

PROGRAM TRACKING SPECIALIST

JOB DESCRIPTION & PERFORMANCE EXPECTATIONS

The Program Tracking Specialist plays an integral role on the office team. This staff person handles the necessary tracking of customer services and activities allowing other staff to concentrate on providing the best services possible to customers.

- Understand the Management Information Systems (MIS) used in:
 - ✓ job matching,
 - ✓ recruitment/outreach,
 - ✓ eligibility verification,
 - ✓ tracking customer activities and progress toward goals
 - ✓ monitoring data entry and performance
 - ✓ transmitting information to cooperating organizations
- Understand recruitment requirements of all funding streams
- Understand data entry requirements of all funding streams
- Understand customer requirements of all funding streams
- **Conduct recruitment** (outreach) of customers through use of the MIS:
 - ✓ UI Claimants - Each Wednesday TWC downloads into JSMS, a pool of customers receiving UI who may be offered services to help them return to work. The Program Tracking Specialist will submit requests through the JSMS for recruitment letters which are mailed by the state to selected customers.¹
 - ✓ TANF Recipients – Monitor benefits issuance dates through TWIST reports to outreach/recruit customers who have not attended an orientation at Workforce Security.
 - ✓ Food Stamp Recipients – outreach customers (ABAWDS General Population RIO ABAWDS, and RIO General Population with work requirements) in TWIST.
 - ✓ Targeted groups – may recruit a targeted group of customers for job search services from lists of customers who have, for example, completed training and are not employed.
- **Verification of eligibility and employment.** Verify continuing eligibility at the beginning of each month for customers receiving TANF/Food Stamps in TWIST.
- **Data enter** the following actions in accordance with funding stream requirements. The applicable funding streams are noted in parenthesis):
 - ✓ May enter work applications in WorkInTexas.com¹
 - ✓ Create new customer (Program Detail) records in TWIST
 - ✓ Enter customer attendance at orientations and/or customers response to recruitment in MIS (UI Claimants, RIO, TANF, Food Stamp,)
 - ✓ Reply to e-mail referrals from TDCJ Parole Officers, send email to TDCJ notifying parole office that customer has com to the office, save & file email correspondence

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- ✓ Enter customer service in TWIST/Service Tracking¹

- ✓ Request penalties for TANF recipients who:
 - Do not respond to notification letters (customer is receiving TANF, never attended orientation)
 - Do not respond to non-compliance letters (customer came to orientation/not cooperating) and do not have a good cause reason as determined by PSR
 - Do respond to non-compliance letters (came to orientation/not cooperating) and do not have a good cause reason as determined by PSR.

- ✓ Enter cooperation hours for TANF/Food Stamp E&T customers recipients weekly

- ✓ Enter cooperation hours for former TANF recipients who are receiving retention services from Workforce Security. (Tracked under Choices Plus funding source.)

- ✓ Request penalties for Food Stamp recipients who:
 - Do not respond to recruitment/outreach letters
 - Do not cooperate the number of hours required in the family employment plan

- **Discontinue or continue financial aid**
 - ✓ Discontinue financial aid (childcare, transportation, etc.) for customers who do not comply with funding requirements

 - ✓ Continue financial aid for childcare (expiration updates) for customers who meet requirements and for sanctioned customers who agree to cooperate (cure their sanction).

- **Review MIS reports** to monitor need for actions described below:
 - ✓ Selective Service Report – used to monitor selective service reporting requirements. Look up Selective Service numbers for customers at the selective service website and data enter the number in the customer’s TWIST record. Notifies PSR to contact customers when no Selective Service Number is found. PSR will contact customer and request they register for Selective Service. (Selective Service registration is required for customers receiving expanded services funded with WIA funds.)

 - ✓ Non-Compliance TANF – distribute to supervisors for review and action on customer records which do not have any activity recorded for more than one month.

 - ✓ Customer Load Exception List – correct the data and submit changes for both Choices and Food Stamps at least weekly

 - ✓ Submit and format the office TANF LBB Report for the current month at least once per week to review TANF Numerator and to monitor new customer certification

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- ✓ Submit Form 2583 Choices Information Transmittal to DHS to transmit information about changes in customers information (address, phone number, etc.), for rescinding sanctions, and reporting employment

- ✓ Submit Form 2588 Workforce Orientation Referral to DHS as notification the conditional customer has complied with their four weeks of cooperation.

- ✓ Submit Form 1817 Reports Employment to DHS for food stamp recipients

¹ Task may be completed by Program Tracking Specialist or by other designated staff.