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| WS 11-16 |
| June 28, 2011 |
| Expanded Service |
| Expires: Continuing |

To: Career Office Contractors

From: Rodney Bradshaw
Mike Temple
David Baggerly

Subject: Correcting Work Codes in TWIST

Purpose

Provide instructions for reporting work code corrections in TWIST for customers who are TANF or SNAP recipients.

Background

HHSC completed conversion of its data from SAVERR to TIERS on June 20, 2011. Customer data in TIERS is uploaded to TWIST each night for TANF applicants/recipients and each Friday night for SNAP recipients.

As with any conversion process, there may be glitches in the data transmission. This issuance will provide instructions for reporting errors to correct the data in TWIST.

Procedure

When you notice a discrepancy between the work code in TIERS and the work code in TWIST, contact your local HHSC office to verify the correct work code.

- If the work code in TWIST is correct, then HHSC will correct its code. No further action is required.

- If the work code in TIERS is correct, then do the following:

1. Complete the report table. (See sample completed table below)

| Data Item | Data | Description of Issue |
|---------------------------------|-----------------------|--|
| Board Number and Name | #28 Gulf Coast | HHSC confirms the customer is Exempt. TIERS work code shows Exempt but TWIST work code is Mandatory. |
| Client Name | Xxxxx XXXXXXXX | |
| TWIST ID | xxxxx585 | |
| SSN last 4 digits (xxx-xx-4568) | 3880 | |
| TANF or SNAP | TANF | |
| Month(s) Affected | Feb, March, Apr & May | |
| TIERS Individual # | xxxx84784 | |
| TIERS EDG | xxxx022 | |

2. Create a Word or Excel document with:
 - a. A completed report table;
 - b. A print screen of the TANF History screen in TWIST. (See sample); and
 - c. A print screen of the Exemption screen in TIERS. (See sample)

NOTE: You can find the Exemption screen by accessing the Individual – Summary screen. Hold your mouse over the nine digit Individual # and select Exemptions from the pop-up menu. You can find these instructions on page 4-8 in the TIERS Inquiry Reference Guide attached to this issuance.

Sample TANF History Screen from TWIST

| Customer | | | | | | | | |
|---|---------------------|------------------|--------------------------|--------------------------|--------------------|------------------------|--------------------------|------------------------|
| SSN: [REDACTED] | | Name: [REDACTED] | | Birth Date: 08/16/1983 | | Phone: (956) 233-8993 | | Ext: [REDACTED] |
| | | | | | | TWIST ID: [REDACTED] | | |
| TANF History Time Limited Benefits Good Cause Penalty TANF Children Form 1836A/B | | | | | | | | |
| TANF Ineligibility Date: 00/00/0000 | | | | | | | | |
| Current EID Amount \$:00 | | | | EID End Date: 00/00/0000 | | | | |
| Service Month | Benefits Issue Date | Benefits Amount | PRA Violation | Warrant File | DHS Type Program | Work Code | Partial Month Begin Date | Partial Month End Date |
| 05/2011 | 05/01/2011 | \$225.00 | <input type="checkbox"/> | 0 | 01 - TANF cash ass | M - Mandatory | 00/00/0000 | 00/00/0000 |
| 04/2011 | 04/01/2011 | \$225.00 | <input type="checkbox"/> | 0 | 01 - TANF cash ass | M - Mandatory | 00/00/0000 | 00/00/0000 |
| 03/2011 | 03/01/2011 | \$225.00 | <input type="checkbox"/> | 0 | 01 - TANF cash ass | M - Mandatory | 00/00/0000 | 00/00/0000 |
| 02/2011 | 02/01/2011 | \$225.00 | <input type="checkbox"/> | 1 | 01 - TANF cash ass | M - Mandatory | 00/00/0000 | 00/00/0000 |
| 01/2011 | 01/01/2011 | \$225.00 | <input type="checkbox"/> | 0 | 01 - TANF cash ass | E - Unable to work due | 00/00/0000 | 00/00/0000 |

Sample Exemption screen from TIERS

| Individual Information | | | | | | |
|------------------------|------------|--------------------|------------------------------|---------------------------|---|------|
| Individual # | 507984784 | Case #: | 1014119900 | Name: | [REDACTED] | DOB: |
| Gender: | Female | Race: | Unable to Determine the Race | Ethnicity: | Hispanic | |
| Exemptions Summary | | | | | | |
| EDG # | TOA | Payment Begin Date | Payment End Date | Work Registration Status | Work Registration Reason | |
| 41184022 | TANF Basic | 02/01/2011 | 02/28/2011 | Exempt from Participation | Disability expected to last greater than 180 days | |
| 41184022 | TANF Basic | 03/01/2011 | 03/31/2011 | Exempt from Participation | Disability expected to last greater than 180 days | |
| 41184022 | TANF Basic | 04/01/2011 | 04/30/2011 | Exempt from Participation | Disability expected to last greater than 180 days | |
| 41184022 | TANF Basic | 05/01/2011 | 05/31/2011 | Exempt from Participation | Disability expected to last greater than 180 days | |
| 41184022 | TANF Basic | 06/01/2011 | | Exempt from Participation | Disability expected to last greater than 180 days | |
| MA - TANF | | | | | | |

- Use this protocol to name the document: *TWIST ID (space) Date*
Example: *1044484 6-28-11*
- Protect the document with a password which Workforce Security will provide you. Email Workforce Security (workforcsecurity@wrksolutions.com) for the password.
- Attach the completed, password protected document in an email to Workforce Security (workforcsecurity@wrksolutions.com).

The state may take from three work days to two weeks to make corrections in TWIST.

Action

This requirement for reporting work code corrections is effectively immediately. Ensure appropriate staff is familiar with the reporting requirements.

Questions

Direct questions first to your supervisor or manager. Direct questions for Board staff to David Baggerly david.baggerly@wrksolutions.com or Lisa Spadoni lisa.spadoni@wrksolutions.com

Attachments

TIERS Inquiry Reference Guide