

WORKFORCE DEVELOPMENT DIVISION
Workforce Program Policy
Technical Assistance Bulletin 320

Keyword: NCP Choices

Subject: Noncustodial Parent Choices Program Closure and Exit Reasons

Date: August 14, 2025

This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with guidance on Noncustodial Parent (NCP) Choices program closure and exit reasons in WorkInTexas.com.

Recissions

None

Background

WorkInTexas.com allows staff to indicate that a program participant is no longer actively engaged with a program through the selection of a program closure. Program closures formally close a record and prevent further staff entry of services. This action effectively starts the system's 90-day clock toward a program's full exit.

Program closures may be reversed within a 90-day window by staff members with the requisite privileges in WorkInTexas.com if a participant has been closed in error or will continue program participation.

WorkInTexas.com automatically indicates the completion of all program activities for a participant during a period of participation following 90 days without service provision in any applicable programs. This is called Program Exit—specifically, **Soft Exit**. The Soft Exit process, which runs nightly, always exits a program back to the last day of service delivery (90 days prior to this action).

Additionally, staff may document limited—but permanent—exceptions to participation using a manual exit process, called **Hard Exit**. These exit reasons, or exclusions, are changes in status that prevent further program participation, such as death, incarceration, or for NCPs, a transfer to a new court order. When exiting a file, selecting **Transfer to a New Court Order** will close only the current NCP application. Selecting any other Hard Exit reason or exclusion will close all open program applications.

Closure Reasons

NCP program closure reasons include the following:

- **Case Dismissed by Court**—Staff will select this closure reason when appropriate (refer to image below).

The screenshot shows a form with three fields: '* Closure Reason:', '* LWDB:', and '* Office Location:'. A dropdown menu is open for the 'Closure Reason' field, displaying the following options: 'Failed to Participate', 'None Selected', 'See Exclusion Tab', 'Failed to Participate', 'Case Dismissed by court', 'Court Imposed Penalty', 'Met retention', and 'Eligibility misrepresented/misunderstood'. The option 'Case Dismissed by court' is circled in red. The text 'Employment Information' is visible at the bottom of the form.

- **Court Imposed Penalty**—Staff will select this closure reason when appropriate (refer to image below).

The screenshot shows a form with three fields: '* Closure Reason:', '* LWDB:', and '* Office Location:'. A dropdown menu is open for the 'Closure Reason' field, displaying the following options: 'Failed to Participate', 'None Selected', 'See Exclusion Tab', 'Failed to Participate', 'Case Dismissed by court', 'Court Imposed Penalty', 'Met retention', and 'Eligibility misrepresented/misunderstood'. The option 'Court Imposed Penalty' is circled in red. The text 'Employment Information' is visible at the bottom of the form.

- **Met Retention**—Staff will select this closure reason following 180 days of unsubsidized employment by the NCP. Reengagement is not expected (refer to image below).

* **Closure Reason:**

* **LWDB:**

* **Office Location:**

Employment Informatic

Failed to Participate

None Selected

See Exclusion Tab

Failed to Participate

Case Dismissed by court

Court Imposed Penalty

Met retention

Eligibility misrepresented/misunderstood

- **Eligibility Misrepresented/Misunderstood¹**—If a customer receives one or more services after it is determined they are not eligible for NCP program services, staff will select this closure reason (refer to images below). If a new court order is issued, staff will update exit to **Transferred to a New Court Order** (refer to image under “Exit Reasons”).

Non-Custodial Parent Choices (NCP)

☐ Closed Never Enrolled

☒ Eligibility Misrepresented/Misunderstood

☐ Failed to Participate

Case Application ID:

Application Date: (MM/DD/YYYY)

Court Order Date: (MM/DD/YYYY)

¹ If an NCP has not received services, staff will select this option on the program application, triggering immediate removal of the NCP program record from active records for that individual. If the NCP’s eligibility is later redetermined, a new court order and program application will be required.

* **Closure Reason:**

* **LWDB:**

* **Office Location:**

Employment Information

Failed to Participate
None Selected
See Exclusion Tab
Failed to Participate
Case Dismissed by court
Court Imposed Penalty
Met retention
Eligibility misrepresented/misunderstood

Examples for when to use Eligibility misrepresented/misunderstood include:

- an NCP does not reside in the county where a court order originated from; and
- an NCP is not authorized to work in the United States.
- **Failed to Participate²**—If a customer receives one or more services, then stops cooperating with the program, staff will select this closure reason after appropriate actions have been taken (in accordance with TWC’s [Noncustodial Parent Choices Guide B-400: Case Closure](#)) (refer to image below).

Non-Custodial Parent Choices (NCP)

☐ Closed Never Enrolled

☐ Eligibility Misrepresented/Misunderstood

☒ Failed to Participate

Case Application ID:

Application Date: (MM/DD/YYYY)

Court Order Date: (MM/DD/YYYY)

² If an NCP has not received services, staff will select this option on the program application, triggering immediate removal of the NCP program record from active records for that individual. If the NCP reengages with the program, a new program application will be required.

* **Closure Reason:**

* **LWDB:**

* **Office Location:**

Employment Information

Failed to Participate

None Selected

See Exclusion Tab

Failed to Participate

Case Dismissed by court

Court Imposed Penalty

Met retention

Eligibility misrepresented/misunderstood

- **See Exclusion Tab**—Staff selects this option only if a program customer meets an exit reason (refer to image below).

* **Closure Reason:**

* **LWDB:**

* **Office Location:**

Employment Information

None Selected

None Selected

See Exclusion Tab

Failed to Participate

Case Dismissed by court

Court Imposed Penalty

Met retention

Eligibility misrepresented/misunderstood

Exit Reason

Transferred to a New Court Order

Select **Transferred to a new Court Order** when a participant receives a new court order, including transfers between local workforce development areas (excluding case transfers within Capital Area and Rural Capital Area).

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If a new court order is issued, staff will update the NCP application exit reason to **Transferred to a new Court Order** (refer to image below). Exits are not generally reversible. Reengagement with the program cannot occur without a new court order requiring a new program application.

The screenshot shows a web form titled "Exit Information". It contains two main fields: "Exit Date" and "Exit Reason". The "Exit Date" field is set to "02/28/2025" with a "Today" button and a format hint "(MM/DD/YYYY)". The "Exit Reason" field is a dropdown menu that is currently open, showing a list of options. The option "Transferred to a new Court Order" is highlighted with a red circle. Below the dropdown menu, there is a link that says "Manage Alternate Contacts (Opens in a...)".

Exit Information

* Exit Date: 02/28/2025 Today (MM/DD/YYYY)

* Exit Reason: None Selected

- None Selected
- Institutionalized
- Health/Medical
- Deceased
- Reservist called to Active Duty
- In Foster Care and moved from area by foster care system
- Transferred to a new Court Order**

[Manage Alternate Contacts \(Opens in a...\)](#)

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

Attachments

None

References

None