Workforce Case Management System

May 2025 Train-the-Trainer Sessions: Frequently Asked Questions

SR WFCMS-07

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Noncustodial Parent Choices Program

Noncustodial Parent Application Questions

NCP Application: Initial Appointment

Q: Is the initial appointment date recorded in the Noncustodial Parent (NCP) program application the docket date or the scheduled intake appointment date for an individual?

> **A:** This date is the scheduled intake appointment date at the local office. The date is not required, and it can be modified.

NCP Application: Data Entry Trigger

Q: Our previous guidance was that if a customer failed to attend their appointment at the Workforce Solutions Office, a program detail could not be opened since they were only a referral from the Office of the Attorney General (OAG). Is the expectation to open an NCP application for all NCPs referred when we move to WorkInTexas.com?

> **A:** Yes. Your local workforce development area (workforce area) might wait until the customer's initial appointment. However, some areas have staff that attend court and begin the process after they obtain court orders from the OAG. When the customer fails to follow through by not attending the next appointment to complete the required initial assessment, employment plan, and workforce orientation, the only option to close these files is selecting **Failed to Participate**.

NCP Application: Introduction Tab—Ineligibility Reasons

Q: When can the **Eligibility Misrepresented/Misunderstood** checkbox on the **Intro** tab of the application be used?

> **A:** This checkbox can only be selected when a participatory service has not been entered for the customer and the customer has been inadvertently ordered to participate despite a preexisting ineligibility. For example, a customer was ordered into the NCP program, but it was determined when completing the application that the NCP does not have a Social Security number (SSN), lives outside the service area, or is not legally authorized to work in the United States.

NCP Application: Introduction Tab—Ineligibility Selection

Q: Can policy clarify when the checkboxes are selected?

> **A:** These checkboxes are only selected when participation has not begun (that is, a participatory service has not been entered for the customer), and the customer has been inadvertently ordered to participate despite a preexisting ineligibility. For example, a customer was ordered into the NCP program, but it was determined when completing the application that the NCP does not have an SSN, lives outside the service area, or is not legally authorized to work in the United States.

NCP Application: Individual Employment Plan

Q: Can you have an incomplete program application and enter the Individual Employment Plan (IEP)?

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A: The program application must be completed before the IEP is developed. Staff will not be able to select the NCP program until an NCP program application and participation record are completed.

NCP Application: Employed at Date of Court Order

Q: The customer has a court order and is employed but is not underemployed. Does this make the NCP ineligible for services?

A: No. An NCP who has a court order indicates that the judge considers their employment to be insufficient to meet their child support obligation. The NCP might not meet the underemployed category, so the answer to that question would be "no." However, this does not determine their eligibility for the program. The court order determines the eligibility for NCP.

NCP Application: Pending Enrollment—First Appointment Missed

Q: If an NCP customer is scheduled for intake but fails to attend the first appointment—and efforts to engage the customer are still in progress—how should we document the reason the program application was not completed? Would a detailed case note be sufficient in this scenario, or is additional documentation required?

A: Yes. A detailed case note is sufficient in this scenario.

NCP Application: Wagner-Peyser Coenrollment

Q: Are NCP staff members required to complete the Wagner-Peyser (W-P) registration at the court so that we can enter a service?

A: Your local policy will determine the specific procedures for initiating the enrollment process and obtaining necessary forms at the courthouse.

We encourage staff to use the **Common Intake Wizard** to provide a more efficient process.

NCP Application: Initial Appointment

Q: Do we have seven **business** days or seven **calendar** days to schedule an intake appointment?

A: The initial appointment must be scheduled within one week (seven calendar days) of the court order date. Please refer to NCP Choices Guide: B-102: Initial Intake.

NCP Application: Court Order Date

Q: When creating an application, can you backtrack the application date to match the court order date? That is, if I'm creating an application today, but the court order is dated March 29, 2025, and today is the day OAG provided us with that court order, will WorkInTexas.com allow me to date the application as March 29, 2025, since the court order date cannot be prior to the application date?

A: The court order date cannot be after the application date.

NCP Application: Documenting Services Not Provided

Q: We were directed to enter a 62 initial assessment regardless of whether the NCP shows up or not. Is that still required?

> **A:** This might be a local policy. The NCP Choices Guide (B-102: Intake) requires staff to complete initial assessment, employment plan, and workforce orientation at the first appointment the NCP attends.

NCP Application: New Court Order

Q: If an application date cannot be before the court order date, what happens if the customer is reordered before the NCP program has exited?

> **A:** If there is a new court order, staff will have to hard exit the file and open a new application. This will be covered during the Exit process.

Activities

NCP Activities: Initial Assessment

Q: Some Boards may have directed NCP case managers to enter an Initial Assessment service when an individual does not show up for their initial appointment. Is that still required?

> **A:** No. Texas Workforce Commission (TWC) does not support the entry of services when services have not been provided to customers. Boards must ensure that local Workforce Solutions Office staff do not enter services in WorkInTexas.com that have not been provided to individuals. The NCP Choices Guide (B-102: Intake) requires staff to complete initial assessment, employment plan, and workforce orientation at the initial appointment. Additionally, WD Letter 06-13, Change 2, issued March 18, 2024, and titled "Documenting Services and Participant Contact in WorkInTexas.com Case Notes—Update," clarifies that "Boards must ensure that Workforce Solutions Office staff…only document the services provided to a participant; [and] accurately records service dates in WorkInTexas.com."

NCP Activities: Service Durations

Q: Will a list of allowable NCP services be provided along with their time frame of maximum duration?

> **A:** Yes. TWC's Service Matrix, maintained on Information Innovation & Insight's SharePoint pages (TWC SharePoint is not available to the public), will be updated with NCP services. Additionally, the attachment to this policy guidance includes a current list of NCP services that identifies each activity's initial and maximum durations in WorkInTexas.com.

NCP Activities: Service Extensions

Q: TWC has provided guidance that, except for single-day services, Boards must extend the projected end date of an active service as appropriate instead of closing and reopening those services monthly. When it is time to close the service? Will the data integrity (DINT) restrictions prevent staff members from closing a service?

A: No. Some program services may be extended monthly. The end date, not service start date, is considered for DINT purposes. Boards must ensure timely data entry to minimize the number of DINT requests.

NCP Activities: Scheduling Through Case Notes

Q: When creating a case note, is there a way to schedule the next appointment in the WorkInTexas.com calendar from the **Case Note** window?

A: No.

NCP Activities: Service Extensions—Auto-closures

Q: When extending services, how long do staff members have in the new month to extend the service before the system soft closes the service?

A: Except for one-day services, services may be extended up to 31 days from the date of entry or update. Services have maximum extension durations. A service may not be extended beyond the maximum duration.

NCP Activities: Monthly Employment Entries?

Q: Will staff enter monthly services for employment?

A: No. Local Workforce Solutions Office staff members must enter employment services once and extend services, as appropriate, for as long as the participant is employed.

NCP Activities: Concurrent Service Entry

Q: Will staff members be able to add multiple services at once within the NCP program section?

A: Staff can add more than one service on the same day; however, staff members are not able to select multiple services at one time for mass entry.

NCP Activities: Service Sequence

Q: Is there a system sequence of services for NCP program?

A: No. There is not a sequence of service for NCP.

Work Readiness Assessment

NCP Work Readiness: Edit Barriers

Q: I noticed once the **Add Barrier** is selected, if you go back to edit the Work Ready Assessment (WRA), that box is grayed out. Should that barrier no longer exist for the individual, or if the barrier was checked in error, would staff need to complete a new WRA? The concern would be if selected in error by staff and the barrier remains because it is not editable, it will be a misrepresentation.

A: WRA is working as functionally designed. To remove the grayed-out red checkbox, close the barrier in the edit screen after saving the WRA.

NCP Work Readiness: Child Support Case

Q: Under **Judicial Barriers**, is the box for **active custody** and/or **child support case** required to be checked?

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A: If it applies to the customer case, check the appropriate box in the WRA. This is applicable if the Workforce Development Area requires completion of the WRA. As indicated, the Board may develop their own assessment tools, documentation, or procedures.

NCP Work Readiness: Closing Barriers

Q: How do you close a barrier?

A: Close barriers in the **Barriers to Employment** screen. Once the barrier is closed, the barrier checks can be updated. When a barrier is active, it remains grayed out. When a barrier is resolved, the barrier can be closed and updated.

NCP Activities: Work Readiness Assessment and Objective Assessment Requirements

Q: Does TWC mandate the use of the WRA and the Objective Assessment Summary in WorkInTexas.com for NCP program participants?

A: No. The WRA and Objective Assessment are tools available for staff to determine the NCP's employability, barriers, and employment goals. The employment plan must be developed and reevaluated when there are changes to the NCP's goals, objectives, needs, barriers, progress, or activities. Boards may develop their own assessment tools, documentation, or procedures.

Employment Planning

NCP Employment Planning

Q: Is it going to continue to be one plan shared by all programs?

A: Yes. The IEP is shared by all programs. Only change, edit, or close the IEP goals and objectives added for NCP.

Attendance

NCP Attendance: Modification of Attendance Hours

Q: With the Choices program, we are not able to edit/modify participation hours in the **Attendance** ribbon. Does the same apply to NCP?

A: Yes.

NCP Attendance: Attendance Tracking Requirements

Q: Will local Workforce Solutions Office staff be expected to track participation hours for services, including job search, job readiness, and unsubsidized employment?

A: Yes. Staff will be required to enter participation hours in the **Attendance Tracker** for all services with participation-hour requirements.

NCP Attendance: Maximum Daily Hours

Q: Will there be a maximum number of hours that can be documented each day in WorkInTexas.com?

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A: Yes. No more than 24 hours of services may be entered for any single day in the Attendance Tracker.

NCP Attendance: Guidance Conformity

Q: The current NCP guide does not indicate a requirement for tracking hours. While staff members are collecting verifiable documentation of customer's hours, these hours are not being entered into TWIST. Will they be entered into WorkInTexas.com (WIT)?

A: To help staff monitor participation, the **Attendance Ribbon** was added. This ensures the NCP is meeting the participation requirement of an average of 30 hours per week. Attendance tracking will help minimize findings with Subrecipient Monitoring and allows for clearer and more accurate time tracking for customers. The NCP Guide will be updated to reflect this requirement.

NCP Attendance: Service Scheduler

Q: Is using the Service Scheduler required?

A: Yes. There are 12 specific activities that require a schedule. All activities should be tracked using the Attendance Tracking system. Refer to the attached NCP Participant Services document for a complete list of services that require a schedule.

NCP Attendance: Averaging Hours

Q: At times an average of hours is calculated to determine that the customer met the required 30 hours a week. For example, an individual would be documented as in compliance, averaging 32 hours/week, if a biweekly paystub showed that they worked 25 hours one week and 40 hours the second week. Will this calculation of average hours still be allowable?

A: Yes. The calculation of average hours will still be allowable. A customer is expected to participate an average of 30 hours per week. The **Attendance Ribbon** was added to help staff monitor participation. This ensures the NCP is meeting the participation requirement of an average of 30 hours per week.

NCP Attendance: Verification of Attendance

Q: Do Boards need to verify the hours entered, similar to what is entered for Choices?

A: TWC requires Boards to have backup documentation on hours entered. Staff members are not required to enter a verification type in WorkInTexas.com.

Case Transfers

NCP Transfers

Q: We currently cannot serve NCP customers from other workforce or OAG areas. Is this going to change in the guide?

A: Only the following two workforce areas can conduct case transfers:

- Capital Area
- Rural Capital Area

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Add Employment

NCP Employment: Employed at Program Entry

Q: Where do staff members document employment for participants who are employed at time of program enrollment?

> **A:** Boards must ensure that local Workforce Solutions Office staff members document employment in the **Add Employment** ribbon.

NCP Employment: State Tax ID

Q: What could we do if we are unable to obtain the state tax ID?

> **A:** Tax IDs can be present in WIT. Additionally, local staff with privileges can access TWC's Resource Access Control Facility system (RACF) to confirm employer details, including TWC unemployment insurance tax IDs. The Comptroller's Office may also maintain other Texas employer tax IDs.

NCP Employment: Self-Employment

Q: In instances that a self-employed individual uses their SSN to register their business, will staff be able to enter that SSN as the tax ID?

> **A:** If you have a federal ID, use the SSN, and for the state ID, use 999-99-9999.

NCP Employment: Employment Outcome

Q: Is the **Add Employment** ribbon replacing the **Employment Outcome** entries we currently enter in TWIST?

> **A:** Yes.

NCP Employment: Employment Updates

Q: Are Boards required to enter employment in the **Add Employment** ribbon each month that a participant is employed?

> **A:** No. Employment is entered in the **Add Employment** ribbon only once for each employer. If there is a change in employment status, staff must update the record in the **Add Employment** ribbon.

NCP Employment: Multiple Jobs

Q: Can staff add more than one employer under the **Employment** tab?

> **A:** Yes.

Credentials Ribbon

NCP Activities: Credential Outcomes Not Related to Program Services

Q: Does TWC require local Workforce Solutions Office staff to link a credential to a participatory service for the NCP program in the **Credentials** ribbon?

> **A:** No.

NCP Credentials: Staff Signatures

Q: Are staff/participant signatures required for entry and completion of the credential outcomes for the NCP program **Application** ribbon?

> **A:** TWC does not require signatures for completion of Credentials information. Boards must ensure that local Workforce Solutions Office staff members follow any local policies relating to signatures, if applicable.

Closure

NCP Closure: Extension of Noncompliant Records

Q: Will staff be required to enter a service for an NCP participant who is noncompliant while waiting for OAG to confirm case closure?

> **A:** No. WD Letter 06-13, Change 2 prohibits staff from entering services unless provided to program participants.

NCP Closure: Met Retention

Q: What is meant by the Closure Reason—Met Retention?

> **A:** The participant has met the six-month employment requirement under the program.

NCP Closure: Entered Employment

Q: If the NCP customer entered the program employed, would staff still mark the **Entered Employment** box at closure?

> **A:** Yes. For NCP Choices, the **Entered Employment** at exit indicates the customer has met retention. Staff must indicate the closure reason as **Met Retention** and "Yes" for **Entered Employment**.

Exit

NCP Exit: Impact on Other Programs

Q: If a customer came in because they were court ordered to return, and you used the hard exit to close the previous NCP program, will it close all other programs? If so, should staff hard exit before opening a new W-P application?

> **A:** A hard exit to **New Court Order** will not close other programs. Staff will not create a new W-P application.

Staff Privileges

NCP Staff Privileges: Access Levels

Q: Is the NCP application or specific fields being editable dependent on staff privileges?

> **A:** Yes. Some fields are dependent on privileges. For example, the **Initial Appointment Date** is editable by any NCP staff, but there are fields that are locked that depend on the individual's permissions.

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NCP Staff Privileges: Trophy Service Deletion

Q: If staff enters an activity as the first service by mistake, creating a trophy service, is there a formal process for deleting and reassigning the trophy to the correct service?

> **A:** Yes. Boards must submit a request via email to choicestechnicalassistance@twc.texas.gov. If the request is approved by TWC, Boards must then submit a ServiceNow ticket to Workforce Automation to make the change.

Reports

NCP Reports: Specific Reports

Q: What reports will be available for Board areas regarding the NCP program?

> **A:** NCP reports are available in **Reports** > **Case Management—Program Specific** > **Noncustodial Parent Choices (NCP)**.