



<b>WS 19-09 Change 3</b>
<b>Release Date: May 9, 2024</b>
<b>Effective Date: Immediately</b>
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<b>Expires: Continuing</b>

To: All Service Providers

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Subject: Fidelity Bonding Services

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## Purpose

To update Workforce Solutions' fidelity bonding processes and procedures.

This updated issuance:

- Provides information on the WorkInTexas.com service code for fidelity bonding services and updates Texas Workforce Commission (TWC) email addresses;
- Includes the Fidelity Bond Request Form (Attachment 1);
- Includes fidelity bonding outreach materials: brochure, at-a-glance, and poster (Attachments 2, 3, and 4); and
- Clarifies the implementation of TWC workforce case management system in WorkInTexas.com.

## Rescissions

WS 19-09 Fidelity Bonding Services Change 2 issued on May 12, 2022

## Background

Workforce Solutions offers free fidelity bonding services to at-risk individuals seeking employment. Fidelity bonding provides insurance for employers against employee dishonesty and encourages the hiring of individuals with criminal or other questionable backgrounds. Some individuals automatically qualify for free bonding. While the main focus is on at-risk job seekers, bonds are also available for employed workers facing layoffs or seeking job advancement.

Workforce Solutions remains committed to providing free bonding services.

# Policy

Workforce Solutions staff must be aware of and adhere to the following:

1. Workforce Solutions provides fidelity bonds at no cost.
2. Staff are encouraged to use fidelity bonds as a tool to assist at-risk individuals with employment.
3. At-risk individuals are eligible for fidelity bonding based on the following criteria:
  - Second chance individuals, including individuals who have records of arrest or any police record or are on probation
  - Applicants with poor credit histories, including bankruptcy
  - Veterans dishonorably discharged from the military
  - Public assistance recipients
  - Applicants with a history of substance abuse
  - Economically disadvantaged youth who lack a work history
4. Service provider management must ensure staff:
  - Are provided with information on how to use fidelity bonds and how to complete the [Fidelity Bond Request Form](#);
  - Provide information on fidelity bonding services to at-risk individuals who could benefit from the service; and
  - Provide employers with information on fidelity bonding services.
5. Service provider management must ensure staff:
  - Complete the [Fidelity Bond Request Form](#) upon job seeker or employer request;
  - Email the completed Fidelity Bond Request Form to [fidelity.bonding@twc.texas.gov](mailto:fidelity.bonding@twc.texas.gov);
  - Enter a case note in WorkInTexas.com that includes:
    - A statement that the customer qualifies for fidelity bonding based on eligibility criteria;
    - The specific criterion on which eligibility is based; **and**
    - A statement indicating the following was verified by contacting the employer: the bond request, employment start date, and job title;
  - Enter service code 124–Bonding Assistance into WorkInTexas.com once the bond has been approved; and
  - Record the fidelity bonding service provided to an employer when the bond is issued by entering the service code “FB-Fidelity Bonding” into WorkInTexas.com.
6. Fidelity bonds are typically limited to \$5,000 of coverage. However, if a higher amount—up to \$25,000—is required by an employer to ensure job placement, justification for the increase must be documented under *Additional Information* on the [Fidelity Bond Request Form](#) and in WorkInTexas.com Case Notes.
7. Staff should use Attachments 2, 3, and 4 of this issuance in fidelity bonding outreach campaigns regarding services for job seekers and employers.

## Action

1. Service provider management must ensure staff are promoting the availability of fidelity bonding services to job seekers and employers.
2. Service provider management must ensure staff are aware of and follow the procedures in the Fidelity Bonding Desk Aid.
3. Service provider management must ensure all staff receive training and possess knowledge on assisting employers and at-risk individuals with fidelity bonding services.
4. Service provider senior management are responsible for actively monitoring and ensuring staff adhere to the procedures outlined in this issuance.

## References

1. [WD 10-19, Change 4 Fidelity Bonding Services—Update](#)
2. [US Department of Labor Federal Bonding Program Initiative](#)
3. [Texas Workforce Commission Fidelity Bonding Program](#)

## Attachments

1. [Fidelity Bond Request Form](#)
2. [Fidelity Bonding Brochure](#)
3. [Fidelity Bonding Flyer](#)
4. [Fidelity Bonding Poster](#)

## Questions

Staff should first ask questions of their managers or supervisors. Direct questions to Board staff through [workforcepolicy@wrksolutions.net](mailto:workforcepolicy@wrksolutions.net).