

TEXAS WORKFORCE COMMISSION LETTER

ID/No:	WD 11-11
Date:	March 1, 2011
Keyword:	ES
Effective:	Immediately

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



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

Subject: **Employment Service Guide**

PURPOSE:

To provide Local Workforce Development Boards (Boards) with information and guidance on:

- the *Employment Service (ES) Guide*;
- Release Notes; and
- new Rapid Reemployment Services (RRES) policy.

BACKGROUND:

The Texas Workforce Commission (Commission) has developed the *ES Guide* to provide comprehensive statewide policy and resources for operational guidance and oversight of ES services. The target audience for the guide includes Board staff, Workforce Solutions Office staff, and state office staff.

The guide comprises four parts:

- A: Operations
- B: Delivery of Services
- C: Oversight
- D: List of Revisions

PROCEDURES:

Boards must use the *ES Guide*, which is available on the Commission's website at <http://www.twc.state.tx.us/boards/guides/guides.html>.

NLF

Release Notes

Boards must be aware that updates to the guide will be issued through Release Notes, which will indicate that the guide has been revised to incorporate new information. Part D of the guide, List of Revisions, contains the revision date, the section revised, and a brief explanation of the specific revision.

NLF

Boards must be aware that Section B-405 of the *ES Guide* contains new policy regarding staff-assisted services for unemployment insurance claimants called in through the RRES system, specifically the requirement to assist claimants with the development of an Employment Plan.

INQUIRIES:

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

RESCISSIONS:

- WD Letter 30-00
- WD Letter 19-03
- WD Letter 33-04
- WD Letter 03-05
- WD Letter 19-05
- WD Letter 21-05
- WD Letter 23-05, Change 2
- WD Letter 26-07
- WD Letter 38-07
- WD Letter 56-07, Change 1
- WD Letter 09-08
- WD Letter 24-09
- WD Letter 10-10
- WD Letter 19-10

REFERENCE:

Wagner-Peyser Act; 20 CFR, Chapter V, Parts 651–658

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.”