

TEXAS WORKFORCE COMMISSION
Workforce Development Letter

ID/No:	WD 10-22, Change 4
Date:	November 28, 2022
Keyword:	ES; General; NCP Choices; Rapid Response; RESEA; SNAP E&T; TAA; TANF/Choices; UI; Veterans; WIOA; WorkInTexas.com
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 and Other Participant 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) and other eligible program participants through Korn Ferry, a management consulting firm.

WD Letter 10-22, Change 4, clarifies that Workforce Solutions Office staff must enroll individuals in CTS through WorkInTexas.com no later than January 27, 2023, to ensure that the registration deadline for CTS participation of March 31, 2023, is met.

RESCISSIONS:

WD Letter 10-22, Change 3

BACKGROUND:

On September 21, 2021, the Texas Workforce Commission's (TWC) three-member Commission approved entering into a contract with Korn Ferry to provide, as part of a comprehensive statewide strategy to close 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 traits assessments, job search guidance, résumé drafting support, interview preparation, skills development, reskilling, and upskilling. As part of the contract, Korn Ferry will provide eligible 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.”

RESEA Claimants

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. Additionally, as of August 15, 2022, Korn Ferry CTS is considered an acceptable work search activity for all UI claimants, including RESEA participants.

NLF: Boards must ensure that Workforce Solutions Office staff informs RESEA claimants that they may record each hour involved in Korn Ferry CTS workshops or career coaching activities as a work search activity in their UI Work Search Log.

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 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 Korn Ferry CTS program, even if RESEA 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:**

- Verify and document the following criteria in WorkInTexas.com:
 - The RESEA orientation letter
 - The participant’s identity through the completion of List B in the WIOA Authorization to Work form
 - The participant’s age
 - Selective Service registration, as applicable, for male participants
- Enroll the claimant in the Korn Ferry CTS program by:
 - creating or updating the Wagner-Peyser participation record in WorkInTexas.com; and
 - selecting KF CTS – RESEA from Special Project/Indicators options on the Miscellaneous tab of the Wagner-Peyser application.

- Upload eligibility documents in WorkInTexas.com through the Documents (Staff) tab
- Enter service VGS – (97, VGS) Career Guidance Services in WorkInTexas.com and attach a note including the statement “RESEA claimant eligibility determined and referred to KF CTS.”
- Confirm that the claimant has a unique (not shared) email address in WorkInTexas.com or help the claimant obtain such an email address. (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.

Other Eligible Participants

LF: It is recommended that Boards refer interested non-RESEA individuals (including other claimants, Rapid Response attendees, and case-managed program participants) to enroll in the Korn Ferry CTS program if determined eligible.

NLF: Boards must ensure that Workforce Solutions Office staff members determine eligibility for individuals (excluding RESEA claimants) by completing the following steps:

- Conduct an eligibility determination by verifying and documenting the following criteria in WorkInTexas.com:
 - Eligibility to work in the United States (completed WIOA Authorization to Work form)
 - The individual is 18 years of age or older
 - Selective Service registration, as applicable, for male participants
- Upload eligibility documents in WorkInTexas.com through the Documents (Staff) tab
- Confirm that the claimant has a unique (not shared) email address in WorkInTexas.com or help the claimant obtain such an email address (TWC will use this email address to send the claimant a registration link for CTS.)

NLF: Boards must ensure that Workforce Solutions Office staff members enroll eligible individuals (excluding RESEA claimants) in the Korn Ferry CTS program by completing the following steps:

- Create or update the Wagner-Peyser participation record in WorkInTexas.com.
- Select KF CTS – Other from the Special Project/Indicators options on the Miscellaneous tab of the Wagner-Peyser application.
- Enter service VGS – (97, VGS) Career Guidance Services in WorkInTexas.com and attach a note including the statement “Individual eligibility determined and referred to KF CTS. Not RESEA claimant.”
- Inform the claimant that he or she will receive a notice from TWC in the form of a GovDelivery email to register for CTS.

General CTS Information

NLF: Boards must ensure that Workforce Solutions Office staff members are aware that, effective August 15, 2022, Korn Ferry CTS workshops and career coaching activities are considered an acceptable work search activity for all UI claimants in Texas.

NLF: Boards must ensure that Workforce Solutions Office staff enrolls individuals through WorkInTexas.com no later than January 27, 2023.

NLF: Boards must be aware that in order to receive six months of services, participants must complete their Korn Ferry CTS registration no later than March 31, 2023.

LF: It is recommended that Boards inform Workforce Solutions Office staff that Korn Ferry CTS services will no longer be entered monthly by TWC State Office staff. Workforce Solutions Office staff members may choose to enter VGS – (97, VGS) Career Guidance Services monthly for individuals still participating in CTS services, as appropriate.

NLF: Boards must be aware that the Korn Ferry CTS program is provided through WIOA Statewide funds and that Korn Ferry CTS participants are not included in local performance outcomes.

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

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 be aware that once an individual has been enrolled in this statewide program, if any problems arise with the Korn Ferry platform or services, the participant must contact Korn Ferry 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 eligible 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, Change 3, Shown in Track Changes

REFERENCES:

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

[WIOA Eligibility Documentation Log](#)

WD Letter 01-20, Change 2, issued August 3, 2022, and titled “Managing Individuals in the WorkInTexas.com System—Update”