

TEXAS WORKFORCE COMMISSION
Workforce Development Letter

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Date:	August 26, 2022
Keyword:	Administration; TWIST; WorkInTexas.com
Effective:	Immediately

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



From: Courtney Arbour, Director, Workforce Development Division

Subject: WorkInTexas.com Account Requirement for Workforce Solutions Office Staff

PURPOSE:

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) with guidance relating to the requirement that Workforce Solutions Office staff maintains active staff accounts in the WorkInTexas.com system.

RESCISSIONS:

None

BACKGROUND:

In July 2018, TWC announced that Geographic Solutions was selected to modernize and significantly enhance WorkInTexas.com (WIT). In August 2021, Geographic Solutions was selected as the vendor for TWC's workforce case management system (WFCMS) modernization efforts. The WFCMS project will result in a unified WIT system within which staff will interact with participants from multiple workforce programs.

Ongoing efforts within the WFCMS project include developing rules to enable the migration of staff-entered information and records from TWC's current case management system, The Workforce Information System of Texas (TWIST), into WIT.

TWC is requiring that Boards provide and maintain active staff accounts in WIT for Workforce Solutions Office staff members. This requirement will ensure that all staff members are able to continue working with participants, with minimal interruption, during and immediately following WFCMS implementation.

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” 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.”

General Requirements

NLF: Boards must ensure that WIT liaisons (liaisons) and local TWIST administrators work together to identify all current staff members with TWIST access and determine whether they have active or inactive WIT staff user accounts (WIT accounts).

NLF: Boards must ensure that liaisons run a staff report in WIT using steps provided in Attachment 1, WorkInTexas.com Liaison Staff Account Setup, to identify WIT accounts. Liaisons must provide the staff report to TWIST administrators, who may use it to identify current staff members with TWIST access but without WIT accounts.

LF: Boards may allow liaisons to provide the staff report to other staff if determined appropriate by the Board.

NLF: Boards must ensure that liaisons contact current staff members with inactive WIT accounts and ensure that staff members reactivate their accounts.

NLF: Boards must ensure that liaisons maintain Workforce Solutions Office staff member accounts, access, roles, and permissions, including inactivation of WIT accounts for local staff members leaving employment, as appropriate. Boards are not responsible for the maintenance of Jobs for Veterans State Grant or Texas Veterans Leadership Program WIT accounts.

Account Details

NLF: Boards must ensure that liaisons assign WIT accounts to all staff members who enter career and training services into TWIST or WIT. This includes staff members with any level of access to TWIST.

NLF: Boards must ensure that liaisons assign all new WIT accounts to the LWDB-Center Staff privilege group.

NLF: Boards must ensure that WIT accounts are created using the following standard naming convention: two-digit Board number, followed by first name initial, followed by last name.

For example: Pat Doe, who works in a Workforce Solutions Office in the Gulf Coast Workforce Development Board, will have the username “28PDoe” for their WIT account.

NLF: Boards must ensure that all Workforce Solutions Office staff members maintain their WIT accounts in active status by logging into WIT no less than once every 30 days.

TWC Reporting

NLF: Boards must ensure that liaisons provide TWC with a Board report on current Workforce Solutions Office staff accounts by completing Attachment 2, WIT Accounts Report Template, and submitting the spreadsheet to wfa@twc.texas.gov, within 30 days of release of this WD Letter.

NLF: Boards must ensure that staff encrypt the Board report, using acceptable security measures before submitting the report to TWC.

NLF: Boards must be aware that TWC may require Boards to submit ongoing staff reports during the WFCMS project.

LF: Boards may provide TWC with additional staff reports to inform the agency of staffing updates, as determined appropriate by a liaison.

INQUIRIES:

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

ATTACHMENTS:

Attachment 1: WorkInTexas.com Liaison Staff Account Setup

Attachment 2: WorkInTexas.com Staff Accounts Reporting Template

REFERENCES:

WD 01-20, Change 2, issued August 3, 2022, and titled “Managing Individuals in the WorkInTexas.com System—*Update*”

WD 02-18, issued March 23, 2018, and titled “Handling and Protection of Personally Identifiable Information and Other Sensitive Information”