

TEXAS WORKFORCE COMMISSION
Workforce Development Letter

ID/No:	WD 08-19, Change 1
Date:	August 12, 2019
Keyword:	AEL; ES; Rapid Response; NCP Choices; RESEA; SNAP E&T; TAA; TANF/Choices; TWIST; VR; WIOA; WorkInTexas.com
Effective:	Immediately

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

From:  Courtney Arbour, Director, Workforce Development Division

Subject: **Registration Requirements Related to the WorkInTexas.com Relaunch—
Update**

PURPOSE:

The purpose of this updated WD Letter is to provide Local Workforce Development Boards (Boards) with information and guidance related to the registration of individuals and program service tracking in the Texas Workforce Commission's (TWC) enhanced online job-matching system, WorkInTexas.com, which is scheduled for release later this summer.

RESCISSION:

WD Letter 08-19

BACKGROUND:

In 2016, TWC convened a task force, which included Texas employers, to establish priorities for a new job-matching system. In 2017, TWC began the process to replace WorkInTexas.com with a more comprehensive and up-to-date job-matching system. In July 2018, TWC announced that Geographic Solutions was selected to modernize and significantly enhance the current job-matching system. The new WorkInTexas.com is scheduled for launch in summer 2019. This system will enhance the quality and level of detail with which Workforce Solutions Offices are able to serve the public. This new system also allows TWC to automate service tracking and enhance reporting capabilities that are currently only available through The Workforce Information System of Texas (TWIST).

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 ensure that Workforce Solutions Office staff members are aware of the following terms:

- **Reportable Individual.** An individual who takes action that indicates intent to use workforce services, provides identifying information, and is a self-service customer or receives information-only services or activities.
 - **Reportable Individual Period (RIP).** The RIP begins when an individual provides identifying information in WorkInTexas.com, such as information provided during registration in WorkInTexas.com, and receives reportable services. This includes services in the self-service category. The RIP ends when a reportable individual becomes a participant or does not receive a reportable service for 90 days.
- **Participant.** A reportable individual who is provided participatory services and who satisfies other programmatic requirements. Participatory services, or those that open or extend a period of participation (POP), include training services, individualized career services, and noninformational basic career services.
 - **Period of Participation.** A POP is the period of time that a participant is actively engaged with the workforce system. It begins when the individual becomes a participant and ends when the participant does not receive a participatory service for 90 days, if the 90-day period is not the result of a planned gap in service in which the participant returned to receive additional participatory services on schedule.
- **Wagner-Peyser Application.** In the new WorkInTexas.com system, provision of an initial participatory service making an individual a participant and opening a POP requires the job seeker’s registration information to be reviewed and confirmed by staff before the delivery of staff-assisted services. Doing so will result in WorkInTexas.com opening a POP record called a “Wagner-Peyser Application.”
- **Full WorkInTexas.com Registration.** Full or complete registration in WorkInTexas.com includes reportable individual registration and staff completion of the Wagner-Peyser application, as detailed above.

NLF: Boards must ensure that all customers are fully registered in WorkInTexas.com according to the guidance shown in the following table.

Programs	When Program Participants Must Be Fully Registered in WorkInTexas.com
<ul style="list-style-type: none"> • Employment Service • Trade Adjustment Assistance • Workforce Innovation and Opportunity Act (WIOA) adult and dislocated worker • WIOA youth • Rapid Response 	Before receiving any services from Workforce Solutions Office staff
<ul style="list-style-type: none"> • Temporary Assistance for Needy Families/Choices program • Noncustodial Parent (NCP) Choices program • Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) 	Before or during an orientation, assessment, or planning meeting, as applicable
<ul style="list-style-type: none"> • Adult Education and Literacy (AEL) • Vocational Rehabilitation (VR) 	Customers enrolled only in the AEL or VR programs are not required to be registered in WorkinTexas.com.
Child Care	Customers seeking enrollment only in the Child Care Services program are not required to fully register in WorkInTexas.com.

NLF: Boards must be aware that when the new WorkInTexas.com system is implemented, **some** individuals will be unable to fully register in WorkInTexas.com due to system limitations (such as individuals who have never worked and have no employment history). TWC is working to implement specific enhancements once the system goes live that will correct these issues so that individuals can fully register in WorkInTexas.com.

LF: TWC recommends that Boards modify locally developed outreach letters to encourage customers to complete WorkInTexas.com registration before attending orientation.

LF: Although AEL grantees are not required to register AEL customers in WorkinTexas.com, TWC recommends that Boards work with local AEL programs to help register AEL customers in the new WorkinTexas.com.

LF: Additionally, Boards are not required to register child care customers in WorkinTexas.com. However, TWC’s integrated system is uniquely designed to provide job-search assistance services to child care customers who have lost employment.

Therefore, TWC recommends that if Boards have not done so already, processes are established to ensure that child care customers who have lost employment are provided with assistance to help them return to employment, including registration in WorkInTexas.com.

NLF: Boards must be aware that following implementation of WorkInTexas.com:

- All services and individual profile details recorded in WorkInTexas.com will be tracked and viewable. POPs and RIPs will be calculated and tracked for all customers registered in WorkInTexas.com.
- Individual accounts will no longer become inactive following 30 days of inactivity or nonreceipt of a qualifying service.
- Customer accounts will remain in an open POP for 90 days following the last qualifying service or activity documented in WorkInTexas.com.
- Workforce Solutions Office staff will be able to enter staff-assisted services for individuals only after:
 - registration in WorkInTexas.com is complete (including unemployment auto-registrations); and
 - a Wagner-Peyser Application is open.

Rapid Response Events

NLF: Boards must be aware that following implementation of the new WorkInTexas.com, all Rapid Response events must be entered into WorkInTexas.com. Boards must ensure that local Rapid Response coordinators obtain all pertinent company and individual (that is, attending workers') information for reporting purposes.

NLF: Boards must be aware that new Rapid Response registration forms, including the Layoff Notification/Action Form, will be available to Workforce Solutions Office staff in the Forms section of TWC's intranet.¹ These new forms will accommodate the collection of all required information necessary to complete a full registration in WorkInTexas.com for Rapid Response event participants.

LF: As an alternative to hard-copy registration forms, Boards are encouraged to have Rapid Response event attendees perform their WorkInTexas.com registration while at the event, when possible, to more quickly connect affected workers with the services that can help them become reemployed.

NLF: Boards must be aware that TWIST will no longer be used to track Rapid Response events and participation. Additionally, Boards must ensure that all Rapid Response participant services are entered into WorkInTexas.com.

¹ The TWC intranet is not available to the public.

Local Policies and Procedures

NLF: Boards must ensure that before implementing the new WorkInTexas.com, local policies and procedures are implemented to ensure that all customers are fully registered in WorkInTexas.com prior to program participation, as set forth in this WD Letter.

NLF: At implementation of the new WorkInTexas.com, Boards must ensure that local policies and procedures are in effect to ensure that all Rapid Response activities are recorded in WorkInTexas.com.

INQUIRIES:

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

ATTACHMENT:

Attachment 1: Revisions to WD Letter 08-19 Shown in Track Changes

REFERENCES:

Wagner-Peyser Act of 1933, as amended