

TEXAS WORKFORCE COMMISSION
Workforce Development Letter

ID/No:	WD 02-23, Change 1
Date:	November 14, 2023
Keyword:	ES; General; NCP Choices; RESEA; SNAP E&T; TAA; TANF/Choices; TWIST; Veterans; WIOA; WorkInTexas.com
Effective:	December 1, 2023

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



From: Courtney Arbour, Director, Workforce Development Division

Subject: **Adoption of a Universal Employment Plan—Update**

PURPOSE:

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) and other stakeholders with updated guidance relating to the adoption and use of a universal employment plan (EP) using the WorkInTexas.com Individual Employment Plan/Service Strategy (IEP/ISS) for all active participants in workforce programs.

RESCISSIONS:

WD Letter 02-23

BACKGROUND:

On October 5, 2022, the Texas Workforce Commission (TWC) issued Workforce Case Management System Staff Resource 03 (SR WFCMS-03), titled “Workforce Case Management System September Update.” SR WFCMS-03 provides notice that TWC will implement a universal EP for all applicable programs in all local workforce development areas (workforce areas) in the state.

On March 27, 2023, TWC issued WD Letter 02-23, titled “Adoption of a Universal Employment Plan,” requiring Workforce Solutions Office staff to document EPs in the WorkInTexas.com IEP/ISS for all new workforce program participants effective June 26, 2023. Full implementation of the universal EP described in this guidance must be effective on or before the WFCMS launch date.

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.”

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.”

New Participants

NLF: Boards must ensure that Workforce Solutions Office staff uses the WorkInTexas.com IEP/ISS to enter and track employment planning goals, objectives, and steps for workforce program participants enrolled on or after June 26, 2023. Staff must not use The Workforce Information System of Texas (TWIST) or locally developed EPs for these participants.

NLF: Boards must be aware that staff is not required to document employment planning for Adult Education and Literacy and Vocational Rehabilitation participants in WorkInTexas.com.

NLF: Boards must be aware that, before the new WFCMS is fully implemented, only the Wagner-Peyser selection is available under Program Affiliation when creating a participant IEP/ISS in WorkInTexas.com.

NLF: Boards must ensure that participants in the following case-managed programs are coenrolled in the Wagner-Peyser program to allow for proper documentation of goals and objectives on the IEP/ISS in WorkInTexas.com:

- Noncustodial Parent (NCP) Choices
- Reemployment Services and Eligibility Assessment (RESEA)
- Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)
- Trade Adjustment Assistance (TAA)
- Temporary Assistance for Needy Families Employment and Training (TANF/Choices)
- Workforce Innovation and Opportunity Act (WIOA)

NLF: Boards must ensure that Workforce Solutions Office staff documents the participant’s program in the goal description. For example, staff may enter “Choices Goal” at the beginning of the description to identify that it is a goal specific to the Choices program.

NLF: Boards must be aware that individuals who concurrently participate in multiple programs may have open goals attached to multiple programs, including RESEA or Jobs for Veterans State Grant (JVSG).

LF: Boards are encouraged to promote universal EP implementation among program partners as an opportunity for Workforce Solutions Office staff to work across programs in order to determine appropriate goals and objectives for each participant as a component of a customer-driven service delivery model.

NLF: Boards must ensure that, when an individual’s participation in a program ends, Workforce Solutions Office staff closes only the goals connected to that program in the WorkInTexas.com IEP/ISS.

NLF: Boards must ensure that Workforce Solutions Office staff members are aware that this WD Letter supersedes existing EP guidance in applicable program guides regarding the optional use of TWIST or external EP tools for all new participants.

Current Participants

NLF: For current participants enrolled in a workforce program before June 26, 2023, Boards must ensure that Workforce Solutions Office staff manually transfers all open goals and objectives of participant’s EPs from TWIST or external tools (as applicable) to the WorkInTexas.com IEP/ISS no later than December 1, 2023.

NLF: Boards must also ensure that Workforce Solutions Office staff enters all new goals and objectives for all active participants into the WorkInTexas.com IEP/ISS.

LF: Boards may allow Workforce Solutions Office staff to transfer closed goals and objectives for active participants into the WorkInTexas.com IEP/ISS.

NLF: Boards must ensure that Workforce Solutions Office staff members continue to complete and update, as appropriate, Reemployment and Training Plan documents for TAA participants.

General

NLF: Boards must ensure that, at a minimum, EPs include:

- a specific employment goal;
- a strategy to address barriers to employment;
- a detailed step-by-step description of activities that the participant will perform and/or participate in, including training;
- time frames for the start and completion of each activity; and
- specific dates on which Workforce Solutions Office staff member will follow up with participants to evaluate each activity, provide additional assistance, and make any necessary adjustments.

NLF: Boards must ensure that for each EP entry or update (for any program documented in TWIST), staff members enter Service Code – 68 Employability Development Plan and supporting Counselor Notes into TWIST for the appropriate program.

NLF: Boards must also ensure that Workforce Solutions Office staff members maintain participant goals and objectives in the live WorkInTexas.com IEP/ISS.

ATTACHMENTS:

Attachment 1: Revisions to WD Letter 02-23 Shown in Track Changes

INQUIRIES:

Send inquiries regarding this WD Letter to wfpolicy.clarifications@twc.texas.gov.

REFERENCES:

Texas Government Code §2308.312

WD Letter 01-20, Change 2, issued August 3, 2022, and titled “Managing Individuals in the WorkInTexas.com System—Update”

Workforce Case Management System Staff Resource 03 (SR WFCMS-03), issued October 5, 2022, and titled “Workforce Case Management System September Update”