

TEXAS WORKFORCE COMMISSION
Workforce Development Letter

ID/No:	WD 13-22, Change 2
Date:	March 18, 2024
Keyword:	TANF/Choices
Effective:	April 15, 2024

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



From: Courtney Arbour, Director, Workforce Development Division

Subject: **Online Learning Management Systems and Performance Expectations—
Update**

PURPOSE:

The purpose of this Workforce Development (WD) Letter is to provide Local Workforce Development Boards (Boards) with guidance on using an online learning management system (OLMS) to fulfill the Choices program performance measure and participation requirements.

This updated letter provides clarification relating to the implementation of WorkInTexas.com as the Texas Workforce Commission's (TWC) workforce case management system.

RESCISSIONS:

WD Letter 13-22, Change 1

BACKGROUND:

The Choices program is an Employment and Training program administered by the Texas Workforce Commission (TWC) that helps Temporary Assistance for Needy Families (TANF) applicants, recipients, nonrecipient parents, and former recipients gain employment. The goal of the Choices program is to transition participants from public assistance to employment through participation in work-related activities, including job search and job readiness courses, basic skills training, education, vocational training, and support services. Choices participants must work or participate in Choices activities to receive TANF benefits. The hourly program requirement is based on each participant's unique situation.

There may be many OLMS options available to Choices participants that count toward participation, including courses that are self-funded or funded by Boards.

PROCEDURES:

No Local Flexibility (NLF): This rating indicates that Boards must comply with the federal and state laws, rules, policies, and required procedures set forth in this WD Letter and have no local flexibility in determining whether and/or how to comply. All information with an NLF rating is indicated by "must."

Local Flexibility (LF): This rating indicates that Boards have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this WD Letter. All information with an LF rating is indicated by “may” or “recommend.”

NLF: Boards must be aware that although OLMSs offer a variety of course types, including, but not limited to, job readiness, adult basic education, occupational and vocational training, and entrepreneurial training, not all OLMS courses count toward Choices participation and performance.

NLF: Boards must also be aware that OLMS courses count toward the Board’s Choices Full Engagement Rate, only if the courses fall into one of the following categories:

- 328 - Occupational/Vocational Training (Non-ITA)
- 302 - Entrepreneurial Training

NLF: If a Choices participant is enrolled in an OLMS course, Boards must use the OLMS course description and the Case Management System service descriptions to determine the appropriate service code to enter into the Case Management System.

NLF: Boards must be aware of the following:

- Adult basic education and English as a Second Language (ESL) courses taken through an OLMS are not included in Choices performance.
- Choices participants who need adult basic education services must be referred to the Adult Education and Literacy (AEL) program.
- 214 - Literacy, Basic Skills/ABE, must be entered only when adult basic education is provided by an AEL grant recipient or other approved provider. For a complete list of approved AEL and ESL providers in the state for which Choices hours may be counted toward participation and performance, use the [Adult Education Provider Directory](#).

NLF: Additionally, Boards must be aware that OLMS courses designed to provide job readiness:

- are not included in Board performance;
- may be used to meet participation requirements; and
- may not be coded as training services.

INQUIRIES:

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

ATTACHMENTS:

Attachment 1: Revisions to WD Letter 13-22, Change 1, Shown in Track Changes

REFERENCES:

[Texas Workforce Commission Choices Guide](#)
[Board Contract Year 2022 Local Workforce Development Area Contracted Performance Measure Definitions](#)