

TEXAS WORKFORCE COMMISSION
Workforce Development Letter

ID/No:	WD 02-23, Change 2
Date:	March 18, 2024
Keyword:	ES; General; NCP Choices; RESEA; SNAP E&T; TAA; TANF/Choices; Veterans; WIOA; WorkInTexas.com
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: **Adoption of a Universal Employment Plan—Update**

PURPOSE:

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) and other stakeholders with updated guidance relating to the adoption and use of a universal employment plan (EP) using the WorkInTexas.com Individual Employment Plan/Service Strategy (IEP/ISS) for all active participants in workforce programs.

This WD Letter update provides clarification relating to the implementation of WorkInTexas.com as the Texas Workforce Commission’s (TWC) workforce case management system.

RESCISSIONS:

WD Letter 02-23, Change 1

BACKGROUND:

On October 5, 2022, TWC issued Workforce Case Management System Staff Resource 03 (SR WFCMS-03), titled “Workforce Case Management System September Update.” SR WFCMS-03 provides notice that TWC will implement a universal EP for all applicable programs in all local workforce development areas (workforce areas) in the state.

On March 27, 2023, TWC issued WD Letter 02-23, titled “Adoption of a Universal Employment Plan,” requiring Workforce Solutions Office staff to document EPs in the WorkInTexas.com IEP/ISS for all new workforce program participants effective June 26, 2023.

On November 14, 2023, TWC issued WD Letter 02-23, Change 1, titled “Adoption of a Universal Employment Plan—Update,” requiring Workforce Solutions Office staff to transfer current plans, including active goals and objectives, into the WorkInTexas.com IEP/ISS for all active workforce program participants not later than December 1, 2023.

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.”

General

NLF: Boards must ensure that Workforce Solutions Office staff uses the WorkInTexas.com IEP/ISS to enter and track employment planning goals, objectives, and steps for participants enrolled in the following workforce programs:

- Noncustodial Parent (NCP) Choices
- Reemployment Services and Eligibility Assessment (RESEA)
- Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)
- Trade Adjustment Assistance (TAA)
- Temporary Assistance for Needy Families Employment and Training (TANF/Choices)
- Workforce Innovation and Opportunity Act (WIOA)

NLF: Boards must ensure that Workforce Solutions Office staff enters and maintains goals and objectives for all active participants in the live WorkInTexas.com IEP/ISS.

NLF: Boards must ensure that Workforce Solutions Office staff manually enters the Individual Employment Plan (IEP/EDP) activity code in WorkInTexas.com for each update to a program’s goals or objectives, or when adding a new program to an existing EP.

NLF: Boards must be aware that individuals who concurrently participate in multiple programs may have open goals attached to multiple programs, including RESEA or Jobs for Veterans State Grant (JVSG).

NLF: Boards must ensure that, when an individual’s participation in a program ends, Workforce Solutions Office staff closes only goals and objectives connected to that program in the WorkInTexas.com IEP/ISS.

NLF: Boards must be aware that staff is not required to document employment planning for Adult Education and Literacy and Vocational Rehabilitation participants in WorkInTexas.com.

LF: Boards are encouraged to promote universal EP implementation among program partners as an opportunity for Workforce Solutions Office staff to work across programs in order to determine appropriate goals and objectives for each participant as a component of a customer-driven service delivery model.

NLF: Boards must ensure that, at a minimum, EPs include:

- a specific employment goal;
- a strategy to address barriers to employment;
- a detailed step-by-step description of activities that the participant will perform and/or participate in, including training;
- time frames for the start and completion of each activity; and
- specific dates on which Workforce Solutions Office staff members will follow up with participants to evaluate each activity, provide additional assistance, and make any necessary adjustments.

TAA Program Participants

NLF: Boards must ensure that Workforce Solutions Office staff members complete and update, as appropriate, Supplemental Reemployment and Training Plan documents for TAA participants in addition to the WorkInTexas.com IEP/ISS.

NCP Program Participants

NLF: Boards must ensure that Workforce Solutions Office staff documents NCP Choices participant EPs in WorkInTexas.com.

NLF: Boards must ensure that Workforce Solutions Office staff coenrolls NCP participants in the Wagner-Peyser program to allow for proper documentation of goals and objectives on the WorkInTexas.com IEP/ISS until the NCP program is included in WorkInTexas.com.

INQUIRIES:

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

ATTACHMENTS:

Attachment 1: Revisions to WD Letter 02-23, Change 1, Shown in Track Changes

REFERENCES:

Texas Government Code §2308.312

Workforce Case Management System Staff Resource 03 (SR WFCMS-03), issued October 5, 2022, and titled “Workforce Case Management System September Update”