




Memorandum of Record # 187, Chg 2

DATE: January 28, 2010

MEMORANDUM TO: Workforce Solutions Contractors

FROM: Francisco Moncivais
Deputy Executive Director-Program Operations 

SUBJECT: Change to TWIST: Common Measures Qualifying Service End Processing and Soft Close Program Detail

The Texas Workforce Commission (TWC) has released an updated desk aid for batch processing Program Detail and Service End Processing Soft Close procedures. The Desk Aid has been updated to include special Service End and Program Detail processing for **Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)** Job Retention and Support Services. The changes are shaded on pages 1 and 5 of the attached Desk Aid. The changes are scheduled to be implemented with nightly batch processing beginning on February 1, 2010.

Workforce Solutions-Alamo Contractors must ensure that appropriate staff reviews this information and all procedures are in compliance.

All comments and inquiries pertaining to this policy should be directed to:

Blanca Luna
MIS Administrator
(210) 581-1061
blanca.luna@twc.state.tx.us

Attached: Desk Aid

Desk Aid for Batch Processing
 Program Detail Soft Close Procedures and
 Service End Processing Soft Close Procedures (All Services)

Program Detail Soft Close Procedures and History

Date	Procedure	Program	Description
On-going for several years	Soft Close Procedures (closes program details)	TANF Applicant	Customer with open applicant services that becomes Choices eligible: Services and fund source are soft closed with the soft close process run date. If the initial appt date is less than the service end date (run date), program detail is also closed, and customer is inserted into outreach pool.
		Choices	<p>Customer with open program detail and no services: If initial appointment date + 31 days is exceeded, program detail is closed and customer is inserted into the outreach pool if still eligible.</p> <p>Choices customer with open program detail and 105 days since the maximum service end date, and TANF action history shows exempt work code; or no longer eligible: Program detail is closed with maximum service end date + 90 days, and customer is inserted into the outreach pool if still eligible.</p>
		Choices Plus	Customer who becomes Choices eligible: Services and program detail will be soft closed with run date and customer is inserted into outreach pool.
Effective 2/1/2010		E&T General Population and ABAWD (These rules apply to both Gen Pop and ABAWD)	<p>Customer with initial appointment date + 31 days exceeded and no services: Program detail is closed with run date if no reconsiderations greater than or equal to the initial appointment date exist. Customer is inserted into the outreach pool if still eligible.</p> <p>Customer with all services closed and reconsideration at least 60 days old: Program detail is closed with job run date and customer is inserted into the outreach pool if still eligible.</p> <p>No open sub-fund 44 – SNAP E&T Job Retention Services - Customer with open service, no open sub-fund 44, no participation hours for 61+ days, and no open Service 91-Good Cause: Services and program detail will be soft closed with job run date and customer inserted into the outreach pool if still eligible.</p> <p>Open sub-fund 44 – SNAP E&T Job Retention Services - Beginning 2/1/2010, for customer with open services, open sub-fund 44, no participation hours for 61+ days, and no open Service 91-Good Cause, new Job Retention business rules will take precedence in determining when services are closed, see page 5*. After all services are closed existing program detail soft close</p>

Desk Aid for Batch Processing
 Program Detail Soft Close Procedures and
 Service End Processing Soft Close Procedures (All Services)

Program Detail Soft Close Procedures and History

Date	Procedure	Program	Description
			rules will be applied.
		E&T ABAWD <i>(These rules apply to ABAWDs only)</i>	Customer with all services closed and 61+ days since maximum service end date: Close program detail with run date and insert customer into the outreach pool if still eligible.
		E&T General Population <i>(These rules apply to Gen Pop only)</i>	Customer with all services closed and 61+ days since maximum service end date and service end code not equal to 20-Successful Completion; Close program detail with run date and insert customer into outreach pool if still eligible. Customer with all services ended and at least one service completed with service end code 20-Successful Completion, on clock anniversary date or 12 months after maximum services end date: Close program detail with run date and insert customer into the outreach pool if still eligible.

Desk Aid for Batch Processing
 Program Detail Soft Close Procedures and
 Service End Processing Soft Close Procedures (All Services)

Program Detail Soft Close Procedures and History

Date	Procedure	Program	Description
*Effective 7/06/2009		*CR8944	*Customer with Fund 175 or 178 will be checked for an open Period of Participation(POP). If an open POP exists, no program detail soft close occurs. If no open POP exists, current soft close procedures listed in items #1, #2, and #3 will be applied. CR8944
		WIA	#1 Customer with Service Code 11 begin date, exceeded by 180 days: Program detail and Service Code 11 are closed with run date, and Service Code
			#2 Customer with all services closed (excluding support and follow-up services) and 105 days since maximum service end date: Program detail is closed with maximum services end date.
			#3 Customer with no services and greater than 45 days from eligibility determination date to run date: Program detail is closed with run date.
		TAA	Customer with 105 days since maximum service end date or maximum closed waiver end date: Program detail is closed if the waiver end date is less than or equal to the run date. Program detail is closed with maximum waiver end date.
		NAFTA	Customer with no services and waiver has expired: Program detail is closed with maximum waiver end date if maximum waiver end date plus 105 days is exceeded.
			(Same as TAA)
	(Obsolete)	RIO E&T General Pop and ABAWD	(Same as E&T General Population and ABAWD)
	(Obsolete)	RIO E&T General Pop	(Same as E&T General Population)
	(Obsolete)	RIO E&T ABAWD	(Same as E&T ABAWD)
Added 4/25/2006		WIA - Rapid Response	Customer with no open services for 105+ days: Program detail is closed with 90 day date.
Added 4/25/2006		RIO	Customer with no open services for 105+ days or 105+ days since referral date and no services exist: Program detail is closed with 90 day date.

Desk Aid for Batch Processing
 Program Detail Soft Close Procedures and
 Service End Processing Soft Close Procedures (All Services)

Service End Processing Procedures and History

Date	Procedure	Program	Description
12/23/2005	One time service end processing	Common Measures Qualifying Services	Closed qualifying CM services that had exceeded maximum duration
1/25/2006	Correction procedure for the one time processing that ran on 12/23/2005	Common Measures Qualifying Services	Modified service planned end dates and end dates for services having participation hours beyond the service fund and beyond the end date and that was assigned during the 12/23/2005 one time processing. Updated the planned end date and actual end date to the Friday date of the last week of participation hours. This could be a future date.
6/23/2006	One time service end processing	Common Measures Qualifying Services	Closed CM qualifying services unaffected by the previous 12/23/2005 service end processing, with a June 23, 2006 end date, to prevent a gap in services of more than 90 days.
Effective 2/22/2008	Service End Processing For Choices Funds - 89,90, 91	Choices Special Processing	Beginning 02/22/2008 new business rules will apply to the Choices services listed below: 1 – Occupational/Vocational Training 2 – Basic Educational Skills/ABE 3 – On-the-Job Training 5 – Work Experience Skills Training 39 – Unsubsidized Employment 40 – Community Service 42 – Subsidized Work 44 – English as a Second Language 53 – High School 54 – GED 55 – Job Skills Training 56 – Life Skills 58 – Self Employment Assistance 87 – Work-Based Literacy 88 – Non-Work Base Literacy 89 – Education – Other 90 – Providing Child Care Services
			Soft close service to the last day of the week in which weekly participation hours were entered before 01/01/2008 and 60 days have elapsed without any participation hours. Otherwise, if hours entered 01/01/2008 forward, close services with day of last participation hours entered and 60 days have elapsed without any participation hours. If no participation hours exists and 60 days have elapsed from service start date close services with service start date.

Desk Aid for Batch Processing
 Program Detail Soft Close Procedures and
 Service End Processing Soft Close Procedures (All Services)

Service End Processing Procedures and History

Date	Procedure	Program	Description
<p>Effective 2/1/2010</p>	<p>Service End Processing For SNAP E&T 90-day Job Retention E&T Funds – 87, 88 with Sub-fund 44.</p>	<p>*SNAP E&T 90-day Retention Special Processing</p>	<p>Effective 10/1/2009 new business rules apply to fund 87-SNAP E&T ABAWD and fund 88 – SNAP E&T General Population for tracking Job Retention services. A new sub-fund 44 - SNAP E&T Job Retention can be used in conjunction with fund 87 and fund 88. This sub-fund allows for a single period of 90 days for Job Retention services. It will use Service code 39 – Unsubsidized Employment to track the one-time period of 90 days.</p> <p>Services allowed to be used in conjunction with service 39 affected by soft close are:</p> <ul style="list-style-type: none"> 1 – Occupational Training 2 – Basic Education Skills/ABE 12 – Job Search 39 – Unsubsidized Employment 44 – English as a Second Language 54 – GED 68 - Employability Development Plan 202 – Family/Child Care 203 – Transportation 204 – Housing/Rental Assistance 207 – Other (i.e. tools, relocation expenses, licensing and bonding fees) <p>Beginning 2/1/2010, the nightly batch service end processing will review all open service 39 records with a sub-fund code of 44 and a service start date of 10/01/2009 or greater. There will be records that have more than one service 39 with sub-fund 44. For those records we will take the FIRST service 39 start date to determine the 90 day maximum duration. Once the 90 day time period has elapsed, all of the above mentioned services with sub-fund 44 will also be soft closed with the same service end date as the service 39 record. A service end reason of 42 – Soft Close will be used for all non support service records. (CR 9426)</p>

Desk Aid for Batch Processing
 Program Detail Soft Close Procedures and
 Service End Processing Soft Close Procedures (All Services)

Service End Processing Procedures and History

Date	Procedure	Program	Description
*Effective 8/15/2009	*Service 91 Determine Good Cause	*CR9317	* Service 91 - Determine Good Cause will be closed the night of the planned end date, instead of planned end date plus 15. This change was made to prevent a gap in the Period of Participation (POP). CR9317
6/23/2006 updated: 02/22/08	Shortly after the June 23rd, 2006, one time service end process ran, a routine nightly Common Measures service end processing began.	See TWIST Service Category Reference table for Services' Maximum Duration	Follow up service 67's, that do not have a service end date, will be soft closed when the run date exceeds the service start date by the maximum duration plus 15 days.
9/22/2006	Follow up Service 67 only, is included in Service End Processing	See TWIST Service Category Reference table for programs validated to use Service 67 Follow-up and maximum duration	Note: One day follow-up services are excluded from service end processing. Support Services with a maximum duration, that do not have a service end date, will be soft closed when the run date exceeds the service start date by the maximum duration plus 15 days.
9/22/2006	Include qualifying support services in Service End Processing	See TWIST Service Category Reference Tables for specific Support Services included in service end processing	202 Family/Child Care 180 Days 203 Transportation 30 Days 204 Housing/Rental Assistance 30 Days 205 Counseling 30 Days 206 Needs Based/Related Payments 90 Days 207 Other 30 Days 208 Substance Abuse Treatment 30 Days 209 IDA (Individual Development Account) 30 Days 224 TxDOT Transportation 30 Days --Effective 09/01/2007 After the TWIST Reference Tables have been updated, please refer to these tables for the most 'current' maximum limitations for support services.