

WORKFORCE DEVELOPMENT DIVISION
Workforce Programs
Technical Assistance Bulletin 301

Keywords: Administration; Board Planning; General

Subject: Agency-Board Agreement Requirements and Contact Information

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This Technical Assistance Bulletin (TAB) provides Local Workforce Development Boards (Boards) with a centralized resource for the Texas Workforce Commission’s (TWC) Agency-Board Agreement (ABA) reporting requirements and contact information.

ABA Section	TWC Resource
6.1	TWC Rule 802.1(f) WD Letter 10-07 WD Letter 28-19 WD Letter 80-05, Change 1
6.4.8	Form GR-10 —Please submit to Board Contract Manager and ISAM. Form Y-9 —Please submit to directory.services@twc.texas.gov . WD Letter 05-09
6.9.1	For information, contact Risk and Security Management at risk.securitymanagement@twc.texas.gov or by phone, (512) 936-7475. For more information, refer to the Risk and Security Management SharePoint site .
14.7	F-68 Return to: Inventory Services Texas Workforce Commission 2810 East Martin Luther King Jr Blvd. Austin, Texas 78702
17.2	henri.chen@twc.texas.gov
17.4	Customer Care Division’s Customer Relationship Management System will be provided at a later date.
17.5	Customer Care Letters will be provided at a later date.

18.1	How to Order UI Publications Y-85—Publication Order Form Y-85—Instructions
18.2	FDCM 05-2022—Board Instructions: Required Posters in Texas Workforce Solutions Offices
18.3	Commission-Approved Training & Reporting Earnings
18.4	Notice: For Employers with Subsidized Employment Contracts
18.5	Unemployment Benefits Services How to Appeal a Decision FDCM 04-2022—Texas Wage and Hour Assistance
18.6	FDCM 04-2022—Texas Wage and Hour Assistance Unemployment Claim Management & Appeals
18.7	TWC UI Tele-Center 1-800-939-6631 TWC Wage and Hour Department 1-800-832-9243
18.8	FDCM 04-2022—Texas Wage and Hour Assistance How to Appeal a Decision Appeal Form Appeal to the Appeal Tribunal Appeal to the Commission Appeal Online
18.9	Wage and Hour Department Fax Number (512) 524-6211 Appeal Tribunal Fax Number (512) 475-1135 Commission Appeals Fax Number (512) 475-2044
18.9.1	FDCM 04-2022—Texas Wage and Hour Assistance
18.9.2	FDCM 04-2022—Texas Wage and Hour Assistance

21.2–21.5	TWC.Fraud@twc.texas.gov To remain anonymous, call the Fraud and Abuse Hotline, 1-800-252-3642. For more information, refer to the Reporting Fraud SharePoint site .
21.7	FDCM 05-2022—Board Instructions: Required Posters in Texas Workforce Solutions Offices
21.9	WD Letter 21-16, Change 3
23.20	Send notifications to subpoena.requests@twc.texas.gov or call (512) 463-7902.
23.25	Information Technology Forms
Attach A	
A.16	Information on submitting Board policies will be provided at a later date.

Inquiries

Please distribute this information to the appropriate staff. Send inquiries regarding this TA Bulletin to wfpolicy.clarifications@twc.texas.gov.

References

20 CFR §603.7
Texas Workforce Commission Agency-Board Agreement