



<b>WS 24-01 Initial Job Search Child Care</b>
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To: All Providers

From: Juliet Stipeche  
Kristi Rangel  
Russell Tomlin  
Kevin Rodney

Subject: Initial Job Search Child Care

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## Purpose

This issuance provides guidance for assisting customers determined eligible for Initial Job Search Child Care (IJS).

## Background

Families who do not meet the minimum participation requirements for income eligible child care, but who are otherwise eligible, may qualify for child care for three months while searching for work. Parents must search for work that meets the minimum employment activity requirements. If a parent does not find employment within 90 days, their child care will be discontinued.

The Financial Aid Support Center (Support Center) assesses eligibility for IJS Child Care. Parents must confirm their need for IJS child care and that their family's income falls below 85% of the State Median Income (SMI).

## Policy

Prior to authorizing child care, the Support Center staff must determine if the customer is registered in WorkInTexas (WIT). If the customer is registered, child care will be authorized for 90 days. If the customer is not registered, the Support Center will allow the customer 14 calendar days to register in WIT. If the customer fails to register in WIT, child care will not be authorized and they will need to be reapply.

The Board's data analytics team will post a weekly IJS report to the [Workforce HUB](#). To ensure efficient communication, Workforce Solutions career office service providers must assign one staff member for reaching out to each customer receiving IJS child care within two business days of receiving the report. Staff must:

- Ensure customers have a resume in the TWC Workforce Case Management System.

- Provide job search assistance including customized labor market information, hiring events and hot jobs information.
- Enter applicable services provided in the TWC Workforce Case Management System including went-to-work (WTW) for customers who have obtained employment.
- Assess the need for financial assistance for customers who are interested in training or have obtained employment.

## Procedures

1. Each week on Monday, the IJS report will be posted to the [Workforce HUB](#).
2. Career office staff must contact each customer on the report via phone or email at the following intervals and document their efforts:
  - Contact 1 – within two business days.
  - Contact 2 – within one month from the authorization date.
  - Contact 3 – within two months from the authorization date.
3. If a customer is not registered in the TWC Workforce Case Management System, career office staff must complete the Wagner Peyser application, evaluate their needs, and assist the customer with finding employment. Staff may work with customer to devise an employment plan, if more intensive services are required.
4. After completing the Wagner Peyser application, staff must submit FACS issue type: Priority 2, to the Support Center to confirm the customer's WIT registration.
5. Career office staff must document actions and job search services in WIT for each contact.
6. If a customer finds or reports employment, staff must enter a went-to-work (WTW) in the TWC Workforce Case Management System. The Support Center will authorize care for the remainder of the 12-month eligibility period.
7. If a customer does not find employment within 90 days, the Support Center will discontinue child care.

## Action

1. Service provider management must ensure all staff are trained and knowledgeable regarding how to assist customers receiving IJS child care.
2. Service provider senior management must monitor and ensure staff are contacting each customer on the IJS report to offer employment services.

## References

WD 13-21 Change 1, Initial Job Search Child Care Update

WS 18-04 Managing Financial Aid - [Childcare Standards and Guidelines](#) Change 9

## Questions

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