



TWS 04-07

October 25, 2004

To: Resident Services Division Managers, contractors, and staff

From: Rodney Bradshaw  
Mike Temple  
Pam Sanders

Subject: Basic Services Standard and Guideline Revised

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## **BACKGROUND**

As most of you know Workforce Solutions continues to develop and refine a set of Standards and Guidelines to direct the delivery of services to our resident customers. The Basic Services Standard has been effective for some time. It can be found on Workforce Solutions website:

<http://www.wrksolutions.com/staff/basicservicesandg.html>

A memo dated March 23, 2004 clarified some of the procedures in the Basic Services Standard and asked you to implement that standard as well as some of the procedures in the draft Expanded Service Standard.

## **CURRENT SITUATION**

Some of the information in the Standard became outdated and has been revised. The revised standard and all attachments are now posted at the web address above. There has been some editing and clarification throughout the Standard. The following are substantive changes/additions in the revised Basic Services Standard and Guideline.

- References to JSMS have been removed throughout the standard except in relation to Worker Profiling
- Instructions for completion of the paper Work Application and Work Application Addendum have been changed to accommodate the use of WorkInTexas.com and customer direct entry of information into the data base. The new information is consistent with information from Issuance 04-03, Work Application Addendum
- Changed Section III. Description of Services

- Changes to Section VII. Information Resources for Staff
  - Deleted VII. B. Instructions for Completing the Work Application
  - Changed VII. H.1. Orientation Scripts, Profiling – Is changed to require that the customer response to a Profiling letter can occur by a visit to the office, a telephone call, or an e-mail response. Customers may not be asked to a group meeting. Each customer must be served individually.
  - Changed VII.H.2. Orientation Scripts, TANF Applicants – Bullets have been added to encourage customers to tell Workforce Solutions when they have gone to work
  - Changed VII.H.3. Orientation Scripts, Food Stamp Recipients – Bullets have been added to encourage customers to tell Workforce Solutions when they have gone to work.
  - Changed VII.I.2. Recruitment Letters - Unemployment Insurance Recipients – Changed to reflect changes noted above in Section VII.H.1.
  - Added VII. I.6. Letter to TANF customer who is about to complete 4 weeks of work search and must enter another employment activity – This letter has been added. When communication on this subject occurs by mail this letter must be used.
  - Changed VII.J. Survey – A copy of the survey card has been added.
  - Changed VII.6. *TWIST Data Entry Aid* - Adding a customer to TWIST RIO fund
  - Added VII.K.7. *TWIST Data Entry Aid* - Changing a customer from TANF Applicant to Choices
  - Added VII.L. Paper Files Required for Resident Customers, has been added
  
- Changed Attachment 5 - The Employment Counselor Job Description has been slightly changed and 2 performance measures for Employment Counselors have been added to the current direct placement measure.
- Added Attachment 6 - An Employment Counselor Customer Service Observation Form has been added for use in tracking the customer service measure for Employment Counselors.
- Added Attachment 7 – Program Tracking Specialist Job Description
- Changed Attachment 1, 2, 3, 4, 4a - The number of supervisor observations required to measure performance for Greeters and Resource Specialists has been lowered from 15 a month to 5 month.
- Changed Attachment 1, 3 - The method for rating quality customer service for Greeters and Resource Specialists has been changed. Each of the 5 areas noted during one observation are rated as acceptable or not. The total number of acceptable ratings is added to determine if the employee is meeting performance expectations.
- Changed Attachments 2, 4, 4a - The observation forms have been changed to allow each of the five observations to be recorded on one form. Performance Rating Tables have been added to form.

## **ACTION REQUIRED**

Please make changes required to implement the revised Basic Services Standard and Guideline immediately. The new job descriptions and performance measures for all Employment Counselors must be effective December 1, 2004. Employment Counselors will have signed the new job description and performance expectations prior to December 1, 2004.

## **QUESTIONS**

Direct inquiries to Ginger Rogers at [grogers@wrksolutions.com](mailto:grogers@wrksolutions.com) 713.993.2409 or Betty Drake at [bdrake@wrksolutions.com](mailto:bdrake@wrksolutions.com)