

Workforce Case Management System Project Overview

WFCMS-01

September 26, 2022

Texas Workforce Commission (TWC) is a large complex agency with a mission to offer services to employers, individuals, and communities to help them achieve and sustain economic prosperity. To accomplish this mission, TWC has several large complex systems to support job placement, collect unemployment taxes, pay unemployment benefits, and operate the financial, procurement, and human resource functions of the agency. Over the years, TWC gradually has become a data-driven organization and core applications have become increasingly harder to maintain.

TWC received approval and budget to replace the current case management system, The Workforce Information System of Texas (TWIST). In May of 2020, TWC requested offers to replace TWIST with a Workforce Case Management System (WF CMS) that is a more sustainable and cohesive technology solution to increase efficiency. Vendor responses were submitted in July 2020, thus beginning the vendor evaluation process. On August 4, 2021, TWC executed a contract with Geographic Solutions, Inc. (GSI) and began the implementation project on August 16, after the protest period.

Because of the complexity and visibility of this project, TWC engaged Grant Thornton to provide Independent Verification and Validation (IV&V) Services for the WF CMS replacement project. Grant Thornton IV&V team members, hereafter referred to as IV&V, assess WF CMS Project activities which includes conducting an assessment of the planning, documents, activities, evaluation process, scheduling, and resource allocation for the lifecycle of the project.

Project Timeline

- Start Date May 2020
- Contract Signed Date August 4, 2021
- Planned Go-Live Date July 31, 2023
- Vendor Name Geographic Solutions, Inc. (GSI)

Guiding Principles

- Begin with the end in mind.
- Buy a modifiable-off-the-shelf product or a configurable platform.
- Adapt business processes to selected product and avoid customizing product to local practice.
- Limit customization to that needed to comply with state or federal mandates.
- Product may not duplicate systems already in use (e.g., WRAPS, ECPS, etc.)

Project Scope

- Procurement and implementation of a WF CMS solution that will seamlessly integrate the multiple existing programs
 - Board Administered Programs (BAP)
 - Temporary Assistance for Needy Families (TANF)/Choices
 - Supplemental Nutrition Assistance Program (SNAP)
 - Trade Adjustment Assistance (TAA)
 - Non-custodial Parents (NCP) Choices
 - Workforce Innovation and Opportunity Act (WIOA)
 - Adults
 - Dislocated Workers
 - Youth
 - Non-Board Administered Programs (NBAP)
 - Wagner-Peyser 7b grants
 - Statewide Projects
 - WIOA statewide
 - TANF statewide
 - Local Grants to Boards
- Updated interfaces with all systems exchanging data with the existing program applications.
- Data conversion/migration from the legacy system(s) to the hosted solution.
- Management reports, reporting tools, and ad hoc reporting.
- Knowledge transfer and training for the new system.
- Application of software quality control.
- Providing a System Integration strategy and architecture that includes modern tools for integration of TWC program interfaces and data.