

Quick Reference Sheet for Trackers #8 – January 30, 2006

Subject: Recording Co-operation Hours for TANF Customers Certified in the Last Tracking Week of the Month

- ✓ When HHSC certifies a customer between Saturday and Monday of a week, the LBB Report counts the week in which the Monday falls as the 1st tracking week.
- ✓ Customer's certified mid-week, between Tuesday-Friday, count for the next tracking week except for certifications in the last tracking week of the program month.

An example of counting customers in the denominator who are certified in the last tracking week of the program month follows:

- Customer is certified for TANF on Thursday, November 24, 2005 (last Thursday of the month),
- LBB Report shows 0 hours participation for that week - week 4 of November 2005.
- In the past we have not required this customer to participate during the week in which November 24th falls because she was not certified until Thursday
- However, this customer still counts against us in November because she received money from HHSC in November

The process below will allow credit for participation for TANF customers who are certified after the last tracking Friday but still in the calendar month.

- Check TWIST to determine if the customer has been cooperating while she was a TANF applicant
- If the customer has been cooperating change her record to Choices as of the last tracking Friday of the month of certification.
- Show the date certified in the Program Detail/Initial Appointment date.
- Move the participation hours from the TANF applicant record to the Choices record
- Change the participation hours of the applicant record to 0.

Moving Good Cause from the TANF applicant record to the Choices record to assure the customer shows as "Good Cause" for Choices customers.

- When converting a TANF applicant record to Choices check the customer's "Good Cause" status.
- If the customer is in Good Cause as a TANF applicant, you must manually move the "Good Cause" designation to the Choices record.
- To do this, create a "Good Cause" tab in the TANF History.