



## MEMORANDUM

TO: Career Office contractors  
FROM: Rodney Bradshaw  
Mike Temple  
Lucretia Hammond  
DATE: April 24, 2007  
SUBJ: Recording Service in WorkInTexas.com

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### Background

Filling job postings and putting customers to work quickly is one of our goals.

- One indicator of our success is a high percent of unemployment insurance claimants who receive an “enhanced service” from The WorkSource staff and then return to work within 10 weeks.
- Another indicator is a high percent of all customers who go to work after receiving expanded service or financial aid from us.

### Tracking Success

We track both of these indicators electronically through wage record matching. To accurately track what we’re doing and gauge our performance, staff members must record the service they provide in WorkInTexas.com.

We’ve included with this memo a list of “enhanced services” for WorkInTexas.com. The list also shows comparable TWIST service codes for the “enhance services”.

We’ve also attached a desk aid called “Exchange of Information” to help you know when service posted in WorkInTexas.com transfers to TWIST, and vice versa.

## Action

1. Make sure all career office staff know when and how to record service in WorkInTexas.com
2. Make sure staff record service appropriately in WorkInTexas.com.

## Follow-up

Board staff will check regularly through quality assurance reviews and other methods to see that staff understand how to record service in WorkInTexas.com and that they are actually recording the service they provide.

## Questions

Please direct staff to ask questions of their supervisors and managers first.

Direct questions for the Board staff to Betty Drake [betty.drake@theworksource.org](mailto:betty.drake@theworksource.org). or submit questions to The WorkSource Q&A at <http://theworksource.org/staff/webqa.html>