

## TEXAS WORKFORCE COMMISSION LETTER

**ID/No:** WD 28-05

**Date:** April 29, 2005

**Keyword:** General

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

**From:** Luis M. Macias, Director, Workforce Development Division

**Subject:** **Texas Workforce Center Support for Health and Human Services  
Commission Staffing Processes**

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### **PURPOSE:**

To provide Local Workforce Development Boards (Boards) with procedures for providing services to Texas Health and Human Services Commission (HHSC) job applicants required to complete an online assessment.

### **REFERENCE:**

Texas Workforce Commission Local Workforce Development Boards Rules:  
40 TAC §801.25

### **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. Federal and state laws, rules, policies, and required procedures with a “No Local Flexibility” rating are indicated by the acronym, **NLF**, in the margin to the right of the applicable paragraph. Additionally, all information with a “No Local Flexibility” rating is indicated by “must” or “shall.”

Failure to comply with the federal and state laws, rules, policies, and required procedures with a “No Local Flexibility” rating may result in corrective action, up to and including sanction and penalty.

**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 guidance or recommended practices with a “Local Flexibility” rating are indicated by the acronym, **LF**, located in the margin to the right of the applicable paragraph. Additionally, guidance or recommended practices with a “Local Flexibility” rating are indicated by “may” or “recommend.”

Boards are not subject to corrective action for failure to comply with guidance or recommended practices with a “Local Flexibility” rating.

**BACKGROUND:**

HHSC has contracted several Human Resources (HR) functions to Convergys, including overseeing staffing and employment at various state agencies under the HHSC umbrella. Convergys requires that applicants for certain entry-level HHSC positions complete an online assessment. The assessment, which takes 15–45 minutes, can be taken only on a computer with Internet access.

Currently, applicants who do not have Internet access are directed to use computers at libraries and other public facilities to complete the assessment. The Texas Workforce Commission (Commission) has agreed to partner with HHSC and Convergys to provide computer access at Texas Workforce Centers for HHSC applicants. The Commission believes this partnership will benefit all parties.

**PROCEDURES:**

Boards must be aware of the following agreement between HHSC, Convergys, and the Commission:

NLF

**HHSC/Convergys Roles and Responsibilities:**

- Post job openings in WorkInTexas.com.
- Screen applications, interview candidates, and make selections.
- Direct applicants who meet initial qualifications for employment to complete the online assessment.
- Instruct applicants who are directed to a Texas Workforce Center to present Texas Workforce Center staff with their test administration details, including the HHSC job requisition number (which also corresponds to the WorkInTexas.com *employer posting number*) for the job they are applying for.
- Provide each applicant with clear written instructions on how to access the online assessment.
- Instruct applicants to register with WorkInTexas.com at the Texas Workforce Center if they are not already registered.
- Provide customer service, via telephone, to applicants instructed to complete the online assessment.

Boards must be aware that the Commission will provide HHSC/Convergys with the current list (and subsequent updates) of Texas Workforce Centers.

NLF

**Boards must ensure that Texas Workforce Center staff:**

- provides HHSC applicants with access to one or more computers with Internet access and a Web browser;
- provides access to one or more phones so that HHSC applicants may contact Convergys for customer support as needed; and
- assists HHSC applicants with their WorkInTexas.com registration.

NLF

Additionally, Boards must be aware that services provided to HHSC and its applicants will be counted toward employer engagement performance measures.

NLF

Boards may use the HHSC job requisition number to locate the job posting in WorkInTexas.com and track services, as appropriate.

LF

**ACTIONS REQUIRED:**

Boards must ensure that appropriate staff is apprised of and complies with the requirements in this WD Letter.

**INQUIRIES:**

Direct inquiries regarding this WD Letter to the assigned contract manager for your local workforce development area.

Rescissions: None
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Expiration: Continuing
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