

**TEXAS WORKFORCE COMMISSION**  
**Workforce Development Letter**

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| <b>ID/No:</b>     | WD 04-20, Change 2 |
| <b>Date:</b>      | December 11, 2020  |
| <b>Keyword:</b>   | WorkInTexas.com    |
| <b>Effective:</b> | Immediately        |

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



**From:** Courtney Arbour, Director, Workforce Development Division

**Subject:** **Greeter in the WorkInTexas.com System—Update**

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**PURPOSE:**

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) with updated guidance on the WorkInTexas.com Greeter, which replaced the Workforce Center Customer Tracking (WCCT) system.

**RESCISSIONS:**

WD Letter 04-20, Change 1

**BACKGROUND:**

In 2016, the Texas Workforce Commission (TWC) convened a task force, which included Texas employers, to establish priorities for a new WorkInTexas.com system.

In March 2020, WorkInTexas.com was updated with additional functionality to replace the WCCT system interface, offering Boards a statewide integrated solution for tracking services for customers who visit Workforce Solutions Offices.

The COVID-19 pandemic has had a tremendous impact on the workforce system, causing Boards to move from a primarily in-person service delivery model to one that offers both in-person and virtual services. In November 2020, in order to properly identify and distinguish the mode of interaction with Workforce Solutions customers, TWC updated the Greeter Visit Reasons by adding two visit reasons that distinguish the mode of interaction as either In-Person Services or Virtual Services. Additionally, TWC added a Business Services visit reason to track interactions with employer customers and an Assessment/Testing visit reason to track customers who are receiving an assessment.

The Greeter interface:

- provides a tool for Boards to record customer information during Workforce Solutions Office point-of-entry visits;
- provides Boards with the ability to quickly identify priority of service veterans who are registered in WorkInTexas.com;

- allows Boards to designate a selection of Workforce Solutions Office staff members to be alerted via an Office Check-In Log dependent on customer visit reasons;
- allows Workforce Solutions Office staff members to view customer information via the Office Assisting Log screen, including appointment time and assigned Workforce Solutions Office staff member name;
- adds customers to a waiting list upon sign-in at Workforce Solutions Offices and notifies staff that a customer is waiting to be seen via an instant pop-up alert and/or email;
- provides reports identifying how customers and staff are using the Greeter interface with up-to-date data and metrics;
- allows Boards to customize Workforce Solutions Office visits reasons above and beyond TWC state-level configured defaults; and
- allows Workforce Solutions Office staff members to track and upload multiple customer interactions by using a standard template.

The Greeter virtual one-stop interface is designed to be easy for customers to use and to allow customization by Boards via the Visitor System Configuration and Administrative System options.

#### **PROCEDURES:**

**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.”

**NLF:** Boards must implement the Greeter interface to:

- manage visit reasons via the Visitor System Configuration; and
- use state-level defaults.

**LF:** Boards may configure or customize visit reasons by adding to the state-level defaults. See state-level defaults in Attachment 1, Greeter State-Level Defaults Visit Reasons.

**NLF:** Boards must refer to the VOS Staff Guide Chapter 27: Manage Visitors Virtual One-Stop.

To access the VOS Staff Guide, staff members must do the following:

1. Log in to WorkInTexas.com with their staff ID.
2. On the left navigation menu, scroll down to the Other Staff Services section.
3. Select Staff Online Resources.
4. Select User Guide for Staff.
5. Scroll down and select Section 27: Manage Visitors.

Alternately, the guide can be accessed at [VOS Staff Guide Chapter 27: Manage Visitors Virtual One-Stop](#).

**LF:** Workforce Solutions Office staff may track customer interactions in Greeter using:

- kiosk data entry for individual customers; or
- the [CheckInsImport](#) template for mass entry of customer visits.

**LF:** Boards may use the CheckInsImport template to document in-person and virtual customer interactions in Greeter when Greeter kiosks are unavailable or not desired. Circumstances under which a Board may choose to track in-person interactions using the template may include, but are not limited to:

- off-site job fair;
- delivery of RESEA at a library or another site; or
- during Greeter or related system interruption.

**NLF:** Boards must be aware that the Greeter State-Level Defaults, as listed in Attachment 1, have been updated to include the following visit reasons:

- In-Person Services
- Virtual Services
- Business Services
- Assessment/Testing
- Rapid Response Events

**NLF:** Boards must be aware that the In-Person Services and Virtual Services visit reasons are intended for staff use. Customers are not required to select these reasons when logging into a local Workforce Solutions Office through the Greeter kiosk.

**NLF:** To facilitate reporting both at the state and Board level, Boards must ensure that Workforce Solutions Office staff members:

- enter Virtual Services, along with any other applicable visit reasons, when documenting virtual customer interactions either through the Greeter kiosk or upload of the CheckInsImport template;
- enter In-Person Services, along with any other applicable visit reasons, when documenting in-person customer interactions through the CheckInsImport template; and
- meet applicable data entry deadlines when the CheckInsImport template is not uploaded on the date of the visit.

**LF:** Boards may use the In-Person Services visit reason along with any other applicable visit reasons when documenting in-person customer interactions through the Greeter kiosk.

**NLF:** Boards must ensure that Workforce Solutions Office staff members enter and track virtual customer interactions into the Greeter interface. Virtual customer interactions may include, but are not limited to, the following communication pathways:

- Phone
- Email
- Direct messaging
- Videoconferencing tools

**NLF:** Boards must be aware that the use of Greeter to track virtual customer interactions must be limited to those circumstances that involve *meaningful customer interactions* between staff and customers. Meaningful customer interactions are those that:

- include two-way contact between staff and the individual;
- result in the delivery of staff-assisted services; or
- take considerable staff time.

**NLF:** Boards must be aware that virtual customer interactions do not include the following:

- Voicemail messages
- Social media interactions
- WorkInTexas.com login assistance
- Hiring or other event outreach by staff
- Job Order match outreach by staff

**NLF:** Boards must ensure that each Workforce Solutions Office staff member enters no more than one virtual interaction per day per customer. If multiple visit reasons occur, they must be applied to this interaction, as appropriate.

**NLF:** Boards must be aware that the use of Greeter to track customer interactions does not replace service delivery or participant contact data-entry requirements described by any other WD Letter or guidance.

**INQUIRIES:**

Send inquiries regarding this WD Letter to [wfsupportdesk@twc.state.tx.us](mailto:wfsupportdesk@twc.state.tx.us).

**ATTACHMENT:**

Attachment 1: Greeter State-Level Defaults Visit Reasons

Attachment 2: WD 04-20, Change 2, with Revisions Shown in Track Changes

**REFERENCES:**

None