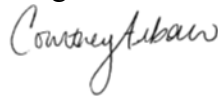


**TEXAS WORKFORCE COMMISSION**  
**Workforce Development Letter**

<b>ID/No:</b>	WD 01-20, Change 3
<b>Date:</b>	March 18, 2024
<b>Keywords:</b>	ES; Rapid Response; RESEA; Veterans; WorkInTexas.com
<b>Effective:</b>	WF CMS Implementation

**To:** Local Workforce Development Board Executive Directors  
Commission Executive Offices  
Integrated Service Area Managers



**From:** Courtney Arbour, Director, Workforce Development Division

**Subject:** **Managing Reportable Individuals and Participants in the Wagner-Peyser and Jobs for Veterans State Grant Programs in WorkInTexas.com—Update**

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**PURPOSE:**

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) with updated guidance on managing individuals, verifying registration, and providing services in the Texas Workforce Commission's (TWC) enhanced online labor exchange and case management system, WorkInTexas.com.

This updated letter provides clarification regarding the implementation of WorkInTexas.com as TWC's workforce case management system.

**RESCISSIONS:**

WD Letter 01-20, Change 2

**BACKGROUND:**

In 2016, TWC convened a task force, which included Texas employers, to establish priorities for a new system called WorkInTexas.com. In 2017, TWC began the process of replacing The Workforce Information System of Texas (TWIST) with the more comprehensive and up-to-date labor exchange system WorkInTexas.com. In July 2018, TWC announced that Geographic Solutions was selected to modernize and significantly enhance WorkInTexas.com. Geographic Solutions enhanced it with access to a greater volume of up-to-date labor market information and introduced new case management strategies for managing individuals seeking various employment or reemployment services.

The Texas Veterans Commission (TVC) adopted WorkInTexas.com as their case management system for eligible veterans and eligible veteran spouses on July 7, 2022. Following this, additional guidance was added to this WD Letter relating to WorkInTexas.com liaisons (liaisons) and staff responsibilities to ensure that all eligible veterans and spouses are appropriately served.

**PROCEDURES:**

**No Local Flexibility (NLF):** This rating indicates that Boards must comply with the federal and state laws, rules, policies, and required procedures set forth in this WD Letter and have no local flexibility in determining whether and/or how to comply. All information with an NLF rating is indicated by “must.”

**Local Flexibility (LF):** This rating indicates that Boards have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this WD Letter. All information with an LF rating is indicated by “may” or “recommend.”

**NLF:** Boards must be aware that WorkInTexas.com continues to function as the automated labor exchange for Texas and as work registration for unemployment claimant eligibility, pursuant to Texas Labor Code §207.021(a)(1) and TWC Chapter 815 Unemployment Insurance rule §815.20(3).

**NLF:** Boards must be aware that the automatic registration in WorkInTexas.com that is created from information provided by the claimant in an initial claim for unemployment benefits is a valid registration for purposes of eligibility to receive unemployment benefits and is recognized as a complete registration in WorkInTexas.com. However, Boards are encouraged to help customers, especially claimants, complete the registration in order to develop highly functional registrations and ensure that high-quality matches are made available to customers.

**NLF:** Boards must be aware of the following terms related to managing individuals’ cases in WorkInTexas.com using the case management functionality:

- **Individual**—a WorkInTexas.com customer seeking services, either self-service or staff-assisted, to secure employment (formerly referred to as a “job seeker.”)
- **Wagner-Peyser application**—registering in WorkInTexas.com builds a Wagner-Peyser application. For purposes of assisting individuals in WorkInTexas.com, “registration” and “Wagner-Peyser application” are synonymous.
- **Incomplete Wagner-Peyser application**—while the individual is registering in WorkInTexas.com, the status of the Wagner-Peyser application will be “Incomplete.” If the individual exits WorkInTexas.com before completing registration, the Wagner-Peyser application will remain in “Incomplete” status. The next time the individual logs into WorkInTexas.com, the system will automatically prompt the individual to finish registration, which will simultaneously complete the Wagner-Peyser application.

- **Complete Wagner-Peyser application**—a Wagner-Peyser application with a “Complete” status indicates that an individual has completed all pages of registration. A résumé is not required for the Wagner-Peyser application to be complete; however, an individual will need either a résumé or State of Texas application to apply for jobs through WorkInTexas.com.
- **Enrolled as a participant in the Wagner-Peyser program**—individuals must have a complete Wagner-Peyser application and at least one saved résumé before they may be enrolled as participants in the Wagner-Peyser program. Authorized staff members working directly with individuals may enroll them as participants in the Wagner-Peyser program in WorkInTexas.com, which includes Wagner-Peyser, Jobs for Veterans State Grant (JVSG), and Migrant Seasonal Farmworker (MSFW) program participation. The final page of the enrollment process will prompt authorized staff to enter a service selected from the appropriate customer group. Staff-assisted services may be provided only to individuals who are being enrolled or are already enrolled as participants in the Wagner-Peyser program. The staff must ensure that individuals are enrolled as Wagner-Peyser participants in order to provide staff-assisted services or services from the Wagner-Peyser customer group.
- **Jobs for Veterans State Grant**—JVSG provides federal funding through a formula grant that supports Disabled Veterans’ Outreach Program (DVOP) specialist positions, Local Veterans’ Employment Representatives (LVERs), and Consolidated Position (CP) staff. DVOP specialists and CP staff members may provide individualized services from the JVSG customer group to JVSG-eligible individuals once they are enrolled as participants in the Wagner-Peyser program, which includes entering Wagner-Peyser and JVSG eligibility dates. **Note:** Only TVC staff members may select services from the JVSG customer group. For more information on this subject, please see the “WorkInTexas.com Liaisons” and the “Customer Groups and the Provision of Services to Individuals” sections below.

### **Services and Customer Groups**

**NLF:** Boards must be aware that a customer group in WorkInTexas.com is a feature that provides a unique list of available services that Workforce Solutions Office staff members can enter for individuals based on their eligibility. These customer groups may include Wagner-Peyser, JVSG, and Self-Service/Registered Individual Only, depending on the individual’s eligibility. The services included in each customer group are shown in the “Customer Groups and the Provision of Services to Individuals” section below.

Individuals must have a complete Wagner-Peyser application before services from the Self-Service/Registered Individual Only customer group may be entered into WorkInTexas.com.

Staff members must enroll individuals as participants in the Wagner-Peyser program before services from the Wagner-Peyser or JVSG customer groups may be entered into WorkInTexas.com.

**NLF**: Managing individuals in WorkInTexas.com is a two-part process. The first part relates to registration and the Wagner-Peyser application. The second part of the process describes when and how staff members enroll individuals as participants in Wagner-Peyser and other programs.

### **Wagner-Peyser Application**

**NLF**: Boards must be aware that a Wagner-Peyser application is not started until the registration process is complete.

**NLF**: The status of a Wagner-Peyser application is displayed on the “Programs” page, which is found in the “Case Management Profile” section of the “Staff Profiles” menu tree. An individual’s progress toward completing registration and the Wagner-Peyser application in WorkInTexas.com is reflected in the Wagner-Peyser application status, described as follows:

- **“No Wagner-Peyser application”**—indicates that an individual has started registration but has not provided enough information to start building a Wagner-Peyser application. WorkInTexas.com prohibits service entry to individuals who do not have a complete Wagner-Peyser application.
- **“Incomplete Wagner-Peyser application”**—indicates that an individual has not completed the entire registration. A Wagner-Peyser application is created simultaneously while the individual completes the remaining seven pages of registration. Until an individual completes registration (and the Wagner-Peyser application), Workforce Solutions Office staff will not be able to enter services from the Self-Service/Registered Individual Only customer group for the individual.
- **“Registration Only Wagner-Peyser application”**—indicates that an individual is either a claimant who was automatically registered in WorkInTexas.com or a job seeker who was converted to the new system. “Registration Only” means that the individual has a complete registration, but does not have a Wagner-Peyser application. Usually, when individuals register in WorkInTexas.com, a Wagner-Peyser application is created as they complete the registration process. Since auto-registrations generated from the individual’s record in the unemployment benefits system and converted registrations from the legacy system are created by the system itself, these registrations do not have a Wagner-Peyser application associated with them. System-generated registrations may also be missing three or four required data elements that were not mapped as part of the conversion or auto-registration design for the new system. When a Wagner-Peyser application is in “Registration Only” status, the application may be completed by following the same steps described in the “Enrolling Individuals as Participants in the Wagner-Peyser Program” section below. However, a decision must be made on the last page of the Wagner-Peyser application process as to whether the individual needs a complete Wagner-Peyser application or should be enrolled as a participant in the Wagner-Peyser program. To complete the Wagner-Peyser application, staff members click “Return to Programs Tab,” where the “Complete” status displays

for the Wagner-Peyser application. To enroll the individual as a participant in the Wagner-Peyser program, staff members must click the “Participation” link.

- **“Complete Wagner-Peyser application”**—indicates that an individual has completed registration. The individual may or may not have a résumé or a State of Texas application saved, but their registration and the Wagner-Peyser application are complete. Services from the Self-Service/Registered Individual Only customer group may be entered by Workforce Solutions Office staff members if the individual’s Wagner-Peyser application is complete.

### **Wagner-Peyser Application and Service Entry**

**NLF:** Boards must be aware that WorkInTexas.com will not allow any services to be entered until an individual’s Wagner-Peyser application is complete. Once the Wagner-Peyser application status displays as “Complete,” Workforce Solutions Office staff members may enter services selected from the Self-Service/Registered Individual Only customer group. The Workforce Solutions Office staff may also provide Self-Service/Registered Individual Only services to individuals with a “Registration Only” status associated with their Wagner-Peyser application because these individuals function as complete registrations in the system, even though they are not Wagner-Peyser participants.

**NLF:** Boards must be aware that individuals must be enrolled as participants in the Wagner-Peyser program before services from the Wagner-Peyser or JVSG customer groups may be entered into WorkInTexas.com.

### **Résumés**

**LF:** The Résumé Builder allows individuals to create résumés using the wizard or by uploading a résumé from an independent source. When individuals are uploading their first résumé, the wizard will require additional responses to questions before the uploaded résumé is saved.

The Résumé Builder allows an individual to create an online or offline résumé using the wizard. Online résumés are available to be viewed by interested employers. An offline résumé is one that employers are unable to view. Both online and offline résumés, when saved, meet the Wagner-Peyser enrollment requirement that each individual have at least one saved résumé; however, an offline résumé will not be viewable by employers and will not be returned in searches for qualified individuals.

Only individuals with online résumés will be returned in search results executed by employers or by Workforce Solutions Office staff members. If an individual does not want to match with any jobs, keeping their résumé in offline status will ensure that the individual’s résumé is not matched with any job orders or found in any searches for qualified individuals that are performed by employers or Workforce Solutions Office staff.

### **Enrolling Individuals as Participants in the Wagner-Peyser Program**

**NLF:** Boards must be aware that the Workforce Solutions Office staff must work directly with individuals when enrolling them as participants in the Wagner-Peyser program. The Workforce Solutions Office staff may work directly with individuals by phone (mobile or landline) or remotely, using technology such as Skype, Zoom, FaceTime, or another similar product. (**Note:** Remote technology does not include text messages, email messages, or online messaging systems.).

**NLF:** Boards must be aware that Workforce Solutions Office staff must enroll individuals as participants in the Wagner-Peyser program if staff-assisted services will be provided to them.

**NLF:** Boards must ensure that Workforce Solutions Office staff members enroll individuals as Wagner-Peyser participants at the time of entry in the following programs:

- WIOA Title I, including:
  - Adult, Dislocated Worker, and Youth;
  - Statewide initiatives; and
  - National Dislocated Worker Grants;
- Temporary Assistance for Needy Families Employment and Training (Choices);
- Trade Adjustment Assistance (TAA); and
- Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T).

**NLF:** To enroll an individual as a participant in the Wagner-Peyser program, Workforce Solutions Office staff members must follow these steps:

- Review the individual’s Wagner-Peyser application status on the “Programs” page to ensure that the status displays as “Complete.”
- Review the individual’s “General Information” page to determine eligibility for special client groups such as veterans, claimants, or migrant and seasonal farmworkers.
- Verify that the individual has at least one saved résumé.
- On the “Programs” page, click the plus sign to expand the Wagner-Peyser application information sections. Select the “Activities/Enrollment/Service” section to determine the provided date of the first Self-Service/Registered Individual Only service that is directly associated with the Wagner-Peyser application being used to enroll the individual as a participant in the Wagner-Peyser program. This service will be designated “RI” in the Program column. Note the date. The Application Date and the Registered Individual Date are unique to the individual’s current Wagner-Peyser application and must be the same as the first Self-Service/Registered Individual Only service associated with the current Wagner-Peyser application.
- Scroll up the “Programs” page and click on the pencil icon associated with the current Wagner-Peyser application.

- The Wagner-Peyser intake page displays the Application Date and Registered Individual Date. WorkInTexas.com determines potential eligibility for Wagner-Peyser and JVSG during registration. Individuals who are eligible for JVSG will have the appropriate icons displayed on the “General Information” page. The staff must confirm that an eligible individual’s military status is updated and verified at this time, if applicable.
- The Application Date and the Registered Individual Date must be the same as the Self-Service/Registered Individual Only date noted above. If WorkInTexas.com populates the wrong date in these fields, the staff must change the date to match the Self-Service/Registered Individual Only date found on the Wagner-Peyser application’s “Activities/Enrollment/Service” page.
- Follow the page prompts through a review of the individual’s general and background information. Update or correct information as appropriate to ensure that the individual’s general and background information is accurate.
- Click the “Finish” button.
- Click the “Wagner-Peyser Participation” box in the “Finish Application” pop-up box.
- Add the Participation Date.
- Select a service from the Wagner-Peyser Customer Group drop-down menu and save the page. Workforce Solutions Office staff members serving veteran and nonveteran individuals will always select services from the Wagner-Peyser customer group, even if the JVSG customer group is available in the customer group drop-down list for veteran individuals. Only TVC staff may select services from the JVSG customer group when providing services to veteran individuals.
- Return to the “Programs” page to verify the Wagner-Peyser Participation Date and confirm that the individual has been successfully enrolled as a participant.

### **WorkInTexas.com Liaisons**

**NLF**: Boards must be aware that TWC will assign local workforce development area (workforce area) staff members who are designated as liaisons with system privileges that allow them to create new staff user accounts, grant appropriate permissions, and carry out other liaison-designated functions, as applicable.

**NLF**: Boards must be aware that each workforce area must have at least one liaison designated from each of the following groups:

- Board staff or local contractor;
- Texas Veterans Leadership Program staff; and
- TVC.

Liaisons are responsible for their respective program area’s staff.

**NLF**: Boards must be aware that liaisons are responsible for ensuring that applicable access and security standards and guidelines are followed, including appropriate security training and completion of Form P-41 by new staff members in their respective programs. This is in accordance with WD Letter 11-16, issued June 15, 2016, and titled “Access and Data

Security for Workforce Applications,” and other applicable guidance. Liaisons must upload a copy of each new staff member’s signed Form P-41 into WorkInTexas.com during account creation by using the “Account Information > Add Document” option.

### **Customer Groups and the Provision of Services to Individuals**

**NLF:** Boards must be aware that services are mapped to specific customer groups. A customer group is established by eligibility as determined during individual registration and creation of the Wagner-Peyser or other program application. There are specific parameters that govern the entry of services for individuals as defined by the following Wagner-Peyser customer groups in WorkInTexas.com:

- **Self-Service/Registered Individual Only**—services may be provided to any individual with a Wagner-Peyser application in “Complete” or “Registration Only” status. Workforce Solutions Office staff members may provide any of the informational or self-service services from this customer group to any individual with a complete registration or Wagner-Peyser application.

**Note:** Staff-assisted services are associated with the following two customer groups, depending on the individual’s program eligibility. Both customer groups contain the same list of services; however, only TVC staff may select services from the JVSG customer group.

- **Wagner-Peyser**—services in the Wagner-Peyser customer group may be selected by Workforce Solutions Office staff when serving individuals who have been successfully enrolled as participants in the Wagner-Peyser program. Workforce Solutions Office staff members must provide these staff-assisted services only to individuals they have worked with directly and have enrolled as participants in the Wagner-Peyser program. Additionally, Workforce Solutions Office staff providing services to veterans and other eligible individuals enrolled as participants in the Wagner-Peyser program must select services from the Wagner-Peyser customer group, not the JVSG customer group.
- **JVSG**—only TVC staff may select services in the JVSG customer group. These services are provided by TVC staff to veterans, eligible spouses, and additional populations eligible to be served by TVC staff as referenced in WD Letter 19-22, issued August 24, 2022, and titled “Jobs for Veterans State Grants Program: Reforms and Responsibilities of Workforce Solutions Office Staff Serving Veterans.” Services in the JVSG customer group are available only for service entry by TVC staff when working directly with JVSG-eligible individuals who have been successfully enrolled as participants in the Wagner-Peyser program.

**NLF:** Boards must be aware that TWC will maintain a current list of services available to each customer group in WorkInTexas.com.

### **INQUIRIES:**

Send inquiries regarding this WD Letter to [wfpolicy.clarifications@twc.texas.gov](mailto:wfpolicy.clarifications@twc.texas.gov).

### **ATTACHMENTS:**

Attachment 1: Revisions to WD Letter 01-20, Change 2, Shown in Track Changes



**REFERENCES:**

Wagner-Peyser Act of 1933, as amended

Texas Labor Code §207.021(a)(1)

TWC Chapter 815 Unemployment Insurance Rule §815.20(3)

Reemployment Services and Eligibility Assessment (RESEA) Program Guide

WD Letter 19-22, issued August 24, 2022, and titled “Jobs for Veterans State Grants Program: Reforms and Responsibilities of Workforce Solutions Office Staff Serving Veterans”

WD Letter 11-16, Change 1, issued March 18, 2024, and titled “Access and Data Security for Workforce Applications—Update”