

Noncustodial Parent Choices Guide

Texas Workforce Commission

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Overview of Guide

Purpose

The purpose of this guide is to provide:

- policies and procedures for the Noncustodial Parent (NCP) Choices program; and
- guidance and information on assisting NCP Choices participants in their efforts to obtain and retain employment and meet their child support obligations.

Objectives

The objectives of this guide are to:

- communicate expectations for NCP Choices participation and program requirements;
- ensure service consistency; and
- improve links between partner agencies.

Target Audience

The target audience for this guide is:

- Local Workforce Development Board (Board) staff;
- Workforce Solutions Office staff; and
- Texas Workforce Commission (TWC) staff.

Changes to Content

Texas Workforce Commission (TWC) maintains the [NCP Choices Guide](#) online to provide access to current statewide policy and guidance information.

The List of Revisions catalogs revision dates and revised sections as well as provides brief explanations of specific changes.

List of Acronyms

AEL—Adult Education and Literacy
ACF—Administration for Children and Families
AIW—Administrative Income Withholding
Board—Local Workforce Development Board
COLTS—Choices Online Tracking System
CSRP—Child Support Review Process
DOL—U.S. Department of Labor
EST—Establishment case
ENF—Enforcement case
MREV—Motion to Revoke
MTRP—Motion to Revoke Probation
NCP—noncustodial parent
NPA case—non-public assistance case
OAG—Office of the Attorney General
OCSE—Office of Child Support Enforcement
OJT—on-the-job training
TABE—Test of Adult Basic Education
TANF—Temporary Assistance for Needy Families
TWC—Texas Workforce Commission
TWIST—The Workforce Information System of Texas
WIOA—Workforce Innovation and Opportunity Act
Workforce area—local workforce development area
WOTC—Work Opportunity Tax Credit

NCP Choices Definitions

IV-D—The section of the Social Security Act that outlines the federal regulations relating to child support collections

IV-D Court—The court that handles Title IV-D cases related to paternity and child support

Acknowledgment of Paternity—When both parents sign an Acknowledgment of Paternity and it is filed with the Bureau of Vital Statistics, the biological father becomes the legal father. Once paternity has been established, the father's name is placed on the birth certificate. A court may then order the father to pay child support and grant him the right to visitation or possession of his child.

Administrative Income Withholding (AIW)—Child support that is automatically taken out of an NCP's wages (also known by employers as wage garnishment or an income withholding order) and sent to the Texas State Disbursement Unit

Administrative removal—A removal process that allows child support offices to remove a noncompliant NCP Choices participant from the program without bringing the NCP back to court and without punitive consequences (for example, an arrest warrant or *capias*, a motion to revoke, or a jail sentence)

Arrears—Unpaid child support debt

Assessment—An in-depth evaluation of employability, educational history, vocational and educational skills, literacy levels, work experience, criminal history, family circumstances, special circumstances, and support service needs

Capias—A writ (court order) issued by a court directing an officer to arrest the individual named; also known as an arrest warrant or bench warrant

Child Support Review Process (CSRP)—A quasi-administrative way for parents to resolve legal issues about their child support without going to court. Parents meet with a child support officer to negotiate an order. Once an agreement is reached, a CSRP order is filed with the court and reviewed by a judge. After the judge has signed it, a CSRP order is legally binding and will be enforced just as any order obtained through a court proceeding.

Choices Online Tracking System (COLTS)—The Office of the Attorney General (OAG) web-based tracking and reporting system shared by TWC, Boards, Workforce Solutions Office staff, and OAG that is used to store and retrieve real-time NCP Choices participant data. Approved users may request access to COLTS by emailing COLTS-Admin@oag.texas.gov. OAG also provides related resources and information through COLTS, including:

- the COLTS User Guide;

- the Authorization to Release Information form; and
- annual and monthly statewide performance reports.

Compliance hearing—A court hearing that includes review of an NCP’s compliance with NCP Choices program requirements. Compliance hearings are set at the judge’s discretion and are typically scheduled for enforcement cases at 30, 60, or 90 days from the date an NCP is ordered to participate in the NCP Choices program, depending on the court.

Custodial parent—The individual who has primary care and custody of the child

Deferred commitment—A court order in which an NCP’s jail sentence (commitment) is deferred to a future court date, at which time the NCP may begin serving the jail sentence

Domestic Relations Office—A county court office that provides information and services related to child support orders, including collections, support and possession of and access to children, and enforcement of orders for child and medical support

Employment plan—A plan of action developed by Workforce Solutions Office staff with the NCP Choices participant and based on assessments of the NCP’s skills, strengths, and abilities, with the goal of self-sufficiency through employment. The employment plan must include postemployment service strategies to help the individual with employment retention and advancement.

Employment retention—When an NCP is employed within the first calendar quarter after exit and employed in the second and third calendar quarters after exit

Enforcement hearing—Court hearing in which solutions to obtain child support payments are applied. Enforcement hearings are not held unless the NCP has past due unpaid child support payments or is considered to be in arrears. This hearing determines eligibility for the NCP Choices program.

Entered employment—When an NCP obtains employment by the end of the first calendar quarter after exit

Establishment hearing—A court hearing that establishes paternity and child support payment levels

Income Withholding Order—A court order requiring child support to be automatically taken out of an NCP’s wages by an employer and sent to the Texas State Disbursement Unit; also known as wage garnishment or Administrative Income Withholding (AIW)

Motion to revoke (MREV)—The revocation of a suspended commitment order. If an NCP does not comply with a child support order, OAG submits an MREV requesting that the judge revoke the suspended commitment. The MREV may be accompanied by the court’s issuance of an arrest warrant for the NCP. It is also known as a motion to revoke probation (MTRP).

NCP Choices participant—An individual who is participating in the NCP Choices program as directed by an enforcement or establishment court order

Non–public assistance (NPA) case—A case in which an NCP is not associated with any individual receiving public assistance

Noncompliance—Noncooperation with NCP Choices program guidelines, including a lack of participation in work search activities, lack of response to outreach notices, and nonpayment of child support

Noncustodial parent (NCP)—An individual who does not have primary care or custody of a child and is required to pay child support for the child; also known as the obligor

Obligor—The individual responsible for paying child support; also known as the NCP

Office of the Attorney General (OAG)—The state agency serving as legal counsel for the State of Texas. Among other duties, OAG is charged with providing services to parents and/or guardians who wish to obtain or provide support for their children.

Suspended commitment—The court order may find the NCP in contempt and enter a jail sentence but suspend the sentence before the NCP begins serving time. This is similar to placing an individual on probation. The court may set whatever terms it deems appropriate for the conditions of the suspended sentence, including reporting to a probation officer or participating in the NCP Choices program.

The Workforce Information System of Texas (TWIST)—TWC’s automated data processing and case management system for the NCP Program.

Virtual communication—Face-to-face communication using digital tools, such as videoconferencing (Zoom, Teams, etc.), to interact with individuals who are not physically present. (telephone calls are not considered sufficient for this purpose)

Work activities—For the purposes of the NCP Choices program, work activities include job readiness, job search, vocational and educational training, work experience, OJT training, subsidized employment, unsubsidized employment, unsubsidized self-employment, and community service

Workforce Orientation—An orientation that includes information on the services and training available through the Texas workforce system to help job seekers obtain employment

Workforce Solutions Office staff – staff providing services at a Workforce Solutions office, including Board contract service providers, state merit staff providing Employment Services (ES) under Wagner-Peyser, or other partner programs collocated within the Workforce Solutions Office.

Part A – Policy and Requirements

A-100: Background

A-101: Applicable Contract Authorities

The Noncustodial Parent (NCP) Choices program is authorized under [Texas Labor Code §302.0035](#), the Temporary Assistance for Needy Families (TANF) State Plan, and TANF provisions in the Social Security Act (42 USC §§601–619), as amended or supplemented by:

- the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (42 USC §601 et seq.);
- the Balanced Budget Act of 1997 (PL 105-33);
- the Deficit Reduction Act of 2005 (PL 109-171); and
- TANF federal regulations (45 CFR Parts 260–265).

A-102: NCP Choices Program Goals

Initiated in August 2005, the NCP Choices program is a collaborative effort between TWC, OAG, Boards, Workforce Solutions Office staff, and family court judges. The program targets unemployed or underemployed NCPs who are behind on their child support payments or have had a child support obligation established.

Mirrored after TWC’s Choices employment and training program for TANF recipients, the goal of the NCP Choices program is to help NCPs overcome substantial barriers to employment and career advancement while becoming economically self-sufficient and making consistent child support payments.

The success of the NCP Choices program is largely attributable to the following four core elements:

1. Court-ordered program participation; failure to participate leads to “swift and certain consequences,” up to, and including, jail time
2. Presence of Workforce Solutions Office staff at the court to meet with NCPs immediately after being ordered into the program
3. Intensive case management by Workforce Solutions Office staff, including weekly in-person contact until NCPs enter employment, and monthly verification of continued employment
4. Close communication with program partners regarding NCPs’ participation and progress in the program

A-103: Funding

Funded primarily with TWC’s TANF funds, the NCP Choices program is modeled on previous NCP employment programs and Texas’ TANF employment and training program, Choices. NCPs who are ordered into the program by the court system either participate willingly in the program or are subject to consequences determined by the court.

Additionally, OAG has provided funding to expand the program to serve low-income, non–public assistance (NPA) cases with child support arrears as well as cases that are beginning to establish child support.

A-104: Results

Despite NCPs being one of the hardest-to-serve populations, the NCP Choices program has seen positive employment, job retention, and child support results. The following program information was collected between August 2005 and August 2024¹:

- More than 56,000 NCPs were served
- Custodial parents who share a child or children with an NCP participant were 21 percent less likely to receive TANF benefits
- More than \$1 billion has been collected and paid toward child support obligations

During Program Year 2023, 51.4 percent of participating NCPs entered employment, and 79 percent of participating NCPs retained employment for at least six months.

A-200: Target Population

To be eligible for the NCP Choices program, an NCP must:

- have an OAG-issued child support order;
- have been ordered by a court to participate in the program;
- have an open child support case;
- be unemployed or underemployed;
- be legally able to work in the United States; and
- reside in the geographical area served by the participating Board.

The OAG will recommend NCPs who are eligible for participation in the NCP Choices program to the Court adjudicating their child support order. The Court orders the participant to participate in

¹ August 2024 NCP Choices participant data provided by TWC’s Workforce Technical Assistance department.

the NCP program. NCPs cannot be referred to the program by Workforce Solutions Office staff or by staff from other programs, and former participants cannot resume participation without a new court order. However, Boards may recommend customers that they believe would be eligible for the NCP Choices program and send those recommendations to OAG for screening. NCP Choices currently operates in 21 local workforce development areas (workforce areas). An NCP can contact OAG to request program enrollment if the NCP meets the eligibility requirements. A noncustodial or custodial parent who is not eligible for the program are encouraged to access other workforce services through a Workforce Solutions Office.

NCP Choices Service Delivery Areas

Workforce Area #	Board	Counties Served	Child Support Offices ID Number
1	Panhandle	Deaf Smith, Potter, and Randall	103
2	South Plains	Hale, Hockley, King, Lubbock, and Terry	102, 105, and 161
4	North Central Texas	Collin and Denton	413 and 914
5	Tarrant County	Tarrant	902, 904, 909, and 914
6	Greater Dallas	Dallas	401, 411, 412, and 413
8	East Texas	Gregg, Harrison, Henderson, Smith, and Van Zandt	503 and 506
9	West Central Texas	Taylor	105
10	Borderplex	El Paso	806, 807, and 808
14	Capital Area	Travis	701, 702, and 703
15	Rural Capital Area	Williamson	703
16	Brazos Valley	Brazos	706

Workforce Area #	Board	Counties Served	Child Support Offices ID Number
17	Deep East Texas	Angelina and Nacogdoches	504
18	Southeast Texas	Jefferson, Hardin, and Orange	502 and 505
19	Golden Crescent	Calhoun, Goliad, Jackson, DeWitt, and Victoria	707
20	Alamo	Bexar	211, 218, 219, and 221
21	South Texas	Webb	305
22	Coastal Bend	Aransas, Bee, Brooks, Duval, Jim, Kenedy, Kleberg, Live Oak, Nueces, Refugio, and Wells	204, 304, 307, 707
23	Lower Rio Grande Valley	Hidalgo	301, 303, 309, and 316
24	Cameron	Cameron	307 and 308
26	Central Texas	Bell	704
28	Gulf Coast	Brazoria, Fort Bend, Galveston, Harris, and Montgomery	601, 615, 616, 617, 618, 620, 1002, 1003, and 1004

A-300: NCP Choices Program Responsibilities

A-301: TWC Responsibilities

TWC is responsible for the following:

- Issuing rules, policies, and guidelines for NCP Choices services
- Contracting with Boards to provide NCP Choices services
- Regularly visiting workforce areas that provide NCP Choices services, in coordination with OAG staff, to meet with Board, Workforce Solutions Office, and OAG staff to review program progress and identify necessary program enhancements and best practices

- Providing training and technical assistance to participating Board and Workforce Solutions Office staff as necessary and appropriate
- Analyzing and monitoring fiscal and performance activities on an ongoing basis
- Coordinating with OAG to identify and implement programmatic enhancements to NCP Choices services

A-302: Office of the Attorney General Responsibilities

OAG is responsible for the following:

- Identifying and referring NCPs who are eligible for participation in NCP Choices
- Coordinating with county courts to set establishment and enforcement cases on the court dockets
- Providing information on NCP Choices program benefits and consequences of noncompliance to custodial parents, NCPs, and parties' attorneys during court proceedings
- Preparing appropriate child support court orders, including requirements to participate in NCP Choices
- Using Choices Online Tracking System (COLTS) to maintain a comprehensive log of court-ordered participants and of participant outcomes, including child support payments
- Responding to Workforce Solutions Office staff requests for removal of noncompliant NCPs and facilitating removal of the NCP through judicial or administrative actions within 10 business days of the request
- Participating in monthly meetings with TWC, Board and Workforce Solutions Office staff to review NCP Choices program progress and to identify program enhancements
- Providing COLTS access and training to all COLTS users
- Analyzing program outcomes on an ongoing basis
- Coordinating with TWC to identify and implement programmatic enhancement to the NCP Choices program

A-303: Local Workforce Development Board Responsibilities

Boards must design systems, subcontracts, and structures supporting the provision of services and supporting strategies reasonably calculated to achieve NCP Choices program goals. Boards must do the following:

- Provide ongoing oversight and management of the NCP Choices program
- Analyze and monitor fiscal and grant award performance activities on an ongoing basis
- Provide technical assistance to Workforce Solutions Office staff as necessary and appropriate
- Develop corrective action plans as needed to improve program performance
- Coordinate monthly NCP Choices meetings with TWC, OAG and Workforce Solutions

Office staff to discuss and review program progress and to identify necessary program enhancements

- Develop a memorandum of understanding with OAG that outlines both parties' program roles and responsibilities
- Comply with all TWC guidance relating to the NCP Choices program
- Ensure the Workforce Solutions Offices designate enough staff members to attend child support hearings and to provide case management services to participants referred to the NCP Choices program
- Email COLTS-Admin@oag.texas.gov to request access for new users or make changes to an existing user's access
- Complete OAG-sponsored COLTS training prior to receiving access to COLTS

A-304: Workforce Solutions Offices—Responsibilities

Boards must ensure that Workforce Solutions Office case managers are responsible for the following:

- Attending court hearings to enroll eligible participants in the NCP Choices program and being available in subsequent hearings to provide testimony as needed
- Serving eligible participants by providing allowable employment services that mirror Choices employment services
- Documenting accurately case activity, services, employment, wages, and court order compliance within three business days in TWIST and COLTS
- Coordinating program activities with TWC, Boards, OAG, and the local court system
- Co-enrolling participating NCPs in other workforce programs, as necessary and appropriate
- Participating in monthly NCP Choices staff meetings with TWC, Board and OAG staff to review program progress and identify program enhancements
- Complying with all TWC guidance relating to the NCP Choices program.

A-305: All Parties—Responsibilities

All parties must do the following:

- Formalize processes for sharing information regarding NCP Choices outcomes for reporting requirements, as appropriate and allowable
- Promote joint planning to ensure effective processes and procedures
- Provide coordinated case management services that address barriers to assisting participants with finding and retaining employment and payment of child support
- Maintain the confidentiality of applicant information and use applicant data only for the administration of the parties' appropriate programs

A-306: NCP Participation Requirements

At a minimum, NCPs must:

- participate in work activities for an average of 30 hours per week;
- meet weekly (either in person or through virtual communication) with their NCP Choices case manager concerning NCP Choices activities until they are employed;
- complete and return all required forms concerning NCP Choices activities and program participation to their NCP Choices case manager;
- report to employers when referred;
- accept job offers at the earliest opportunity; and
- submit documentation verifying continued employment each month for six months

A-400: Appeals of NCP Choices Activities and Support Services Decisions

Boards must ensure that Workforce Solutions Office staff providing NCP Choices services informs NCPs of their right to appeal a decision related to NCP Choices activities and support services.

Boards must establish policies to inform individuals of their right to file an appeal if a determination adversely affects the type and level of services provided by the Board or its designee.

This can be accomplished by:

- verbally informing NCPs of their appeal rights during employment planning meetings;
- distributing materials, including leaflets and brochures, during employment planning meetings at the Workforce Solutions Office, that inform NCPs of their right to appeal; and
- posting signs in the Workforce Solutions Office regarding the right to appeal.

Boards must ensure that NCP Choices participants are provided with the Workforce Solutions Office address of their case manager, name of a contact person, and the time period for filing an appeal. NCP Choices participants can appeal a decision under the hearings process set forth in Title 40, Texas Administrative Code (TAC), Part 20, [Chapter 823 Integrated Complaints, Hearings, and Appeals rules](#).

A-500: Discrimination Complaints

NCP Choices participants alleging discrimination on the basis of age, religion, race, sex, color, national origin, political affiliation or belief, or physical or mental disability have a right to file a written complaint of alleged discriminatory acts within 180 calendar days from the date of the alleged discriminatory act. NCPs must submit complaints to the following address:

Texas Workforce Commission
Equal Opportunity Compliance Department
101 East 15th Street, Room 556
Austin, Texas 78778-0001
E-mail: EO.complaint@twc.texas.gov
Phone: 512-463-2400

Boards must ensure that Board staff or Workforce Solutions Office staff advise individuals of their right to file a discrimination complaint and of the discrimination complaint procedure. Individuals who express an interest in filing a discrimination complaint should be referred to the Board's Equal Opportunity Officer or TWC's Equal Opportunity Compliance Department.

Part B – Service Delivery

B-100: Case Management

The role of Workforce Solutions Office staff in the NCP Choices program is to eliminate NCPs' barriers to employment so they can enter stable employment. Intensive case management is vital to ensuring that NCPs comply with all requirements and succeed in the program.

Active participation is a basic requirement of NCP Choices. NCPs are required to participate in work activities for an average of at least 30 hours per week, as directed by Workforce Solutions Office staff.

If an NCP does not meet the required 30 hours of participation per week, they are eligible to make up their participation hours, including modifying their employment plan. Those hours must be made up during the month in which the NCP did not meet their 30 hours of participation per week. Some of the suggested activities include:

- job search (self-directed or staff assisted), including job search on weekends;
- attending workshops offered at the local workforce center;
- attending scheduled job fairs;
- community service; and
- online training available through their Workforce Solutions Office.

Boards must ensure that Workforce Solutions Office staff maintains:

- in-person or virtual communication, at least weekly, with NCPs until they enter employment; and
- monthly contact with NCPs for six months to track retention and provide postemployment

support services, as needed, after they enter employment.

Note: Once an NCP becomes employed, monthly contact does not have to be in person or through virtual communication.

To provide effective case management, it is critical that Boards ensure that each Workforce Solutions Office staff member:

- carries a manageable NCP caseload (what is considered a manageable caseload will vary depending on the workforce area's size, level of services, and number of NCPs receiving employment retention services);
- develops a thorough awareness of the Office of the Attorney General's (OAG) and the local court system's procedures and policies; and
- maintains ongoing communication with OAG staff regarding NCPs' program participation and progress.

Boards may coordinate information sharing and training with local OAG staff. Additional technical assistance may be provided by Texas Workforce Commission (TWC) or OAG state staff.

In courts that hold compliance or review hearings, the court schedules and conducts judicial monitoring of cases. Boards must ensure that Workforce Solutions Office staff attends NCP hearings in conjunction with OAG, and provides testimony, when requested, regarding NCP compliance, noncompliance, or employment.

Boards must inform Workforce Solutions Office staff that they are not responsible for ensuring that NCPs make child support payments; however, monitoring and encouraging NCPs to make payments can be a critical part of an NCP's successfully meeting the terms of their court order.

B-101: NCP Choices Process

The NCP Choices process is as follows:

1. OAG identifies eligible NCPs and refers them to the Court.
2. The NCP appears for enforcement or establishment hearing.
3. The Court orders the NCP into the Choices NCP program.
4. If the NCP does not sign the agreement for workforce services, then they are monitored by OAG for continued payment of child support.
5. If the NCP does sign an agreement for workforce services, then the judge orders the NCP into the program, and Workforce Solutions Office staff meets with the NCP at the court hearing, schedules an intake appointment, and obtains the required documentation.

Workforce Solutions Office staff provides workforce services to NCPs by:

- conducting intake (assessment, workforce orientation, and development of an employment plan that considers the needs of the local labor market);
- completing TWIST Program Detail for each NCP ordered into the program; and
- documenting employment services and activities.

If the NCP is employed, Workforce Solutions Office staff:

- verifies and records employment monthly; and
- provides regular status updates to OAG and the court.

If the NCP is not employed, Workforce Solutions Office staff:

- holds weekly, in-person or virtual, meetings with the NCP;
- provides case management services including appropriate support and employment services;
- monitors NCP's compliance and adherence to their employment plan;
- documents employment activities monthly; and
- provides regular status updates to OAG and the court.

Workforce Solutions Office staff and OAG monitor the NCP for compliance. Program compliance means the NCP is participating in workforce services in accordance with their employment plan and is paying child support. If the NCP is compliant, the case is ongoing until the NCP completes the program after six months of retained employment. If the NCP is noncompliant for 30 days, Workforce Solutions Office staff must submit a removal request to OAG in accordance with section B-400: Case Closure.

Note: The 30-day noncompliant period starts the day after the NCP is considered noncompliant.

B-102: Intake

OAG identifies eligible NCPs and works with the court to set hearings for NCP cases on upcoming court dockets. Local OAG offices have monthly goals for the number of NCPs to be ordered into the NCP Choices program. The exact number may vary by site. Boards must ensure that Workforce Solutions Office staff does not outreach NCPs or determine eligibility.

Boards must ensure that Workforce Solutions Office staff attends NCP court hearings, whether in person or through virtual communication. Professional dress and behavior in the courtroom are expected, whether the court hearing is in person or virtual.

Workforce Solutions Office staff attendance at NCP court hearings:

- allows for ongoing communication among judges, OAG, and Workforce Solutions Office

staff;

- eliminates confusion about whether the individual has been ordered to participate in the NCP Choices program due to an enforcement or establishment case;
- enables staff to immediately obtain a copy of the court order; and
- provides staff with the opportunity to have immediate contact with the NCP, which reinforces the partnership among the judge, OAG, and staff, and gives staff the chance to introduce NCPs to the program when they are most receptive.

Boards must ensure that immediately after the NCP is ordered by a judge to participate in the NCP Choices program, Workforce Solutions Office staff meets with the NCP to:

- explain the NCP Choices program requirements, available workforce services, and the consequences for non-compliance;
- obtain a signed OAG Authorization to Release Information form (available in the Resource section of COLTS or from TWC technical assistance staff);
- schedule an initial appointment to meet again within one week of the court order date to complete a workforce orientation, initial assessment, and employment plan; and
- provide the NCP with a signed appointment letter for the initial appointment, which includes contact information for the NCP and Workforce Solutions Office staff case manager.

Additionally, Boards may choose to have signed copies of other enrollment forms completed at court. These may include the Workforce Participation Agreement, Orientation to Complaint Procedure, and other locally developed forms.

If the NCP has a virtual docket, Workforce Solutions Office staff can obtain valid email contact information to send and receive required enrollment documents. Until Workforce Solution staff can meet with the NCP customer to collect required documents and signatures, the NCP has only been referred to the program, and staff will be unable to open an NCP case for this customer in TWIST.

The court order does not have to be signed by the judge for Workforce Solutions Office staff to begin working with the NCP. However, it is a best practice, when possible, to keep a signed copy of the court order in the NCP's case file.

Boards must ensure that within one week of the court order date, Workforce Solutions Office staff has:

- received a copy of the court order mandating the NCP's participation; and
- completed an initial intake with the NCP.

Boards must inform Workforce Solutions Office staff that the initial intake may be completed at court, but typically it is completed during the NCP's first meeting with Workforce Solutions Office staff after being ordered to participate in the NCP Choices program. At the first meeting, Boards must ensure that Workforce Solutions Office staff:

- obtains signed copies of enrollment forms, Workforce Participation Agreement, Orientation to Complaint Procedures, and other locally developed forms if not completed at court;
- provides a workforce orientation;
- completes a comprehensive assessment of employment needs (including the need for support services);
- develops an employment plan with the NCP; and
- documents these services in TWIST and COLTS.

B-103: Workforce Orientation

The purpose of the workforce orientation is to inform NCPs of the services and tools available to facilitate their entry into the workforce. Boards must ensure that Workforce Solutions Office staff:

- allows NCPs to participate in a regularly scheduled Workforce Orientation; or
- presents comparable information to help NCPs understand:
 - the benefits and advantages of becoming employed;
 - available workforce services and tools;
 - individual and parental responsibilities; and
 - the likely consequences of non-compliance.

At a minimum, each workforce orientation must provide:

- NCP Choices program participation requirements;
- potential consequences of non-compliance with program participation requirements; and
- information on the following:
 - How to find a job
 - Local labor market information
 - Job counseling, job search, and job referral assistance
 - Availability of support services
 - WorkInTexas.com

- Assistance with applications and résumés
- Interests, aptitude, and educational testing
- Books, magazines, or Internet links to careers and employers
- Resource room access (computers, phone, fax, etc.)
- Other available services, including:
 - the Work Opportunity Tax Credit (WOTC);
 - fidelity bonding;
 - the Workforce Innovation and Opportunity Act (WIOA); and
 - the Earned Income Tax Credit (EITC).

B-104: Assessment

Boards must ensure that Workforce Solutions Office staff performs initial and ongoing assessments to:

- determine the employability and job retention needs of all NCP Choices participants, including wage advancement and career development needs; and
- guide the development of an employment plan.

Boards may develop their own procedures and documentation requirements relating to assessments, provided the assessments identify an NCP's:

- work experience;
- job interests and goals;
- support service needs;
- vocational and educational skills and training;
- pre-employment and postemployment skills development needs to determine the necessity of job-specific training; and
- individual and family circumstances that could create barriers to employment or participation in the NCP Choices program.

B-105: Employment Planning

Boards must ensure that Workforce Solutions Office case management staff jointly develops an employment plan with each NCP to identify the participant's employment goals and the sequence of services and activities needed to transition to permanent employment. The employment plan is an agreement with the NCP, describing each party's responsibilities.

Boards must ensure that Workforce Solutions Office case management staff:

- completes the initial employment plan no later than one week following the date of intake;

- includes the following elements in the employment plan:
 - NCP's education level, skills, abilities, and interests
 - NCP's obstacles or barriers to successful program participation and goal attainment
 - NCP's short-term employment goals, including testing the labor market
 - NCP's long-term employment goals, including career-advancement strategies
 - Mutually agreed-upon strategies, services, and activities to be provided to assist the NCP in achieving their goals
 - Progress updates
- prints, signs, and dates the employment plan with the NCP;
- provides a copy of the employment plan to the NCP;
- retains the original and any updates to the employment plan in the NCP's case file; and
- enters employment plan development as a service into TWIST and checks that the Counselor Notes in TWIST and COLTS reflect the elements of the employment plan.

Boards must ensure that:

- the NCP and their case manager regularly reviews and update the employment plan, based on any changes in the NCP's goals, objectives, needs, barriers, progress, or activities; and
- the case manager documents, reviews, and updates information in TWIST and COLTS following each meeting with the NCP within three business days.

B-106: Employment Services and Activities

The services provided to NCPs mirror the services provided to Temporary Assistance for Needy Families recipients under TWC's Choices program. The goal of NCP Choices services is to eliminate barriers to permanent full-time employment and earning self-sustaining wages.

Some local strategies to accomplish this goal include:

- co-enrolling NCPs in other Workforce partner programs, as well as collaborating with those programs when appropriate (for example, WIOA, Self-Sufficiency Fund, targeted job training programs, and apprenticeships);
- offering incentives, such as gift cards and gas cards, to encourage greater participation; and
- connecting with local employers for subsidized employment or OJT opportunities.

NCP Choices participants are required to participate in at least an average of 30 hours of work activities per week until they enter full-time employment.

Boards must ensure that case managers are accessible to allow NCP Choices participants to submit job search documentation, report job search progress, and receive additional guidance.

Case managers can ensure accessibility through a variety of accommodations, including but not limited to:

- home visits to NCP Choices participants;
- providing an after-hours mailbox for document drop off; and
- virtual visits when necessary.

Boards must ensure that the following employment and support services are provided, as appropriate, based on the Workforce Solutions Office case management staff's assessment of an NCP's skills, strengths, and barriers, and as described in the NCP's employment plan.

B-106.a: Job Readiness

Boards may provide job readiness services to assist NCP Choices program participants seek, obtain, and retain employment. Job readiness activities may include, but are not limited to, the following:

- Personal maintenance skills
- Professional conduct skills
- Introductory technical skills
- Job retention skills
- Interviewing skills and practice interviews
- Assistance with applications and résumés

B-106.b: Job Search

Job search activities must be staff assisted and may include the following:

- Information on area employers and appropriate referrals to employers' postings
- Attending job fairs and job clubs
- Contacting job referrals
- Applying or interviewing for job vacancies
- Occupational exploration, including information on local emerging and high-demand occupations
- Contacting potential employers
- Participating in job development services focused on active engagement of employers

If a participant is enrolled in job search, then the local Workforce Solutions Office case management staff member assisting the participant must have an up-to-date registration in WorkInTexas.com and provide job matches and referrals.

B-106.c: Work Experience

Work experience includes any work without pay or compensation that allows an individual to gain knowledge, training, or skills necessary to obtain employment. Boards must ensure that work experience is:

- similar in concept to OJT;
- in the private or public sector;
- authorized on a case-by-case basis;
- expected to improve the employability of the individual;
- time-limited (as defined by the Board) and designed to move the recipient into unsubsidized employment;
- unsalaried, with designated hours, tasks, skills, and attainment objectives; and
- supervised daily by an employer, worksite supervisor, or designated representative.

B-106.d: On-the-Job Training

An employer provides OJT, on or off the worksite, to an NCP who is engaged in productive work in a job. Boards must ensure that OJT:

- provides knowledge or skills essential to the full and adequate performance of the job;
- provides the employer with reimbursement of a percentage of the NCP's wage rate for the extraordinary costs of providing the training and additional supervision related to the training;
- is limited in duration as appropriate to the occupation for which the NCP is being trained, taking into account the content of the training, the prior work experience of the individual, and the service strategy of the individual;
- includes training specified by the employer (i.e., customized training);
- provides wages, benefits, and working conditions equal to those provided to the employer's incumbent employees who have worked a similar length of time and performed a similar type of work; and
- is supervised daily by the employer, worksite sponsor, or service provider's designated representative.

Boards are not required to procure employers for OJT and customized training. However, if a Board chooses to offer OJT and customized training, it must establish local policies for identifying employers for OJT and customized training services.

B-106.e: Subsidized Employment

Subsidized employment is a work activity that includes:

- full-time or part-time employment in the private or public sector where all or a portion of the participant's wages are subsidized (federal or state funds may subsidize the

- wages); or
- internships for which a portion of the NCP Choices participant's wages are subsidized.

Boards are precluded from being the employer of record for NCP Choices program participants enrolled in a subsidized employment activity. The employer of record must be the actual employer or a staffing agency.

Boards must ensure the following standards for subsidized employment are met:

- The placements must prepare and move NCP Choices program participants into unsubsidized employment.
- Employers cannot use subsidized employment to displace existing employees.
- Placements are allotted to employers expected to retain NCP Choices program participants as regular unsubsidized employees once the subsidized placement has ended, unless successful completion of the placement is expected to result in unsubsidized employment with a different employer.
- Wages are at least at the federal or state minimum wage level, whichever is higher.

B-106.f: Unsubsidized Employment

Unsubsidized employment is defined as a work activity that includes:

- full- or part-time employment in which wages are paid in full by the employer;
- an internship with wages paid by the employer;
- self-employment; and
- work as an independent contractor.

Full-time employment is defined as:

- employment of 30 or more hours per week, for which the individual receives wages or compensation from an employer; or
- weekly wages from self-employment that are at least equal to 30 hours per week multiplied by the federal minimum wage.

If the NCP is not employed full time, Boards must ensure that they participate in additional employment activities that equal an average of 30 hours or more per week.

Boards must ensure that Workforce Solutions Office case management staff do not count more hours toward the work activity than the number derived by dividing the participant's net self-employment income (gross self-employment wages minus business expenses) by the federal minimum wage.

B-106.g: Unsubsidized Self-Employment Verification

Initial Verification of Established Self-Employment Enterprises

Boards must ensure that Workforce Solutions Office case management staff conducts initial verification of established self-employment enterprises and requires one of the following forms of documentation:

- Federal income tax forms, such as Form 1040, or quarterly income reports
- Federal income tax returns with Schedule C, F, or SE for the most recent tax year
- One of the following to prove existence of the business:
 - Property titles, deeds, or rental agreements for the place of business
 - A recent business bank, phone, utility, or insurance bill
 - A recent state sales tax return
 - Business records that provide proof of income and expenditures, such as copies of money orders or checks received, and lists of individuals/customers served (if available), personal wage records with third-party signed verification, or business plans
 - A contract including a statement of work

Initial Verification of Prospective Self-Employment Enterprises

Boards must consider prospective self-employment enterprises, provided that the self-employed individuals are able to demonstrate that the enterprise renders a clear pathway to self-sufficiency by lessening family reliance on public benefits.

Boards must ensure that Workforce Solutions Office case management staff verifies that the customer is in the process of establishing a self-employment enterprise by requiring one of the following documents:

- A property title or deed for the place of business
- A rental agreement or letter from a property owner showing the customer plans to open a business
- Other evidence indicating the customer is preparing to open a business, such as advertising, state tax registration, assumed name certificate, a business plan, or bank account information

Boards may help provide access to entrepreneurship training and business counseling.

Entrepreneurship training and business counseling help customers determine whether an enterprise is a viable venture that will result in self-sufficiency.

Ongoing Verification of All Self-Employment Enterprises

Boards must ensure that Workforce Solutions Office case management staff verifies participants' self-employment enterprises on an ongoing basis as participants submit the following:

- Documentation that provides information on the amount of income generated and the associated business expenses, which must include invoices signed by NCP Choices participants' customers and contain customer names and contact information, dates and locations of services provided, and amounts received
- business expense receipts that substantiate the expenses to be deducted from the gross income, if applicable

B-106.h: Vocational Educational Training

Boards must ensure that, when provided, vocational educational training:

- is directly related to a demand occupation within the local labor market;
- is consistent with the employment goals identified in the employment plan;
- is provided only if there is an expectation that employment will be secured upon completion of the training; and
- prepares NCPs for a specific trade, occupation, or vocation other than a baccalaureate or advanced degree.

Boards must ensure that training provided for an unemployed NCP is:

- short term (typically four to six weeks in duration);
- coordinated with and approved by local OAG staff; and
- documented in both COLTS and TWIST Services and Counselor Notes.

Examples of successful short-term training courses include OSHA HAZWOPER, auto repair, welding, truck driving, HVAC, and forklift certifications.

B-106.i: Educational Services

Boards must ensure that allowable educational services directly relate to employment, including:

- educational activities leading to a high school diploma or completion of a high school equivalency (HSE) credential;
- adult education and literacy (AEL) services;
- English language learner (ELL) services; and

- workforce adult literacy and language instruction.

Boards must ensure that Workforce Solutions Office case management staff verifies that the educational services program provides the NCP with knowledge and skills related to specific occupations, work settings, jobs, or job offers.

Boards may:

- pay for the cost of testing and the issuance of certificates if other sources of payment are not available; and
- authorize payments up to the amount charged other customers of the test centers.

Boards must ensure that NCPs demonstrate readiness to take one or more of the tests before being referred to test centers by Workforce Solutions Office case management staff.

Boards must ensure that:

- charges cover the actual cost of testing, any national or state processing fees, and the cost of the certificate; and
- direct payments are made to the test centers for testing costs and the issuance of certificates to NCPs.

B-106.j: Community Service

Community service is a way to improve the employability of NCPs through unpaid work experience. Community service is no longer a requirement after four weeks of activity, but it is still recommended that Workforce Solutions Office case management staff members take community service into account as they would any other activity. Boards must ensure that community service is considered an NCP Choices program activity:

- authorized on a case-by-case basis;
- that contains structured, daily supervised activities with a public or private nonprofit organization that directly benefit the community; and
- that benefits the customer in obtaining needed skills, including soft skills such as being on time, workplace skills, etc.

Community service positions may include work performed in:

- a school or Head Start program;
- a church;

- a government or nonprofit agency; or
- AmeriCorps, Vista, or another private volunteer organization.

Boards must ensure that community service placements are limited to positions that serve a useful community purpose in fields such as:

- health;
- social service;
- environmental protection;
- education;
- urban and rural redevelopment;
- welfare;
- recreation;
- public facilities;
- public safety; and
- child care.

B-106.k: Postemployment Services

Postemployment services help individuals achieve employment stability and deal with crises that may lead to job loss. The first few months of employment are a critical time for new workers, meaning postemployment support services are important to helping individuals retain employment. Key postemployment strategies may include:

- extended or ongoing case management;
- job search, job placement, and job development services;
- assistance with transportation and work-related expenses;
- referrals to available education and training resources;
- additional career planning and counseling;
- referrals to other service providers and community resources; and
- mentoring.

B-107: Work Opportunity Tax Credit and Fidelity Bonding

WOTC is a federal income tax benefit administered by the US Department of Labor (DOL) and the US Department of the Treasury, through the Internal Revenue Service (IRS) for private, for-profit employers that hire from target populations. WOTC reduces a business's federal tax liability, serving as an incentive for employers to select job candidates who may face barriers in their efforts to find employment. Many NCPs may qualify for WOTC, making it less expensive for employers to hire them. WOTC provides an additional incentive for employers to consider hiring an NCP. Additional information can be found on TWC's [WOTC web page](#).

Additionally, free fidelity bonding services are available that protect employers against employee acts of dishonesty, including theft, forgery, larceny, and embezzlement. Benefits include the following:

- Bonds issued for up to \$25,000 in increments of \$5,000 for at-risk applicants.
- Fidelity bonding is an incentive to the employer to hire an at-risk applicant.
- Bonds are issued at no cost to the employer, with no deductible.
- Fidelity bonding indemnifies a single, specific, employer-employee relationship.
- Free fidelity bonding coverage is provided for a six-month period; thereafter, if no claim is made against the bond, it can be renewed through the regular commercial network.

Note: A fidelity bond is not a surety bond or performance bond (commonly required of contractors and self-employed individuals) or insurance for self-employed individuals.

Individuals eligible for fidelity bonding services include:

- ex-offenders, including individuals with records of arrest, probation, or any police record;
- applicants with poor credit histories, including bankruptcy;
- veterans dishonorably discharged from the military;
- public assistance recipients;
- applicants with a substance abuse history;
- disadvantaged youth who lack a work history; and
- anyone who cannot secure bonding through the regular commercial system.

For more information about fidelity bonding, refer to [WD Letter 10-19, Change 4](#), issued March 18, 2024, and titled “Fidelity Bonding Services—Update.” To submit a request on behalf of an NCP who has secured a job opportunity requiring fidelity bonding, email fidelity.bonding@twc.texas.gov.

B-200: Support Services

Boards must ensure that support services are provided, as appropriate, to NCP Choices program participants to address barriers to employment or participation in NCP Choices.

Boards must ensure that support services are reasonable, necessary, and directly related to participation in the NCP Choices program. Allowable support services include the following:

- Transportation assistance
- Licensing fees

- Work-related expenses, such as tools, work clothes, glasses, work boots
- High school equivalency credential testing payments
- Short-term training
- One-time, short-term, and non-recurrent payments.

Boards may provide support services to NCPs, including during the postemployment retention tracking period. However, Boards must ensure that support services are not extended to NCPs who are not in compliance with program requirements or who have exited the NCP Choices program.

B-201: Transportation Services

Boards may provide NCPs with a wide variety of transportation services, if the expenditures are reasonable, necessary, and directly related to participation in NCP Choices employment services, including postemployment services. It is recommended that Boards use or develop policies and procedures to ensure that transportation assistance is provided to NCPs when alternative transportation resources are not available.

Boards must ensure that the most economical means of transportation that meets the NCP's needs are used.

B-202: Work-Related Expenses

Boards may provide work-related expenses that are necessary for NCP Choices participants to accept or retain employment. Boards also may provide work-related expenses when an NCP participates in community service and work experience.

Boards may allow work-related expenses to be paid in advance or as a reimbursement, based on the individual's needs for the job. Examples of work-related expenses include tools, uniforms, transportation, and the cost of vocationally required examinations or certificates.

Boards must ensure that Workforce Solutions Office case management staff:

- authorizes and enters work-related expenses into TWIST Services and Counselor Notes; and
- documents expenses in the case records.

Additionally, Boards must ensure that local policies and procedures are established regarding the methods of, and limitations on, work-related expenses.

B-203: Nonmonetary Incentives for NCP Choices Participants

Incentives help promote positive employment, training, and education outcomes. Boards that offer incentives must follow the guidelines in [WD Letter 15-19, Change 1](#), issued March 18,

2024, and titled, “Guidelines for the Provision of Incentives for Workforce Innovation and Opportunity Act Youth and Choices, including NCP Choices Participants—Update” and [WD Letter 53-09](#), issued December 23, 2009, and titled, “Guidelines for Safeguarding the Issuance of Nonmonetary Incentives for Workforce Investment Act and Choices Participants” for the provision of incentives to NCP Choices participants.

B-203.a: Strategies for Issuing Nonmonetary Incentives

The following are examples of strategies for issuing nonmonetary incentives:

- Participants who remain in continuous full-time employment for 90 days receive a \$50 prepaid gas card or gift card.
- Participants who remain in continuous full-time employment for 120 days receive a \$50 prepaid gas card and a \$50 gift card.
- Participants who participate in an identified activity for 30 days or more receive a coupon or gift certificate worth up to \$25.
- Participants who remain in continuous employment for 180 days receive a \$200 prepaid gas card and a \$100 gift card to a local merchant.
- Participants who receive substance abuse treatment and who work or attend school at least 30 hours a week for 60 days receive a \$50 gift certificate of their choice.

B-204: Non-recurrent Short-Term Benefits

Boards may provide non-recurrent short-term benefits designed to deal with specific crisis situations or episodes of need.

Boards choosing to offer non-recurrent short-term benefits must:

- develop guidelines and strategies (eligibility, limitations, etc.) that provide for the use of the benefits and ensure the benefits are accurately documented in TWIST within three business days of providing the benefit; and
- ensure that these benefits do not extend beyond four months.

B-300: Verification and Documentation Requirements

Boards must ensure that Workforce Solutions Office case management staff:

- tracks all NCPs ordered into the NCP Choices program by creating a TWIST Program Detail and COLTS record each time an NCP is ordered into the NCP Choices program (staff must only open a TWIST Program Detail after meeting with the NCP customer to collect required documents and signatures);
- accurately documents within three business days all activities, services, and outcomes

(participation, employment, and retention) as part of the ongoing case management duties;

- verifies employment and begins employment retention monitoring when an NCP obtains employment;
- verifies and documents employment retention each month for six months; and
- reports compliance or noncompliance in TWIST and COLTS, and directly to OAG and/or the court, as necessary and appropriate.

For more information, refer to the [COLTS User Manual](#).

All Board and Workforce Solutions Office case management staff must receive training provided by OAG staff prior to accessing the system. TWC staff creates and maintains user accounts.

Except as otherwise indicated, Boards may develop their own procedures relating to physical documentation requirements.

Note: If the NCP is noncompliant, Workforce Solutions Office case management staff must keep a copy of the NCP's court order for at least 30 days; once the 30 days are over, the court order can be shredded or destroyed.

B-400: Case Closure

Boards must ensure that Workforce Solutions Office case management staff does not remove noncompliant NCP Choices participants from the NCP Choices program.

Except in certain situations (see section [B-403.c: NCP Choices Participant Becomes Ineligible or Unable to Participate](#)), an NCP can exit the program only when staff receives confirmation from OAG or the court that their case can be closed.

Timely removal through administrative or court proceedings ensures that the program maintains swift and certain consequences for noncompliant NCPs and prevents inflated caseloads for case management staff. Significant numbers of cases pending removal from the program takes case management staff away from providing services to NCPs who are motivated to continue in the program.

In the event of noncompliance, Boards must ensure that Workforce Solutions Office case management staff:

- does not close an NCP's case until receiving written notification through COLTS or email from OAG or the court that the NCP has been removed from the program;
- does not accept verbal notification as confirmation for case closure;

- closes the TWIST Program Detail and the COLTS record only after receiving written confirmation that the NCP has been removed from the program; and
- uses the date staff receives notification or confirmation from OAG as the closing date.

Note: If OAG has not responded after 10 business days, Workforce Solutions Office staff may close the case.

B-401: Request to Remove

Boards must ensure that a request to remove the NCP from the program is submitted within seven calendar days after the NCP is noncompliant for a 30-day period (the 30-day noncompliant period starts the day after the NCP is considered noncompliant).

Boards must ensure that the following actions be completed during the 30-day noncompliance period:

- OAG must be notified of the noncompliance within three business days.
- OAG communication must be documented in TWIST and COLTS notes.
- Weekly attempts to reengage the customer must be completed and documented in TWIST and COLTS notes.

Boards must ensure that Workforce Solutions Office case management staff submits a case closure request to the OAG contact by email or mail using:

- a [Request to Remove form](#) (sample); or
- a locally developed form.

Boards can provide written Request to Remove forms to OAG during the monthly coordination meetings.

Boards must ensure that locally developed forms include the following information:

- Workforce Solutions Office case management staff member's contact information (name, address, phone number, and email address)
- NCP's name
- OAG case number
- Reason for requesting the removal

B-402: Administrative Removals

After a request for removal of an NCP Choices participant has been submitted to the local OAG

child support office, the child support office will review the circumstances of the case and respond to Workforce Solutions Office case management staff within 10 business days.

OAG child support offices may make the determination that an administrative removal is appropriate and notify Workforce Solutions Office staff of the decision.

OAG must provide written notification of the removal process through email, in-person, or as a COLTS OAG comment.

If OAG has not responded after 10 business days, Workforce Solutions Office staff may close the case. Workforce Solutions Office case management staff must keep the NCP's court order for 30 days, once the 30 days are over, then the court order can be shredded or removed from electronic files.

B-403: Reasons for Removal

The following are reasons for removing an NCP from the NCP Choices program.

B-403.a: Meets NCP Choices Program Requirements

When an NCP has met the NCP Choices program requirements (for example, retained employment for six months), no confirmation from OAG or the court is required to close the case.

Boards must ensure that Workforce Solutions Office case management staff:

- accurately enters employment outcomes into TWIST;
- enters information into TWIST Counselor Notes and COLTS within seven calendar days of receiving documentation of exit indicating that the NCP has successfully completed the NCP Choices program;
- closes the case and all services in TWIST by entering the exit date and completion reason as completed successfully in the TWIST Program Detail; and
- closes the case in COLTS by entering the end date in the Date Services Terminated box and saving the record.

B-403.b: Noncompliance with NCP Choices Program Requirements

Boards must determine noncompliance with workforce-related program requirements and submit requests to OAG for case closure based on the following program guidelines:

- If an NCP does not appear for their first meeting with Workforce Solutions Office case management staff or does not return after the first meeting, reasonable and timely attempts (as defined by the Board) must be made to contact and reengage the NCP.

- If an NCP has not met program participation requirements for 30 days, a request to remove the NCP from the NCP Choices program must be made to OAG.
- If an NCP is compliant with NCP Choices program requirements but has not obtained employment after 180 days of participation, a request to remove the NCP from the program must be made to OAG within seven calendar days.

B-403.c: NCP Choices Participant Becomes Ineligible or Unable to Participate

If an NCP becomes ineligible or unable to participate in NCP Choices program for any of the following reasons, Boards must ensure that Workforce Solutions Office case management staff immediately submits a request for case closure to OAG:

- Death (for deceased NCPs, Boards must ensure that Workforce Solutions Office case management staff closes WF Status in COLTS upon receiving verification of the NCP's death)
- Incarceration on charges unrelated to child support
- Not legally allowed to work in the United States
- Relocation out of the workforce area
- Ineligibility (Workforce Solutions Office staff discovers that the NCP does not meet all of the program eligibility requirements)
- Medically unable to work (the NCP must provide proper documentation to the case manager, and the medical reason must be of more than a 30-day duration)

An NCP who has been ordered to participate in the NCP Choices program and who appears to have mental or physical disabilities during assessment is not exempt from participating in the program unless the NCP provides their case manager with proper documentation of mental or physical disabilities (for example, a doctor's note or a letter from the Social Security Administration). If no documentation is provided, the case remains open, and the case manager continues to serve the NCP. Case managers may not request closure for these specific cases based on a case manager's own determination that an NCP is unable to work.

To help with caseload management and adhere to the principle of swift and certain consequences, Boards must ensure that Workforce Solutions Office case management staff follows the procedures set forth in the following table:

Immediate Case Closure	Immediate Request for Removal	Request for Removal after 30 Days	Request for Removal after 180 Days
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Deceased (documented) Capias has been issued on the child support case. Motion to revoke has been filed on a child support case. NCP has retained employment for six months and has graduated from the program. Note: Notification of case closure must be sent to OAG.	Deceased (documented) Incarcerated (unrelated to child support) Disability (documented) Relocation out of workforce area Not legally allowed to work in the United States Eligibility misrepresented or misunderstood	NCP does not appear for first meeting or does not return after first meeting and does not respond to outreach. Note: In above instances, Workforce Solutions Office staff checks the *Failed to Participate box in the TWIST Program Detail. NCP has not complied with program requirements.	NCP is actively participating in the program but is still unemployed after six months.
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*Boards must ensure that Workforce Solutions Office case management staff uses the Failed to Participate checkbox only in cases where an NCP does not appear for, or return after, their first meeting with Workforce Solutions Office case management staff.

Part C – List of Revisions

The tables below include a comprehensive list of the substantive changes made to this guide, including the revision date, the section revised, and a brief explanation of the specific revision.

Note: The guide contains minor, non-substantive editorial changes that are not included in the List of Revisions.

March 2025

Section	Revisions
All	Several sections of the guide have been renumbered
Overview	Updates Changes to Content section; moves NCP Choices Definitions section (previously A-200) here; and updates COLTS information
A-104	Updates Results section with 2022 data

A-200	Moves Target Population section (previously A-104) here and updates service delivery area chart
A-303	Updates Board responsibilities
A-304	Updates Workforce Solutions Office staff responsibilities
Part B	Changes “Operations” to “Service Delivery”
B-100	Clarifies work activity hours and adds virtual contact option
B-101	Clarifies compliance
B-102	Adds virtual communication option
B-105	Updates case manager time frame for entering information
B-106.a	Updates job readiness activities
B-106.b	Updates job search activities
B-106.d	Updates on-the-job training requirements
B-106.e	Updates subsidized employment work activities
B-106.f	Updates unsubsidized employment work activities
B-106.g	Updates self-employment verification information
B-106.i	Clarifies educational services
B-106.k	Updates postemployment services
B-107	Updates fidelity bonding
B-203	Updates Nonmonetary Incentives for NCP Choices Participants section and adds subsections
B-301	Removes TWIST Instructions section
B-400	Updates case closure
B-401	Updates OAG notification and staff contact information
B-402	Updates time frames for OAG response and case closure
B-403.c	Adds information about disability documentation
B-500	Removes Performance Measures section
Part C	Removes Frequently Asked Questions section

February 2020 Revisions

SECTION	COMMENTS
List of Acronyms	Adds EST, Established Case, and ENF, Enforcement Case, in regard to NCP participation orders
A-200	Clarified definition of Administrative Income Withholding (AIW) and The Workforce Information System of Texas (TWIST)

C-300	Updates the effective dates for the Work Opportunity Tax Credit (WOTC) program
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January 2016 Revisions

SECTION	COMMENTS
	All sections of the guide have been renumbered.
List of Acronyms	Adds list of common acronyms used throughout the guide.
A-101	Renames title from Legislative Authority to Applicable Contract Authorities and clarifies the applicable federal authority citations.
A-102	Adds in-person to specify the type of weekly contact with NCPs.
A-103	Adds information regarding OAG funding.
A-104	Adds that eligible NCPs include non-public assistance cases as well as public assistance cases.
A-105	Updates results to date through August 2014.
A-106	Adds new section to introduce the NCP Choices PEER Demonstration.
A-200	Adds definitions of NCP Choices Acronyms and Terms.
A-301	Updates frequency of site visits to regular rather than quarterly. Adds that purpose is to identify necessary program enhancements and best

SECTION	COMMENTS
A-302	Adds OAG responsibility to expedite removal of noncompliant NCPs from
A-303	Adds an introductory paragraph to Board responsibilities.
A-304	Adds a responsibility of Workforce Solutions Office staff to attend subsequent compliance hearings and provide testimony as needed. Clarifies that timely data entry occurs within three business days
A-306	Clarifies that NCPs must participate for an average of 30 hours per week and that in-person meetings occur weekly until employed.
A-600	Removes map of existing NCP Choices sites and Child Support Offices and
B-100	Clarifies: NCPs actively participate for an average of 30 hours per week; Weekly in-person contact with NCPs until employed;
B-101	Adds written NCP Choices process that accompanies flowchart

B-102	Modifies language relating to monthly goals for the number of NCPs ordered into the program.
B-106	Clarifies that NCPs participate an average of 30 hours per week.
B-106.e	Removes the requirement for community service after an initial four Removes subsidized employment with a public-sector employer.
B-106.e	Adds a definition of full-time employment.
B-106.f	Adds Unsubsidized Self-Employment as an allowable work activity. Provides criteria for verification of established and prospective self-employment enterprises and ongoing verification
B-106.h	Adds the requirement that vocational educational training is directly related to a demand occupation.
B-106.i	Removes the stipulation that distance learning must be performed in a supervised setting.
B-106.j	Adds statement that community service is no longer required after the initial four weeks of activity.
B-107	Adds new section on the Work Opportunity Tax Credit (WOTC) and fidelity bonding services.
B-204	Adds requirement for Boards to develop guidelines and strategies for the use of nonrecurrent short-term benefits
B-301	Incorporates the NCP Choices TWIST Quick Reference Guide
B-303	Adds section on TWIST Counselor Notes and aligns with guidance issued in WD Letter 06-13
B-305	Creates separate section on documentation to be maintained in case files
B-402	Adds new section on administrative removals
B-403	Adds new section on planned gap in service in accordance with WD Letter 18-14
Part C	Adds Frequently Asked Questions section

December 2015 Revisions

Section	Revisions
All	Replaces Workforce Investment Act (WIA) with Workforce Innovation and Opportunity Act (WIOA) throughout guide and replaces “Release Notes” with “Technical Assistance Bulletins”

A-104	Deletes “Be delinquent in child support payments”
A-105	Updates program date for results, number of NCPs served, and amount collected
A-200	Changes the terms “Obtained Employment” to “Entered Employment” and “Retained Employment” to “Employment Retention,” based on Common Measures methodology
A-600	Updates month and year
B-500	Changes the terms “Obtained Employment” to “Entered Employment” and “Retained Employment” to “Employment Retention”
B-500	Removes TWIST Report 220 and adds TWIST Report 142–CM Adult Entered Employment, TWIST Report 144–CM Employment Retention, and TWIST Report 158–CM Employment Retention Forecast
B-500	Changes reasons for exclusions in regard to performance calculations
B-500	Adds when Entered Employment and Employment Retention are measured
C-300	Updates information about WOTC