

TEXAS WORKFORCE COMMISSION
Workforce Development Letter

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Date:	September 24, 2024
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Effective:	October 24, 2024

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



From: Mary York, Director, Workforce Development Division

Subject: **Board Management of Contracted Service Providers in WorkInTexas.com**

PURPOSE:

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) with guidance on the entry and maintenance of provider accounts in WorkInTexas.com for Board-contracted services including, but not limited to, the following:

- Occupational/vocational training programs not funded through individual training accounts (ITAs), including Trade Adjustment Assistance (TAA) services
- On-the-job training
- Subsidized employment
- Work experience
- Workfare

RESCISSIONS:

None

BACKGROUND:

On April 15, 2024, the Texas Workforce Commission (TWC) issued Technical Assistance (TA) Bulletin 307, titled “Provider Account Creation in WorkInTexas.com.” This TA Bulletin, including its attachment, provides instructions for creating and managing provider accounts, excluding Workforce Innovation and Opportunity Act (WIOA) eligible training providers (ETPs) and their programs, in WorkInTexas.com.

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.”

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.”

NLF: Boards must inform appropriate staff about the process to create and manage provider accounts in WorkInTexas.com, which is detailed in TA Bulletin 307.

NLF: Boards must ensure that appropriate staff members create a WorkInTexas.com provider account for each entity with which the Board or local Workforce Solutions Office operator contracts to provide services.

NLF: Boards must ensure that each account for a locally contracted service provider includes:

- contact information useful to local Workforce Solutions Office staff;
- information on each available location from which services are provided; and
- detailed and accurate program information on available activities or services included in the contract.

NLF: Boards must ensure that the local Workforce Solutions Office staff:

- selects the appropriate provider account when documenting workforce program services provided through the contract; and
- maintains the provider account by timely inactivating services or providers no longer available to workforce program participants.

LF: Boards may require that the contract or other appropriate documents are uploaded to the **Documents** folder of the provider account in WorkInTexas.com.

NLF: Boards must ensure that on or before the effective date of this guidance, Board staff members with WorkInTexas.com provider management access create accounts for all locally contracted providers and services.

INQUIRIES:

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

ATTACHMENTS:

None

REFERENCES:

Technical Assistance Bulletin 307, issued April 15, 2024, and titled “Provider Account Creation in WorkInTexas.com” and Attachment 1, titled “Instructions for Managing Providers in WorkInTexas.com”