

RESCINDED

TEXAS WORKFORCE COMMISSION Workforce Development Letter

ID/No:	WD 10-22, Change 1
Date:	June 17, 2022
Keyword:	ES; RESEA; UI; WIOA
Effective:	Immediately

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



From: Courtney Arbour, Director, Workforce Development Division

Subject: **RESEA Career Transitioning Services—Update**

PURPOSE:

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) with guidance relating to the provision of career transitioning services (CTS) to Reemployment Services and Eligibility Assessment (RESEA) participants through Korn Ferry, a management consulting firm.

This updated WD Letter provides revised eligibility determination criteria, information regarding Korn Ferry marketing materials, and a link to a CTS frequently asked questions document.

RESCISSIONS:

WD Letter 10-22

BACKGROUND:

On September 21, 2021, TWC's three-member Commission approved entering into a contract with Korn Ferry to provide, as part of a comprehensive statewide strategy to end the middle skills gap in Texas, one-on-one CTS to individuals whose careers have been affected by the pandemic. CTS helps individuals identify, prepare for, and obtain a job through assessments and coaching. Services include skills and trait assessments, job search guidance, résumé drafting support, interview preparation, skills development, reskilling, and upskilling. As part of the contract, Korn Ferry will provide RESEA participants with structured job-seeking support, access to online resources, online chat-based career advisors, and live coaching sessions. Korn Ferry services will be available for six months from the date of participant registration.

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 ensure that during the RESEA orientation, Workforce Solutions Office staff members inform RESEA participants of the opportunity to receive additional CTS through Korn Ferry according to the information in Attachment 1.

Note: Korn Ferry CTS is **voluntary** for RESEA claimants, and, therefore, if a claimant chooses not to access these services, his or her unemployment insurance (UI) benefits will not be affected.

NLF: Boards must ensure that Workforce Solutions Office staff members providing the required one-on-one RESEA services complete the following steps to enroll all RESEA participants in the WIOA Dislocated Worker Statewide program, even if participants choose not to register with Korn Ferry to receive services. **The following steps must be completed on the same day as the required one-on-one RESEA services:**

- Conduct a WIOA eligibility determination for the RESEA participant by using expedited eligibility for WIOA Dislocated Worker services. Verify and document the following criteria in The Workforce Information System of Texas (TWIST):
 - The RESEA orientation letter (refer to expedited eligibility guidance)
 - The participant’s identity through the completion of List B in the Authorization to Work form
 - The participant’s age
 - Selective Service registration for male participants
- Enroll the claimant in the WIOA Dislocated Worker Statewide program by:
 - creating a Dislocated Worker Statewide program detail in TWIST; and
 - immediately entering **only** the following funding and service codes into TWIST:
 - Fund Code (21) WIOA Dislocated Worker Statewide
 - Sub-Fund Code (84) RESEA RCT Project
 - Service Category (17) Work Readiness
 - Service Code (84) Short-term Work Readiness Services
- Confirm that the claimant has a unique (not shared) email address that is consistent across TWIST and WIT or help the claimant obtain such an email address.
 - Note: TWC will use this email address to send the claimant a registration link for CTS.
- Inform the claimant that he or she will receive a notice from TWC in the form of a GovDelivery email to register for CTS.

NLF: Boards must be aware that in order to receive six months of services, participants must register no later than September 30, 2022.

NLF: Boards must ensure that Workforce Solutions Office staff does not provide additional services under the WIOA Dislocated Worker Statewide program detail in TWIST. **TWC staff will complete all other data entry**, including case closure, in TWIST, for this program detail.

NLF: Boards must be aware that Workforce Solutions Office staff may provide participants receiving CTS through Korn Ferry additional services using local program funds.

NLF: Boards must ensure that Workforce Solutions Office staff charges all time used for eligibility determinations and enrollment of CTS participants to WIOA local funds in applicable payroll systems.

NLF: Boards must ensure that Workforce Solutions Office staff provides RESEA services according to the TWC RESEA Program Guide and local policies and procedures regardless of whether the claimant receives CTS through Korn Ferry.

NLF: Boards must be aware that once an RESEA claimant has been enrolled in TWIST under this statewide project, if any problems arise with the Korn Ferry platform or services, the participant must contact the vendor to address those issues.

NLF: Boards must be aware that TWC will maintain a [CTS frequently asked questions document](#).

LF: It is recommended that Boards use Attachments 2 and 3 to provide RESEA participants with additional information about CTS.

INQUIRIES:

Send inquiries regarding this WD Letter to wfpolicy.clarifications@twc.texas.gov.

ATTACHMENTS:

Attachment 1: Korn Ferry CTS Information

Attachment 2: TWC CTS Candidate Journey (English + Workshops)

Attachment 3: TWC CTS Candidate Journey (Spanish)

Attachment 4: Revisions to WD Letter 10-22, Shown in Track Changes

REFERENCES:

[Workforce Innovation and Opportunity Act Guidelines for Adults, Dislocated Workers, and Youth](#)

[Reemployment Services and Eligibility Assessment \(RESEA\) Program Guide](#)

[WIOA Eligibility Documentation Log](#)