

**WORKFORCE DEVELOPMENT DIVISION  
Workforce Policy and Service Delivery Branch  
Technical Assistance Bulletin 150**

**Program:** Employment Service

**Topic:** Updates to WorkInTexas.com Employer Services and Service Definitions

**Date:** August 13, 2007

This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with updates to WorkInTexas.com employer services and service definitions.

A recent review of employer services and their definitions resulted in revisions and additions that better reflect the nature and meaning of each service. The changes also enable Boards and Texas Workforce Center staff to more accurately record and report services provided to employers.

Attachment 1 provides the complete list of employer services and definitions. It is also available on the Intranet under Form #TWN-024 at:

<http://intra.twc.state.tx.us/intranet/gl/docs/twn-024.xls>.

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

**List of Changes**

1. The service category Contract Development is renamed Customized Training. The following chart provides the old and new service terms:

<b>Old: Contract Development</b>	<b>New: Customized Training</b>
Customized Training	Customized Employer Training
On-the-Job Training	On-the-Job Training
Self-Sufficiency Fund	Self-Sufficiency Fund – Incumbent Worker
	Self-Sufficiency Fund – New Worker
Skills Development Fund	Skills Development Fund – Incumbent Worker
	Skills Development Fund – New Worker
Subsidized/Unpaid Employment Agreement	Subsidized/Unpaid Employment Agreement
Incumbent Worker (APEX)	WIA Local Activity Fund – Incumbent Worker
	WIA Local Activity Fund – New Worker
	WIA Statewide Activity Fund – Incumbent Worker
	WIA Statewide Activity Fund – New Worker

2. The Labor Market Information service definition is updated to specify that this service must be customized in response to an employer's specific needs or requests. The new definition also describes what the Labor Market Information service *does not* include.
  - The old Labor Market Information service definition stated:  
Providing information to an employer regarding occupational staffing or hiring patterns, working conditions, salary, local employment history and trends, available job seeker pool, etc.
  - The new Labor Market Information service definition states:  
Providing substantive and customized information to a specific employer regarding occupational staffing or hiring patterns, working conditions, salary, local employment history and trends, available job seeker pool, . . . etc., in response to the employer's specific needs or requests. Labor Market Information *does not* include:
    - Mass mailings or newsletters containing information about the job market in the employer's area
    - Calling an employer to follow-up on a referral list (to see who was hired)
    - Attending job fairs and talking to all the participating employers
    - Providing the employer with their TWC Tax ID or FEIN (if unknown/not available)
    - Discussing WorkInTexas.com
    - Advising wages based on previous job postings
    - Discussing Texas Workforce Center programs/services
3. The Customized Training, On-the-Job Training, Employer Account Validation, and Employer Account Status service definitions were revised, and other service definitions were updated with minor, nontechnical changes.

### **Impact**

1. As a result of these employer services revisions, four existing services are now mapped to new services:
  - Incumbent Worker (APEX) = WIA Local Activity Fund – Incumbent Worker
  - Self-Sufficiency Fund = Self-Sufficiency Fund – Incumbent Worker
  - Skills Development Fund = Skills Development Fund – Incumbent Worker
  - Customized Training = Customized Employer Training
2. All customized training services, as well as the following, will count toward the Market Share and Sustainability performance measures:
  - Entry/receipt of a valid job posting/opening
  - Customized Labor Market Information
  - Rapid Response
  - Services for Fee
  - Employer Site Recruiting
  - Specialized Training

3. Specialized Contracts, an item on the Staff Productivity-Employer report in WorkInTexas.com, has been expanded and now includes all of the following contracts:
- Subsidized/Unpaid Employment Agreement
  - WIA Local Activity Fund – Incumbent Worker
  - WIA Local Activity Fund – New Worker
  - Skills Development Fund – Incumbent Worker
  - Skills Development Fund – New Worker
  - Self Sufficiency Fund – Incumbent Worker
  - Self Sufficiency Fund – New Worker
  - WIA Statewide Activity Fund – Incumbent Worker
  - WIA Statewide Activity Fund – New Worker

Please distribute this information to appropriate staff. Direct inquiries regarding this TA Bulletin to the assigned contract manager for your local workforce development area.

## EMPLOYER SERVICES

WorkInTexas.com Service Code	Service Label	Service Description
<b>Orientation/Outreach</b>		
EOI	Employer Outreach - In Person	Staff contacted an employer in person for the purpose of soliciting job postings, promoting Texas Workforce Center and partner agency services, and/or identifying any specific needs or requests of the employer.
EOP	Employer Outreach - Phone	Staff contacted an employer by phone for the purpose of soliciting job vacancies promoting Texas Workforce Center and partner agency services, and/or identifying any specific needs or requests of the employer.
EOO	Other Orientation	Any orientation conducted in a Texas Workforce Center by an employer, or by staff on behalf of an employer, that does not fall into any other category.
WCT	Workforce Center Orientation	Staff provided an employer with a guided tour/overview of a Texas Workforce Center including the purpose and focus of resource rooms, special programs, Texas Workforce Center orientations/meetings/seminars, Texas Workforce Center activities and opportunities for employers, and job posting and job placement services.
HTO	WorkInTexas.com Orientation	Staff provided information to an employer regarding specific WorkInTexas.com functions, i.e. registration, job posting matches, staff-provided services, etc.
<b>Recruitment Assistance</b>		
SR	Employer Site Recruiting	Staff visited an employer's place of business to assist with onsite recruiting, screening, and interviews.
IT	Interview Rooms	Staff provided space in a Texas Workforce Center for an employer to conduct interviews and/or recruit and/or hire job seekers.
JF	Job Fair	Staff provided meeting space for, or directed an employer to, a Texas Workforce Center hosted event that brought employers and job seekers together.
ST	Specialized Testing	Any specific testing conducted in a Texas Workforce Center by an employer or by staff on behalf of an employer.
<b>Customized Training</b>		
CT	Customized Employer Training	Staff assist the employer in planning training that is designed to meet the special requirements of the employer; that is conducted with a commitment by the employer to employ an individual on successful completion of the training; and for which the employer pays a sliding scale of 10 to 50%.

WorkInTexas.com Service Code	Service Label	Service Description
JT	On-the-Job Training	Staff assist the employer in planning training focused on jobs involving the introduction of new technologies, production, or service procedures, upgrading to new jobs that require additional skills or workplace literacy, or other appropriate purposes; the employer is reimbursed up to 50 percent of the wage rate of an individual for the extraordinary cost of providing the training and increased supervision related to the training; training is limited in duration based upon the target occupation for which the participant is being trained, the participant's prior work experience, and the service strategy.
SS	Self-Sufficiency Fund - Incumbent Worker	Staff provided information about the fund for use by employers to design, finance, and implement customized job training programs in partnership with public community and technical colleges, a higher education extension service, and community-based organizations for the creation of new jobs and/or retraining of existing employees [especially adult Temporary Assistance for Needy Families (TANF) recipients and individuals at risk for becoming dependent on public assistance].
SSW	Self-Sufficiency Fund - New Worker	Staff provided information about the fund for use by employers to design, finance, and implement customized job training programs in partnership with public community and technical colleges, a higher education extension service, and community-based organizations for the creation of new jobs and/or retraining of existing employees [especially adult Temporary Assistance for Needy Families (TANF) recipients and individuals at risk for becoming dependent on public assistance].
SD	Skills Development Fund - Incumbent Worker	Staff provided information about the fund for use by businesses and trade unions to design, finance, and implement customized job training projects in partnership with an eligible applicant for the creation of new and existing jobs in local businesses. Eligible applicants are public community and technical colleges, the Texas Engineering Extension Service, or community-based organizations working in partnership with one of these institutions.
SDW	Skills Development Fund - New Worker	Staff provided information about the fund for use by businesses and trade unions to design, finance, and implement customized job training projects in partnership with an eligible applicant for the creation of new and existing jobs in local businesses. Eligible applicants are public community and technical colleges, the Texas Engineering Extension Service, or community-based organizations working in partnership with one of these institutions.
SE	Subsidized/Unpaid Employment Agreement	Employment created that is financed by the recipient's program funds. Subsidized employment includes the Work Experience program.
IW	WIA Local Activity Fund - Incumbent Worker	Staff provided information about the fund in relation to a re-designated portion of a Board's WIA formula funds. This fund gives the Board more flexibility when serving employers and job seekers. The fund may be used for innovative incumbent worker training programs which may include an employer loan program to assist in skills upgrade as well as other approved services and activities.

WorkInTexas.com Service Code	Service Label	Service Description
LNW	WIA Local Activity Fund - New Worker	Staff provided information about the fund in relation to a re-designated portion of a Board's WIA formula funds. This fund gives the Board more flexibility when serving employers and job seekers. The fund may be used for innovative incumbent worker training programs which may include an employer loan program to assist in skills upgrade as well as other approved services and activities.
WIW	WIA Statewide Activity Fund - Incumbent Worker	Staff provided information about the fund for use in intensive and training services for incumbent workers. Monies for this fund are drawn from the state's reserve of adult, youth, and dislocated worker funds.
WNW	WIA Statewide Activity Fund - New Worker	Staff provided information about the fund for use in intensive and training services for incumbent workers. Monies for this fund are drawn from the state's reserve of adult, youth, and dislocated worker funds.
<b>Additional Services</b>		
LM	Labor Market Information	Staff provided substantive and customized information to a specific employer regarding occupational staffing or hiring patterns, working conditions, salary, local employment history and trends, available pool of job seekers, etc. in response to the employer's specific needs or requests. Labor Market Information <u>does not include</u> : mass mailings or newsletters containing information about the job market in the employer's area; placing a call to an employer to follow-up on a referral list (to find out who has been hired); attending job fairs and talking to participating employers; providing an employer with their TWC Tax ID or FEIN if it is unknown or unavailable to them; discussing WorkInTexas.com; advising employer of salary history based on their previous job postings; or discussing workforce center programs and/or services.
MS	Miscellaneous Services	Texas Workforce Solutions staff provided an employer with a service that does not fall into any other category.
RR	Rapid Response	Staff provided short-term, on-site early intervention, and immediate assistance to employees of companies who have filed a Worker Adjustment and Retraining Notification (WARN) notice and are currently in the process of downsizing, reorganizing, or closing.
SF	Services for Fee	Any service provided to an employer for which a Texas Workforce Center and/or a Board requires payment.
<b>Registration</b>		
CR	Registration - Complete	Automatically posted when an employer, or staff on behalf of an employer, completes the registration process in its entirety.
IR	Registration - Incomplete	Automatically posted when an employer, or staff on behalf of an employer, does not complete the registration process in its entirety.
EM	Employer Merge	Automatically posted when staff combine two employer accounts into one.

WorkInTexas.com Service Code	Service Label	Service Description
CS	Customer Survey - Employer	Staff requested that an employer complete a customer service feedback form and return it to a Texas Workforce Center.
TV	Tax ID Verification	Automatically posted when the employer's tax number is verified by the tax validation interface.
AV	Employer Account Validation	Automatically posted when an employer self-registers, staff register an employer, or staff update the employer account <i>Approved</i> status for any reason.
AS	Employer Account Status	Automatically posted when an employer account is initially activated, an employer account is automatically inactivated after one year of inactivity, and/or an inactive employer account is reactivated for any reason.
ELK	Lock Employer Account	Automatically posted when an employer account is locked by WorkInTexas.com staff.
EUL	Unlock Employer Account	Automatically posted when an employer account is unlocked by WorkInTexas.com staff.
<b>End of Employer Service Definitions for WorkInTexas.com</b>		