

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

<b>ID/No:</b>	WD 01-20, Change 2
<b>Date:</b>	August 3, 2022
<b>Keyword</b>	ES; Rapid Response; RESEA; Veterans; WorkInTexas.com
<b>Effective:</b>	Immediately

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



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

**Subject:** **Managing Individuals in the WorkInTexas.com System—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 system, WorkInTexas.com.

**RESCISSIONS:**

WD 01-20, Change 1

**BACKGROUND:**

In 2016, TWC convened a task force, which included Texas employers, to establish priorities for a new WorkInTexas.com system. In 2017, TWC began the process of replacing WorkInTexas.com with a more comprehensive and up-to-date labor exchange system. In July 2018, TWC announced that Geographic Solutions was selected to modernize and significantly enhance WorkInTexas.com. Geographic Solutions enhanced WorkInTexas.com 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.

Effective July 7, 2022, Texas Veterans Commission (TVC) staff will use WorkInTexas.com for case management of eligible veterans and eligible spouses. To ensure that all eligible veterans are appropriately served, additional guidance has been added to this WD Letter relating to WorkInTexas.com liaisons (liaisons) and staff responsibilities.

## **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” or “shall.”

**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). The new system introduced terminology and functional procedures and processes such as the following:

- Job seekers are referred to as “individuals.”
- Employment services are provided using a case management process.
- Wagner-Peyser is the Employment Service program used to case-manage individuals.

**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 employment 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 the 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 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. Only Workforce Solutions Office staff working directly with individuals may enroll them as participants in the Wagner-Peyser program using the multipage prompts in WorkInTexas.com. The final page of the enrollment process will prompt Workforce Solutions Office 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. Workforce Solutions Office 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.** The 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 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 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 the Wagner-Peyser program.

### **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 the Wagner-Peyser application is displayed on the **Programs** page, which is found in the Case Management Profile section of the Staff Profiles menu tree. The 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** status: indicates that the individual has started registration but has not progressed past the sixth page. In most cases, these individuals have access to the system but have 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** status: indicates that the individual has progressed past the sixth page of registration but has not completed the entire registration page flow. The Wagner-Peyser application is created simultaneously while the individual completes the remaining seven pages of registration. Until the 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** status: indicates that the individual is either a claimant who was automatically registered in WorkInTexas.com or a job seeker who was registered in legacy WorkInTexas.com and 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, 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 the 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 needed a complete Wagner-Peyser application or should be enrolled as a participant in the Wagner-Peyser program. To complete the Wagner-Peyser application, 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, click the Participation link.

- **Complete Wagner-Peyser application** status: indicates that the individual has completed registration. The individual may or may not have a résumé or a State of Texas application saved, but the 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 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 the individual’s Wagner-Peyser application is complete. Once the Wagner-Peyser application status displays as Complete, Workforce Solutions Office staff may enter services selected from the Self-Service/Registered Individual Only customer group. Workforce Solutions Office staff may also provide Self-Service/Registered Individual Only services to individuals with a Registration Only status associated with the 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 Workforce Solutions Office staff. If the individual does not want to match with any jobs, keeping the résumé in offline status will ensure that the individual's résumé is not matched with any job orders or found in any browsers 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 Workforce Solutions Office staff must be working directly with individuals when enrolling them as participants in the Wagner-Peyser program. 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. (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. If staff-assisted services will not be provided to an individual, then there is no reason to enroll the individual as a participant in the Wagner-Peyser program.

Over time, an individual's record may show a history of Wagner-Peyser applications and enrollments. Each time an individual is inactive for at least 90 days, WorkInTexas.com will soft-exit the Wagner-Peyser application and/or enrollment. If the individual later reengages in job search activities or seeks staff assistance with employment services, a new Wagner-Peyser application must be created to track current activities.

The enrollment wizard for the Wagner-Peyser program looks for unique data associated with the current Wagner-Peyser application being used to enroll the individual as a participant. As a result, the Application Date and the Registration Date that appear on the first page of the enrollment wizard must be equal to the first Self-Service/Registered Individual Only service associated with the current Wagner-Peyser application.

**NLF**: To enroll an individual as a participant in the Wagner-Peyser program, Workforce Solutions Office staff 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 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 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, 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 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
- TVC

Liaisons are responsible for their respective program'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 the Form P-41 by new staff members in their respective programs. This is in accordance with WD 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 certain 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 application. There are specific parameters that govern the entry of services for individuals as defined by the following 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 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.
- Staff-assisted services are associated with 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 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 08-15, Change 2, issued April 1, 2019, and titled "Jobs for Veterans State Grants Program: Reforms and Responsibilities of Workforce Solutions Office Staff Serving Veterans—*Update*." 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 of the WorkInTexas.com customer groups and the services that are associated with each:

- Self-Service/Registered Individual Only customer group services:
  - 880 – (WTW) Went to Work
  - RSX – (310, RSX) RESEA Exemption
  - RSO – (311, RSO) RESEA Orientation
  - SSI – (65, SSI) Support Services Information
  - ORI – (30, ORI) Workforce Services Orientation
  - OOR – (30, OOR) Other Orientation
  - BAS – (138, BAS) Bonding Assistance
  - TCE – (139, TCE) WOTC Eligibility
  - TPI – (63, TPI) Training Provider Info (ETP Performance Info)
  - A11 – (16) TAA Orientation
  - A13 – (22) Computer Workstation Usage
  - A14 – (26) Information and Referral (External)
  - A17 – (37) Basic UI Claim Info
  - A32 – (64) Onestop Performance Information
  - A33 – (66) Non-WIOA Financial Asst. Info
  - A71 – (145) Referred to Job Corps
  
- Wagner-Peyser and JVSG customer groups services:
  - 205 – Develop Service Strategies (IEP/ISS/EDP)
  - COA – (8, COA) Comprehensive Objective Assessment
  - IAS – (62, IAS) Initial Assessment
  - EDP – (68, EDP) Employability Development Plan – Outside of WIT
  - OAS – (177, OAS) ONET Assessment
  - JAS – (199, JAS) Job Search Assessment
  - UEA – (308, UEA) UI Eligibility Assessment
  - CLM – (309, CLM) Customized Labor Market Information
  - VGS – (97, VGS) Career Guidance Services
  - RES – (141, RES) Referred to Educational Services
  - RFS – (RFS) Referred to Other Federal/State Assistance
  - VRE – (305, VRE) Referred to Vocational Rehabilitation and Employment
  - OFT – (146, OFT) Other Federal Training
  - OST – (147, OST) Other State or Local Training
  - WOA – (200, WOA) Referred to WIOA Training
  - UIA – (303, UIA) Enhanced UI Claims Assistance
  - JSP – (12, JSP) Job Search Assistance
  - LMI – (29, LMI) Labor Market Information
  - RAS – (34, RPA) Résumé Assistance
  - AAS – (34, RPA) Application Assistance

- IPA – (34, RPA) Interview Preparation Assistance
- JDS – (51, JDS) Job Development
- IJR – (38, IJR) Job Readiness/Employment Skills
- ICS – (24, ICS) Counseling
- A10 – (15) Group Workshops/Activities
- A12 – (17) Stress Management Group Activity
- A35 – (69) Group Counseling
- B02 – (304) Assistance Establishing Eligibility for Financial Aid

**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 1, 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 08-15, Change 2, issued April 1, 2019, and titled “Jobs for Veterans State  
 Grants Program: Reforms and Responsibilities of Workforce Solutions Office Staff  
 Serving Veterans—*Update*”  
 WD Letter 11-16, issued June 15, 2016, and titled “Access and Data Security for  
 Workforce Applications”