

TEXAS WORKFORCE COMMISSION LETTER

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Key Words: TANF/Choices /
FSE&T / Child Care

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

From: Luis M. Macias, Director, Workforce Development Division

Subject: Accessing Information in the Texas Health and Human Services
Commission's Texas Integrated Eligibility Redesign System

PURPOSE:

To provide Local Workforce Development Boards (Boards) with information on accessing benefit data for current or former recipients in the new Texas Health and Human Services Commission (HHSC) (formerly Texas Department of Human Services) automated system—the Texas Integrated Eligibility Redesign System (TIERS).

REFERENCE:

Texas Integrated Eligibility Redesign System Inquiry for Workforce Network Reference Guide, issued June 2003

FLEXIBILITY RATINGS:

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. Federal and State laws, rules, policies, and required procedures with a “No Local Flexibility” rating are indicated by the acronym, **NLF**, in the margin to the right of the applicable paragraph. Additionally, all information with a “No Local Flexibility” rating is indicated by “must” or “shall.”

Failure to comply with the federal and State laws, rules, policies, and required procedures with a “No Local Flexibility” rating may result in corrective action, up to and including sanction and penalty.

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 guidance or recommended practices with a “Local Flexibility” rating are indicated by the acronym, **LF**, located in the margin to the right of the applicable paragraph. Additionally, guidance or recommended practices with a “Local Flexibility” rating are indicated by “may” or “recommend.”

Boards are not subject to corrective action for failure to comply with guidance or recommended practices with a “Local Flexibility” rating.

BACKGROUND:

HHSC has developed a new automated system, TIERS, which is being piloted in two local workforce development areas (workforce areas). Upon successful completion of the pilot programs, TIERS will replace the System for Application, Verification, Eligibility, Referral, and Reporting (SAVERR) and will be available to all workforce areas.

Two Boards—Capital Area and Rural Capital Area—are piloting TIERS in five Texas Workforce Centers. All Temporary Assistance for Needy Families (TANF) and Food Stamp Employment and Training (FSE&T) recipients in those two workforce areas are included in the TIERS pilot.

Therefore, **effective immediately**, benefit information on recipients in these workforce areas is accessible only through TIERS, and is no longer available in SAVERR—even if a recipient moves to a workforce area that is not included in the pilot program.

The implementation of TIERS affects only how benefit information is accessed; it does not affect existing service delivery requirements for TANF/Choices, FSE&T, or child care services.

PROCEDURES:

Boards must ensure that all appropriate staff—including workforce partners, such as child care providers and one-stop operators—have access to TIERS.

NLF

How to Obtain Access to TIERS

The Workforce Information System of Texas (TWIST) administrators must complete the forms included as Attachments 1 and 2 to this WD Letter. Instructions on completing and submitting the forms are included in Attachment 3 to this WD Letter.

NLF

Designated Access to TIERS

It is recommended that Boards:

LF

- designate at least one person at each Texas Workforce Center to have TIERS Inquiry access; and
- request TIERS Inquiry access as soon as possible because it takes approximately two weeks to secure access once the request is forwarded to HHSC.

Boards must process clients in TIERS in the same manner they are processed in SAVERR. This includes information on:

- Choices and FSE&T Good Cause;
- Choices and FSE&T Penalty Requests; and
- Choices Demonstrated Cooperation.

The current version of the TIERS Inquiry for Workforce Network Reference Guide (guide), issued in June 2003, can be accessed on the Texas Workforce Commission (Commission) **Intranet** on the **Training & Development** homepage, listed under **Resources/Desk Aids** at:

<http://intra.twc.state.tx.us/intranet/train/html/index.html>. The guide will be maintained and updated as needed.

Instructions on accessing TIERS for external Commission partners are available at: http://rsaus60.dhs.state.tx.us/im/docs/ExtAgcy/TIERS_External_Access.htm.

For more information on TIERS, consult the Health and Human Services Consolidated Help Desk at (512) 438-4720.

ACTIONS REQUIRED:

Boards must ensure that appropriate staff are apprised of and comply with the requirements in this WD Letter.

INQUIRIES:

Direct inquiries regarding this WD Letter to your workforce area’s assigned contract manager.

ATTACHMENTS:

- Attachment 1: Computer Security Agreement (Form 4014)
- Attachment 2: Request for Applications & System Access (Form 4743)
- Attachment 3: Instructions for Completing Forms 4743 and 4014

Rescissions: None	Expiration: Continuing
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