentNest Foundation (StudentNest) on July 1, 2016, to provide assistance in mathematics to adults who meet eligibility requirements for AEL services. StudentNest instructors provide one-on-one instruction using a combination of phone, chat, and interactive whiteboard technology.

PROCEDURES:

No Local Flexibility (NLF): This rating indicates that AEL entities must comply with the federal and state laws, rules, policies, and required procedures set forth in

¹ For the purposes of this AEL Letter, AEL grantees are entities that are Texas Workforce Commission grantees funded with AEL funds.

this AEL 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 AEL entities have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this AEL Letter. All information with an LF rating is indicated by “may” or “recommend.”

NLF: AEL considers interaction between an AEL participant and DL Call Center staff in real time to be direct contact hours. Direct contact hours include contact by telephone, video, teleconference, or online communication, in which the provider can verify the identity of the participant and the amount of time spent on the activity. Live online discussions, telephone conference calls, and live video broadcasts to remote locations are examples of direct contact hours under this definition.

NFL: Direct contact hours obtained through the DL Call Center must be recorded as direct contact hours, not proxy hours, in TEAMS.

NLF: To report direct contact hours obtained through the DL Call Center, AEL grantees must first establish a no-cost business agreement with StudentNest, such as a formal letter of agreement or memorandum of understanding (MOU). The agreement is no-cost because StudentNest operates under a grant from TWC to provide a DL Call Center at no cost to AEL grantees. The Texas Workforce Commission (TWC) does not supply a template for such an agreement.

LF: AEL grantees should include the following elements in the MOU with the DL Call Center:

- the signatures of an authorized representative of the AEL grantee and an authorized representative of StudentNest;
- a statement of the responsibilities of each organization, including the assurance that StudentNest will provide attendance reports to the program every two weeks;
- contact information for each organization;
- names of instructional staff that will be assigned;
- a data management plan; and
- a statement of commitment by each organization to carry out the responsibilities outlined in the agreement.

LF: AEL grantees may establish another business agreement if they choose to establish services beyond the scope of the TWC contract with StudentNest.

NLF: When a participant is receiving AEL services from more than one AEL provider, AEL grantees must implement a method to ensure that participant contact hours from the DL Call Center are entered into and tracked only once in TEAMS. Grantees must document this method in the data management plan.

NLF: AEL grantees must be aware of the following process for entering StudentNest instructor information into TEAMS so that AEL grantees can record direct contact hours.

1. TWC AEL staff enters staff details for StudentNest instructors into TEAMS.
2. StudentNest provides DL Call Center staff instructors' information and qualifications to the AEL grantee within the established MOU so that the grantee can add DL Call Center staff when creating classes in TEAMS to record direct contact hours.
3. AEL grantees add qualifications and employment details for designated StudentNest staff, using "Literacy Instructor" as the job and "Volunteer" as the employment status.

NLF: AEL grantees must complete the following steps to establish StudentNest as a provider in TEAMS and to record direct contact hours obtained through the DL Call Center. AEL grantees must:

- assign StudentNest as a provider in TEAMS, selecting StudentNest as a "collaborating entity";
- create a StudentNest site for the provider;
- create at least one class to document participation in the DL Call Center;
- assign appropriate StudentNest staff to the designated class or classes;
- assign DL Call Center participants to the class or classes;
- record student attendance in TEAMS as direct contact hours, in accordance with the Texas Adult Education and Literacy Assessment Guide; and
- maintain records of student attendance for monitoring purposes.

INQUIRIES:

Send inquiries regarding this AEL Letter to AELpolicy.clarifications@twc.state.tx.us.

REFERENCE:

Texas Adult Education and Literacy Assessment Guide

<http://www.twc.state.tx.us/files/partners/texas-ael-assessment-guide-twc.pdf>