




Memorandum of Record #357

DATE: April 2, 2009

MEMORANDUM TO: WORKFORCE SOLUTIONS-ALAMO CONTRACTORS

FROM: FRANCISCO MONCIVAIS
DEPUTY EXECUTIVE DIRECTOR-PROGRAM OPERATIONS 

SUBJECT: TAB # 201 Employment Service and Unemployment Insurance Integration Project-Phase 3

The Texas Workforce Commission (TWC) has released Technical Assistance Bulletin (TAB) 201, Employment Service and Unemployment Insurance Integration Project Phase 3, which provides details on the impact it will have on WorkInTexas.com.

Workforce Solutions-Alamo adopts this WD letter as local policy. The policy highlights the changes and new features in WorkInTexas.com. Workforce Solutions-Alamo contractors must ensure that appropriate staff reviews this information and are familiar with the changes.

All comments and inquiries pertaining to this policy should be directed to:

Francisco Moncivais
Deputy Executive Director-Program Operations
210-581-1076
francisco.moncivais@twc.state.tx.us

Attached: TAB 201 Attachment 1

WORKFORCE DEVELOPMENT DIVISION
Workforce Policy and Service Delivery Branch
Technical Assistance Bulletin 201

Program: ES; UI; WorkInTexas.com
Subject: Employment Service and Unemployment Insurance Integration
Project—Phase 3
Date: April 1, 2009

This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with information on Phase 3 of the Employment Service and Unemployment Insurance (ESUI) Integration Project and the impact of Phase 3 on WorkInTexas.com, specifically:

- auto-registration;
- new registration service;
- registration verification;
- new link on staff home page;
- auto-registration indicators;
- account reactivation and update process; and
- single sign-on.

Phase 3 of the ESUI Integration Project has created a concurrent and fully integrated claims filing and work registration process that eliminates the need for dual data entry by claimants. The following changes have been made in WorkInTexas.com:

Auto-Registration

The auto-registration process automatically creates a WorkInTexas.com registration.

- When claimants who file an initial claim (IC) online through *Apply for Benefits* or through the Tele-Center Interactive Voice Response system do not begin or complete a WorkInTexas.com registration within seven calendar days of filing the IC, an auto-registration is created for them at the end of the seventh day.
- For UI purposes, this auto-registration is considered a completed work registration.

Auto-registrations are:

- created only if the claimant has a UI work search requirement;
- completed using information collected during the IC process;
- automatically set to use the claimant's UI logon as his or her WorkInTexas.com logon; and
- validated through the comparison of Social Security number (SSN) and either last name or date of birth. (*Note:* If a claimant's identity cannot be validated, auto-registration is not created.)

New Registration Service

An auto-registration automatically generates the new job seeker service *Registration-UI Auto*, which indicates that a registration has been auto-created.

Registration Verification

The registration verification process is the review and edit of a claimant's WorkInTexas.com auto-registration.

- The review and edit can be performed by the claimant or by appropriate staff on behalf of the claimant, and appears to users as regular registration flow. However, the fields will prepopulate with data from the IC.
- The *Registration-Complete* service displays once registration verification is completed.

New Link on Staff Homepage

The [#] *New UI Auto-Registrations* link has been added to the staff home page to provide easy access to the list of all WorkInTexas.com auto-registrations created by ICs.

- Claimants stay on the list until they receive a *Registration-Complete* service.
- Staff can use the [#] *New UI Auto-Registrations* list as a way to quickly engage with claimants and help ensure their applications are updated to increase job-matching potential.
- An unverified auto-registration—although considered complete for UI purposes and potentially able to match jobs—is a shell-registration with limited data, containing only one occupation, one matching option, one work history, etc.

Auto-Registration Indicators

Staff can identify claimants who have unverified auto-registrations in two ways. These identifiers remain in place until the claimant receives a *Registration-Complete* service:

1. The claimant's name will display in the [#] *New UI Auto-Registrations* list.
2. The following message will display on the job seeker home page: *This is a UI Auto-Registration. All information must be verified.*

Account Reactivation and Update Process

Claimants who file an IC and already have a complete WorkInTexas.com account, but who do not access that account—or have appropriate staff access it on their behalf—within seven calendar days may see action automatically taken by the system to reactivate or update the account. Possible actions and conditions include the following:

An existing WorkInTexas.com account **will be reactivated and updated** if:

- the claimant's identity is validated;
- the claimant has a UI work search requirement;
- the claimant's WorkInTexas.com account status is inactive; and
- it has been more than 90 days since the claimant's last service.

An existing WorkInTexas.com account **will only be reactivated** if:

- the claimant's identity is validated;
- the claimant has a UI work search requirement;
- the claimant's WorkInTexas.com account status is inactive; and
- it has been less than 90 days since the claimant's last service.

An existing WorkInTexas.com account **will not be reactivated or updated** if:

- the claimant's identity is not validated;
- the claimant does not have a UI work search requirement; and/or

- the claimant's WorkInTexas.com account status is already active.

Claimants with existing WorkInTexas.com accounts that reflect pseudo or invalid SSNs will have an auto-registration created for them when the valid SSN is entered for the IC, regardless of account status.

Single Sign-On

Single sign-on allows one logon for all Texas Workforce Commission (TWC) Web applications.

- Single sign-on allows claimants to create and maintain one logon for filing and updating UI claims as well as registering and searching for work in WorkInTexas.com.
- It is important to inform single sign-on users that changing their password in one system changes it in the other.
- Single sign-on allows claimants who are not registered with WorkInTexas.com to proceed directly into the job matching system. Because they created their logon while filing the IC, they skip the WorkInTexas.com logon creation process and go directly to registration. Additionally, these claimants will find much of their registration data prepopulated into WorkInTexas.com from the UI interface.
- Claimants who choose to register with WorkInTexas.com after the seven-day period must logon to WorkInTexas.com with their existing UI logon so the interface can prepopulate their registration data.
- Claimants without a UI logon can enter their Personal Identification Number in WorkInTexas.com to have work registration information pulled over by the interface. Additionally, these claimants can use their newly created WorkInTexas.com logon to log on to the UI system.
- When a UI logon already exists, the auto-registration process will assign it to any associated WorkInTexas.com account that does not yet have a logon. Claimants who have a WorkInTexas.com logon prior to filing for UI must use the same logon when filing the IC to take advantage of single sign-on; otherwise they will have to maintain and use two different logons, one for UI and one for WorkInTexas.com.

Please distribute this information to appropriate staff. Inquiries regarding this TA Bulletin should be directed to wfpolicy.clarifications@twc.state.tx.us.

Auto-Registration and Single Sign-On Desk Aid

The creation of an auto-registration and the single sign-on process for WorkInTexas.com and the unemployment insurance (UI) system may generate questions from claimants. This desk aid is intended to assist staff in understanding the issues and assisting claimants.

Issue:

The claimant is unable to self-register or add his or her Social Security number (SSN) to existing registration because it is already in the system. One of four scenarios may be the cause:

- The claimant previously registered with WorkInTexas.com but does not remember doing so.
- An auto-registration was created for the claimant when he or she failed to register or complete registration within seven calendar days of filing an initial claim (IC).
- An auto-registration was created for the claimant because the existing registration had a pseudo SSN.
- The claimant's SSN is being used incorrectly by another job seeker.

What to Do:

Identify the applicable scenario through SSN search for the registration. Also look for multiple registrations under the same name. Take appropriate action by providing logon information to the claimant; providing a brief explanation of auto-registration; merging job seeker records (see Merging Job Seeker Records in this desk aid); or removing the SSN from the incorrect account.

Issue:

The claimant had an incomplete WorkInTexas.com registration that included his or her SSN before filing an IC. When claimant logs on, some of the registration information is already completed. Claimant wants to know who updated or changed the information.

What to Do:

Verify that the claimant has an auto-registration. Provide a brief explanation about how and why account information was updated. Review the claimant's registration and make suggestions for additional changes.

Issue:

The claimant had a complete but inactive WorkInTexas.com registration that included his or her SSN before filing an IC. Claimant's account was inactive for more than 90 days so the auto-update process reactivated and updated registration information. Claimant wants to know who updated or changed the information.

What to Do:

Check the claimant's record of services to verify that the registration was inactive for more than 90 days. Provide a brief explanation as to why the information was updated. Review the claimant's registration and make suggestions for additional changes.

Issue:

The claimant's name is on the auto-registration list because his or her registration has not been verified.

What to Do:

Check for the existence of other job seeker registrations under the same name. Contact the claimant. Explain that his or her WorkInTexas.com registration was created automatically because of failure to register or complete registration within seven days of filing the IC and that registration information must be verified. If necessary, remove duplicate records using the merge job seeker records process (see Merging Job Seeker Records in this desk aid). If necessary, provide logon information and assist the claimant in completing registration verification.

Auto-Registration and Single Sign-On Desk Aid

Issue:

The claimant has a single sign-on (one logon for both WorkInTexas.com and UI), but changed his or her password in UI and now cannot log on to WorkInTexas.com.

What to Do:

Inform the claimant that changing the logon password in UI simultaneously changes the logon password for WorkInTexas.com and to use the same password to log on to both systems.

Merging Job Seeker Records

Merging records allows staff to eliminate duplicate job seeker registrations. Merges must always be performed carefully, but special care must be taken with the records of claimants who are required to include their SSN in the registration. Remember:

- Never merge job seeker records without first consulting the job seeker/claimant.
- Do not eliminate a claimant’s SSN while merging records. UI benefits can be delayed or denied if the claimant’s record does not include his or her SSN.
- Remove the SSN from the *Merge* record and add the SSN to the *Keep* record when necessary.
- If a claimant has two WorkInTexas.com registrations, each with its own logon—one with a user ID that matches the claimant’s UI user ID—you can provide the claimant with a single sign-on by merging registrations and keeping the registration with the user ID that matches the UI user ID.
- Review the registration after merging and verify that everything is correct, especially the SSN.

Terms and Descriptions

Term	Description
Auto-Registration	A WorkInTexas.com registration created through an automated process for a claimant when the claimant fails to register or complete registration within seven calendar days of filing an IC. Also used to refer to the process of auto-creating the registration.
<i>Registration-UI Auto</i>	Registration service that automatically posts when a claimant’s WorkInTexas.com registration is auto-created.
Registration Verification	The process by which the claimant’s auto-created WorkInTexas.com registration is reviewed and edited. <i>Registration Verification</i> is also the name of the first page in the verification process.
<i>Verification Confirmation</i>	Last page in the registration verification process.
<i>[#] New UI Auto-Registrations</i>	Link added to the WorkInTexas.com staff home page to provide a list of claimants with auto-registrations that have not undergone registration verification.
<i>This is a UI Auto-Registration. All information must be verified.</i>	Information message that displays on a claimant’s home page when claimant has an unverified auto-registration.
Single Sign-On	One logon for all Texas Workforce Commission (TWC) Web applications.
Logon	Used to refer to the combination of user ID and password required to access any TWC Web application.