

Quick Reference Sheet for Trackers #1 – September 15, 2004

As the job duties of Program Tracking Specialists become more defined we are learning of problems and solutions to issues involved in tracking our customers. This is the first note sent to Trackers and others describing problems that have been brought to our attention. We hope that the suggested solutions will resolve these issues. We will continue to send “help notes” when you make us aware of the need.

I. TANF applicant attends orientation at one office but delivers co-operation hours to another

It is not unusual for a TANF applicant to attend orientation at one office and decide that she would like to work on her job search with another facility. She may have gotten a ride to the orientation but there is an office closer to her house.

The Tracker at the office conducting the orientation will data enter the TANF applicant, indicate that she has attended orientation and show job search or another appropriate activity. The signed brochure “Family Employment Plan” will be filed at that office. Any office receiving a record of hours from the customer will data enter the hours into TWIST. *Hours will be entered for both TANF applicants and recipients.*

When hours are delivered for a customer who has not yet been certified, the Tracker at the office where the hours are delivered will close the fund detail for the service in TWIST and open the fund detail for the services in her own office. The new office will then be responsible for tracking the customer and communicating with her about required cooperation. If it becomes necessary for the customer to begin work with a PSR she will be offered services, placed in a TWIST service, given good cause etc. by a PSR in the office where she last delivered her hours. When the customer is certified the Choices Fund Detail will be opened by the office with the most current service in TWIST.

When a customer who has been certified begins to deliver hours to a different office the tracker at the new office will close the existing program detail on the other office and open a new program detail and services for the new office as of the date the customer began to deliver hours to the new office (or the start of the week for which she is turning in her hours).

Any customer who is determined not job ready at the orientation and referred to a PSR will be served & tracked by the office where that PSR works. Changes requested by the customer to work will another office will be handled as usual.

II. TANF applicants who are cooperating are put into the outreach pool as soon as they are certified if there is not a future appointment date and the Choices record is not opened on the date of certification.

Workforce Security process outlined for service to TANF applicants includes giving each customer a return appointment date of about 1 week after the orientation. That date is entered into the appointment date field of TWIST for TANF Applicants. We have learned that this causes the unintended problem of putting customers into the outreach pool who are certified after the appointment date. The customer goes into the pool the day after certification unless a Choices record has already been opened.

The attachment to this e-mail describes the problem and consequences in more detail. The information in the attachment has been sent to the state with a request that they change TWIST. Until there is a TWIST change we are asking everyone who data enters a TANF applicant into TWIST Program Detail to data enter an appointment date 60 days after the date of the customer orientation. For the time being that will stop customers who have attended an orientation from falling into an outreach pool to be invited to an orientation. We will ask you to resume using the correct date as soon as TWIST has been changed.

III. Doing recruitment (outreach) through TWIST Scheduler

It appears that everyone is not using the same method to recruit (outreach) customers from the TANF and FSE&T outreach pools. From this point forward Trackers and others must do all outreach through TWIST Scheduler using office level 4.