

Quick Reference Sheet for Trackers #14 – June 12, 2006

Subject: Reporting Outstanding or Unresolved Requests for Code Changes

Background:

Workforce Solutions staff may discover information during a customer interview or other contact that affects the customer's requirement to look for and go to work.

When the change will affect the customer temporarily or for less than 6 months, TWS staff will assess and grant Good Cause for the customer. (See QRST #9 **Changing codes for customer's who are medically unable to work or otherwise cooperate.**)

When the change in the customer's situation will last more than 6 months, TWS staff will report the change to HHSC. A TWS staff person, usually a Tracker or a Personal Services Representative will fax the change information to HHSC using the Information Transmittal form (2583) along with any appropriate documentation needed to:

- Question or disagree with the customer's work requirement status,
- Report information on employment and earned or unearned income, or
- Report medical or other information affecting the customer's requirement to look for work and go to work.

HHSC reviews and corrects the exemption status and responds back to TWS staff in the space provided at the bottom of the Information Transmittal form. HHSC may contact the customer for additional information, but in most cases the code change will appear in the customer's TWIST record and on the TANF LBB report within a week.

The TANF Production Workgroup reported there are a number of outstanding or unresolved requests for HHSC review or change in the customer's work requirement code. We established a contact between HHSC and the Board to follow up on outstanding code changes. We will ask HHSC to investigate and provide feedback to the Board.

Instructions for reporting outstanding or unresolved requests for code changes:

1. Trackers will keep a file with copies of transmitted requests for code changes.
2. Trackers or supervisors will use the attached spreadsheet to report outstanding or unresolved requests for code changes.
3. A contact for each office contractor has been identified as follows:
 - a. Arbor - Glynniece Herron
 - b. Houston Works - Virginia Meche
 - c. ITEP - Carol Leal
 - d. SER - Robyn Antoine
4. Trackers or supervisors will submit the spreadsheet to contractor contact named above.
5. By the 8th of each month, the contractor contacts named above will forward a compiled spreadsheet for their contracted offices to Ginger Rogers for investigation.

6. Ginger will forward the spreadsheet to HHSC.
7. HHSC will investigate the outstanding or unresolved requests for code changes and change the codes.

Attachments:

- Outstanding Requests for Code Changes spreadsheet
- Work and Exemption Codes for TANF recipients and the documentation needed to support exemption claims