# WORKFORCE DEVELOPMENT DIVISIONWorkforce ProgramsTechnical Assistance Bulletin 305, Change 2

## Keywords: Administration; ES; ETP; NCP Choices; RESEA; SNAP E&T; TAA; TANF/Choices; WIOA; Veterans; WorkInTexas.com

## Subject: Workforce Case Management System Policy Guidance—Update

## Date: April 9, 2024

This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with an updated list of policy guidance updates resulting from Texas Workforce Commission’s (TWC) adoption of WorkInTexas.com as the workforce case management system (WF CMS).

The [WF CMS Project Overview](https://www.twc.texas.gov/sites/default/files/wf/policy-letter/staff/wfcms-01-overview-2022-twc.pdf) and [Business Requirements](https://www.twc.texas.gov/sites/default/files/wf/policy-letter/staff/wfcms-02-business-requirements-2022-twc.pdf) resource documents provided the required case management needs and established essential system requirements. The [WF CMS September Update](https://www.twc.texas.gov/sites/default/files/wf/policy-letter/staff/wfcms-03-september-update-2022-twc.pdf) (which provided case management capabilities) and the [Workforce Case Management System Questions & Answers](https://www.twc.texas.gov/sites/default/files/wf/policy-letter/staff/wfcms-04-ch1-twc.pdf) were also both integrated into the development of the updated policy guidance.

To facilitate the transition from The Workforce Information System of Texas (TWIST) to WorkInTexas.com, TWC revised 25 Workforce Development (WD) Letters, four TA Bulletins, and five program guides, as provided in the tables below. The policy guidance can be found on the [TWC Workforce Policy Letters & Guidance web page](https://www.twc.texas.gov/policy-letters). The impact of the guidance updates are described as either “minimal” or “extensive” based on the following criteria:

* Minimal—Minor updates to system language (may include service codes)
* Extensive—Substantive changes to specific policies and procedures

The policy guidance updates referenced in this bulletin have an effective date of “WF CMS Implementation.” The effective dates will be replaced with the actual WF CMS go-live date after go-live. Furthermore, this TA Bulletin will be updated as additional WF CMS guidance is issued.

## WD Letters

| **Policy** | **Impact** |
| --- | --- |
| WD 01-20, Change 3,Managing Reportable Individuals and Participants in the Wagner-Peyser and Jobs for Veterans State Grant Programs in WorkInTexas.com—Update | Extensive |
| WD 01-21, Change 1, Applying Priority of Service and Identifying and Documenting Veterans and Transitioning Service Members—Update | Extensive |
| WD 02-18, Change 1, Handling Sensitive Personal Information and Other Confidential Information—Update | Extensive |
| WD 02-23, Change 2, Adoption of a Universal Employment Plan—Update | Extensive |
| WD 05-20, Change 1, Veterans Reemployment Program—Update | Extensive |
| WD 09-19, Change 3, Workforce Innovation and Opportunity Act Performance Outcomes: Measurable Skill Gains—Update | Extensive |
| WD 10-19, Change 4, Fidelity Bonding Services—Update | Extensive |
| WD 10-21, Change 1, Trade Adjustment Assistance Expenditure Reporting in WorkInTexas.com—Update | Extensive |
| WD 13-22, Change 2, Online Learning Management Systems and Performance Expectations—Update | Extensive |
| WD 15-16, Change 1, Workforce Innovation and Opportunity Act: Low Income Guidelines and Determining Minimum Self-Sufficiency Levels—Update | Extensive |
| WD 17-12, Change 1, Capturing Training-Related Employment Data in WorkInTexas.com―Update | Extensive |
| WD 27-19, Change 6, State Data Validation Requirements—Update | Extensive |
| WD 30-20, Change 1, Trade Adjustment Assistance Final Rule—Update | Extensive |
| WD 33-07, Change 1, Training Services Information in WorkInTexas.com―Update | Extensive |
| WD 31-07, Change 1, Workforce Innovation and Opportunity Act: Ineligible Participants―Update | Extensive |
| WD 38-09, Change 1, Reporting Occupations Connected to Training Activities in WorkInTexas.com**―**Update | Extensive |
| WD 06-13, Change 2, Documenting Services and Participant Contact in WorkInTexas.com Case Notes—Update | Extensive |
| WD 06-19, Change 2, Incumbent Worker Training**―**Update | Extensive |
| WD 07-17, Change 1, Local Workforce Development Board Transportation Policies to Safeguard against the Misuse of Funds**―**Update | Minimal |
| WD 15-19, Change 1, Guidelines for the Provision of Incentives for Workforce Innovation and Opportunity Act Youth and Choices, including NCP Choices Participants**―**Update | Minimal |
| WD 16-19, Change 1, Collection of Limited English Proficiency Status and Preferred Language Data**―**Update | Minimal |
| WD 16-21, Change 1, Trade Adjustment Assistance Reversion 2021**―**Update | Minimal |
| WD 18-21, Change 1, Coenrollment in the Trade Adjustment Assistance and Workforce Innovation and Opportunity Act Dislocated Worker Programs**―**Update | Minimal |
| WD 27-20, Change 1, Common Exit Policy**―**Update | Minimal |
| WD 28-23, Change 1, Guidance on the Use of Metrix Learning™ Services**―**Update | Minimal |
| WD 29-19, Change 1, Statewide Eligible Training Providers List**―**Update | Minimal |

## TABs

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| **Policy** | **Impact** |
| TAB 153, Change 1, Ensuring the Quality of Veteran Job Seekers’ Applications in WorkInTexas.com―Update | Extensive |
| TAB 289, Change 4, WIOA Youth Program Elements**―**Update | Extensive |
| TAB 292, Change 1, Assessments in WorkInTexas.com**―**Update | Extensive |
| TAB 294, Change 1, Provider and Program IDs Used in WorkInTexas.com and Eligible Training Provider/Program List**―**Update | Minimal |
| TAB 306, Data Entry for Rapid Response Participants in WorkInTexas.com | Minimal |
| TAB 307, Provider Account Creation in WorkInTexas.com | Minimal |

## Program Guides

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| **Policy** | **Impact** |
| Foster Youth Services Guide | Extensive |
| Rapid Response Guide | Extensive |
| Reemployment Services and Eligibility Assessment (RESEA) Program Guide | Extensive |
| Supplemental Nutrition Assistance Program Employment and Training Guide | Extensive |
| WIOA Guidelines for Adults, Dislocated Workers, and Youth | Extensive |

Please distribute this information to the appropriate staff. Send inquiries regarding this TA Bulletin to wfpolicy.clarifications@twc.texas.gov.

## References

Staff Resources (SR) WFCMS-01, issued September 26, 2022, and titled, “[Workforce Case Management System Project Overview 2022](https://www.twc.texas.gov/sites/default/files/wf/policy-letter/staff/wfcms-01-overview-2022-twc.pdf)”

Staff Resources WFCMS-02, issued September 26, 2022, and titled, “[Business Requirements](https://www.twc.texas.gov/sites/default/files/wf/policy-letter/staff/wfcms-02-business-requirements-2022-twc.pdf)”

Staff Resources WFCMS-03, issued September 28, 2022 and titled, “[Workforce Case Management System September Update](https://www.twc.texas.gov/sites/default/files/wf/policy-letter/staff/wfcms-03-september-update-2022-twc.pdf)”

Staff Resources WFCMS-04, Change 1, issued October 30, 2023, and titled, “[Workforce Case Management System Questions & Answers](https://www.twc.texas.gov/sites/default/files/wf/policy-letter/staff/wfcms-04-ch1-twc.pdf)”

Staff Resources WFCMS-05, issued April 2, 2024, and titled, “[Workforce Case Management System Train-the-Trainer Sessions: Frequently Asked Questions](https://www.twc.texas.gov/sites/default/files/wf/policy-letter/staff/wfcms-t3-faq.pdf)”

Staff Resources WFCMS-06, Change 1, issued April 9, 2024, and titled, “[Workforce Case Management System WorkInTexas.com Program Service Sequences](https://www.twc.texas.gov/sites/default/files/wf/policy-letter/staff/wfcms-06-service%20sequencing-twc.pdf)”

## Attachments

Attachment 1: Revisions to TA Bulletin 305, Change 1, Shown in Track Changes