

TEXAS WORKFORCE COMMISSION LETTER

ID/No:	WD 12-10
Date:	March 9, 2010
Keyword:	All Programs; TWIST
Effective:	Immediately

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



From: Laurence M. Jones, Director, Workforce Development Division

Subject: **New Texas Workforce Center Customer Tracking Interface**

PURPOSE:

To provide Local Workforce Development Boards (Boards) with information on the new Workforce Center Customer Tracking (WCCT) interface with The Workforce Information System of Texas (TWIST).

BACKGROUND:

The WCCT interface, which is scheduled for release in March 2010, offers Boards a statewide, integrated solution for tracking services in TWIST for customers who come into Texas Workforce Centers.

The WCCT interface:

- provides a tool for Boards to record customer information during Texas Workforce Center visits for all programs;
- eliminates the need for duplicate data entry and daily downloads of TWIST data into local applications;
- creates an intake common record for new customers, thereby eliminating duplicate data entry;
- adds customers to a waiting list upon sign-in at Texas Workforce Centers;
- notifies Texas Workforce Center staff that a customer is waiting to be seen;
- displays daily appointments on a *Customer Visit Registration* screen, including appointment time and assigned Texas Workforce Center staff name; and
- allows Texas Workforce Center staff to view customer information on a *Daily Customer Log*.

The WCCT interface is designed to be easy for customers to use and to allow customization by Boards.

PROCEDURES:

Boards may use the WCCT interface to:

NLF

- automatically create a TWIST record for customers when they sign in at a Texas Workforce Center;
- log the time of and reason for customers’ visits on an electronic sign-in sheet;
- track self-service resource use;
- provide Texas Workforce Center staff with a prioritized customer list, including wait times;
- notify Texas Workforce Center staff that a customer is waiting to be served, for both walk-ins and appointments; and
- generate reports for workflow analysis.

Additional features and functions are listed in Attachment 1 to this WD Letter.

If Boards choose to use the WCCT interface, they must designate an identifying number for customers—such as their Social Security number, driver license number, or other assigned number—and select one of the following methods for customer sign-in and information capture:

NLF

- Swipe card
- Keypad entry
- Texas Workforce Center staff entry
- Computer keyboard entry

Additionally, if Boards choose to use the WCCT interface, they must:

NLF

- submit an e-mail, from their executive director to Patricia.gonzalez@twc.state.tx.us, that states they intend to use the WCCT interface and includes the sign-in method they have selected; and
- designate staff user rights in TWIST.

Boards must be aware that local system administrators will be given instructions on how to access and customize the application.

NLF

INQUIRIES:

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

ATTACHMENT:

Attachment 1: Functionality Chart

RESCISSIONS:

None

FLEXIBILITY RATINGS:

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.”