

TEXAS WORKFORCE COMMISSION LETTER

ID/No:	WD 49-09
Date:	October 20, 2009
Keyword:	TANF/Choices; TWIST; WIA; WorkInTexas.com
Effective:	October 22, 2009

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



From: Laurence M. Jones, Director, Workforce Development Division

Subject: **The Workforce Information System of Texas and System Services
Matrix Updates**

PURPOSE:

To provide Local Workforce Development Boards (Boards) with information and guidance on updates to The Workforce Information System of Texas (TWIST) service codes, specifically:

- revised categorization of certain service codes in the online *System Services Matrix*;
- definitions of the service categories; and
- discontinuation of certain service codes (as of October 22, 2009) and the new service codes replacing them.

BACKGROUND:

In 2008, the U.S. Department of Labor (DOL) revised its Workforce Investment Standardized Record Data layout. To ensure adherence to DOL reporting requirements and assist Boards with accurately reporting the types of services provided to participants, the Texas Workforce Commission (Commission) reviewed the collection of data through TWIST and WorkInTexas.com.

PROCEDURES:

Boards must ensure that Texas Workforce Center staff:

- records participant services under the appropriate service codes in TWIST; and
- carefully reviews the new TWIST service code definitions in the revised *System Services Matrix* on the Intranet site at http://www.twc.state.tx.us/development/plan/system_services_matrix_locked.xls to ensure the accurate coding of services.

NLF

Note: The Intranet site is not available to the general public.

Attachment 1 lists the revised service categories and their definitions.

Service Code Changes

Boards must be aware that effective October 22, 2009, the following TWIST service codes will be discontinued:

NLF

- *5–Work Experience*
- *70–Short-term Prevocational Services*
- *88–Non-Work-Based Literacy*

To prevent program exit, Boards must ensure that participants currently enrolled under TWIST service codes 5, 70, and 88 are reassigned to the appropriate service code within 90 days of the October 22, 2009, discontinuation.

NLF

No later than October 22, 2009, state office staff will e-mail a report to Boards listing participants with active services under TWIST service codes 5, 70, and 88.

The following chart lists the discontinued service codes and the allowable new service codes.

Discontinued TWIST Service Codes (as of October 22, 2009)	Allowable New TWIST Service Codes
<i>5–Work Experience</i>	<i>47–Unpaid Public Work Experience</i>
	<i>48–Unpaid Non-profit Work Experience</i>
	<i>49–Unpaid For-profit Work Experience</i>
	<i>50–Subsidized Work Experience</i>
<i>70–Short-term Prevocational Services</i>	<i>82–Short-term Educational Services</i>
	<i>84–Short-term Work Readiness Services</i>
<i>88–Non-Work-Based Literacy</i>	<i>2–Basic Educational Skills/ABE</i> (For activities designed to enhance the employability of the job seeker)
	TWIST service code <i>87–Work-based Literacy</i> (For activities connected to employment)

Boards must be aware that effective October 22, 2009, service code 74–*Summer Employment – Work Experience* will no longer be available to the following fund codes:

- 1 – *Onestop*
- 102 – *WIA Youth Opportunity*
- 113 – *WIA First Generation Grant*
- 146 – *Katrina NEG*
- 147 – *Rita NEG*
- 150 – *High Growth* (Lower Rio Grande Board only)
- 162 – *High Growth*
- 163 – *Customized Employment Project* (Upper Rio Grande Valley Board only)

TWIST Automated Changes

Boards must be aware of the following, effective October 22, 2009:

- Participants currently enrolled in services under TWIST service codes 55–*Job Skills/Training*, 76–*Private Sector Training Programs*, and 77–*Skill Upgrading/Training* will be transferred to the appropriate new service codes through an automated TWIST batch function.
- TWIST will close open services under TWIST service codes 55, 76, and 77 and automatically open a new service action under the new service codes, as set forth in the chart below.

Current Open TWIST Service Code	New TWIST Service Code
<i>55–Job Skills/Training</i>	<i>84–Short-term Work Readiness Services</i>
<i>76–Private Sector Training Programs</i>	<i>83–Private Sector Training – upgrade/retrain</i>
<i>77–Skill Upgrading/Training</i>	<i>83–Private Sector Training – upgrade/retrain</i>

Attachment 2 lists the discontinued service codes and the new service codes that replace them.

INQUIRIES:

Direct inquiries regarding this WD Letter to wfpolicy.clarifications@twc.state.tx.us.

ATTACHMENTS:

- Attachment 1: System Services Matrix Category Definitions
- Attachment 2: TWIST Service Code Changes

RESCISSIONS:

None

REFERENCE:

Workforce Investment Act
U.S. Department of Labor Training and Employment Guidance Letter No. 17-05, issued February 17, 2006, and entitled “Common Measures Policy for the Employment and Training Administration’s (ETA) Performance Accountability System and Related Performance Issues”

FLEXIBILITY RATINGS:

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

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