

Workforce Case Management System

Train-the-Trainer Sessions: Frequently Asked Questions

WFCMS-05

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Common Programs Questions and Responses

Individual Employment Plan/Individual Service Strategy Questions

IEP/ISS: Staff Universal View - Common Programs

Q: Will all staff be able to see an individual employment plan or service strategy (IEP/ISS) in WorkInTexas.com?

A: Yes. Staff and the individual with whom an IEP/ISS is developed, can view the plan. Staff with appropriate privileges may create, edit, and delete IEP/ISS goals and objectives for one or more programs. Initial staff privileges are set by Texas Workforce Commission (TWC) staff and are modifiable by local WorkInTexas.com Liaisons.

IEP/ISS: Multiple Programs - Common Programs

Q: If a customer is enrolled in multiple programs with the same goal (for example, long-term family-sustaining employment) do staff have to enter a separate goal for each program?

A: Yes. For staff to document objectives for program participation in an IEP/ISS, they must first create a goal for the program.

Objectives are tied to goals. Goals are tied to programs. A single IEP/ISS will include all open programs during a period of participation (POP).

IEP/ISS: Service 205 - Common Programs

Q: For Wagner-Peyser (W-P), will service code 205 (Individual Employment Plan) auto populate when the IEP/ISS entry is completed? For WIOA, will service code 205 need to manually be entered?

A: WorkInTexas.com will only generate an automated service when staff create a new IEP/ISS. For any additional actions taken, including new program goals or objectives, a new service code 205 must be entered by staff.

IEP/ISS: Activities - Common Programs

Q: What action must staff take for activities to show up on the IEP/ISS under the Activity Enrollment-Staff Information?

A: Staff may select *Yes for Activity to appear on IEP* when creating a program activity/service to attach it to an open IEP/ISS.

This function is not available for W-P (including JVSG, RESEA, and MSFW) program services.

IEP/ISS: Closure for single program - Common Programs

Q: If a single program is open during a POP, do staff close the IEP/ISS goals and objectives during program closure or leave it open?

A: If the program being closed is attached to the IEP/ISS, those goals and objectives must be closed as well.

Goals and objectives must be resolved with appropriate end dates and outcomes (successful, unsuccessful).

IEP/ISS: Programs - Common Programs

Q: Following the Workforce Case Management System (WF CMS) implementation, will local Workforce Solutions Office staff continue to insert the program name in the objective description (for example, SNAP - Attend English Language Courses) in WorkInTexas.com?

A: Follow guidance included in [WD Letter 02-23, Change 2](#) (et seq.).

IEP/ISS: Updates - Transition - Common Programs

Q: Must customer programs (SNAP, Choices, RESEA) with IEP/ISS that were manually entered from The Workforce Information System of Texas (TWIST), be manually edited, or will WorkInTexas.com automatically update programs from TWIST?

A: Staff will need to manually update goals and objectives for their program participants as new items are added.

TWC will not require that a current goal identified as WP-Choices be closed and reentered only to connect it to an open Choices program participation. Local Boards may develop policy.

IEP/ISS: Predefined objective types (State or Local) - Common Programs

Q: Were the predefined objectives for the IEP/ISS created by TWC or Boards?

A: TWC collected common objectives from each of the 28 Boards to preposition these default objective types for the IEP/ISS.

IEP/ISS: Goal Types - Common Programs

Q: Will the type of goals under IEP be the same for all Board areas?

Are local staff able to utilize the pre-defined objective list for future services in the IEP, then follow up afterwards to see if they attended and provided the actual service?

Are staff able to use the WorkInTexas.com IEP/ISS to document receipt of an ISS was for WIOA Youth?

A: Yes. The comments section of goals and objectives allows staff to provide the necessary data to describe the specific actions taken, or to be taken, by staff and participants.

Yes. IEP/ISS goals and objectives must identify barriers and include the steps to be taken to remove or reduce such barriers. These steps must be specific and include the dates for participant and staff actions related to each goal.

Staff will use the WorkInTexas.com IEP/ISS functions in combination with the entry of Service 413 (IEP – Youth Funded) for the Youth program ISS. See Workforce Development ([WD](#)) [Letter 02-23, Change 2](#) (et seq.) as updated.

IEP/ISS: Agency-Defined Goals - Common Programs

Q: Will TWC provide goal definitions under the IEP/ISS?

A: TWC's Board Service Strategies department provided these recommendations through QAN in 2023.
<https://sites.google.com/site/qualityassurancenetowork/>

IEP/ISS: Objective Review 45-day Default Time - Common Programs

Q: The default timeframe for IEP/ISS objectives in WorkInTexas.com is 45 days. Will this change before WF CMS implementation?

A: No. Once the Date Established is entered by staff, the system creates a default Review Date that is 45 days later. Staff may update that date to any date that is appropriate for the objective, participant, or program.

Boards may set local policy to define objective review periods and dates for programs.

IEP/ISS: Goals (visible/editable to customers) - Common Programs

Q: Do the goals entered by staff transfer over to the employment plan on the job seeker section available to individuals? Can individuals make changes to the goals found in their employment plan?

A: Yes, goals are visible to individuals who are logged into their WorkInTexas.com account. Individuals may not change employment plan goals in WorkInTexas.com on their own. The information is display-only to the individual.

IEP/ISS: Universal - Common Programs

Q: Will RESEA program staff update and maintain the same IEP/ISS as SNAP E&T program staff?

A: Yes. There will be one IEP for all programs during a single PoP.

IEP/ISS: Signatures - Common Programs

Q: When staff update an IEP/ISS that has already been signed by a customer, WorkInTexas.com does not allow for the completion of an additional signature. Is there a policy for a new signature?

A: Boards may set a local policy related to signatures on IEP/ISS, beyond the requirements set by programs and documented in TWC's Program Guides.

IEP/ISS: One-Day Service - Common Programs

Q: If local staff enter a one-day service for an individual (for example, opening and immediately closing out a Choices program application), does an IEP/ISS need to be completed?

A: The IEP/ISS needs to be completed for all participants. If a TANF applicant attends WOA but chooses not to participate prior to certification, Boards may determine when it will be most appropriate to develop the IEP/ISS.

TWC does not require staff to document employment goals for individuals who are not workforce program participants.

Case Notes Questions

Case Note Templates - Common Programs

Q: Will current WorkInTexas.com templates developed by local areas for case notes remain available following WF CMS implementation?

A: Yes, these templates will remain available after implementation of the CMS functions in WorkInTexas.com. TWC does not develop or maintain templates for Local Workforce Solutions Boards (Boards). Guidance on case notes is provided in [WD Letter 06-13, Change 2](#), and its attachment.

Case Notes: Duplication - Common Programs

Q: If the case notes are migrated during WF CMS implementation will notes be duplicated if staff are currently entering them in both systems.

A: Yes, if Workforce Solutions Office staff are currently entering case notes in WorkInTexas.com for TWIST program participants, duplication should be expected. TWC has not provided guidance to Boards that requires staff to enter case notes into WorkInTexas.com to document the provision of activities that were also documented in TWIST.

For example, if an RESEA participant is enrolled as a WIOA-DW participant and staff enter TWIST counselor notes and WorkInTexas.com case notes to document the same activities and services, the CMS data migration process may copy TWIST notes into WorkInTexas.com. TWIST Counselor Notes will be mapped to the appropriate program in WorkInTexas.com using the TWIST *Note Group*.

Case Notes: Edit Deadline - Common Programs

Q: How many days after entry will staff be able to edit a case note to make corrections?

A: WorkInTexas.com does not lockdown case notes. Staff with appropriate privileges will be able to edit case notes.

Case Notes: TWC Requirements Common Programs

Q: Will TWC provide Boards with documentation on requirements for entering case notes in WorkInTexas.com?

A: TWC provides guidance on case notes through program guides and workforce development letters, including [WD Letter 06-13, Change 2](#) (et seq.).

Case Notes: Open Records Requests - Common Programs

Q: Is an open record request no longer applicable? Customers can view their notes w/out going through open records request.

A: Individuals are not able to access workforce program functions, including staff-entered notes, from their registration. A Memo function is included as a part of Individual's Personal Profile in WorkInTexas.com. Through this function, individuals may add memos as notes for themselves. Staff Profiles functions on individual records in WorkInTexas.com - including programs, services, and case notes - are only available to staff with privileges.

Open Records requests are a federal requirement and will remain in place.

Case Notes: Customer Signature - Common Programs

Q: WorkInTexas.com case notes include the ability for customer signatures. Will TWC require signatures for case notes?

A: TWC does not require case notes to be signed.

Case Notes: Suppressed – Visible by TWC Monitors - Common Programs

Q: If a note is Suppressed will it be available to TWC Monitors?

A: In general, case note suppression in WorkInTexas.com restricts access to those staff with case note privileges for the Workforce Development Board Area (Board area) from which the note(s) were generated.

Since TWC monitors will have privileges to view information from all 28 Board areas to fulfill their job duties, they will be able to view suppressed case notes.

Case Notes: Lockdown Period - Common Programs

Q: Do WorkInTexas.com case notes lock after a specific duration to staff editing?

A: No, they do not. Access to editing is based on staff roles and privileges.

Staff with privileges will be able to manage case notes. Career counselors and program managers will be able to create, edit, and delete case notes in their assigned program(s) for their Board area.

Staff (including TWC monitors and other appropriate state-level staff) with privileges are able to view deleted case notes.

Case Notes: History - Common Programs

Q: Do the case notes track history?

A: Yes, case note history may be accessed at the bottom of the case note detail page. This is based on privilege level.

Case Notes: Data Entry Sequence - Common Programs

Q: Are staff able to create the participation date and service before adding signatures to the program application and a case note?

A: Yes. TWC provides guidance on case notes through program guides and workforce development letters, including [WD Letter 06-13, Change 2](#) (et seq.).

Closure/Exit Questions

Exit Ribbon: When Can Staff Utilize - Common Programs

Q: When would it be appropriate for a case manager to use and work on the exit ribbon?

A: Access to create or edit Exits on a program(s) will be limited by staff roles and privileges.

Exit must only be created by appropriate staff when a WIOA performance exclusion (identified in [TEGL 10-16, Change 2, Attachment 2](#)) is confirmed.

Exit/Closures - Common Programs

Q: Are staff required by WorkInTexas.com to close out the activities/services on a program to complete the Exit/Outcome ribbon?

A: Yes. Program services must be closed before a program closure can be completed. Program closure must be entered before staff can create program Exit.

With appropriate privileges, staff may be able to enter an exit reason for an individual that excludes them from reporting outcomes.

To manually exit an individual through an exclusion (for example, if a participant is deceased) staff must first manually close all program(s) activities that are open for that individual during the POP.

Multiple Programs: Hard Exit - Common Programs

Q: How does the hard exit work across program areas?

A: Staff must apply the same hard exit across all open programs in a POP.

Staff Questions

Staff Roles and Privileges: Common Programs

Q: Who sets staff privileges in WorkInTexas.com?

A: Initially, TWC is designating privileges or permissions for each role. Such staff permissions and roles were presented in [SR WFCMS-03](#), issued October 5, 2022, titled “Workforce Case Management System September Update.” With reasonable limitations, local WorkInTexas.com Liaisons may customize these permissions for their local areas.

Services Questions

Service Matrix for WorkInTexas.com - Common Programs

Q: Will TWC provide the WorkInTexas.com service list to Boards similar to the TWIST Service Matrix?

A: Yes, TWC’s Division of Information Innovation & Insight (I|3) will update and maintain the Service Matrix to include all WorkInTexas.com services, as applicable.

Service Completion: System Closure Rules - Common Programs

Q: If staff leave a one-day service open, for example the initial assessment, how many days will it remain open before it is automatically closed by WorkInTexas.com?

A: WorkInTexas.com will close-out services that are open beyond their end date/duration on the 21st day following that date through an overnight system process.

Service Duplication v. Extension (Monthly Entry) - Common Programs

Q: Are staff able to duplicate an activity and change the date, or will WorkInTexas.com require staff to manually input the activity all over again?

A: Many services in WorkInTexas.com may have a duration longer than one-day. Services with durations longer than one-day may not be limited to monthly durations. Many of these will allow staff to extend the duration beyond the initial duration.

For example, a training service may be opened for up to 31-days. At the end of the first 31-day period, staff may extend the duration of that service (following confirmation that training activities continue) up to an additional 31-days. This process may be repeated multiple times.

Activities/Services: Duration (End-of-Month) - Common Programs

Q: Will the job search service stay open longer than end-of-month? For example, will staff need to close for April and open for May or will staff be able to keep a service open longer?

A: WorkInTexas.com will not include services that automatically close at the end of the month. Services may be one-day, or multiple days in duration. Additionally, some services may have a maximum duration, but allow staff with privileges to extend the service an additional period beyond the original duration.

TWC staff reviewed all services related to case management. Many services that were end-of-month in TWIST, will have 30-day durations in WorkInTexas.com. Some services, such as training services – have been extended beyond a monthly duration. For those services that may be extended beyond their original duration, staff are expected to document continuation of service in case notes, at a frequency appropriate for each program, and in compliance with state and local policy.

TWC I|3 will provide Boards with an updated service matrix.

Service Funding: Guidance - Common Programs

Q: Can staff choose what funding group is used for each service? Will there be guidance on this?

A: Each service entered by staff in WorkInTexas.com must be attached to an open program enrollment. The customer group assigned to a service must be the source of funding used to support the customer and activity.

Support Service: Tab - Common Programs

Q: TWIST included a support services tab. Will the WorkInTexas.com system include a separate *Support Services* tab for data entry?

A: Support Services are a type of Activity/Service in WorkInTexas.com. These activities will be entered and recorded in the appropriate program's *Activities / Enrollments / Services* ribbon.

Support Service: Cost Entry - Common Programs

Q: When entering a support service, will staff enter specific dollar amounts in WorkInTexas.com? Example: entering the dollar amount for purchasing steel-toed boots for a customer.

A: Yes. Provider information must be entered to set the maximum dollar amount for a support service by type. Staff may amend this amount when entering services to a lesser amount.

Example: The Board has set a transportation support amount to a maximum of \$100, but local staff determine that \$25 is sufficient to meet a TANF participant's transportation needs. When staff add the activity they reduce the amount from \$100 to \$25.

Service Entry at Eligibility Determination - Common Programs

Q: Does a service need to be entered at the time of eligibility determination?

A: If a participatory service is not provided immediately following determination of eligibility, staff will have 45 days to provide a participatory service before the program application will be automatically set to Closed Never Enrolled by WorkInTexas.com.

Services must never be entered just to open or extend participation in the system. Staff must ensure service-entry in WorkInTexas.com reflects the provision of that service by staff or workforce partners.

One Service – Multiple Programs - Common Programs

Q: If a customer is eligible for multiple customer program groups, can staff assign a service to more than one or would they have to enter the services individually for each customer group?

A: Staff would need to enter the service individually for each program or customer group to document a service that is funded by multiple programs. Services must only be entered for programs and customer groups that provide funding for the service(s).

Service Completion Codes – TWC Definitions/Guidance - Common Programs

Q: Will TWC provide definitions for each completion code for services being closed?

The image shows a screenshot of a web form. On the left, there is a label 'Completion Code:' next to a dropdown menu. The dropdown menu is open, showing a list of completion codes. The first option is 'None Selected' and is highlighted in blue. Below it are: 'Successful Completion', 'Unsuccessful Completion', 'Dropped Out of Activity', 'Program Continuing', 'Entered Employment', 'Obtained subsidized employment', 'Failure to Register with US Selective Service', 'Expired Authorization to Work Status', 'Eligibility Misrepresented/Misunderstood', and 'Other'. To the right of the dropdown menu, there are two buttons: 'Filter C' and 'Subj'.

A: WorkInTexas.com service completion reasons include the following (with examples):

1. *Successful Completion* – completion of training program with passing grade.
2. *Unsuccessful Completion* – completion of training program with failing grade.
3. *Dropped Out of Activity* – participant drops out of training before completion.
4. *Program Continuing* – service is ongoing, but the maximum duration allowed in the system was met, so staff will open new service to document continuation.
5. *Entered Employment* – service results in employment
6. *Obtained Subsidized Employment* – service results in subsidized employment (Choices)
7. *Failure to Register with US Selective Service* – service discontinued resulting from this change to eligibility.
8. *Expired Authorization to Work Status* – service discontinued resulting from this change to eligibility.
9. *Eligibility Misrepresented/Misunderstood* – service discontinued resulting from this change to eligibility.
10. *Other* – use only when other completion reasons are not applicable.

Staff must be aware that reasons 7-9 will not exclude the service or participant from the denominator of applicable performance indicators.

Services: Sequence (official document) - Common Programs

Q: Will TWC provide Boards with the required order of service codes for each program in WorkInTexas.com?

A: Yes. TWC has issued a chart of service sequences for each program in [Staff Resources](#).

Services: Closure and Deadlines - Common Programs

Q: Will credential outcomes need to be connected to an open program service in WorkInTexas.com?
Must this be the most recent activity entered.

A: Staff may choose a closed service to which to add an earned attainment.

Services: One-day over multiple days - Common Programs

Q: If an assessment is started today and completed tomorrow, what service would staff enter? Technically, there are two separate services.

A: If a single one-day service is provided to an individual over multiple days, TWC recommends that staff document the service for the first day it is provided. For example, if an assessment is conducted on a Wednesday and Thursday, staff would only enter the assessment service on Wednesday. If a new assessment is conducted, a new service should be entered.

Service Duration: Extensions - Common Programs

Q: Will staff continue to verify and enter services monthly for training or will staff extend the end date each month on the activity panel?

A: Each service in WorkInTexas.com has a set duration, which may be a single day (Wagner-Peyser services) or longer. Some services, including training services, may be extended by staff following the end of their set duration.

For a service to be extended, staff must verify that the service continues, update the planned end date, and document actions in a case note.

Funding: Training and Support Service Costs - Common Programs

Q: Will WorkInTexas.com financial tabs be available for tracking training and support service costs?

A: Staff with privileges will have access to the Enrollment Cost tab of services that require funding, including training and support services.

Limited staff roles will be able to add providers and services for local, non-ETP providers. This function includes identification of costs for services.

Those staff members must ensure that the provider account is set to track costs and applicable programs under that provider are set to fundable if case management staff are to identify costs when documenting services for a participant.

Examples of local, Non-ETP providers may include:

- Workforce Solutions Office service providers
- Third-party job club or bootcamp providers
- Youth service providers
- On-the-Job Training worksites
- Subsidized Employment worksites

Case Management/Coenrollment - Service Entry - Common Programs

Q: If the participant is dual-enrolled in another program such as WP and TAA/WIOA, there is no need to enter service activities in the WP program as long as staff are case managing and entering services under the TAA/WIOA program (or any other federal program), is this correct?

A: If a participant has multiple program enrollments in a single POP participatory services entered on any active program will extend the exit of all applicable programs.

Service entry must document the actual provision of services to a customer.

TWC has removed services that were commonly used by staff in TWIST to document coenrollment without actual service delivery such as the case management service.

Support Services: ONET - Common Programs

Q: When adding a support service for training will staff be required to add an occupational training code.

A: When the occupation code is required/allowed for service entry in WorkInTexas.com, staff should select the occupation code connected to the training service, employment, or the individual's IEP/ISS goal or objectives.

Comprehensive Activities Summary for Individual (All Programs) - Common Programs

Q: Will all services be summarized on one screen to quickly view all services provided, regardless of funding source?

A: Yes, staff with privileges can run a report or you can go to summary tab under staff profiles and select chronological case history. (It will show all programs)

Projected Begin Dates - Common Programs

Q: Will Texas use the Projected Begin Date for Training Services?

A: Yes, it may be used for any services with a future start where staff have an expected date.

Data Validation/Verification, Document Management Questions

WorkInTexas.com: Document Management System - Common Programs

Q: Will Boards that have local electronic document management systems be required to upload documents into WorkInTexas.com?

A: No. TWC does not currently require Boards to upload documents into the WorkInTexas.com system. Boards may utilize these available options as they see fit to align with local documentation policies.

Document Uploads: Scanners - Common Programs

Q: The scan document feature in WorkInTexas.com requires staff to have a scanner on their desk. What can staff do if they don't have a scanner on their desk?

A: Workforce Solutions Office staff can scan from an approved copier within the local Workforce Solutions office network. Staff should follow local guidance regarding document uploads, including scanning.

Data Validation: Documents - Common Programs

Q: Where do staff save verification of participation documents?

A: Data Validation (verification) is required for program participant eligibility and outcome determination. WorkInTexas.com verification functions and selectable criteria will be aligned with federal and state guidelines before WF CMS go-live.

Document collection in WorkInTexas.com is not required by TWC at this time. TWC recognizes that Boards may have existing and ongoing contracts with various vendors regarding the administration of local file management tools.

The verification of eligibility criteria through the use of appropriate documentation is required in accordance with regulatory and programmatic requirements. WorkInTexas.com provides Workforce Solutions Office staff with the opportunity to identify these documents using agency-approved, staff-

selected lists that are appropriate for each program; and, if determined appropriate by a local Board, store appropriate documents directly in the system.

[SR WFCMS-03](#), titled "Workforce Case Management System September Update," issued October 5, 2022. *Document Storage* (p.1)

[SR WFCMS-04](#), titled "Workforce Case Management System Questions & Answers," issued July 28, 2023. *Document Management* (pg.2-3)

Social Security Numbers - Common Programs

Q: Will Workforce Solutions Office staff be required to enter individual's SSN to create program applications for WIOA? Other programs?

How would Boards address performance for those without SSN?

A: With the exception of TAA participants and UI claimants, SSN is not a required element for workforce programs. Though some WorkInTexas.com program applications may identify SSN as required field, Boards should not require applicants to provide an SSN when other forms of documentation are acceptable for verification. Program eligibility sections include Citizenship and may include Work Authorization.

Participant records without SSNs will not be excluded from performance outcomes. For participants without a SSN, supplemental data entry is available to report outcomes.

Assessments and Planning: Verification - Common Programs

Q: Is the household information that is gathered through the objective assessment supposed to be obtained through verbal communication between the staff member and customer? Is verification required for the assessment?

A: Verification is required for designated elements of the program application. Low-income status (collected for Wagner-Peyser, WIOA, and NDWG participants) may be verified through self-attestation. Documentation is not required by staff for assessments (including objective assessments or Work Readiness assessments) or the IEP/ISS.

Former Foster Youth - Common Programs

Q: Should the "former foster care youth" question be open for individuals of all ages? During the WF CMS trainings, staff were advised that, when completing a Wagner-Peyser registration, they were to put "No" for former foster care youth for an individual who was 29 years-old.

A: Former Foster Youth (FFY) is a status to be recorded at program entry for WIOA (under DOL PIRL). Additionally, Texas provides priority of service to FFY immediately following eligible Veterans. TWC's [Foster Youth Services Guide](#), pages 4 and 5, clarify that, for program eligibility, FFY must first be Youth. As such, an individual who is older than 24 would not be considered FFY.

[DOL's PIRL Element 704](#) - Foster Care Youth Status at Program Entry (WIOA):

"...is a person aged 24 or under who is currently in foster care or has aged out of the foster care system."

[TWC Foster Youth Guide](#) (Foster Youth Priority):

"Former foster youth are youth up to age 23 who were under the managing conservatorship of DFPS until:

- the conservatorship was transferred by a court;
- the youth was legally emancipated (that is, the youth's minority status was

removed by a court); or
> the youth reached age 18.”

Financial Functions Training - Common Programs

Q: When advanced individual financial tracking is enabled in WorkInTexas.com will training be made available to Boards?

A: TWC will not utilize full financial functions in WorkInTexas.com. Required entries will be limited, but local areas may use additional features, as applicable.

Criminal Background: TDCJ Interface for Workforce Staff - Common Programs

Q: Will the Criminal Background information be connected to TDCJ systems?

A: No.

Define: Non-traditional Employment - Common Programs

Q: What is considered non-traditional employment?

A: According to the Workforce Innovation and Opportunity Act (WIOA), a nontraditional occupation is an occupation or field of work in which individuals of one gender comprise of less than 25 percent of the individuals so employed. Programs aimed at strengthening the self-sufficiency of individuals may emphasize nontraditional jobs, which at times offer higher wages and benefits.

Self-Registration: Job Search - Common Programs

Q: If someone registers themselves, will they be able to job search without a completed W-P program application?

A: Yes. Current WorkInTexas.com functions for self-registered individuals will not be affected.

Signatures: Required? When? Program-limited - Common Programs

Q: Will signatures, where available, be required by TWC in WorkInTexas.com? If so, where?

A: TWC staff are reviewing available functions in WorkInTexas.com. Should the agency require signatures on applications, IEP/ISS, or other forms in WorkInTexas.com, the Workforce Development Division will issue policy guidance detailing any such requirements.

Case-Assignment Groups: Wagner-Peyser - Common Programs

Q: Is Case Assignment applicable to Wagner-Peyser program participants?

A: Case assignment may be applied to W-P participants. Boards may develop local procedures to create case assignment groups for W-P participants.

UI System Interaction - Common Programs

Q: Will WorkInTexas.com interface with the UI system?

A: Yes. Current communication between the systems will continue. Additionally, WorkInTexas.com will interface with UI wages. Staff with appropriate privileges may review the most recent 8 calendar quarters of wage records for registered individuals.

WP Updates When Coenrolled - Common Programs

Q: Does W-P registration information have to be updated when there is a change in program enrollment or when a new program is added to an existing POP? Will Wagner-Peyser Registration be analogous to TWIST Intake Common?

A: Yes. An individual's General Information, also called Individual Records, will be used to prepopulate customer data in a program application (This happens today when creating a Wagner-Peyser participation record in WorkInTexas.com).

Boards must ensure that Workforce Solutions Office staff review and verify all elements of an individual's status at the time of program application and enrollment.

Multiple Programs: Staff Duplication of Work - Common Programs

Q: If a customer is co-enrolled in multiple programs (such as SNAP E&T and WIOA), can multiple staff members who are working with the same customer access program communications? Can services be duplicated?

A: Staff with privileges will manage the outreach roster. Participants in multiple programs may be served by multiple staff. Case notes and other program details will be available to local staff with access to those programs.

Activities/services are distinct by program.

Rapid Response Entry - Common Programs

Q: Will Rapid Response attendees be entered into WorkInTexas.com? Will Rapid Response records be converted from TWIST to WorkInTexas.com?

A: Yes. Rapid Response attendees may be uploaded through a spreadsheet or manually entered as W-P registrants.

WorkInTexas.com will not include a Rapid Response program module. Rapid Response services will be converted from TWIST into W-P program, TAA, or WIOA applications as appropriate.

TWIST ID Continued - Common Programs

Q: Will the State ID in WorkInTexas.com be replacing the TWIST ID, or will WorkInTexas.com still be generating a TWIST ID #? If no, what will replace the TWIST ID?

A: The State ID in WorkInTexas.com will become the unique identifier for workforce program participants.

Tax Wages - Common Programs

Q: Will WorkInTexas.com provide access to UI wage records?

A: Yes, staff with privileges may view the last 8 quarters of UI wages reported in Texas.

Selective Service: Who needs to register? - Common Programs

Q: Are Selective Service registration requirements applicable to gender on official identification documents or an individual's gender identity?

A: Staff members must refer to official identification documents when assessing compliance with Selective Service registration requirements. Selective Service guidance requires the registration of applicable "U.S. citizens or immigrants who are assigned male at birth."

<https://www.sss.gov/register/who-needs-to-register/>

No SSNs – Duplication of Records - Common Programs

Q: Will not using an individual's social security number create duplicate accounts?

A: SSN is only one type of unique identification. If an applicant does not provide an SSN, staff may use a combination of name, DOB, and other factors including address, to determine if an individual has an existing WorkInTexas.com registration. INS identification numbers may also be an option for non-citizens with authorization to work in the U.S.

Authorization to Work - Common Programs

Q: Without a social security card, how do Boards confirm authorization to work in the U.S. for various programs (Choices, SNAP benefits, UI, etc?)

A: Authorization to Work is confirmed through the acceptance of documents listed in the USCIS I-9 form. Social security cards (without work prohibitions listed on the card) are only one of the List C documents connected to that form.

Local Workforce Solutions Office staff do not determine eligibility for Choices, SNAP E&T, or UI benefits programs.

Provider Questions

ETPL Interface - Common Programs

Q: Will WorkInTexas.com be pulling training providers from the statewide eligible training providers list (ETPL) or will staff enter the information manually?

A: The ETPL system and WorkInTexas.com will share programs through a daily interface. Local staff must not alter any information for eligible training providers (ETPs) or their programs in WorkInTexas.com.

Eligible Training Providers and Programs - Common Programs

Q: When will ETP data be available in WorkInTexas.com?

A: ETP programs will be available immediately following WF CMS implementation.

Service Provider: Setup - Common Programs

Q: Who is responsible to create the provider information? Does every service need to have?

A: In general, local staff with appropriate permissions will create service provider accounts. TWC is working with Boards to have Board Area conversions accounts and Workforce Solutions Office Service Provider accounts in place following WF CMS implementation.

For ETPs: The ETPL system and WorkInTexas.com will share programs through a daily interface. Local staff must not alter any information for ETP providers or programs in WorkInTexas.com.

Assessments, Credentials, Outcomes Questions

Credentials: Delayed Entry - Common Programs

Q: How far back may staff backdate credential information? Do DINTS still apply?

A: Credentials may be entered by staff at any time. Credential attainment may not be applied to WIOA performance indicators if staff do not document them in WorkInTexas.com during training participation or within the 4 quarters following exit from such programs. Credential attainment may be applied to a

measurable skill gain (MSG) if entered within the program year. The DINT process as carried-out in TWIST will not be available in WorkInTexas.com.

Measurable Skill Gains: EFLs - Common Programs

Q: Are Educational Functioning Level (EFL) gains going to be applied to all participants?

A: MSGs are applicable to WIOA and TAA participants in the WorkInTexas.com system.

Assessment Scores: Migrated - Common Programs

Q: Will previous test scores entered in TWIST be transferred to WorkInTexas.com?

A: Yes, assessment scores for individuals with open programs on or after July 1, 2016, are expected to be migrated into WorkInTexas.com during WF CMS implementation.

MSG – EFL Gains – Assessment Scores - Common Programs

Q: If a case is co-enrolled and tested in another program, will scores transfer over to all programs?

A: No, they will not transfer between programs.

EFL – MSG - Common Programs

Q: Under the EFL for Measurable Skills Gain will the grade level equivalent be filled in on the screen when the system goes live?

A: No. Staff will enter the raw score of an NRS-approved assessment and the system will determine the EFL level. GLE is a manually fillable field on assessment screens.

EFL Data Entry - Common Programs

Q: Will the grade level equivalent field auto-populate for TABE and other NRS-approved test scores entered in the WIOA or TAA program EFL ribbon?

A: Yes.

TABE: W-P Application - Common Programs

Q: Are staff able to enter TABE/assessment scores in the W-P application?

A: Basic Skills Assessment Outcomes are not program specific. They are entered in the customer's general profile.

Miscellaneous Questions

Office Levels - Common Programs

Q: What offices level from TWIST will be used for office locations in WorkInTexas.com?

A: Offices have been mapped from TWIST into WorkInTexas.com based on responses from Boards. Services may be assigned to distinct Provider accounts created locally based on local partnerships and needs.

Mobile Platform Compatible with WF CMS - Common Programs

Q: Will the WorkInTexas.com mobile app function for customers with the new system additions?

A: Yes. The customer-facing functions of WorkInTexas.com will be available through mobile devices. Workforce program functions, including new program applications, are staff-only access.

WP coenrollment requirements for all programs - Common Programs

Q: Guidance to Boards states that customers must have active W-P program applications before staff can enter any other program services. Will TWC provide guidance updates stating the W-P is no longer required?

A: W-P program participation will continue to be required for all case-managed customers.

Coenrollment with Wagner-Peyser - Common Programs

Q: Are staff required to complete W-P program participation in WorkInTexas.com for new individuals in conjunction with SNAP E&T, Choices, WIOA and TAA program participation?

A: Yes. W-P program enrollment must be completed for individuals entering workforce programs without an already open W-P program. This may be done through the Common Intake function, if practicable.

Live Chat - Common Programs

Q: Will live chat be available in WorkInTexas.com?

A: No.

New Videos for WorkInTexas.com (Public) - Common Programs

Q: How do Boards prepare external customers to use WorkInTexas.com? Will there be a how-to video listed on WorkInTexas.com for the customers to review?

A: In general, the additional programs and functions added to WorkInTexas.com by WF CMS implementation will not be customer-facing.

TWC does not plan to make additional videos available to the public regarding workforce programs.

Planned Gap: NCP Program - Common Programs

Q: Planned Gap is entered in NCP Choices when the NCP is non-compliant and the case manager is waiting for a response from the Office of the Attorney General (OAG). What code will be used in its place?

A: Planned Gap will not be carried forward into WorkInTexas.com. Following submission to the OAG of a request for removal, OAG staff have 10 business days to respond. Following this waiting period, Workforce Solutions Office staff members may close a participant's NCP case. Because this new response period is much shorter than 90-days, staff are no longer required to take action to keep noncompliant participant's program applications open.

Training Site Access During Go-Live - Common Programs

Q: Will the WorkInTexas.com training site be available during the week WorkInTexas.com is down for WF CMS implementation?

A: Yes.

TWIST: Continued Availability - Common Programs

Q: Will TWIST remain available as read-only after conversion to research cases?

Example: cases with pseudo SSNs that are counting in performance that could potentially be matched TWIST records containing their social

A: For now, TWIST remains the system of record for NCP participants. TWC will provide limited access to NCP and other staff who require access to TWIST following WF CMS implementation.

WIOA Questions and Responses

Eligibility/Enrollment

Eligibility: Application date - WIOA

Q: Will staff be able to edit application dates in WorkInTexas.com following workforce case management system (WF CMS) implementation?

A: Application dates will be editable to staff with privileges. The eligibility date may not be before the application date.

Eligibility: Eligibility and Participation Dates - WIOA

Q: Will the Workforce Innovation and Opportunity Act Title I (WIOA) program participation date will be the equivalent of the date of application and the date of the eligibility?

A: Because a participation date is triggered by the provision of the first participatory service, the program participation date may be later than their date of application or date of eligibility. The eligibility date may not be earlier than application date. Participation may not occur before the eligibility date.

Eligibility: Adding dates before application completion – WIOA

Q: Why do staff enter the eligibility date(s) in WorkInTexas.com program applications before the application information has been completed and eligibility determined?

A: The eligibility date in WorkInTexas.com is the date an application is started for a individual. The participation date is the beginning of that individual's program participation.

For WIOA, a partial application may be selected to allow staff to enter partial information for eligibility when additional documentation may be required to complete the application.

Eligibility: Coenrollment - WIOA

Q: Are Workforce Solutions Office staff able to determine eligibility for multiple programs or customer groups at the same time? WorkInTexas.com Customer groups are equivalent to funds or subfunds in The Workforce Information System of Texas (TWIST).

For example, could an applicant go through Dislocated Worker and Statewide Dislocated Worker, or Adult and Youth, WIOA eligibility determinations at the same time?

A: Yes. Through the WIOA program application in WorkInTexas.com local Workforce Solutions Office staff may concurrently determine eligibility for multiple WIOA populations. These populations include:

- Adult, Dislocated Worker, Youth(statewide and local formula);
- National Dislocated Worker Grant (NDWG); and
- Statewide Rapid Response Additional Assistance.

WIOA participant Incumbent Worker Training (IWT) eligibility may also be determined at this time.

Eligibility: Customer Groups and Grants - WIOA

Q: If a youth is eligible for and has been entered into one program, youth for example, can they be eligible for available adult grants?

A: Yes. For an individual to be eligible for services under youth formula funds and an adult statewide grant, staff must ensure that they are determined eligible under the youth and adult customer groups.

Eligibility: Customer Group Selection - WIOA

Q: If an applicant is ineligible for one or more WIOA customer groups, are staff required to enter eligibility dates for those groups?

A: No. For individuals who are obviously ineligible or will not be served by a program, staff are not required to enter eligibility dates for those customer groups during the completion of a program application.

For example, staff would not enter a youth eligibility date for a 35-year-old applicant.

Eligibility: Group-Specific Questions - WIOA

Q: Will staff be required to perform eligibility determinations for all WIOA customer groups (Adult, DW, Youth) at time of an application, or may staff determine eligibility for a single customer group?

A: Staff select the customer groups for which eligibility will be determined on the first tab of a program application. Conditional questions, triggered by staff selection of specific eligibility for a group(s), may appear on subsequent screens. Staff may determine eligibility for multiple customer groups during the completion of a program application. An eligibility determination, without appropriate service delivery, does not trigger participation.

For example, if Adult and Youth eligibility dates are selected, staff will confirm status of both customer groups, including pregnant and parenting youth, foster youth, school status (including drop-out) and low-income status (which may include Stafford lunch program connection or residence in a high-poverty area). The applicant's eligibility for one or more customer groups will be displayed on the final tab of the application.

Eligibility: Reverification - WIOA

Q: If a WIOA application is left incomplete (partial) will staff need to re-verify documents once it is completed?

A: Partial applications allow staff to enter elements that can be verified during an intake event, when they anticipate that one or more elements must be verified later. This is anticipated if an applicant is missing a document that is required for an eligibility determination.

The system will keep an application open for 45-days without participation before automatically closing the application without enrollment. TWC will not require Boards to redetermine an individual's eligibility for an application during this timeframe.

Boards must be aware that self-attestation is an allowable verification for many WIOA data elements. Additionally, many data elements (for example, training justification) may not be required at the time of program entry. Enrollment should not be delayed by staff in order to collect "more reliable" documents from an applicant when other allowable verification can be provided, such as self-attestation, staff observation, or case note.

Eligibility: Data Validation. Using one document for multiple programs - WIOA

Q: If staff enrolled a customer in another program and a document was previously uploaded, for example a social security card, will staff be required to upload the same document again?

A: Data validation requirements include the collection and verification of eligibility at the point of entry of applicable program(s). Staff are not exempted from appropriate data validation for a program because documentation may have been previously provided for another program. If the use of a previously collected document meets appropriate standards, that document may be acceptable for eligibility verification.

If staff are determining eligibility for a WIOA Customer Group (Adult, for example) during the period of participation (POP) in another WIOA customer group (Youth, for example) current verifications may be acceptable. Where status has changed, staff are expected to update verification selections (and documentation), as appropriate, and within abilities of privileges.

SSN verification on its own is not required. SSN may be used by staff as a component of the work authorization confirmation. Where previous documents are included in system, staff may link to those documents for verification.

Eligibility: Data Validation. Verification Options - WIOA

Q: Will the verify options match the WIOA Documentation Log?

A: The verify options are aligned with state and federal data validation requirements.

Boards must be aware that WorkInTexas.com identifies several elements as required, including verification. For example, Social Security Number (SSN) is identified as required. Boards must be aware that a verify option of “No Validation Required” was added for staff use for this field. Staff must not require collection of a SSN from applicants when doing so would create a burden for the applicant, delay program enrollment, or other documentation is provided which allows staff to verify authorization to work in the U.S.

Eligibility: Dislocated Worker Verification - WIOA

Q: The Dislocated Worker Eligibility Category does not include Expedited Eligibilities for TAA workers and RESEA customers. Will WorkInTexas.com be updated to include these categories?

A: RESEA and TAA expedited eligibility for WIOA Dislocated Worker status are not Dislocated Worker categories. These are eligibility verification processes developed by TWC that allow staff to determine eligibility under DW – Category 1, using TWC program documents and other appropriate verifications, to expedite enrollment. TWC is working to update the [WIOA Eligibility Documentation Log](#).

WorkInTexas.com crosswalk to WIOA Documentation Log:

Workforce Case Management System interface showing a list of categories for dislocated workers. The categories are:

- Category 1:** Terminated or laid off, or has received notice of termination or layoff, and is eligible for or has exhausted entitlements to UC, and is unlikely to return to previous industry or occupation.
- Category 2:** Terminated or laid off, or has received notice of termination or layoff, and has been employed for sufficient duration (based on state policy) to demonstrate workforce attachment, but is not eligible for UC due to insufficient earnings, or the employer is not covered under the state UC law, and is unlikely to return to previous industry or occupation.
- Category 3:** Individual is terminated or laid off, or has received notice of termination or layoff, from employment as a result of the **Permanent closure** of or **substantial layoff** at a plant, facility or enterprise.
- Category 4:** Individual is **employed** at a facility at which the employer has made a **general announcement that the facility will close**. Enter the date the facility will close (if known) in the Projected Layoff Date below.
- Category 5:** Individual was **previously self-employed** (including farmers, ranchers and fishermen), but is **unemployed** due to general **economic conditions** in the community of residence or because of **natural disaster**. Record the last date of self-employment in the Actual Layoff Date.
- Category 6: Displaced Homemaker:** An individual who has been providing **unpaid services to family members** in the home and has been dependent on the income of another family member but is **no longer supported by that income**; or is the **dependent spouse** of a member of the Armed Forces on active duty and whose **family income is significantly reduced** because of a deployment, or a call or order to active duty, or a permanent change of station, or the service-connected death or disability of the member; and is **unemployed** or **underemployed** and is experiencing difficulty in obtaining or upgrading employment.
- Category 7:** The **spouse of a member of the Armed Forces** on active duty, and who has experienced a **loss of employment as a direct result of relocation to accommodate a permanent change in duty station** of such member.
- Category 8:** The **spouse of a member of the Armed Forces** on active duty and who is **unemployed** or **underemployed** and is experiencing difficulty in obtaining or upgrading employment.
- Category 12: Dislocated Worker Grant (DWG) eligibility:** Individual does not meet criteria outlined for Dislocated Workers in categories 1 - 8 above, but is an individual that meets **DWG** eligibility outlined under WIOA Title ID National programs, Sec. 170 National dislocated worker grants, relating to Sec 170(b)(1)(A) workers affected by major economic

WIOA Eligibility criteria form for Category 1. The form is titled "DISLOCATED WORKER" and "ELIGIBILITY CRITERIA". It includes a table with columns for "ELIGIBILITY CRITERIA" and "ACCEPTED".

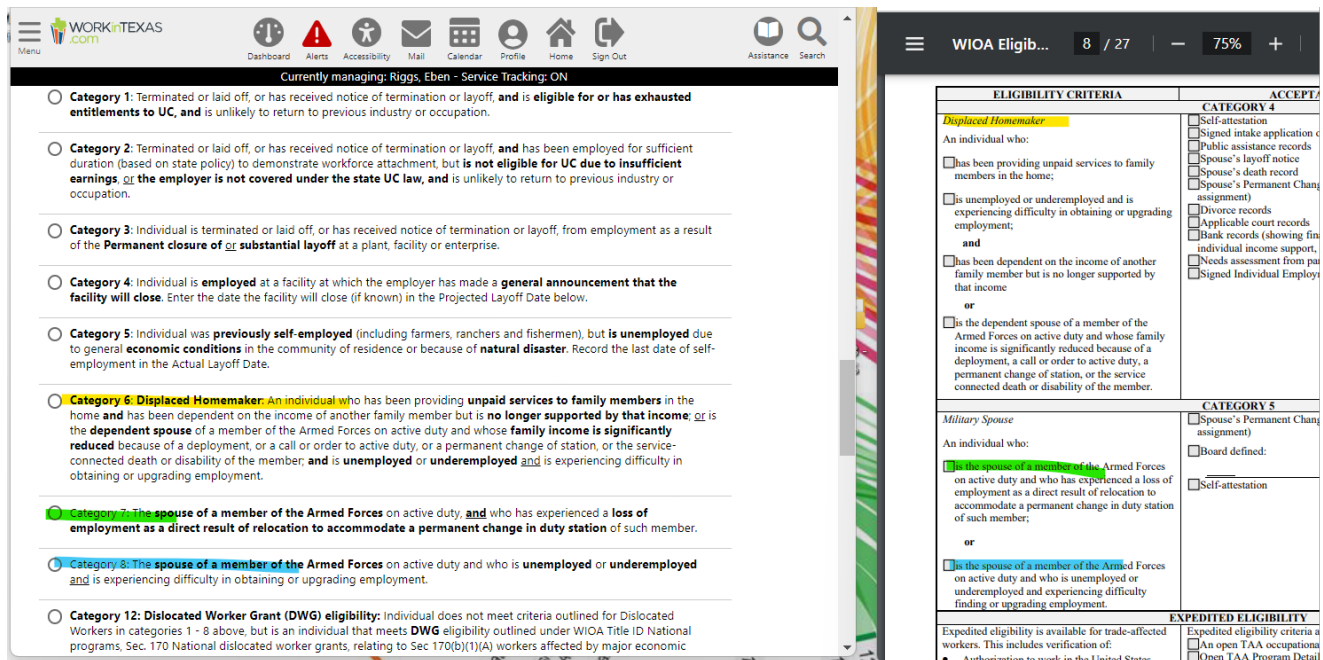
ELIGIBILITY CRITERIA	ACCEPTED
<input checked="" type="checkbox"/> Terminated/Laid-Off/Received Notice of Termination or Layoff	<input type="checkbox"/> Employer verification <input type="checkbox"/> TWIST Counselor Notes <input type="checkbox"/> TWIST Rapid Response List <input type="checkbox"/> Notice of layoff <input type="checkbox"/> Public announcement <input type="checkbox"/> WARN notice <input type="checkbox"/> Self-attestation <input type="checkbox"/> Telephone/written verification
<input type="checkbox"/> Eligible for, or has exhausted, UI Benefits, or <input type="checkbox"/> Unemployment insurance and <input type="checkbox"/> general announcement made by employer that the facility will close with no date given or date beyond 180 days of notice.	<input type="checkbox"/> UI screen—Current Claim <input type="checkbox"/> UI award letter <input type="checkbox"/> UI screen—Current Claim <input type="checkbox"/> Board determination
<input type="checkbox"/> Unlikely to return to previous industry/occupation	<input type="checkbox"/> Labor Market Information <input type="checkbox"/> Job search <input type="checkbox"/> Self-attestation <input type="checkbox"/> WorkInTexas.com Print Screen <input type="checkbox"/> Other
Separating military service members or recently separated veterans may qualify under dislocated worker Category 1 as terminated or laid-off if they are discharged under conditions other than dishonorable, whether voluntarily or involuntarily.	<input type="checkbox"/> DD-214, Certificate of Release or Discharge <input type="checkbox"/> DD-215—Correction to Discharge <input type="checkbox"/> Active Duty; or <input type="checkbox"/> Other documentation that
Unemployment insurance eligibility, exhaustion, or other connection must be documented for veterans.	
Separation from military service satisfies the requirement that the individual is unlikely to return to his or her previous industry or occupation.	

Workforce Case Management System interface showing a list of categories for dislocated workers. The categories are:

- Category 1:** Terminated or laid off, or has received notice of termination or layoff, and is eligible for or has exhausted entitlements to UC, and is unlikely to return to previous industry or occupation.
- Category 2:** Terminated or laid off, or has received notice of termination or layoff, and has been employed for sufficient duration (based on state policy) to demonstrate workforce attachment, but is not eligible for UC due to insufficient earnings, or the employer is not covered under the state UC law, and is unlikely to return to previous industry or occupation.
- Category 3:** Individual is terminated or laid off, or has received notice of termination or layoff, from employment as a result of the **Permanent closure** of or **substantial layoff** at a plant, facility or enterprise.
- Category 4:** Individual is **employed** at a facility at which the employer has made a **general announcement that the facility will close**. Enter the date the facility will close (if known) in the Projected Layoff Date below.
- Category 5:** Individual was **previously self-employed** (including farmers, ranchers and fishermen), but is **unemployed** due to general **economic conditions** in the community of residence or because of **natural disaster**. Record the last date of self-employment in the Actual Layoff Date.
- Category 6: Displaced Homemaker:** An individual who has been providing **unpaid services to family members** in the home and has been dependent on the income of another family member but is **no longer supported by that income**; or is the **dependent spouse** of a member of the Armed Forces on active duty and whose **family income is significantly reduced** because of a deployment, or a call or order to active duty, or a permanent change of station, or the service-connected death or disability of the member; and is **unemployed** or **underemployed** and is experiencing difficulty in obtaining or upgrading employment.
- Category 7:** The **spouse of a member of the Armed Forces** on active duty, and who has experienced a **loss of employment as a direct result of relocation to accommodate a permanent change in duty station** of such member.
- Category 8:** The **spouse of a member of the Armed Forces** on active duty and who is **unemployed** or **underemployed** and is experiencing difficulty in obtaining or upgrading employment.
- Category 12: Dislocated Worker Grant (DWG) eligibility:** Individual does not meet criteria outlined for Dislocated Workers in categories 1 - 8 above, but is an individual that meets **DWG** eligibility outlined under WIOA Title ID National programs, Sec. 170 National dislocated worker grants, relating to Sec 170(b)(1)(A) workers affected by major economic

WIOA Eligibility criteria form for Category 2. The form is titled "DISLOCATED WORKER" and "ELIGIBILITY CRITERIA". It includes a table with columns for "ELIGIBILITY CRITERIA" and "ACCEPTED".

ELIGIBILITY CRITERIA	ACCEPTED
<input type="checkbox"/> Permanent closure of plant/facility/enterprise; or <input type="checkbox"/> Substantial layoff.	<input type="checkbox"/> Notice of layoff <input type="checkbox"/> WARN notice <input type="checkbox"/> Telephone/written verification <input type="checkbox"/> UI screen or award letter, in accordance with TWC or Board
<input type="checkbox"/> Notified of a planned closure (within 180 days of notice) either through the employer or through the media; or <input type="checkbox"/> Facility announcement made by employer that the facility will close with no date given or date beyond 180 days of notice.	<input type="checkbox"/> TWIST Counselor Notes <input type="checkbox"/> TWIST rapid response list <input type="checkbox"/> Notice of layoff <input type="checkbox"/> Documentation from media <input type="checkbox"/> Documentation from State <input type="checkbox"/> Telephone/written verification <input type="checkbox"/> Self-attestation
<input type="checkbox"/> Previously self-employed; and <input type="checkbox"/> presently unemployed because of general economic conditions in residing community; or <input type="checkbox"/> permanently dislocated because of natural disaster.	<input type="checkbox"/> Business license/permit <input type="checkbox"/> IRS documentation <input type="checkbox"/> TWC verification <input type="checkbox"/> Telephone/written verification <input type="checkbox"/> TWC Labor Market Information <input type="checkbox"/> Unemployment rate <input type="checkbox"/> Other TWC-approved labor market information <input type="checkbox"/> Failure of business supply <input type="checkbox"/> Failure of business custom <input type="checkbox"/> Depressed prices or market <input type="checkbox"/> Telephone/written verification <input type="checkbox"/> Federal/State declaration of disaster <input type="checkbox"/> TWC-confirmed disaster



Eligibility: Rapid Response - WIOA

Q: Does the WIOA application address Rapid Response, RESEA, and TAA? Are Dislocated Worker (DW) categories aligned with WIOA Documentation Log?

A: WIOA Application > Employment tab: RESEA and TAA expedited eligibility categories are included as DW statuses in the WIOA program application on the Employment tab. Staff may identify if an applicant attended a Rapid Response event, and provide the event number and.

Eligibility: Documentation Log – DW categories - WIOA

Q: Will TWC update the WIOA Documentation Log to include the WorkInTexas.com categories for DW?

A: TWC is considering future enhancements of the WIOA Documentation Log.

Eligibility: Employment Status - Reason for Separation - WIOA

Q: Are staff able to add pending separations for applicants in the WIOA program application?

A: The Employment Status options in the WorkInTexas.com WIOA program application - Employment tab include are:

- Employed
- Employed, but received notice of termination of employment or military separations
- Not Employed

Option 2 is used to indicate a pending separation status.

Eligibility: Criminal History - WIOA

Q: Are staff able to check criminal history in WorkInTexas.com through an interface?

A: TWC will no longer provide Workforce Solutions Office staff with a TDCJ data interface. WorkInTexas.com will not perform criminal history checks.

Boards should be aware that self-attestation is an allowable form of verification for WIOA and Wagner-Peyser participant ex-offender status at program entry.

Eligibility: Data Validation Updates - WIOA

Q: Will TWC provide updated guidance regarding data validation requirements and what is expected in WorkInTexas.com?

A: Yes. Verification selections available in WorkInTexas.com will be managed by TWC and aligned to state and federal allowable documents. [WD Letter 27-19, Change 6](#) (et seq.) provides Boards and other grantees with guidance on allowable data validation methods.

Youth Eligibility: High-Poverty and Pregnant/Parenting - WIOA

Q: Does the WIOA application address high poverty areas? Is parenting/pregnant youth addressed?

A: For Youth applicants, the WIOA program application – barriers tab includes these elements for staff to identify and document verification method.

Many questions are conditional on staff entry of a customer group eligibility date at the beginning of the WIOA program application.

Governor's Special Barriers to Employment - WIOA

Q: How will staff utilize the Governor's special barriers to employment question?

A: This question will address values set by TWC in addition to the following federal statutory adult priority groups:

- Basic Skills Deficient (BSD)
- Low-Income (LI)
- Public Assistance (PA)

Income: Family Income v. Public Assistance - WIOA

Q: Is it going to be a state requirement to enter both family income and public assistance participation?

A: WorkInTexas.com requires staff to identify low-income status for WIOA applicants. If an individual is a public assistance recipient, family income will not be a required field.

The WIOA application *Household and Income* tab includes *Family Size and Annualized Family Income* fields. Income calculation tools may be helpful support documents for Workforce Solutions Office staff to use when determining family income for WIOA low-income status. TWC recommends that local Boards ensure appropriate staff are trained in family income calculations, including awareness of excluded income types, and ensure that staff do not require detailed income documents when low-income status may be verified through a receipt of public assistance or other less burdensome methods.

Boards are encouraged to ensure that local policies do not require the collection of detailed income documentation (for example paystubs or tax returns) from applicants when low-income status may be verified through less burdensome means.

Income: UI Wage Records - WIOA

Q: How will wages be calculated by Boards if a customer does not have their UI wage records available?

A: TWC's UI wage interface will be in place in WorkInTexas.com. Wages may also be calculated through the collection of supplemental wage information, in alignment with [WD Letter 27-16, Change 6](#) and [TEGL 23-19, Attachment II](#).

Income: Local Tables - WIOA

Q: Will income tables in WorkInTexas.com accommodate the different metropolitan areas in Texas?
<https://www.twc.texas.gov/programs/wioa/low-income-guidelines>

A: Yes. When staff access the income table in the Household and Income tab when completing a WIOA program application, the table will include the 70% LLSIL for that area and HHS Poverty Guidelines.

Income: Program application or Objective Assessment Summary - WIOA

Q: Should staff document household income in the comprehensive assessment summary rather than the WIOA application?

A: The WIOA application may require household income to be documented (including family size and document verification identification). Where other low-income factors exist, such as receipt of public assistance, free or reduced lunch, or residence in a high-poverty area, household income may not be required.

The Objective Assessment Summary form allows staff to document more detailed household income, including individual household member incomes, and summarize the information, if applicable.

Eligibility Summary: Local Grant Codes - WIOA

Q: What are local grant codes, will those be auto populated?

A: Grant codes are numeric codes attached to a specific grant. These codes will be set by administrative staff during grant creation.

Eligibility Summary: Grant Selection - WIOA

Q: Will WorkInTexas.com be configured so that when staff select Statewide Adult the grant field will be required?

A: A grant selection is required. If staff do not select the applicable grant, they will not be able to provide services attached to that grant.

Eligibility Summary: Grant Selection - WIOA

Q: May staff select all available WIOA grants if they are uncertain which grants an individual will be enrolled in?

A: No. The selection of a Grant includes the individual as a potential participant and will allow activities provided to the individual to be connected to the grant(s).

Eligibility Summary: Statewide Grants - WIOA

Q: Will staff be required to select the WIOA Military Spouse Program as a State Grant or will the program be available in the services dropdown?

A: TWC has migrated active Statewide Grants into WorkInTexas.com. WIOA Statewide grants will be accessible to eligible participants on the Eligibility Summary tab of the WIOA program application.

For participants with Statewide DW eligibility, staff will be able to select the Texas Military Support grant (Grant Code TX37) from the available grants list. Participants with the grant added to their application can be provided WIOA services assigned to this grant by staff.

Eligibility Summary: Setting Inactive Customer Groups - WIOA

Q: If Workforce Solutions Office staff want to limit the use of WIOA funding streams – called customer program groups in WorkInTexas.com – can they choose ‘Inactive’ for one or more *Program* or *WIOA Grant Eligibility* groups on the WIOA program application *Eligibility Summary* tab?

Can Workforce Solutions Office staff disable or deactivate WorkInTexas.com customer program groups (formerly known in TWIST as Funds)?

A: WorkInTexas.com will allow staff to determine eligibility for an applicant in multiple WIOA customer program groups at the same time and through the same process. This may be accomplished by staff’s selection of appropriate program eligibility dates on the WIOA program application *Intro* tab. The WorkInTexas.com *Eligibility Summary* tab will show staff which program(s) and grant(s) for which the applicant is eligible, and which eligibility determinations were made, as practicable.

Staff may determine eligibility in the WIOA program application and set one or more customer program groups to ‘Inactive’ on the *Eligibility Summary* tab to prohibit the delivery of services funded by these groups. The inactive status of these customer program groups may be changed during participation by staff with appropriate privileges.

While this process may remove barriers to program coenrollment for some participants, it may also cause concerns for some local areas, such as those where WIOA Youth and Adult programs are operated by different Board contractors.

TWC encourages Boards to carefully review active/inactive customer group settings in WorkInTexas.com and develop local policies if determined necessary for their local area.

Certification of Applications - WIOA

Q: Will WorkInTexas.com include WIOA program application certification functions?

Local Board policy may require that all WIOA cases be certified after staff determine eligibility and before participation?

A: No. WorkInTexas.com does not include a certification process that prevents staff from entering participatory services on program applications prior to a management or quality assurance review of the program application.

The verification of eligibility criteria using appropriate documentation is required in accordance with regulatory and programmatic requirements. WorkInTexas.com provides Workforce Solutions Office staff with the opportunity to identify these documents using agency-approved, staff-selected lists that are appropriate for each program; and, if determined appropriate by a local Board, stores appropriate documents directly in the system.

Local Boards may consider using partial program applications or implementing procedures outside of WorkInTexas.com to manage certification reviews, provided that these actions do not unreasonably delay enrollment or service delivery for eligible individuals.

Activities/Services

Participation: Youth-Adult Coenrollment - WIOA

Q: When identifying co-enrollment in WIOA Adult and Youth programs, will Workforce Solutions Office staff members need to complete services for both customer program groups?

A: Yes. Enrollment in a customer program group is triggered when participatory activities/services are provided.

For WIOA Adult participants: Eligibility first must be verified, then one or more participatory services must be provided and documented in WorkInTexas.com.

For WIOA Youth participants: Eligibility first must be verified, then the following minimum Youth-funded services must be provided and documented in WorkInTexas.com (in order, within 45 days):

Objective Assessment. Service 412 (COA – Youth Funded)

Individual Service Strategy. Service 413 (ISS – Youth Funded)

Services: Multiple Programs - WIOA

Q: Will staff be required to enroll program participants in Wagner-Peyser (W-P) prior to enrollment in WIOA. Will the WIOA application take over the functions of the W-P application, such as job referrals, or will both be required?

Are staff services entered under one program included under other open programs?

A: In WorkInTexas.com, all case-managed program participants will require W-P registration and program enrollment. RESEA participants must be offered WIOA DW coenrollment. WorkInTexas.com combines Texas' job search and workforce development program case management systems, allowing all program participants to be referred to job orders.

Services are activities. Each activity is tied to a specific program. TWC staff understand that it is possible to document provision of job search assistance, for example, by WP staff and WIOA staff on the same day. Activities entered must document the staff provision of such services through the program(s) under which they are entered.

Planned Gap - WIOA

Q: Is Planned Gap an available service in WorkInTexas.com?

A: TWC will no longer support a planned gap service. WorkInTexas.com will allow staff to enter services with planned future start dates.

Objective Assessment Service- WIOA

Q: Can staff complete the Objective Assessment at the beginning of the WIOA process?

A: Yes. In WorkInTexas.com, programs will have preset activity sequences. For WIOA Adult and Dislocated Worker programs, staff must provide and document the *Objective Assessment* followed by the *IEP/ISS* before other participatory services may be delivered.

Objective Assessment Summary Tool - WIOA

Q: Does TWC require staff to complete the Objective Assessment Summary in WorkInTexas.com?

Is it required to be printed?

A: The Objective Assessment Summary in WorkInTexas.com is available for use by staff working with all program participants. TWC recognizes that not all programs or individuals may require such detailed assessments in order to develop quality employment and service plans and does not require staff to

utilize the Objective Assessment Summary tool in WorkInTexas.com at this time. Boards must ensure that staff complete objective assessments with individuals in programs for which they are required. Boards may require, through local policy, that programs use the WorkInTexas.com Objective Assessment Summary. If the summary in WorkInTexas.com is used, it may be printed. Boards should be aware that storing duplicate records (digital and hard copy) may create a risk of data misalignment or other issues. TWC considers WorkInTexas.com information to be a component of an individual's record of participation.

Objective Assessment: Character limits - WIOA

Q: Can the Objective Assessment Summary character limits be adjusted?

A: No. Fields have system set character limits and types.

IEP/ISS Goals: Customer Groups - WIOA

Q: Will IEP/ISS goals be separated by customer group (adult, youth, and dislocated worker)?

A: When creating/adding goals or objectives to the IEP/ISS, staff will identify the program for each.

Customer groups are not a selectable option on these screens.

Boards may allow staff to identify WIOA customer groups in the Goal Description, Goal Details, Objective, or Objective Details, as appropriate.

Youth Service Limitations: Eligibility - WIOA

Q: Will WorkInTexas.com allow Workforce Solutions Office staff to enter the first youth service 50 days after the WIOA program eligibility date?

A: Enrollment in a customer program group is triggered when participatory activities/services are provided. WorkInTexas.com will require Workforce Solutions Office staff to enter a participatory service within 45 days of the WIOA application/eligibility date. If a participatory service is not provided within 45-days of the application/eligibility date, the WIOA program application will be set by WorkInTexas.com to *'Closed, Never Enrolled.'*

For WIOA Youth participants: Eligibility must first be verified, then each of the following Youth-funded services must be provided and documented in WorkInTexas.com (in order, within 45 days):

Objective Assessment. Service 412 (COA – Youth Funded)

Individual Service Strategy. Service 413 (ISS – Youth Funded)

Any other Youth Program Element. Service 400s, except 412 or 413.

For non-Youth WIOA participants: Eligibility must first be verified, then one or more participatory services must be provided and documented in WorkInTexas.com within 45 days.

First Service - WIOA

Q: Why can't 205-IEP be a 1st service/activity?

A: TWC has set a service sequence for WIOA programs.

Adult and DW program participants must first receive an assessment, followed by the ISS/IEP.

For Youth program participants, an assessment must be provided, followed by the ISS/IEP, then a Youth Element.

The objective assessment, which may include a formal or informal assessment of basic skills needs, is used to inform a participant's goals and steps documented in the ISS/IEP.

Federal regulation ([20 CFR §681.320](#)) requires youth to receive an eligibility determination and an objective assessment, develop an ISS, and participate in one of the 14 youth elements in order to become a youth program participant.

Services: Youth Program Elements - WIOA

Q: Will WIOA Youth service activity codes in WorkInTexas.com include the 14 program elements/services?

A: Yes. Some Youth Elements, such as concurrent education and work preparation/workforce training will be a singular activity code. Other Youth Elements will include more than one activity code.

System Lock-Down Function: Service Edits - WIOA

Q: If staff close a service in error and want to re-open it, will they be required to create a new service record, or will they have permission to reopen the service that was accidentally closed?

A: Staff with privileges may correct inaccurate information, including service end dates, and reset services to open. When doing so, staff may enter the correct date and reclose the service with the correct date. System lock-down may prevent even staff with privileges from correcting such errors outside of a 21-day window from the date of entry. Boards must ensure that staff accurately enter information for program participants and that appropriate processes and monitoring are in place to prevent or correct such errors, as practicable.

W-P Required for OAS and IEP/ISS - WIOA

Q: Is the completion of the Wagner-Peyser registration and program participation required before staff can complete the Objective Assessment or IEP for a WIOA participant?

A: *W-P Registration:* Yes. Individuals will have to register for staff to document eligibility and participation for other programs. This registration creates (or updates) a W-P Registration Only account. *W-P Program Participation:* No. The IEP/ISS goal and objectives may be designated for any active program. WIOA IEPs may be written to include W-P program enrollment as an objective or step toward employment.

Medical Information Page (IEP/OAS) – HIPPA - Texas Medical Records Privacy Act - WIOA

Q: Would it be a HIPPA or [Texas Medical Records Privacy Act](#) violation for the medical info page to be printed from the Objective Assessment Summary?

A: [WD Letter 02-18, Change 1](#) (et seq.) provides guidance to Boards and TWC grantees on the appropriate handling (including printing) of PII and [WD Letter 17-07, Change 1](#) (et seq.) provides guidance to recipients of WIOA funds on the correct storage and use of disability and medical information.

TWC recommends that Boards consult their legal advisor(s) for full guidance regarding specific uses.

Training/ Measurable Skill Gain (MSG)

ITA/Financial Assistance Functions - WIOA

Q: What will replace the ITA/Financial Asst Tab in TWIST

A: This information may be input on each activity enrollment for staff with privileges. For training activities, TWC has designated standard and ITA-funded services. For example:

- 300 - Occupational Vocational Training (ITA)
- 328 - Occupational Vocational Training (Non-ITA).

Training Justification Form - WIOA

Q: Will the WorkInTexas.com Training Justification Form be required for program participation, since this information was obtained during eligibility determination?

Will guidance be provided for the Training Justification Form, specifically how conditions 1-8, may impact determinations of training need and may result in training denials?

Should additional services be needed that are not prompted with the initial training justification, does a new training justification form need to be completed?

Which option would be selected for work experience under the Training Justification? What if the customer is just receiving training for GED and job search assistance?

A: In general, the completion of the WorkInTexas.com Training Justification Form is not required for program participation. Training justification is required if program-funded training services are to be provided, and in order to receive training services under WIOA Adult and Dislocated Worker programs (also applicable to the Trade Adjustment Assistance program). The Code of Federal Regulations, Title [20 CFR §680.210](#) defines which WIOA Adult and Dislocated Workers may receive training services.

Additionally, [20 CFR §680.220\(b\)](#) requires participant case files to “contain a determination of need for training services.” The Training Justification Form serves to document training eligibility determinations for Boards. Trainings funded by WIOA Adult programs must be provided in accordance with Adult Priority provisions, including any state or local priority groups, as applicable.

The Training Justification Form conforms to federal guidance regarding the determination of need for training:

- Conditions 1 through 5 – Need for training services. [20 CFR §680.210\(a-c\)](#).
- Condition 6 – Adult Priority alignment. [20 CFR §680.210\(d\)](#).
- Condition 7 – TAA petition is pending. Applies only if individual is enrolled in Trade. [20 CFR 618, Subpart F](#).
- Condition 8 – State or local policies relating to any limits on use of ITAs, including exceptions to such limits, or non-local training programs. [20 CFR §680.310](#) and [§680.520](#).

Because [20 CFR 680.220\(a\)](#) allows “a recent interview, evaluation, or assessment” to be used to determine need for training, TWC anticipates that the completion of the Training Justification Form will not be required more than once during a POP.

Under WIOA, Work Experience services are not considered training services. Additional services, that may appear, but are not considered training for WIOA, include:

- On-the-job training (Youth-only);
- high school equivalency (HSE);
- entrepreneurial skills training;
- job readiness training;
- ABE/ESL; and

- alternative secondary school.

Additional References:

[August 2023 Service Matrix](#)

[TEGL 16-22](#)

[TEGL 19-16](#)

Training Justification - WIOA

Q: Do staff need to complete a Training Justification Form for Youth GED customers and Youth Work Experience customers?

A: The Training Justification Form is not a required ribbon element for participants who are only engaged in Youth activities. Work Experience and GED are not considered to be training services under WIOA Youth programs.

Training Justification: Elements - WIOA

Q: On the Training Justification Form, is there a minimum number of 'Yes' selections or does selecting 'Yes' for 'Meets Training Justification Requirements' satisfy the requirement?

A: For Adult and DW program participants, the training justification form must be completed before training services may be provided by program staff. Conditions 1-6 (and 7-8, as applicable) must be met for a participant to be eligible for training services under the WIOA Adult and DW programs.

Training Justification: Answering 'No' - WIOA

Q: If staff enter "No" in Option 3 of the Training Justification ribbon, will this impact their ability to provide training services under the WIOA program application?

A: It will. If no is chosen in any selection on the list the participant will be identified as ineligible for training by WorkInTexas.com, and training type services will not be selectable.

Training Justification: Multiple selections - WIOA

Q: On the Training Justification Screen under Recommended Types of Training: Can staff choose multiple types of training, or is selection limited to a single training type?

A: Multiple selections are allowed by the system.

Required Services Before Training - WIOA

Q: Is there a specific activity enrollment that staff are required to enter once the Training Justification Ribbon is complete? Or can staff go straight to entering the training service activity?

A: Service Sequences will be set up by TWC. If an objective assessment and IEP/ISS (and Youth Element for Youth programs) have been provided to the participant, training services may be provided.

Training Justification and Target Occupations - WIOA

Q: If the Training Justification Form is completed for a training that is not for a targeted or in-demand job for the region, will the request form be rejected?

A: TWC policy requires that training funds be used to connect participants with employment connected to target or in-demand industries or occupations in the local area or in an area to which the participant is willing to commute or relocate.

While the WorkInTexas.com system will not require staff to enter an occupation in the Training Justification ribbon that is aligned with local target or in-demand occupations or industries, Boards must ensure staff follow state and local policies regarding in-demand training, including [WD Letter 38-09](#), Change 1, [WD Letter 24-20](#), and subsequent guidance.

The system uses the current O*NET code list.

TWC policy requires that training funds be used to connect participants with employment connected to target or in-demand industries or occupations in the local area or in an area to which the participant is willing to commute or relocate.

System Design: Training Requests - Management Approval - WIOA

Q: Does WorkInTexas.com have a function that allows a manager or certifier to approve a training request?

A: No. Once the Training Justification ribbon selections have been completed by staff and approved (system-triggered by responses), staff will be able to enter training services on the program application. Boards may develop policy and procedures related to review and approval of staff determinations, provided these processes do not create undue burden on the participant or unreasonably delay training program enrollment.

Assessments and EFL - WIOA

Q: If staff are unable to put the customer's locator level for the TABE test in the assessment tab - how does WorkInTexas.com generate a correct EFL level?

A: Staff will enter the test score and the system will auto-select the appropriate EFL based on NRS-approved assessment guidance. Staff may also enter the grade level equivalent (GLE) for assessment outcomes.

GLE Entry – EFL - WIOA

Q: Will Grade Level Equivalent (GLE) be put in automatically in the future for the Post Test after putting in test scores under the EFL?

A: No.

Correcting Incorrect EFL Data - WIOA

Q: Are local staff able to edit an EFL score if it is entered incorrectly?

A: Staff must ensure that they carefully review any data entered in WorkInTexas.com for accuracy. Staff with appropriate privileges may be able to edit incorrect data on participant records.

Outcomes/Performance

Program Closure/Exit: 45day Rule - WIOA

Q: WIOA applications are currently valid for 45 days from the eligibility date. Will the WIOA application soft close if no service is entered?

A: Yes. The application will automatically be set to 'Closed, Never Enrolled' in this scenario.

Closure v. Exit - WIOA

Q: Can follow up services still be opened at the point of soft close (exit?)

Our local policy is to provide the EXIT to retention - for last verification of performance measures. This would not be an exclusion, though. Can you still use this EXIT/Outcome ribbon in this case?

A: No. Except for exclusions (those identified through program Exit/Outcome tab), exit occurs following 91 days without participatory services in all common exit programs. The WIOA Follow-up tab may be used only after WIOA exit has occurred. If exit occurs due to a recognized exclusion (incarceration or hospitalization for more than 90-days, death, etc.) follow-up would not be appropriate/possible.

Closing Customer Group - WIOA

Q: If a participant is participating in more than one customer group, how will this affect closures? For example: If youth program wants to close but adult does not.

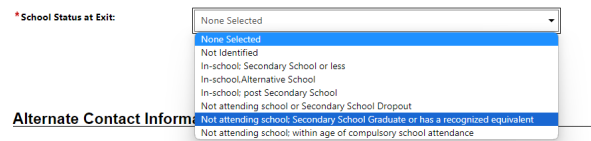
A: Closure is managed at the program-level, not through customer groups. Staff must not enter a closure reason/date unless further program services are not expected. If an individual is participating as a WIOA Adult and Youth and youth-funded services are expected to end but adult services will continue, staff do not enter a closure. Closure is entered for a program (WIOA) not customer groups (Adult, DW, Youth).

Youth School Status at Exit - WIOA

Q: For School Status at Exit, is there an option for "Not attending School, HS equivalency"?

Are the exit reasons for programs in WorkInTexas.com different from what were available in TWIST?

A: Closure reasons in WorkInTexas.com align with program detail exit reasons in TWIST.



Grant Outcomes Ribbon - WIOA

Q: Will Boards use the Grant outcomes ribbon? Do staff enter Grant outcomes before closing the service? Are Grant Outcome entries equivalent to performance measure outcomes?

A: Using the Grant Outcome ribbon, staff create grant outcomes for WIOA participants that are connected to a grant. Grant outcomes must be connected to a valid WIOA grant. Grant outcomes are not tied to any service(s). Grant Outcomes are not equivalent to WIOA performance outcomes.

To save a grant outcome on a WIOA application, staff must report outcomes for the following:

- Employed at Grant Outcome – Yes, No, Outcome.
- Grant Outcome – Employed at Exit, Not Employed at Exit, Did Not Complete.

Grant Outcomes: Employment - WIOA

Q: Will staff entry of employment information in the WIOA Grant Outcome ribbon populate in other areas that require employment data entry?

A: Grant Outcome ribbon entries allow staff to provide outcomes specific to a WIOA grant during a participant POP. Staff may populate this information from existing employment information or add it to the individual's employment history.

Performance Outcomes: Q2/Q4/Q2-4 Employment - WIOA

Q: Where should staff document a customer's Q2/Q4 employment outcomes for performance in the new WorkInTexas.com system?

A: Staff will document WIOA participant outcomes in the Follow-up ribbon. The four quarters following exit from the POP are identified in WorkInTexas.com as Q1-Q4.

For example, Quarter 1 for a participant who exits on June 20 will be July-September (Q1).

Hard Exit v. Exclusion - WIOA

Q: Is Hard Exit in WorkInTexas.com equivalent to TWIST program detail closure due to an exclusion reason. Are staff able to close a case without a hard exit?

A: Closure is created by staff when they expect not to serve a participant through a program any longer. An Exit occurs when an exclusion (death, incarceration, etc.) causes an end to services (as entered by staff) or when the system exits the program(s) after more than 90-days with no participatory services in any program included in POP.

The Hard Exit ribbon may be used to document a federal exclusion. Records converted into WorkInTexas.com from TWIST that do not have a closure reason may be converted as soft exit types. Program participation exited automatically by WorkInTexas.com will also be documented as a Soft Exit on the Exit/Outcomes ribbon.

Add Employment: Performance Outcomes - WIOA

Q: Is the add employment section reportable for outcomes? How is this reported if GSI is not reporting it for federal reporting.

A: The Exit/Outcome ribbon includes employment status. Staff may also include employment in follow-up records.

Employment Outcomes: State Tax IDs - WIOA

Q: How can staff obtain the State Tax ID of an employer for employment outcomes?

A: Local staff with privileges may access TWC's RACF system to confirm employer details, including TWC UI Tax IDs.

Credentials: Post-Exit - WIOA

Q: If Local Workforce Solutions Office staff discover that a credential was earned by a participant after program hard exit, will they be able to update a program record?

A: If program exit occurs due to exclusion (for example - medical, institutionalized, deceased) the POP is no longer included in performance outcomes. Staff may enter credential information on the program application during the 12 months following exit, but these outcomes will not be counted for individual's exiting through exclusion reasons.

Follow-up

Exit in Follow-Up - WIOA

Q: Is exit used during follow up if participant is incarcerated or unresponsive and CN exhausted all efforts?

A: Staff with privileges may add an Exit (relating to WIOA Exclusions) on program application(s) when such status is identified/confirmed and results in the individual no longer being able to participate. This may include during (previously) active participation or during follow-up.

Note: Staff must not enter an Exit unless the selected status is a WIOA exemption reason that is expected to last longer than 90-days and is the triggering reason for the end of participation. Staff must not enter an Exit when common participation has already ended, such as after closure (but before system exit has been triggered).

Follow-up Services - WIOA

Q: During follow up, will staff be required to enter a service each month during that follow up period?

A: Services entered must reflect activities taken during follow-up. More than one service must be provided during follow-up. Boards may require more frequent follow-up service delivery and entry for their local areas.

The follow-up ribbon allows staff to track contact attempts and status during each of the four quarters following exit from the POP.

Follow-up Services - WIOA

Q: Is there a service code for youth programs that documents 12 months of follow-up service?

According to the training site: There are youth-funded specific follow up services; but not a general follow up service that would last 1 year.

In TWIST, service code 67 was used as a trigger for Follow Up services. It doesn't appear to have an equivalent service in WorkInTexas.com. How will this be handled?

When a participation record goes through the soft close process will the required follow-ups auto populate?

A: While many Follow-up services will be continued in WorkInTexas.com, the follow-up ribbon on the WIOA program application is where staff will manage the follow-up period and related outcomes for WIOA exiters. There will be no follow-up triggering service equivalent to TWIST Service 67 in the WorkInTexas.com system. During the follow-up period, staff must enter appropriate follow-up services provided in the WIOA program activities ribbon, and enter status and outcome information in the WIOA program application follow-up ribbon for each of the four quarters following program exit.

Youth Follow-Up Function - WIOA

Q: TWC currently requires youth to be enrolled in 12 months of Follow-up Services. How will staff do this if the only available staff-entered exit types are WIOA exclusions (also known as hard exit)?

A: TWC's [WIOA Guidelines](#), require Boards to ensure that WIOA adults and dislocated workers are provided a minimum of 12 months of follow-up services, beginning on the first day of unsubsidized employment, unless an individual refuses such services. For youth (unless an individual refuses), Boards are required to ensure that staff provide at least 12 months of follow-up services following program

participation. This is consistent with federal regulations at [20 CFR §680.150\(c\)](#) and [§681.580\(c\)](#), respectively.

Services. WorkInTexas.com WIOA program records require closure (staff-entered) before follow-up services are available for staff entry. Staff are expected to provide appropriate services, during the 12-months following closure of the WIOA program for all youth and for adults and dislocated workers who achieve unsubsidized employment. These follow-up services may include support services for youth.

Follow-up ribbon. WIOA Follow-up ribbon access is available for staff following program exit.

WorkInTexas.com will exit a program(s) following the 90th day after the final participatory service ends in a POP. The follow-up ribbon is used to track contact details, employment and education (for youth) status, and outcomes for exiters of the WIOA program during the 4-quarters following program exit.

Hard-Exit/Universal Exclusions. Staff with privileges may document a program exclusion in the *Exit/Outcomes ribbon*. This process creates a universal exit for all programs open during a POP and removes an individual from performance outcomes. Because an exclusion documents an individual's inability to continue in a program and is an exception to the standard program exit, follow-up is not required (and should not be possible) for such former participants.

[WIOA program exclusion](#) reasons, which cause program exit, are:

- Institutionalization (for 90 days or more)
- Health/Medical treatments (for 90 days or more, and which prevent participation)
- Death
- Military Reservist called to active duty (for 90 days or more)
- In foster care system and moved from area by system

Follow-Up Concerns - WIOA

Q: Is there a way to track cases that have closed but should be in their 1-year follow-up period? In TWIST, follow-up starts at program closure not when a POP closes, and the customer exits. This means that they could still receive referrals or other services that track under WP while they are in the follow-up period. Currently in TWIST, staff add a service that helps populate a report so they can track those customers that are in their follow-up period regardless of exit dates. Our Board is concerned that the WorkInTexas.com process will not allow staff to track individuals between case closure and exit.

A: WorkInTexas.com will include reports Boards may run to identify former participants who are, or should be, in follow-up.

Follow-up: Service v. Ribbon - WIOA

Q: Traditionally, follow up is documented as a service. Now follow up lives as its own ribbon/section and will not be documented under services, correct?

A: No. Follow-up services are entered to track services provided, while the follow-up ribbon is used by staff to document employment status and other outcomes.

Youth Follow-Up - WIOA

Q: How will Boards track follow-up for youth? If a Board requires staff to follow-up monthly, are staff able to do this? Are staff able to enter follow up data before program closure.

A: The WIOA program application in WorkInTexas.com includes a Follow-Up ribbon. Use of follow-up ribbon requires program closure and exit.

Follow-up Services - WIOA

Q: Are staff able to add follow up services to track participants?

A: Yes. WorkInTexas.com will include follow-up services for WIOA program participants.

Other

Provider Creation Training - WIOA

Q: Will Boards receive training on how to create providers in WorkInTexas.com?

A: TWC is developing guidance for Boards on the creation and management of provider accounts in WorkInTexas.com.

Additionally, the WorkInTexas.com Staff User Guide – 21: Manage Providers & Provider Reps includes information for staff on the creation of Provider accounts. Providers will not have access to the Staff Provider Functionality, beginning on page 21 of this chapter, which details the basic steps necessary to create a provider in the system. WIOA Eligible Training Providers (ETPs) will be managed through an interface with TWC’s ETP system. Not all Provider features will be available to staff in WorkInTexas.com. Providers will not have access to their accounts in WorkInTexas.com.

Office Levels - WIOA

Q: In TWIST, Boards may use office_3, office_4, and Office_5 designations.

What codes/descriptions will be available in WorkInTexas.com?

A: [SR WFCMS-03](#), titled, “Workforce Case Management System September Update,” and issued October 5, 2022, informs Boards that these office levels will not be carried forward into WorkInTexas.com. Based on information provided by Boards, TWC has identified which offices will be migrated into WorkInTexas.com.

Boards may use the Provider functions to create more specific local service providers, including Workforce Solutions Office contractors.

Provider Activities: OJT - WIOA

Q: In the example of OJT-Service 304, is the service provider listed the equivalent of the employer where OJT is taking place? Where do staff list the employer?

A: TWC expects that local staff with privileges will use appropriate service provider accounts for each activity. For OJT services, TWC anticipates that the OJT worksite (employer) will be set up as a service provider for each location for which the Board or local contractor maintains a signed OJT agreement.

Tracking Program Costs - WIOA

Q: How will funding be tracked? How will support service amounts be tracked?

How will ITAs be tracked?

A: WorkInTexas.com includes detailed cost tracking functions for Board areas, programs and grants, individuals, and services. TWC recognizes that Boards may have existing contracts with fiscal tracking services used in their areas. TWC does not currently plan to utilize WorkInTexas.com’s full features or

change existing requirements for Boards to report program costs through TWC's Cash Draw & Expenditure Reporting (CDER) system.

Staff may enter and adjust basic cost information for participant services, such as support services or training costs. Such cost information may be provided during service entry and completion. For example, if a support service has a default cost of \$50 and the participant will be provided \$20, staff should reduce the cost on the service entry to \$20. Alternatively, if a Board uses \$50 gift cards and the participant is provided 2 cards for work clothes, staff may increase the service cost to \$100. Case notes must document these actions.

Staff with privileges may create or edit provider accounts (not including Eligible Training Provider (ETPs) programs), where practicable, and assign specific costs to the providers allowable service categories. The WorkInTexas.com interface with the ETP system will load approved training programs, including maximum costs, into the system nightly. Staff may adjust the total cost of a program in the activity/service ribbon entry down to account for financial aid or other discounts specific to a training participant. Costs of ETP programs may not exceed the amount provided through the interface.

TWIST Office Levels: Providers - WIOA

Q: In TWIST, a Board used Office-3 for Workforce Solutions Office contractors and Office-4 when documenting the services of ancillary contractors. How can Boards identify their contractors in WorkInTexas.com?

A: WorkInTexas.com services are connected to providers. When staff document a service provided to a case-managed participant, they must select the program the provider (and location, as appropriate). Administrative staff with privileges will be able to create and edit provider accounts. This will include setting a provider's location(s), the services they provide, and the program(s) – including customer groups – which they provide.

TWC anticipates that Boards will maintain provider accounts for all service providers in their area. This will include Workforce Solutions Office operators and program contractors and may include other entities such as those contracted to provide services including OJT, subsidized employment, job clubs, and other services provided in the Board area.

During WF CMS implementation, TWC staff will enter local workforce contract operator information, provided by Boards, as local providers in WorkInTexas.com.

TWIST Data Migration - WIOA

Q: Following the Workforce Case Management System (WF CMS) implementation, will staff be able to login and find a Board area's customers and data?

A: TWC will convert TWIST records for Choices, ES-only, SNAP E&T, TAA, and WIOA program details with open participation on or after July 1, 2016, into WorkInTexas.com. Records entered up to 90-days prior to WF CMS implementation without participation will also be converted.

VOS Ribbon Names - WIOA

Q: Is it possible to modify the Exit/Outcome ribbon title to Exclusions/Outcome?

A: Not currently. WFCMS 03, issued September 28, 2022, identifies that a guiding principle for the WF CMS project was a commitment to a "configurable-off-the-shelf product and would avoid customizing unless needed to comply with state or federal mandates."

System Alerts - WIOA

Q: Will staff get notifications to alert them when a date 45 days in the future is set?

Can alerts be set by Boards for all staff, or is it set by the staff user?

A: Staff roles with appropriate privileges may set alerts.

My Staff Resources > My Alerts are set by each user. This will allow each user to choose which alerts they would like to set/utilize. Local procedures may be developed regarding staff use of system alerts.

Mandatory Case Notes - WIOA

Q: Could the case note feature be a mandatory field, required by staff after entering an enrollment record?

A: The WorkInTexas.com system does not require staff to enter case notes to complete enrollment records, services, or other features for which case notes are available. TWC policies and procedures require case notes to be used by local staff to document activities and certain participant engagement. Boards may adopt local policies that require case notes to be entered by staff beyond the policies required by TWC.

SNAP E&T Questions and Responses

Outreach

Roles & Permissions: Staff Privileges - SNAP E&T

Q: During SNAP E & T training session, someone did not click on the Add barrier, box, so they did not get all the barriers. It won't let them edit. System tells them: You do not have the appropriate privileges to view/edit this Work Readiness Assessment.

A: Default permissions by role will be designated by TWC. Local WorkInTexas.com liaisons will have rights to adjust those permissions for their local areas within reason.

Letters: Multiple Addresses - SNAP E&T

Q: Our Board's current process to ensure SNAP E&T recipients with multiple addresses receive outreach is to send letters to all address connected to their record (including addresses listed in both HHSC and TWC systems). If an individual has two addresses in WorkInTexas.com, will the WorkInTexas.com outreach process create duplicate letters? If the client has 2 different addresses in WorkInTexas.com will both letters be generated? How will staff members ensure that these recipients receive an outreach letter?

A: Boards should ensure that staff print the letter twice and use a print label on the envelope for the alternative address.

Outreach Letters: System/Local Generation - SNAP E&T

Q: Are the outreach letters mailed locally or from one central location for all Board areas?

A: Letters will be printed and mailed from local offices.

Outreach Letter Print Jobs - SNAP E&T

Q: Will staff print outreach letter(s) individually or for the selected roster listing?

A: It is possible for staff to print letters through either method. Select and sort.

Roster: Events - SNAP E&T

Q: WorkInTexas.com does not seem to have a way to print out the roster for participants to sign in. How will that be handled?

If this creates an event in WorkInTexas.com, are staff able to utilize VOS greeter for the incoming customers? Use as a check in?

A: Staff should refer to local policies regarding events. Any sign-in process used for Workforce Solutions Office events must protect the personal identifiable information (PII) of all individuals involved. Rosters or other such documents printed from WorkInTexas.com are very likely to contain PII and may not conform to agency guidance, including [WD Letter 11-16](#)(et seq.).

Outreach Pool: Customer Groups - SNAP E&T

Q: Will the records in the outreach pool be identified as General Pop (GP) or ABAWD?

A: Yes. There are four participation types identified:

- Mandatory General Population (GenPop)
- Voluntary GenPop
- Mandatory Able-Bodied Adults Without Dependents (ABAWDs)
- Voluntary ABAWD

Outreach Letters: TWC Load - SNAP E&T

Q: Will the state upload outreach letters?

A: TWC has developed a standard letter template, available through the WorkInTexas.com outreach function. Local areas are responsible for printing letters and mailing them from local offices.

Other Letter Types - SNAP E&T

Q: Our Board area uses different letters for different reasons such as outreach, re-integration, or termination of services. Will staff be able to select from multiple letter types that needs to be sent?

A: Mandatory letters have been standardized for use across state. Outreach letters.

For exempt customer outreach, Boards may create local letters outside of WorkInTexas.com system.

Letters: History - SNAP E&T

Q: Is there a way staff can see a history of all letters that have been sent?

A: Yes, staff with privileges may review previously submitted letters. An individual's appointment letter can be seen in Individual profile> Personal Profile> Documents> document folder.

Roster: Removal Reasons - SNAP E&T

Q: What would be the reason for staff to remove a customer from the outreach roster? Would it be for a later roster date?

A: Yes. Removal from list puts the person back into the outreach pool for selection by other staff. May be tied to local policy.

Scheduling: Incomplete Registrations - SNAP E&T

Q: Are staff able to schedule someone that has an incomplete registration?

A: Yes. For individuals without existing WorkInTexas.com registration, the HHSC interface process creates a pending registration. Staff may need to assist individuals with the completion of their registration during program application completion.

Letters: Bulk Downloads for Printing - SNAP E&T

Q: Are staff able to download outreach letters from WorkInTexas.com in batches or must this be done for one individual at a time?

A: Staff may select one or more letters to print.

Scheduling: Automatic Case Note Entry - SNAP E&T

Q: If someone scheduled or rescheduled an individual, will a case note be created by the system for the individual under that individual account?

A: The WorkInTexas.com system does not create automated case notes. Staff may be able to utilize the *One Case Note to Multiple Individuals* function in *Services for Workforce Staff > Manage Individuals* may be available for staff to enter case notes or scheduled individuals.

Letters: Reprinting - SNAP E&T

Q: Can staff reprint letters previously selected?

A: Staff with privileges may review and print letters from previous events.

Roster: Batch Penalty – Case Notes - SNAP E&T

Q: Is there an option for a case note when doing batch penalties.

A: No. SNAP E&T Outreach Roster functions allow staff to identify individuals for whom penalties requests will be submitted. However, to submit these penalties, staff must do so individually on each recipients program application.

Outreach Pool: Eligibility for Services - SNAP E&T

Q: Will only eligible individuals will be in the outreach pool? Are staff required to verify eligibility before outreach to determine if the customer qualifies or not for our services?

A: Outreach pool will only schedule eligible SNAP E&T customers. Delays may require reverification through TIERS. Outreach in Feb. scheduled for March. Pool should exclude exempts.

Outreach: Unexpected Action Types - SNAP E&T

Q: Will staff be able to select Good Cause as an action type on the outreach roster for SNAP E&T? Good Cause and reconsideration are not the same.

A: Good Cause is issued under the sanction tab and will populate under Good Cause automatically.

Outreach Letters: Templates - SNAP E&T

Q: Will WorkInTexas.com generate outreach letters for Boards, or will they upload locally-developed letters? Our Board has two letters going out to our customers, one in English and another one in Spanish. Will the boards have a template for their letters? How will those letters be uploaded into the system?

A: TWC has created a single letter template, with English and Spanish versions, to be used by all Board areas. This is similar to the template developed for RESEA letters.

Letter: Print Options window - SNAP E&T

Q: When you click on the "Print Letter", does the printer pop-up to choose a printer? Or does staff have to go to each customer and pull from their documents?

A: Standard print options are displayed.

Outreach Pool: Time Out - SNAP E&T

Q: How long until system time out due to staff inactivity triggering customers going back to the outreach pool?

A: The system logout time is 30 minutes.

Outreach Roster: Designated by WDA or Office Location - SNAP E&T

Q: Our Board has four centers that serve nine counties. Will staff be able to outreach for each county or will the system lump them together based on a grid provided by the boards?

A: From a system perspective the appointment scheduling aspect does require a specific board region and office location. This also applies to the roster search. Similar to the process in place in TWIST, the ZIP code and county connected to recipients will determine on which office roster they will be included.

Outreach Pools: Widget Pins - SNAP E&T

Q: Are staff able to pin the *Manage Outreach Pool* page to our Dashboard?

A: This is not currently a function available in WorkInTexas.com. Staff may configure the following widgets available to staff their *My Staff Dashboard* page in WorkInTexas.com:

- Active Caseload
- Customer Relationship Management (CRM)
- Labor Market Services
- My Calendar
- My Correspondence
- My Messages
- My Report Indicators
- Need help or more information
- Priority of Service
- Saved Lists
- Scheduled My Reports
- Staff Productivity
- Surveys
- Work Items

Application: Before Outreach - SNAP E&T

Q: Does WorkInTexas.com include a function to mass penalize? Is it correct to state that for staff to be able to penalize an applicant, they must open a program application? In The Workforce Information System of Texas (TWIST) staff can mass penalize. How will staff complete the application if individual's don't appear?

A: Penalties must be entered on the program application. For walk-in customers staff may need to manually create registration and SNAP application (assumes they do not appear on the outreach roster).

Letter Details Shared With HHSC - SNAP E&T

Q: Will customers be able to view letters staff send by accessing yourtexasbenefits.com, like they are able to do now?

A: The YourTexasBenefits.com site is managed by HHSC. Information shared by TWC through its systems with HSSC will remain similar to those shared currently.

Closure: Open Services - SNAP E&T

Q: When closing out customers who claim exemptions without attending orientation, staff would not run into the issue of closing services/IEP since they were never created, correct?

A: This is likely. The system will require staff to close and open services or goals/objectives attached to a program before a program closure may be saved.

Letters: Automatic Notes - SNAP E&T

Q: Would printing the letters automatically note that letter was sent out to client's address on said date to attend at the schedule date, as it did on TWIST?

Would there be an automatic note that client is scheduled for said date, or would this be required to be done manually?

A: There is a system case note when the letters are printed. This only identifies that a letter was downloaded for printing. More detailed notes, including staff confirmation of mail submission are not automatically generated as in TWIST but can set up to multiple case notes at once.

Letters: Documenting Returns - SNAP E&T

Q: Is there a place to put where a letter is returned?

A: No. Staff may add a case note to document a letter has been returned. Boards must ensure that local staff do not report returned mail by altering an individual's name (for example, "John Doe – Mail Returned") or other public-facing section of WorkInTexas.com.

Outreach: Did Not Attend + Penalty - SNAP E&T

Q: On the Outreach Roster list there is a Did not attend and a Did not attend with penalty. What is the difference between the two?

A: Did not attend - Reconsidered or individuals with Good Cause.

Did not attend with penalty - If staff intend to submit a penalty to HHSC.

Attended – customer attended orientation or initial appointment, as applicable.

Rescheduled – rescheduled for future event.

Outreach Pool - SNAP E&T

Q: How do staff ensure that they select 100 percent of ABAWDs in the outreach pool? Is there a report that reports the percent outreached, similar to the SNAP E&T Outreach Report in TWIST?

A: TWC recommends Boards require staff clear the Outreach Pool every day. Utilize the SNAP E&T Outreach Report developed for Texas in WorkInTexas.com.

Outreach Letter: Logos - SNAP E&T

Q: Who will be providing the logos in the Outreach letter?

A: Board logos have been collected by TWC.

Letters: Format - SNAP E&T

Q: Are Boards able to modify or create their own letters? Our Board operates our orientation in two parts. The first part is virtual, the second part is in-person.

A: While the outreach letter template is a statewide-standard format, Boards may utilize the Address 1 and Address 2 fields of location entry in the Outreach Schedule Appointment function to enter virtual meeting information, such as URL and login or meeting IDs. TWC are reviewing this issue for potential future enhancement.

Outreach Letter: Address Confirmation Note - SNAP E&T

Q: WorkInTexas.com automatically enters a confirmation comment that a customer was mailed an outreach letter. Is this sufficient for TWC or does another case note need to be entered by staff?

A: TWC does not require additional system documentation to confirm letter have been sent. Additional local policy may require further staff actions, including entry of detailed case notes in the individual's program application.

SNAP Letters: Internal Messaging - SNAP E&T

Q: May the SNAP E&T letter be sent via internal message in WorkInTexas.com?

A: Yes. Staff may send individual's letters through internal (system) messaging, but only in addition to mailing a physical letter.

Interface Data - SNAP E&T

Q: When the default WorkInTexas.com account gets made, does WorkInTexas.com pull the client info from HHSC?

A: WorkInTexas.com SNAP E&T records will be partially completed from available data provided through a system interface with HHSC systems.

W-P Coenrollment - SNAP E&T

Q: Do staff have to complete the W-P for SNAP E&T?

A: SNAP E&T participants must have active W-P program participation. For individuals without open W-P programs, appropriate staff may complete W-P program applications during orientations, initial appointments, or other events determined appropriate by local Boards.

Account Creation: Password Creation - SNAP E&T

Q: When WorkInTexas.com creates "incomplete" accounts for new customers brought in through the interface with TIERS, will WorkInTexas.com assign them a temporary password?

A: WorkInTexas.com will create these registrations with system default passwords.

Program Application: Reconsideration Only - SNAP E&T

Q: If I am entering a reconsideration only, would I need to complete an application to be able to enter services and a reconsideration for client that attended orientation?

A: No

Participation/Services

Manual Entry Prior to Interface - SNAP E&T

Q: When a walk-in is seen at a Local Workforce Solutions Office, staff are manually creating the SNAP application, information is not being provided from HHSC, therefore will the HHSC interface update for us?

A: If the individual has a social security number (SSN), and the valid SSN is entered on the SNAP E&T program record, the interface with HHSC should update the record appropriately.

Staff responded live in call. Please complete written response.

Assessment v. Orientation - SNAP E&T

Q: May the WorkInTexas.com SNAP E&T program ribbon assessment be used by staff to document completion of the SNAP E&T orientation?

A: No. Updating status on the SNAP E&T Outreach roster to attended documents an individual's completion of the orientation. Additionally, staff must document services appropriately in the program activity ribbon.

Some Boards may require that Workforce Solutions Office staff complete an assessment, which may include the Work Readiness Assessment on the SNAP E&T program ribbon, at the SNAP E&T Orientation. This process may not be applicable in all Board areas.

Participation Ribbon: Orientation for Participation - SNAP E&T

Q: Wouldn't the orientation service provided and entered in the activities trigger the participation, if so, why is the "participation" ribbon required?

A: Orientations services are not considered participatory activities. The first participatory service provided to a SNAP recipient will trigger participation. The SNAP E&T program *Participation* ribbon is used by staff to identify participation date, education level and participation type (voluntary or mandatory, General Population or ABAWD).

Participation Ribbon: Appointment Attendance - SNAP E&T

Q: Regarding the Participation Ribbon, is this entered when the customers attend the appointment date given in the outreach letter?

A: The participation date is tied to the date the first participatory service is documented in the activity ribbon.

Services: Self-Directed Job Search - SNAP E&T

Q: How would self-directed job searches be entered by staff for SNAP E&T attendance tracking?

A: Staff may enter Service 605: Choices/SNAP Job Search/Job Readiness, or Service 651: Retention - Job Search Assistance, as appropriate.

Services: Schedule/Attendance - SNAP E&T

Q: What are the services that require a schedule to be entered?

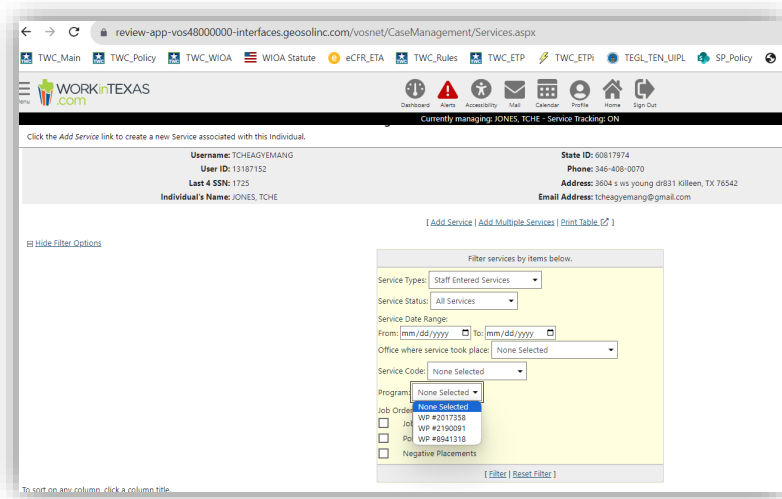
A: Each service that is linked to Attendance tracking requires a schedule to be set when that service is first entered. *These lists are different for Choices and SNAP E&T programs.*

Activities List: Program-Limited - SNAP E&T

Q: Does the activities link allow staff to view all services that an individual was provided so they can view co-enrollments to identify 90 days breaks in services?

A: *Activities.* WorkInTexas.com's Case Management Activities *History* table displays only Wagner-Peyser services. To view other programs activities/services, staff will select the appropriate program's Activities Ribbon.

Exit (period of participation). The Programs page will include a field to display the expected Exit Date for a period of participation (POP) for open program(s). To determine a closed program's POP staff will review the date listed in the Exit Ribbon for the program(s).



Credential Label - SNAP E&T

Q: On the credentials ribbon: Should the label be named date obtained versus received?

A: The ribbon title is a universal element in WorkInTexas.com' base system Virtual One-stop or VOS. TWC does not anticipate that the title will be changed.

Credential Dates entered into WorkInTexas.com must be the date the credential was achieved or obtained, not the date staff receive notice or confirmation of such credential achievement.

Work Readiness Assessment: Staff/Customer Informed - SNAP E&T

Q: Is the Work Readiness Assessment completed by a customer's responses or by counselor determination?

A: The Work Readiness Assessment is informed by interview and engagement with the customer. This tool should be used to allow appropriate Workforce Solutions Office staff to identify and document a participant's barriers to plan for meaningful service delivery.

Case Assignment: Roles-Based - SNAP E&T

Q: Must staff have appropriate privileges to perform case assignments?

A: Staff must have the appropriate privileges to create case assignments. Career Counselor roles may not be to manage groups but will be able to self-assign applicants during program enrollment.

Family Members: Benefit Status - SNAP E&T

Q: Is there a place where staff may view household details, such as additional family members who might be receiving benefits?

A: Staff must create the program application in order to access household details information.

Attendance Tracking: Data Entry Errors - SNAP E&T

Q: If staff make an error on hours, will WorkInTexas.com allow them to go back and fix the hours for case monitoring purposes?

A: Staff with privileges may edit or update these records, as practicable.

Employment Outcomes: Recheck Training Function - SNAP E&T

Q: What is the recheck training related employment in the employment ribbon for SNAP E&T?

A: This is applicable to ITA-funded training services. Staff may be able to identify the specific service connected to the employment outcome here.

Case Notes: Entered When Documenting Penalty - SNAP E&T

Q: Can a case note be entered at the time the attendance is recorded to document the penalty?

A: Yes

General Information: Customer Program Display - SNAP E&T

Q: When customers are signed in to WorkInTexas.com, will there be something identifying that they are participating in SNAP or that they have been outreached for SNAP E&T? When they sign in?

A: No. Staff may view program history, including open programs, for all registered individuals.

Services: Attendance Tracking - SNAP E&T

Q: Where in WorkInTexas.com will staff enter weekly job search hours and follow up appointments?

A: Staff will first add a service to the program ribbon, then add the hours. Applicable services allow attendance tracking for Choices or SNAP E&T.

Support Services - SNAP E&T

Q: Where do staff enter support services?

A: Support services are an available activity/service type. Staff document these under the appropriate program ribbon.

Employment Outcomes: Employer Tax IDs - SNAP E&T

Q: When entering employment, where do staff find the employer's state tax id. It's a required field, but where do you find their ID?

A: Local staff with privileges may access TWC's RACF system to confirm employer details, including TWC UI Tax IDs. The Comptroller's Office may also maintain other Texas Employer Tax IDs.

Service Enrollment: Can Screens Include Max Duration - SNAP E&T

Q: Can the enrollment summary include the maximum dates a service can be open? This may help to avoid screen errors such as the one displayed for single-day services (when staff enter an end date after start date) -"there has to be 0 days between the start date and close date."

A: No. This is not an available feature. TWC is developing an updated service matrix.

Case Closure: Employment Verification - SNAP E&T

Q: Are staff required to verify employment at case closure?

A: Staff must verify employment hours during participation though attendance records.

Closure: What Date - SNAP E&T

Q: Is the closure (like program detail) date still the date of the last service provided?

A: It may be. Closure is staff managed and should be entered when no future services are planned for the program.

Engaging Non-Authorized Participants Referred by HHSC? - SNAP E&T

Q: When creating an individual, if the customer is not authorized to work in the U.S, are staff able to move forward with creating a WorkInTexas.com profile?

A: It is possible that some SNAP recipients referred by HHSC to our program may not be authorized to work in the U.S. For example, legally admitted refugees of Afghanistan or Ukraine may. Boards must ensure that these individuals are registered and provided appropriate services through programs for which they are eligible, which may include the SNAP E&T and Choices programs, as well as child care services.

Services: Attendance Tracking (scheduled v. supplemental hours?) - SNAP E&T

Q: What is the difference between the schedule and supplemental columns when entering scheduled hours for SNAP E&T participant attendance?

A: Supplemental columns may be used for study hours attached to training or excused absences attached to activities.

Attendance: Format - SNAP E&T

Q: Are staff able to enter participation hours in a decimal format?

A: WorkInTexas.com attendance is entered in a clock format. For example, one hour and fifteen minutes is entered as 1:15.

Attendance: Too Many Hours - SNAP E&T

Q: Staff created two slots in the attendance section during training. Staff then added 15 hours for one activity and 10 hours for the other on the same day (a total of 25 hours in one 24-hour cycle). Will the system allow staff to document more activity hours than are available in a day without an error message?

A: WorkInTexas.com will not prohibit staff from entering more than 24 hours of activities in a single day. Boards must ensure that appropriate staff do not enter and verify more hours for an activity than may be confirmed and documented. TWC are reviewing issue for potential future enhancement.

Services: Retention Sub-Fund - SNAP E&T

Q: When a service is entered for Unsubsidized Employment under the SNAP program, are staff required to enter a sub-fund code 44 for job retention in WorkInTexas.com?

A: WorkInTexas.com does not include sub-funds. Each SNAP E&T job retention service will be a unique service/activity.

Retention Requests Following Staff Program Closure - SNAP E&T

Q: If the participant returns after staff close the program application and requests Job Retention Services within applicable policy period, what steps will staff follow?

A: Close out the customer and they have 90 days to come back. Staff with privileges may reopen a closed program application that has not yet exited in the system.

Rename Exit to Exclusions - SNAP E&T

Q: Would it be possible to rename Exit to Exclusions?

A: No. This is part of core system design and will not be changed. [WFCMS 03](#), issued September 28, 2022, identifies that a guiding principle for the WF CMS project was a commitment to a “configurable-off-the-shelf product and would avoid customizing unless needed to comply with state or federal mandates.”

Verify: Self-Attestation - SNAP E&T

Q: Are there any Self-Attestations (ex. Disability) that VERIFY will be used in its place?

A: Verify options will include self-attestation where appropriate.

Attendance: Good Cause - SNAP E&T

Q: I don't see a Good Cause option in the Set Attendance Status? What option would you use for a Good Cause such as client claiming a reconsideration.

A: Good Cause must be entered in the SNAP E&T Penalty ribbon.

Work Readiness Assessment: Required - SNAP E&T

Q: Is the Work Readiness assessment a required step?

A: Yes.

Orientation Attendance - SNAP E&T

Q: Do the WorkInTexas.com scheduler functions automatically create a penalty when staff update records to “did not attend”? What is the process?

A: WorkInTexas.com will not automatically create penalties when a customer does not attend a scheduled orientation. Staff must manually enter a penalty or Good Cause, as appropriate.

Work Readiness Assessment - SNAP E&T

Q: Is the work readiness assessment a one-time completion, how or will staff revise the form as needed to update customer's information accordingly?

A: The Work Readiness Assessment (WRA) is a living document. Staff are expected to update the WRA to address the removal of barriers during participation.

Program Registration - SNAP E&T

Q: Will the SNAP E&T application replace the Wagner-Peyser application?

A: Wagner-Peyser registration must be completed. Individuals participating in case-managed programs, including SNAP E&T, must also have an open program application in Wagner-Peyser.

Good Cause/Sanctions

Temporary Good Cause - SNAP E&T

Q: Is there not a Temporary option for Good Cause?

A: When a SNAP E&T participant has a Good Cause reason for not participating, regardless of how temporary the condition is, the participant would be referred to HHSC for Good Cause.

If the participant does not have a Good Cause reason for not participating, staff initiate a penalty.

HHSC Forms: Automation - SNAP E&T

Q: Will WorkInTexas.com be able to automate communication with individuals to send HHSC forms when applicable?

A: No. The process to send forms to HHSC will continue as it currently operates.

Ribbon Functions: Sanction/Good Cause - SNAP E&T

Q:

1. With the penalty reviewed options for the sanction that then appear in the good cause ribbon, will staff be required to go back into the Good Cause ribbon to finalize action?
2. Under Sanction Referral will staff upload the 1817 for case file management?
3. Will staff be able to edit the sanction after HHSC responds?
4. After adding a good cause/reconsideration and/or sanction/good cause, will services automatically be added under the SNAP ribbon or will staff manually enter them?
5. Moving forward are reconsiderations (1817 form) going to be documented under the Good Cause ribbon (typically 1816 form)?

A:

1. Yes.
2. Uploading documents into WorkInTexas.com is not currently required by TWC. Boards may develop policy that requires staff to upload such documents to an individual's program information in WorkInTexas.com.
3. Yes. Staff may utilize the Resend function in Sanctions ribbon.
4. WorkInTexas.com does not automate service entry for staff actions, including good cause.
5. Yes.

Form 1817 - SNAP E&T

Q: Is there not a document hyperlink where staff can attach the 1817?

A: WorkInTexas.com allows staff to upload the 1817 form to the Good Cause ribbon but this does not submit the form to HHSC.

Good Cause Ribbon: Monthly Entry -SNAP E&T

Q: Will there be an option added to the Good Cause ribbon to allow for monthly Good Cause data entry?

GSI Trainer explained that additional good cause events can be added.

A: Yes, the Good Cause Ribbon will include a table for participant good cause history.

Staff Closure (failure to participate) - SNAP E&T

Q: Can the SNAP E&T case be closed without the service plan or activities being entered? Example, closing with case closure reason client failed to participate?

A: Yes.

HHSC: Timely Updates Impact - SNAP E&T

Q: If HHSC does not update case timely for Reconsider/Sanction/Eligibility Determination, will staff be able to assist customer or close case accordingly? Or will staff need to wait for interface update?

A: Staff may continue to assist customer, provided they are not currently sanctioned and have current SNAP E&T eligibility.

Mass Sanction function - SNAP E&T

Q: Will staff be able to conduct a Mass sanction? Exemption?

A: No. Staff can mark multiple attendees as Did Not Attend - Penalize. Staff must enter each penalty individually on SNAP E&T program applications.

Penalty: Incomplete Application - SNAP E&T

Q: Are staff able to issue a penalty on someone with an incomplete SNAP E&T application?

A: Yes.

Penalties: Automatic Notes - SNAP E&T

Q: Will the system automatically create a penalty note?

A: No. Staff must manually enter penalty case notes.

Barriers: Add Barrier automation- SNAP E&T

Q: Under the barrier section, is there a reason staff wouldn't check the red box? Why does WorkInTexas.com not automatically check the box if a specific barrier is selected.

A: If staff identify a barrier in a specific section of the Work Readiness Assessment, they must select the barrier identified [screen language] checkbox to include that barrier in the summary. This allows staff to update barriers as appropriate during participation.

Penalty: Group Actions - SNAP E&T

Q: Will the staff be able to enter a penalty as group actions, also reconsideration?

A: No. They will have to be done individually.

Penalty: Program Closure - SNAP E&T

Q: When a customer doesn't complete the SNAP E&T orientation and a penalty is entered for failed to respond to outreach, does WorkInTexas.com close the SNAP E&T program application when a penalty is entered or are staff required to close the program?

A: Staff will close application. After 90 days the system exits the program (Common POP rules apply).

Reconsideration: System Codes - SNAP E&T

Q: Is it possible to add the number codes for the reconsideration responses, the same way it is set up for Penalty Review?

A: Staff will select reconsideration reasons by code for Good Cause and penalty reconsiderations.

Good Cause Following Staff Program Closure - SNAP E&T

Q: If a SNAP program is closed due to a penalty, and the customer later provides staff with a Good Cause reason, how will staff enter a Penalty Reviewed Recommended Good Cause? Are staff able to reopen the program application?

A: Staff with privileges may reopen a closed program application if it has not exited in the system.

Penalty Prior to Registration - SNAP E&T

Q: If the customer is not registered in the W-P program, can a SNAP E&T (or Choices) penalty still be entered?

A: Yes. A partial program application is created through the HHSC interface process which allows staff to document Good Cause and penalty recommendations.

Penalty Prior to Participation - SNAP E&T

Q: How can staff penalize an individual who does not show up to orientation when they only have W-P Reportable Individual Only registration, or do not have a complete WorkInTexas.com application?

A: Penalty functions operate independent of registration requirements.

Good Cause, and Other HHSC Submissions (Facsimile) - SNAP E&T

Q: Will staff still have to fax in Good Cause to HHSC besides inputting into the ribbon?

A: Yes. HHSC continues to require that staff fax official forms to HHSC.

Sanction Requests (Editing) - SNAP E&T

Q: How long do staff have to edit sanction requests?

A: Before the interface sends to HHSC at the end of the same day it is entered.

HHSC Request (Comments Included) - SNAP E&T

Q: If a comment is entered, will that go to HHSC with the request/referral?

A: No. These are internal for Workforce Solutions office and Board staff.

Penalty In Error - SNAP E&T

Q: How is "Penalty In Error" handled?

A: Penalty In Error must be handled on the same day staff enter the penalty in WorkInTexas.com. Otherwise through information transmittals to HHSC outside WorkInTexas.com.

Other

Case Transfer Process (Offices, Boards) - SNAP E&T

Q: Our Board area currently closes a SNAP E&T case that needs to be opened in a different area. Will Boards use the case transfer to transfer cases between case managers in the same LWDB?

A: Case Transfers should be used to move a program record to another Board area, as appropriate. Boards must ensure that appropriate staff are familiar with this process, described in *VOS Staff Guide 10: Programs: SNAP E&T* (pg. 78-80), available in WorkInTexas.com through *Staff Online Resources*.

Case Transfer: Staff Privileges - SNAP E&T

Q: Are all staff able to transfer cases or is it just staff with special privileges?

A: Staff with privileges will be able to transfer records.

Case Transfers: Same WDA, Different Offices - SNAP E&T

Q: Can a case transfer using the Transfer ribbon be accomplished within the same Board area to another center?

A: Boards must be aware that case assignment from one staff to another within a Board is achieved through case reassignment functions in *Services for Workforce Staff > Manage Case Assignment > Individual Case Assignment*.

Though staff with privileges may be able to reassign a SNAP E&T participant from one staff member to another within the same Board area using the Case Transfer ribbon, because performance outcomes will not be affected by such a local move, TWC does not recommend this process be used for transfers within a single Board area.

Case Transfer: Notice - SNAP E&T

Q: Will case transfer notices be sent to the Local Workforce Solutions Office, or will staff need to select a specific case manager? Will offices have WorkInTexas.com accounts for their offices?

A: WorkInTexas.com Case Transfer form requires the staff transferring the SNAP E&T program to select the appropriate Board area, Local Workforce Solutions Office, and staff to be notified of the request.

WorkInTexas.com will send the staff member selected an Internal Message requiring action be taken on the transfer request.

The *VOS Staff Guide 10: Programs: SNAP E&T* (pg. 78-80), available in WorkInTexas.com through *Staff Online Resources* describes the case transfer request process.

Case Transfers - SNAP E&T

Q: Will TWC require that the Workforce Centers use the case transfer feature in WorkInTexas.com? Currently, our office closes a SNAP or Choices program detail, if a customer moves out of our board area, and the customer will fall in the new board area's outreach pool.

A: WorkInTexas.com Case Transfer functions must be used for Board-to-Board transfers. Only exit from a program will allow possible inclusion in the proceeding months outreach pool. Because WorkInTexas.com program exit is tied to federal periods of participation (POP) and require 90-days to pass since the closure of the last participatory service in any program during a POP, the process used by staff in TWIST will no longer be practicable.

Case Transfers: Access after transfer - SNAP E&T

Q: Once the case is transferred to another WDA, can the staff in the WDA who made the transfer still see the record?

A: Based on privileges. Set for roles. Adjusted by WorkInTexas.com Liaisons.

County Assignments (HHSC) - SNAP E&T

Q: Is the county assigned by HHSC?

A: County assignments are based on county and ZIP code information provided by HHSC.

Office Designation - SNAP E&T

Q: How are participants assigned or included in a certain office area? Asking for WDAs with multiple counties and offices to determine best practices for SNAP E&T and Choices outreach.

A: *Removal of the office is required by staff before individuals will end up in outreach pool.*

Choices Questions and Responses

Outreach

Outreach Letters: Mail Automation - Choices

Q: Could you please clarify if the outreach letter is automatically mailed out or if staff need to print first and then mail out?

A: Local staff will be required to print and mail physical letters to individuals from local Workforce Solutions Offices.

Outreach Letter Template: link to online orientation option? - Choices

Q: Is there a place on the Texas Workforce Commission (TWC) provided outreach letter template that Boards are required to use for mandatory customers, where Local Workforce Development Boards (Boards) may insert a link for an online orientation for each Board?

A: Mandatory letters have been standardized by TWC. There is no link or placeholder for such a link. Recommend inclusion of additional information on included document in mailing.

Applicants: Rosters - Choices

Q: Are staff able to manually add Temporary Assistance for Needy Families (TANF) applicants to the roster as part of the Workforce Orientation for Applicants (WOA) registration? Our Board currently adds TANF applicants to a WOA roster and the schedule them to a subsequent event, the TANF Employment Planning Session (EPS), so they will be on the EPS roster for the next week.

A: Manual entry of applicant information is allowed in the WorkInTexas.com system

Walk-ins (Add to roster?) Choices

Q: If staff are working with a Choices walk-in customer can they be added to the outreach?

A: Staff should open program applications for walk-in applicant customers who choose early engagement. They would not be included in the Choices outreach roster.

Events/Roster: WOA Documentation - Choices

Q: How will an event be created for those clients coming in to the WOA since staff may not know many clients are actually showing up for the class?

A: Boards must ensure sufficient staff are available to serve all individuals attending a WOA.

Data from TIERS - Choices

Q: Will the workforce case management system (WF CMS) – now WorkInTexas.com - continue to import information from Texas Integrated Eligibility Redesign System (TIERS) into WorkInTexas.com?

A: Yes. Current TWIST – TIERS interfaces will be carried forward into the WorkInTexas.com for TANF and Supplemental Nutrition Assistance Program (SNAP) recipients.

TIERS Eligibility - Choices

Q: Will staff be required to check the TIERS system to validate HHSC benefit information for any discrepancies?

Several instances have occurred when staff members have verified benefits at the beginning of the month or beginning of participation and then HHSC updates information that contradicts what was already validated.

A: Recommend checking after eligibility date. TWC policy may not require this. Local Board Policy must be followed. The TIERS system provides the most current information.

HHSC Interfaces: What Data - Choices

Q: What will the initial data transfer from HHSC contain? All TANF certified and SNAP certified customers?

A: HHSC interfaces will be continued in WorkInTexas.com. Boards can expect the same data elements to be included.

Updating Information: General Information and Program Applications - Choices

Q: Will staff be required to update both the General Information and the Program Application as customer reports changes throughout program participation?

A: No. The WorkInTexas.com General Information section is maintained by the individual. Program Applications include read only data on applicant's status at program enrollment. Staff should maintain changes reported by the individual during participation, such as address, phone numbers, email addresses outcomes and other information applicable to specific program. Staff will not update these data after participation begins for a program. For each new period of participation (POP), staff will enter information on a new program application. Each program application has its own ribbon where staff will maintain and update program services, outcomes, and other information, applicable to the specific program.

HHSC EDG # v. Case No. - Choices

Q: Do you know if the TANF Case Number is the EDG number or HHSC Case number?

A: The EDG number will match the TANF case number in the system.

WOA: Walk-Ins - Choices

Q: If there is a walk-in customer what ribbons are going to be used for a WOA?

A: The WOA date will be documented on the program application created by staff.

HHSC Benefit History: Program Specific - Choices

Q: For a Choices customer receiving TANF benefits and SNAP benefits, are staff able to see HHSC benefit information from both programs (TANF and SNAP) in the individual's Choices application HHSC/Benefit Ribbons?

A: No. Benefits shown on a program application will be specific to that program.

Participation/Services

Work Readiness Assessment: Saving Barriers - Choices

Q: In terms of site functionality could there be a way for the add barriers box to be automatically checked/added as staff check off the barriers that apply to the customer?

A: This is a system function question. The WRA barriers and barrier history tables are tied to staff selection of specific barriers from one or more barrier category.

'Add Barrier...' checkboxes in each section are provided to create an additional barrier not included in default listings for a category.

	<input type="checkbox"/> Add "Housing" barrier
* Personal/Family Issues:	<input type="checkbox"/> No issues reported
	<input type="checkbox"/> DCF Involvement
	<input type="checkbox"/> Children having problems in school
	<input type="checkbox"/> Household members with health issues
	<input type="checkbox"/> Add "Personal/Family Issues" Barrier

Choices Program Application: Exit - Choices

Q: Will Choices program applications be subject "program exit" as are other program applications (for example, SNAP E&T)?

A: All programs will have staff-entered closures (staff expect no additional program services will be provided) and system-triggered exit (no participatory services have been provided during last 90 days in this, or other open common-exit programs during the POP).

Program Closure: Add Employment Ribbon - Choices

Q: Why doesn't adding the Employment during closure populate the Add Employment ribbon?

A: This function is not included in system design. Staff-entered Employment entries may be shared to an individual's General Information profile. Existing Employment Information may be selected when entering Employment Outcomes on program applications.

Wagner-Peyser Program Enrollment for Choices - Choices

Q: When would you enroll a Choices participant in a Wagner-Peyser (W-P) program application? Is it necessary to co-enroll CMS program participants in the W-P program as participants to provide specific services?

Will all W-P level services be available to each of the CMS program applications? Examples: Referrals to other services. Job search and job referrals?

A: TANF applicants or Choices individuals who participate in the program must be enrolled as W-P program participants.

Same Day Open and Close - Choices

Q: When staff provide the WOA Orientation, they open a Choices Program (Program Detail) and close it same day then the customer drops into outreach and a new Choices Program is created.

Will the system display multiple Choices program applications under the Choices ribbon?

A: No. WorkInTexas.com only allows a single open program application for each program.

Preferred Method of Communication/TRA – Internal Message Choices

Q: If customer selects Internal Message as 'Preferred Method of Contact' when registering for WorkInTexas.com, will staff use this method or Choices TRAs?

A: Staff will use information documented during Choices Application/Enrollment to identify the participant’s preferred contact for Choices program functions. Internal Messaging may not be sufficient to meet requirements (or formality) of Choices’ documentation.

No Social Security Number (SSN) - Choices

Q: When manually creating a customer (with no social) for the Workforce Orientation for Applicants (WOA), will the interface create a duplicate customer when they are eligible for receiving benefits?

On the Activity Enrollment – under General Information

Under Staff: When should Yes be selected for the activities show up on the Individual Employment Plan?

A: The system will update the application when the HHSC interface sends certified TANF recipients to the outreach.

Provider: Worksite - Choices

Q: Is provider equivalent to worksites such as in The Workforce Information System of Texas (TWIST) under the Participation ribbon section Enrollment Service Provider Information?

Is “provider” equivalent to worksites such as in TWIST where the employment/training worksite where customer is completing participation?

A: Provider would be the office they are receiving services at/ training provider.

Work Readiness Assessment: Requirement - Choices

Q: Will the Work Readiness Assessment be a requirement for all Choices customers?

A: Yes, the Work Readiness Assessment is required. Boards must ensure that assessments are provided to the following:

- Choice’s participants who are age 18 or older or heads of household, as determined by HHSC;
- Choices participants who are not yet age 18, have not completed secondary school or received a HSE credential and are not attending secondary school; and
- Applicants and former recipients who choose to participate in Choices services.

Support Services: Barriers - Choices

Q: Will staff be able to provide support services for barriers not documented, for example: provide transportation assistance/gas cards if red text "Add Transportation Expenses Barrier" is not selected?

A: WorkInTexas.com will not block the ability to enter support services without a barrier being identified through system function. The IEP is updated to account for a change of circumstances and support services needs can be identified later.

Attendance Hours: Automated Calculation Choices

Q: Will WorkInTexas.com auto-calculate required hours for activities?

A: No, local staff will need to calculate the required activities just as they do today with the TWIST system.

Attendance: Closed Service Entry - Choices

Q: Are staff able to enter participation hours for closed service activities?

A: Yes.

Attendance: IEP/ISS as participation - Choices

Q: Are staff able to enter participation for goals/objectives that have been closed?

A: Participation hours may be counted for appropriate service activities.

Attendance: Hours Outside of Schedule - Choices

Q: Will participants be credited for performance if the hours completed were not within the parameters of the staff-assigned schedule for each service?

A: Yes. Creating a schedule for an applicable service opens the attendance tracking functions for that service in WorkInTexas.com. The schedule should be entered according to expected participation, where possible, but staff may enter hours outside of the scheduled times for each week.

Attendance Hours: Uploading Timesheets - Choices

Q: Where do staff upload timesheets for verification of hours?

A: TWC does not require Boards to upload documents to the WorkInTexas.com system. TWC recognizes that Boards may have existing and ongoing contracts with various vendors regarding the administration of local file management tools. Staff must follow local document management and retention policies retained in participant case files.

Attendance Hours: Verification - Choices

Q: Will there be reporting/tracking that identifies hours lacking verification?

A: Staff may enter hours in the attendance tracker without verification. Unverified hours will not count toward the Choices Full Engagement Measure. TWC is working to recreate staff reports. This includes verification of hours report.

Attendance: Employment – Multiple Services - Choices

Q: For a participant employed at two locations, will each activity have its own calendar schedule calendar?

A: Yes. Each service has its own Attendance Tracker page.

2nd Parent Assessments - Choices

Q: For 2nd parent assessments, will staff need to do complete an assessment for each parent's application, or will it transfer if they are identified as part of the family?

A: Staff must document the assessment for each parent. One parent's assessment will not transfer to the other parent's WorkInTexas.com record. Each individual should be assessed based on their needs, goals, and required activities.

Work Readiness Assessment - Choices

Q: When customer reports a change in barriers, does staff edit the Work Readiness Assessment or does a new assessment get done?

A: Boards must ensure that Workforce Solutions Office staff performs initial and ongoing assessments to determine the employability and job retention needs of Choices participants, including wage advancement and career development needs.

In WorkInTexas.com staff will Edit the existing WRA on Choices program application by closing each barrier as it is removed for the participant.

Barriers to Employment

Barriers to Employment	Date Identified	Action
Child Care Availability	09/26/2023	Close Barrier
Child Care Expenses	09/26/2023	Close Barrier
Transportation Availability	09/26/2023	Close Barrier
Transportation Expenses	09/26/2023	Close Barrier
Language	09/26/2023	Close Barrier
Math/Reading Skill	09/26/2023	Close Barrier
Learning Disability	09/26/2023	Close Barrier
Physical Health Issues	09/26/2023	Close Barrier
Legal Issues	09/26/2023	Close Barrier
Criminal History	09/26/2023	Close Barrier

[View Barrier History](#)

Barrier History

Barrier	Date Identified	Date Closed	Closed By	Date last Edited	Edited By	Action
Housing	09/26/2023	09/26/2023	EBEN RIGGS			Delete
Personal/Family Issues	09/26/2023	09/26/2023	EBEN RIGGS			Delete

[Close Barrier History](#)

Save Cancel Delete Print

Work Readiness Assessment: History Table - Choices

Q: Are all changes to the Work Readiness Assessment (WRA) recorded in the system? Is this tracked in view barrier history?

A: Boards must ensure that Workforce Solutions Office staff performs initial and ongoing assessments to determine the employability and job retention needs of Choices participants, including wage advancement and career development needs.

Yes, Changes are tracked in the Barrier History table of the WRA.

Child Care Referrals - Choices

Q: Boards are aware that Child Care Services will have their own system. Will Choices (and SNAP E&T) program staff use a service to refer participants for child care assistance and upload a copy of the 2510? Or will there be a form, such as Form 2510 - Notification of Child Care eligibility, that will auto-populate the information in WorkInTexas.com?

A: Staff will identify a referral to child care in WorkInTexas.com through selection of service and required details. WorkInTexas.com will not generate a form but will transmit limited data to child care staff. Boards must ensure staff follow TWC guidance and local policy, as appropriate.

WorkInTexas.com child care information services include the following:

- 165 - Referral to Child Care (CC) services
- 168 - Child Care (CC) Services - Update and Continue Care
- 169 - Child Care (CC) Services - Discontinue Care - Voluntary Self-Withdrawal
- 170 - Child Care (CC) Services - Program Closed - Continue Care
- 171 - Child Care (CC) Services - Program Closed – Employed

Link Work Readiness Assessment to IEP/ISS in system - Choices

Q: Since the IEP will be addressing barriers, would it be feasible to have a link to the Work-Readiness assessment or Skills assessment to easily address them?

A: This is not a current system function. The Work Readiness Assessment, Objective Assessment Summary, and IEP/ISS are separate documents that may all be useful in identifying barriers and documenting actions taken to address those barriers during participation.

Wagner-Peyser Coenrollment - Choices

Q: Will the Wagner Peyser application still need to be completed or will staff just need to complete the Choices/WTP program application?

A: TWC requires Wagner-Peyser coenrollment for all Choices participants. This allows Boards to provide comprehensive workforce services, including referrals to quality employment opportunities, to customers. Quality case-management plans include co-enrollment across workforce programs.

One-day Services: IEP/ISS - Choices

Q: Is completing the IEP a one-day service?

A: IEP/ISS services are one-day services.

Participation Hours for IEP/ISS: Job Search Assistance - Choices

Q: How are staff able to provide credit of participation hours to customers upon completion of the IEP?

A: TWC allows Boards to count assessments, such as the TABE, as an activity that would count toward participation but not Board performance. The hours required for testing may be allowed as participation hours.

Attendance: Tracking - Choices

Q: Are staff required to enter the “weekly assigned hours” for all service activities entered? The hours are entered daily in WorkInTexas.com. How will hours be entered?

A: In the attendance tracking staff can enter the “scheduled hours” for applicable activities. Staff will enter actual hours for each day.

Attendance: Late Entry - Choices

Q: Will staff be able to receive the weekly timesheet from customer and then go to attendance and back-date hours completed for each day?

A: Yes. All hours entered must have occurred (verification may be required).

Attendance: Closed Service - Choices

Q: Are staff able to enter attendance hours for a closed service activity?

A: Yes

Attendance: Scheduling Services - Choices

Q: Explain the new way of tracking hours. Will staff need to create a schedule to include all seven days so that you can enter daily hours on the appropriate days?

A: For attendance tracking, staff must create a schedule for each service/activity. The schedule should match expected hours, where practicable, but those hours are not required to match actual hours/days entered on attendance.

Attendance: Verification – Uploading Documents - Choices

Q: Are Boards required to upload timesheets into WorkInTexas.com for time verification?

A: TWC does not require document uploads into the system at this time. Boards may develop local policies that require staff to use these available features.

Attendance: Updating Service Schedules - Choices

Q: Can the schedule for the service activity be updated throughout customers participation?

A: Yes.

Attendance: Verification - Override - Choices

Q: Will new verifications override the previous verification entered for the same period? For example, when a week or month is divided into two verification documents.

A: Each verification is its own individual entry. One verification will not override another already entered.

Outreach Pool: Removal - Choices

Q: Will the outreach pool also be emptied by the initial appointment/application or just by sending a letter?

A: HHSC referred TANF recipients are automatically removed from the outreach pool once they are added to a roster for a scheduled event.

WOA: Choices or W-P Entry - Choices

Q: How will the WOA process work in the new system? Will staff create a Choices application for those attending a WOA, or will the WOA service be entered under WP?

A: Staff will create a Choices application and document the WOA service on that program application and by entry of the orientation service, and complete WP application, if not already open.

Services: Duration - Choices

Q: Will services/activities stay the same as they were in TWIST? For example, will an employment activity will stay open for 30 days?

A: No. To minimize unnecessary staff data entry, some program activity/service durations will be adjusted from their current settings. TWC will continue to require that staff enter only those activities that are staff validated. Staff will continue to validate participation in appropriate services as required by each program. This may include timely service case note entry.

Additional guidance on service documentation may be found in [WD Letter 06-13, Change 3](#).

Credentials: Multiple Program Entry? - Choices

Q: Will credentials earned need to be entered into multiple programs if a client is co-enrolled or does the credential just need to be entered once?

A: Credential and other outcomes should be entered in all applicable programs providing services.

Good Cause/Sanctions

Activities: Good Cause - Choices

Q: Will staff no longer enter a Good Cause service under Activities/Services?

A: Good Cause will be entered through service entry and the Good Cause ribbon.

The duration of the Good Cause service in WorkInTexas.com will be 31 days. Staff may be able to extend the Good Cause service in 31-day increments, up to 6 months. Staff must document appropriate contact with participants through case notes in accordance with existing state and local guidance, including [WD Letter 06-13, Change 1](#) (et sec.)

TRA: Where is it Documented - Choices

Q: Where would you enter a Timely and Reasonable Attempt?

Does the system have the capability to develop the Timely Reasonable Attempt letter?

Will there be a TRA (Timely and Reasonable Attempt) letter created to pull from outreach or will that have to be a Stand Alone letter now?

A: Staff must manually send TRA communication, by customer's preferred method of contact, and document accordingly in WorkInTexas.com, including through detailed Case Notes.

H1836 Forms (system sent?) - Choices

Q: When completed forms are sent to HHSC in WorkInTexas.com, will they still need to be faxed?

Example: H-1836 A/B forms.

A: WorkInTexas.com will not transmit H-1836 forms. HHSC continues to require workforce staff to send H-1836 forms through facsimile.

Sanctions: Staff Error - Exempt Customers - Choices

Q: Why doesn't WorkInTexas.com provide an edit/error message if you try to sanction an exempt customer? In training, staff selected *Single Parent/caretaker relative caring for a child under age 1* in the TANF Applicant Work Code field. This is an exempt work code, and the customer shouldn't be penalized. During training staff were allowed to enter a sanction on this exempt customer.

A: Staff must ensure they only submit sanction requests for mandatory customers who are noncompliant.

H1836: Reduced Hours - Choices

Q: On the 1836A/B form is the reduced work hours amount by the week or the month?

A: Per week.

Sanctions: Concurrent with Good Cause - Choices

Q: In the TWIST environment, if you've entered a sanction, it will not allow you to enter a Good Cause without an error message about concurrent services. It looks like WorkInTexas.com will let you. How will that be handled?

A: Staff must ensure they do not submit sanction requests for customers who have already been granted Good Cause.

Resend Dates: Populated by System - Choices

Q: How does the Resent to HHSC Date get populated in the Sanction ribbon? Does the system automatically resend a sanction, or will staff need to resend it and then how does the date populate in the sanction ribbon?

A: Staff must manually enter the resend date. Staff must resend sanctions, as applicable.

H1836: Correcting Errors - Choices

Q: If staff enter an 1836 form incorrectly, how will that be corrected?

A: Staff with privileges may edit this information.

Good Cause: Monthly Entry - Choices

Q: Will Good Cause have to be entered monthly?

A: Good Cause should be reevaluated each month.

Good Cause (different than SNAP E&T functions) - Choices

Q: Good cause does not interface in Choices, but it does in SNAP? Why is this and will this change? *Currently staff enter Good Cause under service tracking and under TANF tab. I understood Good Cause having impact on customer's time clock so I'm curious if it no longer will have impact if Good Cause in Choices if it doesn't interface.*

A: Workforce Solutions Office staff determine Good Cause for Choices participants. HSSC makes this determination for SNAP E&T participants.

Good Cause - Choices

Q: Because Good Cause has impact on customer's state and federal time limits, will this change because of WF CMS implementation in WorkInTexas.com.

A: WorkInTexas.com implementation will not change HHSC policy or rules.

Good Cause: 1836 and service entry - Choices

Q: Does it matter which is entered first Good Cause and then 1836 or other way around?

A: No, this does not matter. An 1836A/B can be entered, without Good Cause, as part of the assessment process when developing Family Employment Plans (WorkInTexas.com IEP/ISS) and a Good Cause can be entered without a Form 1836A/B.

Closure: Following Penalty - Choices

Q: When a Choices penalty is submitted, do staff need to manually close the application?

A: WorkInTexas.com will not automatically close or exit a program following a penalty submission or approval by HHSC. Following penalty submission, staff should create a program closure using the completion reason - *Client failed to participate/Penalty requested*, or if penalized, staff may enter program closure using the completion reason - *Client is no longer eligible*.

1836: Form Upload - Choices

Q: Will staff be required to upload 1836 A/B form? Would the 1836 be uploaded in the case note pertaining to entry in Form 1836 A/B ribbon?

A: TWC does not require Boards to upload documents to the WorkInTexas.com system. Staff should record all pertinent information under the H1836A/B ribbon when used as part of the assessment process when developing FEPs and must ensure appropriate documents are retained including protected medical information, as directed by TWC guidance and local policy.

Other

U.S. Work Authorization - Choices

Q: Our Board area is experiencing an increase of customers who are not authorized to work in the U.S. Are staff required to confirm an individual's authorization to work in the U.S to enroll them in a Choices program application?

A: Staff must complete the U.S. Citizenship status as a component of program application completion. Staff must select the appropriate choice from the following:

- Citizen of U.S. or U.S. Territory
- U.S. Permanent Resident
- Alien/Refugee Lawfully Admitted to U.S.
- None of the above

Program Records: Process Changes (multiple TWIST program details) - Choices

Q: When staff provide the WOA, in TWIST they open a Choices Program Detail and close it on the same day then the customer drops into outreach and a new Choices Program is created.

Will the system display multiple Choices Programs under the Choices ribbon?

A: Previous program applications will be shown. WorkInTexas.com will not allow multiple open program applications.

Policy Updates: Program Guides and Monitoring - Choices

Q: What the monitors will be looking for to demonstrate the expectation/flow of providing services to the customers? For monitoring purposes will it be required for a Board that uploads documents to WorkInTexas.com (to serve as a case file) to maintain any parts of the customer file (documents) from WorkInTexas.com?

A: Sub-Recipient Monitoring will review records for compliance with policy in place at the time participants are served.

Case Transfer: Notifications and Process - Choices

Q: If a customer comes to a new board area, but their previous board did not close the IEP/ISS or corresponding programs, who will staff notify or how will this process be handled, since these services are single-day?

A: Cases will be transferred, not closed. The IEP/ISS should be amended to address current goals and objectives.

Case Transfer - Choices

Q: Is the case transfer required for other boards to work with a client?

A: Yes.

Documentation: Comments - Choices

Q: Are comments required in actions being taken or just the Case Notes?

A: There are comment boxes for short answers for further clarification, but Case notes should remain updated to document all customer contacts and contain all the required documentation.

TAA Questions and Responses

Eligibility/Enrollment

Merit Staff - TAA

Q: Will staff be required to be merit staff to create the Trade Adjustment Assistance (TAA) program application? *When saying state/merit staff are you referring to state office or local center staff?*

A: Rules will not change for the program. Merit staff is responsible for waivers and training. TAA Guide Non-merit staff may create and complete the TAA application. The only federal requirements for merit staff are outlined in the [TAA Guide](#) in A-105: Merit Staff Requirements.

Document Verification: Date of Actual Layoff - TAA

Q:

1. Is there a list of allowable documents for verification of the actual layoff date?
2. Will the "other" option allow any document?

A:

1. TAA eligibility process will not change in WorkInTexas.com. State staff will complete TAA program eligibility.
2. In general, the *Other* option for verification of eligibility and outcome criteria triggers a form-field entry by local staff for unlisted document type. This option will be very limited in WorkInTexas.com. Data validation requirements are limited by federal and state guidance.

General Information data do not include document verification.

State office staff determine eligibility in Admin - Program Administration - TAA Layoff List based on the DOL certification and worker separation requirements. Local level staff will select the customer from the layoff list and process the TAA program application.

Petition-Limited WIOA Enrollment - TAA

Q: If the petition number is above 98,000, does the WIOA eligibility need to be completed in WorkInTexas.com prior to TAA?

A: The WIOA eligibility and co-enrollment process is not changing. All participants should be co-enrolled in WIOA Dislocated Worker to maximize available services and benefits at the earliest possible option. The local area must follow guidance in [WD Letter 18-21, Change 1](#). Additional guidance on petitions above 98,000 is available in [WD Letter 16-21, Change 1](#) and [WD Letter 12-22](#).

Local Individual Applications - TAA

Q: If a layoff affected worker does not have a TAA account yet and they were affected by an event. Should staff wait until the TAA account is created to interact with the individual?

A: By the time individual has a BT1 letter, they will be attached to a petition by TWC TAA staff. Staff need to notify the State office if the customer is not on the Petition Layoff List or if any information is incorrect. For example, incorrect name, social, company name, and separation date errors need to be reported.

Document Management - TAA

Q: Do staff need to upload verification documents to WorkInTexas.com, in addition to uploading the documents to our board's electronic Cabinet?

A: WorkInTexas.com includes features that allow staff do upload and manage documents related to individuals. TWC does not anticipate setting a requirement for local staff to use the document management features included in the system, at this time. They are an available option for Boards that choose to utilize the system and based on applicable local policy.

Staff Entry by Role/Type - TAA

Q: Will TWC staff be the only ones to do any entries in WorkInTexas.com for TAA?

A: No. TWC state office staff will manage petitions and enter those eligibility criteria for individuals. TWC state office staff will also approve/deny waivers submitted by local staff and approve all training for TAA participants.

Staff Approval of Paperwork - TAA

Q: Will local staff no longer be required to sign off on TAA paperwork?

A: The following must be confirmed by local staff:

- Eligibility application
- Waivers
- Training approvals

Documenting SSN (Local) - TAA

Q: When a customer presents a Social Security number (SSN) card will it need to be uploaded to WorkInTexas.com or should staff only view it?

A: Staff should follow local policy on collection and storage of such information in WorkInTexas.com. TWC does not anticipate requiring local staff to use the document upload functions in WorkInTexas.com for program enrollment or related data validation at this time.

Layoff List - TAA

Q: Concerning the Eligible Layoff List - Will this be a new process for Boards to enter eligible layoff list (currently, handled by the state)?

A: The Layoff List will continue to be managed by TWC state TAA staff. Local staff have to identify individual from list options.

Rapid Response - Conversions TAA

Q: Following WF CMS implementation, will staff enter Rapid Response attendees in WorkInTexas.com?

A: Yes. Staff with program privileges will be able to enter new registrations and services (individually or through a spreadsheet upload) or update services for existing registered individuals. Rapid Response services may be entered on W-P, WIOA, or TAA program applications, as appropriate. Rapid Response activities may be migrated into W-P program activities if they were entered recently. Rapid Response will no longer be a standalone program.

Tax Wage Calculations - TAA

Q: How will Average Weekly Wage (AWW) be calculated in the absence of tax wages tab in TWIST?

A: Participant wage data are available through an interface with Texas' UI tax wage data to staff with appropriate privileges. If tax wages records are not available, staff may gather this information from the worker. Staff must fully document in case notes how the Average Weekly Wage (AWW) was determined.

Eligibility - TAA

Q: Will the TAA eligibility criteria change in WorkInTexas.com? Currently, the TWC/TAA unit pre-determines many criteria before local staff may provide services.

A: Eligibility criteria are determined by program requirements. TWC State TAA staff will continue to confirm eligibility for Trade-affected individuals.

System Status Verification (not automated) - TAA

Q: Due to information pre-filled showing different employment dates in the Objective Assessment Summary, why does system not throw an error?

A: Staff must review and verify all applicable information related to applicant's status during enrollment in programs.

TAA State Staff Roles - TAA

Q: Will State staff still handle waiver reviews, service entry, and case notes?

A: State agency staff roles will continue in WorkInTexas.com with current activities and responsibilities.

Rapid Response Conversion - TAA

Q: Will current Rapid Response records be converted into WorkInTexas.com?

A: Yes, as Wagner-Peyser records and services.

Wagner-Peyser Coenrollment - TAA

Q: Does the completion of the Wagner-Peyser have to be complete for the TAA option to be displayed or available?

A: Completion of the WorkInTexas.com customer registration, which creates a W-P registration is required for all programs. W-P program enrollment is not required as a system function to complete TAA program applications in WorkInTexas.com.

WIOA Dislocated Worker coenrollment requirements for TAA participants remain in effect.

Coenrollment in appropriate programs is encouraged by TWC to allow participants to receive all available services to meet their needs and remove barriers to employment.

Public Assistance Status: Eligibility - TAA

Q: Are the public assistance status questions in TAA program application for the applicant only or should staff include household members receiving public assistance in response?

A: Public Assistance status is used for participants only (PIRL 600-604).

Low-income status (PIRL 802) may also consider whether the individual or member of their family receives or did receive public assistance. This element is not a consideration for TRADE affected workers. *Public Assistance tab in TAA Program Application only relates to the individual's status.*

TRA Benefit Amount - TAA

Q: Will the state be providing the TRA benefit amount information for staff to then enter in the TAA/TRA benefit ribbon or will this information be entered by state?

A: The TRA benefit amount will not be provided. The TAA/TRA Program Benefit Payments ribbon is to be used to enter Training Payments that are currently entered in TWIST Service Tracking -> ITA/Financial Assistance tab for TAA. This includes benefit payment types:

- Travel while in Training Payment (TWIST: Travel Allowance)
- Subsistence while in Training Payment (TWIST: Subsistence Allowance)

- Training Payment (TWIST: Training Expenses)

The State office will use this ribbon to enter Job Search and Relocation Allowance Payments.

If the local area needs to recoup funding after a State appeal, the State office will provide written guidance and the overpayments recovered will be documented in the TAA/TRA Program Benefit Payments ribbon.

Participation

Planned Gap in Participatory Services - TAA

Q: In situations where there is a 90-day gap, will that create two periods of participation? What service would be entered in a situation where customer is not able to attend training for a period that is longer than 90 days?

A: If a gap of more than 90-days between participatory services is planned, staff document the planned next participatory service by using the Projected Start Date for the new service in WorkInTexas.com. For example, if participant is in training but will not attend courses in the summer months, staff must close the training service on the date of last training attendance before summer. At that time, they will enter a new training service with a projected start date on the first day of training for the next semester the participant is expected to participate.

Note: If staff do not update the projected start date with actual start date within the allowed data entry window (following confirmation of attendance by participant or provider) WorkInTexas.com will close out the projected service as never provided.

COA Required for Trade V TAA

Q: Is completing the comprehensive objective assessment required for TAA participants?

A: Yes, even if the Comprehensive Objective Summary is not processed in WorkInTexas.com, staff are to process comprehensive and specialized assessments for participants seeking TAA services and benefits. Staff are required to enter appropriate sequential services prior to the approval of training, which include completing:

- 102 – Initial Assessment
- 203 – Comprehensive Objective Assessment

Signatures in System - TAA

Q: Will signatures be a requirement for those ribbons that have forms to be signed?

A: Yes, they will be required for TAA participants.

Activities: Attendance Tracking - TAA

Q: There is no attendance ribbon for WIOA/TAA; will service activities that typically require a schedule, such as training/work experience, require for staff to enter the schedule for that activity for WIOA/TAA?

A: Only Choices and SNAP E&T programs include attendance tracking in WorkInTexas.com.

Multiple Service Entry - TAA

Q: Is it possible to enter services under multiple funding/grants, or will they need to be entered separately.

A: Each service must be entered one at a time. The only exception is Wagner Peyser.

Any service that is funded by multiple programs must be entered for each program. Boards must ensure that staff do not document services on programs for which funding for that service(s) is not provided.

IEP/ISS and Reemployment Plans - TAA

Q: Boards currently complete a Reemployment Plan for our TAA customers and do not complete an IEP/ISS. Will this IEP/ISS replace the Reemployment Plan?

A: TAA program will require the Universal IEP/ISS and a REP supplement be completed.

Service Entry - TAA

Q: Who will enter the service will it come from state staff or the caseworker?

Is the date for service based on the date that it is approved by state worker?

A: Services entered locally. Waiver - date requested. Training – start date is first date of attendance.

Paper Forms - TAA

Q: Will TAA Waiver and REP paper forms be required moving forward?

A: Waiver will be electronic. REP supplement will be separate form attached to records.

Accruals - TAA

Q: Where are the accruals listed?

A: TAA accruals are to be added to the TAA/TRA Program Benefit Payments ribbon.

This includes benefit payment types:

- Travel while in Training Payment (TWIST: Travel Allowance)
- Subsistence while in Training Payment (TWIST: Subsistence Allowance)
- Training Payment (TWIST: Training Expenses)

Training

TRA: Enrollment Date - TAA

Q: Is the TRA Training Enrollment Date the same as the TAA Enrolled in Training Date in the TAA Program Detail?

A: Yes, the TRA Training Enrollment Date is the TAA Enrolled in Training Date in the TWIST TAA Program Detail Summary Tab. This date needs to be completed at the time the TAA Training Application is being processed. If the Date needs to change, only the State office may change the date. This process is similar to TWIST.

Training Application - TAA

Q: Are staff required to complete an Estimated Begin Date, Estimated Completion Date, ONET, Training Provider and Program information in the TAA Training Application?

A: Yes, staff are required to complete this information in the Training Application ribbon for approval. Staff must complete this missing data from the Training Application to open or extend the first training services in WorkInTexas.com.

Training: Provider Information - TAA

Q: Will staff be required to enter provider data for TAA training services in WorkInTexas.com?

A: Staff will need to enter any lacking provider or training information into WorkInTexas.com to open or extend any training services.

Training Application: Alerts - TAA

Q: Will TWC State office staff receive an alert for submitted training application from the TAA Training Application ribbon to process approval or denial?

A: The local area needs to email the State office at taa@twc.texas.gov to submit any training request for approval or denial. Staff should follow-up by email if they do not receive a response within 24 hours of the initial request.

TWC is working with the vendor on the development of a system enhancement to receive alerts for training requests.

TWIST ITA Function - TAA

Q: At what point in the process will the approval of the Individual Training Account (ITA) come into play?

A: ITAs must be approved locally before an ITA-funded training service is documented by staff.

Training Connected to Desired Occupation - TAA

Q: Does the desired occupation have to be in line with customers desired training in the objective assessment?

A: TWC staff are not aware of system functions that require occupation match between IEP/ISS or objective assessment and training services and information. Occupations may change based on an amendment to training in 20 CFR 618.665 and the TAA Guide C-506.

The Board must ensure that Workforce Solutions Office staff use the objective assessment and IEP/ISS (including REP supplement) to document participant needs and develop a customized and comprehensive service plan. Services provided should support and where practicable lead to a customer's desired occupation.

Training Benchmark: End Date - TAA

Q: Would the ending date of the training benchmark be for each individual benchmark, or should the ending date be the end date of training to which staff would then get a schedule table with benchmarks required within the full length of the training?

For example, like it did with the waiver?

A: Benchmarks are to be done in intervals of no more than 60 days. Most WDAs process benchmarks every 30 days to ensure the requirement is met. The benchmark period should reflect the Start Date and End Date corresponding to the review period. Staff must understand that all benchmark periods will have to meet the quarter plus 20 requirements. Therefore, any benchmarks are to be processed for the current training period.

Example: If the semester ends on 12/15, staff must process the 12/01 to 12/15 benchmark on or before January 20th.

Training Benchmark: Frequency - TAA

Q: When staff perform a training benchmark review on October 1st, would it be for the period beginning in August?

A: Federal and State requirements are for not more than every 60-days. Boards may set local policy to require this action be taken more often, for example, every 30-days.

The Start Date of the benchmark starts the 30- or 60-day review period. The End Date is the date the benchmark period ends. The Review Date is the actual date staff review the benchmark period.

Example: The benchmark review period starts on 08/26/2024 and ends 9/30/2024. Staff receive the benchmark on the 10/01/2024 appointment date and review the current training status with the customer. The Benchmark Ribbon reflects the following:

Beginning Date of Benchmark Period: 08/26/2024

End Date of Benchmark Period: 09/30/2024

Review Date: 10/01/2024

Training Benchmarks: Documentation - TAA

Q: What are the allowable documents for supporting evidence of the training benchmark entry?

A: The allowable supporting documents for training benchmark entries are:

- Grades – This includes Transcripts, Report Cards, or Blackboard
- Test Scores – Assessment Results
- School Progress Reports – Mid-term progress reports or Provider Attestation Reports
- Instructor’s Communication – Email or Fax from an Instructor
- Other – Letters or any other school documentation

Additional information on appropriate benchmark documentation is in the TAA Guide in C-505.a: Benchmark Review.

Training Approval: State-Office - TAA

Q: Will the state office be approving all trainings or only those >25K

A: The State office is approving or denying all training requests, including those under 25K. Local area staff may process a Training Application, but may not process approval. All requests must be submitted to the State office with a justification to either approve or deny the training.

Weeks In Training: Calculation - TAA

Q: Will actual weeks be calculated outside of WorkInTexas.com?

A: The system will calculate weeks based on data entry in WorkInTexas.com.

Training Approvals - TAA

Q: Will TWC need to approve all training or just training over \$25,000.

A: Because local staff may not deny training, TWC will approve all trainings in WorkInTexas.com.

Waivers

Waiver: Online Form - TAA

Q: Will Boards use the online Waiver Form in WorkInTexas.com?

A: Yes, staff are to use the online Waiver Form in WorkInTexas.com.

Waiver: Online Form Signatures - TAA

Q: Are local office staff to sign the online waiver and training application forms?

A: The local office staff must sign the training application once the State office has approved the training. The local staff must also sign the waiver documents once the State office or local merit staff processed approval of the waiver.

The merit/State office staff approvals are to be documented in Case Notes.

Waiver: Reconsideration - TAA

Q: Is the local office allowed to process a waiver reconsideration in WorkInTexas.com?

A: Waiver reconsiderations are still only based on appealable determinations; the local level will be notified if a customer wins an appeal, and the State office will enter the corresponding documentation for the reconsideration.

Waiver: Expiration Date - TAA

Q: Are staff still allowed to select a Waiver Expiration Date that is either the next enrollment period or the end of the basic TRA timeframe, whichever comes first?

A: Texas TAA Waiver Expiration date is for the next enrollment period, if there is basic TRA available. A waiver cannot be longer than the basic TRA period. After the basic TRA application is processed, TRA will reflect the approximate end date for basic TRA. Waivers cannot exceed this time and the local office should attempt to enroll the customer in training at the next available enrollment date.

If basic TRA is available, staff can extend the waiver later for a justifiable reason.

As a reminder, the Waiver Expiration Date must still follow UI requirements and needs to end on a Saturday since this is the end of a UI benefit period week.

Waiver: Approval - TAA

Q: Is the local area to enter a TAA Waiver Activity/Enrollment/Service once the waiver is approved?

A: After a waiver is approved by State staff or local merit staff, a waiver must be entered in Activities/Enrollments/Services. The service entry is what prevents exit, and it must remain open while the customer is under waiver.

Waiver: Late Date Entry Limit - TAA

Q: What are the business rules and policy rule for the allowability of backdating the waiver issue date?

A: WF CMS implementation in WorkInTexas.com will not alter the current process. Local staff must contact TWC's TAA Unit at taa@twc.texas.gov to request backdating of waivers. TWC staff are responsible for approving waivers.

Waiver: TWC Update Determination - TAA

Q: Will the state response to a Waiver and change the radial button to the determination made?

A: Yes. When state-level staff update status for TAA program participants they will make the appropriate changes to the TAA record in WorkInTexas.com

Waiver: Service Required - TAA

Q: Is the waiver service activity a requirement for the TAA program?

A: Waiver service will need to be set up in WorkInTexas.com.

Waiver Notifications - TAA

Q: If the waiver request is approved will WorkInTexas.com send review notifications? Would those notifications for waivers fall under the alerts tab at the top? Will staff receive a reminder to perform waiver reviews?

A: WorkInTexas.com includes staff alerts for Waiver reviews and for the Waiver service record added related to projected end dates coming due. These TAA Alerts can be set up under staff alerts.

Waiver Revocation - TAA

Q: When the Waiver is revoked, are staff required to close the service in the IEP and close the service activity opened for the waiver?

A:

1. *The waiver must be revoked on the Waiver Entry ribbon.*
2. *IEP/ISS – The objective relating to the waiver will be closed by staff.*
3. *Staff manually close the applicable waiver service.*

Waiver: State Reviewer - TAA

Q: Will Waiver Request Determination be managed by local Merit staff or staff at the state office?

A: TWC State or Merit staff must approve the waiver. A waiver review needs to be done every 30-days and this still must be done by State merit staff as indicated in the TAA Guide.

System Enhancement: Automation Request - TAA

Q: Can the system be enhanced so when a waiver is revoked then it can close automatically instead of closing this manually?

A: This is not anticipated to be an available function in WorkInTexas.com when it goes live. An enhancement request would have to be submitted and approved in order to implement this change for Texas. Such an enhancement may cost the agency to implement through the vendor and would require by TWC leadership.

Waiver: Justification Document Retention - TAA

Q: Will staff be required to complete and keep all the hard copy paperwork currently used or will WF CMS implementation in WorkInTexas.com alter document management for TAA?

A: Adoption of WorkInTexas.com for case managed programs – including TAA – will update some processes. TWC is working to update existing guidance as appropriate.

Waiver: Post State Denial - TAA

Q: If a TAA Waiver is submitted after a state denial will staff be required to add the service again or would it be under the original Service 236 (TAA Waiver - Training Not Available)?

A: A waiver service in Activities/Enrollments/Services ribbon is only to be entered if a waiver is approved. A waiver service is not required on denied waivers. If the State office issued a denial, only an appealable determination may overturn the denial of a waiver. The State office is involved if a decision is overturned, and documentation is to be entered accordingly. The State office is to notify the WDA if a decision is overturned by the Appeals Tribunal or the Commission.

Other

WorkInTexas.com Registration: SSN Required - TAA

Q: Are Boards required to ensure TAA customers register in WorkInTexas.com using their SSN?

A: For TAA, staff should request the customer complete a WorkInTexas.com registration with their SSN. This will ensure Trade Readjustment Allowance (TRA), Health Coverage Tax Credit (HCTC) and the TAA interface with UI are all associated with the TAA customer.

Service Sequence - TAA

Q: Is TAA to follow service sequencing and will staff be required to enter missing sequential services?

A: All TAA customers must receive specific services to begin the TAA process, receive a waiver, and process for training approval. Many of these were required in TWIST but staff did not have specific flags or service restrictions if they failed to enter the sequence. Staff will have to process service entry to see specific available services.

For instance, staff won't see any TAA training services, if the appropriate services have not been entered. A TAA customer is required to have an Initial Assessment, Individual Employment Plan (IEP/ISS), LMI, and a Comprehensive Objective Assessment prior to the start of TAA approved training. Therefore, additional services might be required in WorkInTexas.com for staff to see available training options.

Reports Questions and Responses

Data Dictionary - Reports

Q: Will there be a data dictionary to define report selections, such as customer groups?

A: WorkInTexas.com includes a data dictionary for reports.

Reports: WorkInTexas.com v. Tableau/Other TWC Resources - Reports

Q: Which reports will migrate to WorkInTexas.com and which will migrate to TWC's Tableau site? For example, the Employer Workforce Assistance report.

A: TWC's Division of Information Innovation and Insight (I|3) staff are working to develop the Employer Workforce Assistance (EWA) Report in Tableau.

New reports expected for WorkInTexas.com by current workforce reports number include, but may not be limited to:

- WF 20
- WF 27
- WF 34
- WF 37
- WF 97
- WF 109
- WF 122
- WF 177
- WF 224

TWC Reports Crosswalk - Reports

Q: Is there a list of the Workforce Reports (formerly TWIST Web Reports) that will be included in the WorkInTexas.com? For example, SNAP management that relates to WF 224?

A: TWC is developing a crosswalk for staff to utilize during the transition from TWIST to WorkInTexas.com.

The Workforce Report WF224 – *SNAP E&T Management Report* has been recreated for WorkInTexas.com.

Multiple customized reports are being developed and tested for WorkInTexas.com to allow staff to pull data similar to several TWC Workforce Reports. Many other reports are being discontinued because WorkInTexas.com has existing reports that allow staff to pull data needed.

WF Reports: Sunset Date - Reports

Q: Is there a sunset plan for Workforce Reports and Infomaker reporting?

A: Workforce Reports and Infomaker reporting data will not be updated following WF CMS implementation.

Email encryption - Reports

Q: Is WorkInTexas.com capable of encrypting data before sending via email through the system?

A: WorkInTexas.com does not currently include an encryption function. Boards must ensure that Workforce Solutions Office staff (and other users, as appropriate) follow all current state and local data security requirements, including those documented in [WD Letter 11-16](#) (et seq.).

Performance Reports: WorkInTexas.com or Other Sources - Reports

Q: For performance reports are staff able to use WorkInTexas.com reports, or should Tableau be used?

A: WorkInTexas.com reports will be available for appropriate staff and may be used for informal report development. I|3 will continue to pull data and formulate official TWC reports including performance indicator reports. These data and reports are available in TWC's Tableau and the I|3 SharePoint site (Tableau and TWC's I|3 sites, which are not available to the public, are limited to designated workforce area staff).

Reporting Availability: Timelines - Reports

Q: When will Board staff be able to pull reports including workforce program participant data in WorkInTexas.com?

A: WorkInTexas.com reports are expected to be available immediately after Workforce Case Management System (WF CMS) implementation. The Workforce Information System of Texas (TWIST) data will not be available for local access or use in WorkInTexas.com prior to that date (anticipated date is April 15, 2024).

All current reporting tools remain available for local staff.

WorkInTexas.com Data Integrity Report - Reports

Q: Will there be a Data Integrity (DINT) report/log available? Staff can print a report for Office Data Integrity in TWIST.

A: WorkInTexas.com does not include separate DINT functions. The data integrity process is under review. Updated guidance will be issued upon completion of the review.

Staff Management Report - Reports

Q: Is there a staff management report? Such as customer files case managed, cases exited, etc.

A: WorkInTexas.com has many types of case management reports. Additionally, WorkInTexas.com includes a new *Management Summary* report that recreates the Workforce Report, WF37 – Management Summary.

Youth Eligibility: Full Enrollment Tracking - Reports

Q: Does WorkInTexas.com have a report that outlines a youth receiving the required prerequisite participation activities (objective assessment and IEP) and one of the 14 youth elements within 45 days?

A: A report has not been developed that meets these specific criteria.

SNAP E&T Participants Report - Reports

Q: What is the TWIST comparison report for the SNAP Participant Report?

A: The WorkInTexas.com *SNAP Enrolled Participants in Components* Report recreates data from the following Workforce Reports:

- WF138 - SNAP E&T Time Report
- WF153 - SNAP E&T Activity Report – Board

New WorkInTexas.com reports have been developed to recreate current Workforce Reports:

- WF224 – SNAP E&T Management Report
- WF109 – SNAP E&T Outreach Report

Workforce Report #172 - Reports

Q: From where will the Choices MPR- 172 TANF Participation Report MPR Report data be pulled?

A: Through the Tableau system.

WorkInTexas.com Queries - Reports

Q: Will existing WorkInTexas.com queries, such as Wagner-Peyser data, continue to work following WFCMS implementation?

A: Yes.

Report Hyperlinks - Reports

Q: Will the SNAP E&T Outreach Report have hyperlinks to individual customers?

A: Though customer links may be included on many reports in WorkInTexas.com, the SNAP E&T Case Management: Outreach Report, will not include links.