

WORKFORCE DEVELOPMENT DIVISION
Workforce Programs
Technical Assistance Bulletin 305, Change 2

Keywords: Administration; ES; ETP; NCP Choices; RESEA; SNAP E&T; TAA; TANF/Choices; WIOA; Veterans; WorkInTexas.com

Subject: Workforce Case Management System Policy Guidance—Update

Date: April 9, 2024

This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with an updated list of policy guidance updates resulting from Texas Workforce Commission’s (TWC) adoption of WorkInTexas.com as the workforce case management system (WF CMS).

The [WF CMS Project Overview](#) and [Business Requirements](#) resource documents provided the required case management needs and established essential system requirements. The [WF CMS September Update](#) (which provided case management capabilities) and the [Workforce Case Management System Questions & Answers](#) were also both integrated into the development of the updated policy guidance.

To facilitate the transition from The Workforce Information System of Texas (TWIST) to WorkInTexas.com, TWC revised 25 Workforce Development (WD) Letters, four TA Bulletins, and five program guides, as provided in the tables below. The policy guidance can be found on the [TWC Workforce Policy Letters & Guidance web page](#). The impact of the guidance updates are described as either “minimal” or “extensive” based on the following criteria:

- Minimal—Minor updates to system language (may include service codes)
- Extensive—Substantive changes to specific policies and procedures

The policy guidance updates referenced in this bulletin have an effective date of “WF CMS Implementation.” The effective dates will be replaced with the actual WF CMS go-live date after go-live. Furthermore, this TA Bulletin will be updated as additional WF CMS guidance is issued.

WD Letters

Policy	Impact
WD 01-20, Change 3, Managing Reportable Individuals and Participants in the Wagner-Peyser and Jobs for Veterans State Grant Programs in WorkInTexas.com—Update	Extensive
WD 01-21, Change 1, Applying Priority of Service and Identifying and Documenting Veterans and Transitioning Service Members—Update	Extensive
WD 02-18, Change 1, Handling Sensitive Personal Information and Other Confidential Information—Update	Extensive

Policy	Impact
WD 02-23, Change 2, Adoption of a Universal Employment Plan—Update	Extensive
WD 05-20, Change 1, Veterans Reemployment Program—Update	Extensive
WD 09-19, Change 3, Workforce Innovation and Opportunity Act Performance Outcomes: Measurable Skill Gains—Update	Extensive
WD 10-19, Change 4, Fidelity Bonding Services—Update	Extensive
WD 10-21, Change 1, Trade Adjustment Assistance Expenditure Reporting in WorkInTexas.com—Update	Extensive
WD 13-22, Change 2, Online Learning Management Systems and Performance Expectations—Update	Extensive
WD 15-16, Change 1, Workforce Innovation and Opportunity Act: Low Income Guidelines and Determining Minimum Self-Sufficiency Levels—Update	Extensive
WD 17-12, Change 1, Capturing Training-Related Employment Data in WorkInTexas.com—Update	Extensive
WD 27-19, Change 6, State Data Validation Requirements—Update	Extensive
WD 30-20, Change 1, Trade Adjustment Assistance Final Rule—Update	Extensive
WD 33-07, Change 1, Training Services Information in WorkInTexas.com—Update	Extensive
WD 31-07, Change 1, Workforce Innovation and Opportunity Act: Ineligible Participants—Update	Extensive
WD 38-09, Change 1, Reporting Occupations Connected to Training Activities in WorkInTexas.com—Update	Extensive
WD 06-13, Change 2, Documenting Services and Participant Contact in WorkInTexas.com Case Notes—Update	Extensive
WD 06-19, Change 2, Incumbent Worker Training—Update	Extensive
WD 07-17, Change 1, Local Workforce Development Board Transportation Policies to Safeguard against the Misuse of Funds—Update	Minimal
WD 15-19, Change 1, Guidelines for the Provision of Incentives for Workforce Innovation and Opportunity Act Youth and Choices, including NCP Choices Participants—Update	Minimal

Policy	Impact
WD 16-19, Change 1, Collection of Limited English Proficiency Status and Preferred Language Data—Update	Minimal
WD 16-21, Change 1, Trade Adjustment Assistance Reversion 2021—Update	Minimal
WD 18-21, Change 1, Coenrollment in the Trade Adjustment Assistance and Workforce Innovation and Opportunity Act Dislocated Worker Programs—Update	Minimal
WD 27-20, Change 1, Common Exit Policy—Update	Minimal
WD 28-23, Change 1, Guidance on the Use of Metrix Learning™ Services—Update	Minimal
WD 29-19, Change 1, Statewide Eligible Training Providers List—Update	Minimal

TABs

Policy	Impact
TAB 153, Change 1, Ensuring the Quality of Veteran Job Seekers' Applications in WorkInTexas.com—Update	Extensive
TAB 289, Change 4, WIOA Youth Program Elements—Update	Extensive
TAB 292, Change 1, Assessments in WorkInTexas.com—Update	Extensive
TAB 294, Change 1, Provider and Program IDs Used in WorkInTexas.com and Eligible Training Provider/Program List—Update	Minimal
TAB 306, Data Entry for Rapid Response Participants in WorkInTexas.com	Minimal
TAB 307, Provider Account Creation in WorkInTexas.com	Minimal

Program Guides

Policy	Impact
Foster Youth Services Guide	Extensive
Rapid Response Guide	Extensive
Reemployment Services and Eligibility Assessment (RESEA) Program Guide	Extensive

Supplemental Nutrition Assistance Program Employment and Training Guide	Extensive
WIOA Guidelines for Adults, Dislocated Workers, and Youth	Extensive

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

References

Staff Resources (SR) WFCMS-01, issued September 26, 2022, and titled, “[Workforce Case Management System Project Overview 2022](#)”

Staff Resources WFCMS-02, issued September 26, 2022, and titled, “[Business Requirements](#)”

Staff Resources WFCMS-03, issued September 28, 2022 and titled, “[Workforce Case Management System September Update](#)”

Staff Resources WFCMS-04, Change 1, issued October 30, 2023, and titled, “[Workforce Case Management System Questions & Answers](#)”

Staff Resources WFCMS-05, issued April 2, 2024, and titled, “[Workforce Case Management System Train-the-Trainer Sessions: Frequently Asked Questions](#)”

Staff Resources WFCMS-06, Change 1, issued April 9, 2024, and titled, “[Workforce Case Management System WorkInTexas.com Program Service Sequences](#)”

Attachments

Attachment 1: Revisions to TA Bulletin 305, Change 1, Shown in Track Changes