

WORKFORCE DEVELOPMENT DIVISION
Workforce Policy and Service Delivery Branch
Technical Assistance Bulletin 167

Program: All Programs

Topic: New E-Mail Address and Procedures for Policy Clarification Requests

Date: November 9, 2007

This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with information on:

- the new global e-mail address—WF Policy Clarifications (wfpolicy.clarifications@twc.state.tx.us); and
- procedures for requesting policy clarifications.

A new WF Policy Clarifications e-mail address has been created for Boards' use when requesting policy clarifications on the following:

- Texas Workforce Commission (TWC) rules
- State or federal laws or regulations and associated performance and/or automation issues
- Workforce Development (WD) Letters or TA Bulletins
- Contract provisions, conditions, or terms
- Other TWC directives or communications

How to Submit Policy Clarification Requests

Using the new e-mail address, submit a policy clarification request in the following format:

- In the subject line of the e-mail, identify the contract type. For example:
 - RE: policy clarification on Choices
 - RE: policy clarification on Noncustodial Parents
- In the body of the e-mail, state the policy clarification request as a question. For example:
 - WD Letter 02-05 states... The Board's question is...
 - Contract section 6.5 stipulates... The Board's question is...

It is important that the policy clarification request e-mail provides:

- sufficient detail to allow the question to be reviewed in its full context; and
- safeguards to ensure the secure transmission of any confidential customer data contained in the policy clarification request. (For example, the sender can provide the password for a password-protected file in a separate e-mail.)

Responses to Policy Clarification Requests

In follow-up to this TA Bulletin, Board Executive Directors will receive an e-mail from Contract Management asking that they submit the names and e-mail addresses of their designated recipients for policy clarification request responses.

All Boards will receive the responses to policy clarification requests concerning the following:

- Workforce Investment Act Youth, Adult, or Dislocated Worker
- Child Care
- Choices
- Food Stamp Employment and Training
- Project Reintegration of Offenders
- Wagner-Peyser Employment Service
- Trade Adjustment Assistance

Responses to policy clarification requests regarding non-Board-related contracts will be sent to the request sender and to other Boards with the same contract. For example, a policy clarification response about the Noncustodial Parent Project will be distributed to the originating Board and the four other Boards implementing this pilot project.

Policy Clarification Requests and Responses on the Intranet

The policy clarification requests and responses will be archived and posted on the Intranet to allow Boards to research answered policy clarifications.

Please distribute this information to appropriate staff. Direct inquiries regarding this TA Bulletin to the assigned contract manager for your local workforce development area.