

**WORKFORCE DEVELOPMENT DIVISION**  
**Workforce Program Policy**  
**Technical Assistance Bulletin 167, Change 1**

**Keyword:**     **General**

**Topic:**       **New Email Address and Procedures for Policy Clarification Requests—Update**

**Date:**        **March 28, 2024**

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This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with updated information on procedures for requesting policy clarifications.

**Background**

Boards may request that Texas Workforce Commission (TWC) clarify policies related to the following topics:

- Federal or state laws or regulations
- TWC rules
- Workforce Development Letters or TA Bulletins
- Program Guides
- Contract provisions, conditions, or terms
- Commission initiatives
- Other TWC directives or communications

**Workforce Programs Policy Clarification Requests**

TWC’s Workforce Development Division addresses all workforce program-related concerns. Submit a policy clarification request by sending an email to [wfpolicy.clarifications@twc.texas.gov](mailto:wfpolicy.clarifications@twc.texas.gov).

In the subject line of the email, identify the contract type as follows:

- RE: Policy Clarification on Choices
- RE: Policy Clarification on WD Letter XX-XX

Ensure that the policy clarification request provides sufficient detail to allow TWC staff to review the question in its full context. Additionally, include safeguards that secure the transmission of any confidential customer data contained in the policy clarification request. (For example, provide the password for a password-protected file in a separate email.)

**Child Care Policy Clarification Requests**

TWC’s Child Care & Early Learning Division addresses all Child Care Services program-related concerns. Boards may request that TWC clarify policies related to Child Care Services by sending an email to [childcare.programassistance@twc.texas.gov](mailto:childcare.programassistance@twc.texas.gov). Ensure that the policy clarification request provides sufficient detail to allow TWC staff to review the question in its full

context. Additionally, include safeguards that secure the transmission of any confidential customer data contained in the policy clarification request. (For example, provide the password for a password-protected file in a separate email.)

**Attachments**

Attachment 1: Revisions to TA Bulletin 167 Shown in Track Changes

Please distribute this information to appropriate staff. Send inquiries regarding this TA Bulletin to [wfpolicy.clarifications@twc.texas.gov](mailto:wfpolicy.clarifications@twc.texas.gov).