




Memorandum of Record # 187, Chg1

DATE: August 20, 2009

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 Service End Processing Procedure (All Services) and Soft Close procedures (Program Details).

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:

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Attached: Desk Aid

**HIGH LEVEL OVERVIEW OF:
Soft Close Procedures (Program Details)
and
Service End Processing Procedures (All Services)**

Program Detail Soft Close Procedures		
Date	Procedure	Program
On-going for several years	Soft Close Procedures (closes program details)	TANF Applicant
		Choices
		Choices Plus
		E&T General Population and ABAWD (These rules apply to both Gen Pop and ABAWD)
		E&T ABAWD (These rules apply to ABAWDs only)
		E&T General Population

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	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.
		Choices Plus	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.
		E&T General Population and ABAWD (These rules apply to both Gen Pop and ABAWD)	Customers who become Choices eligible. Services and program detail will be soft closed with run date and customer is inserted into outreach pool.
		E&T ABAWD (These rules apply to ABAWDs only)	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.
		E&T General Population	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.
		E&T General Population	Customer with open service and 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 is inserted into the outreach pool if still eligible.
		E&T General Population	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	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.

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Program Detail Soft Close History	
<i>(These rules apply to Gen Pop only)</i>	
*Effective 7/06/2009	*CR8944 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. *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 #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. 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. 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.
	WIA
	TAA
	NAFTA
(Obsolete)	RIO E&T General Pop and ABAWD
(Obsolete)	RIO E&T General Pop
(Obsolete)	RIO E&T ABAWD
Added 4/25/2006	WIA - Rapid Response
Added 4/25/2006	RIO

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Service End Processing History		
Effective Date	One time service end processing	Service End Processing Procedures
12/23/2005	One time service end processing	<p>Common Measures Qualifying Services</p> <p>Closed qualifying CM services that had exceeded maximum duration</p>
1/25/2006	Correction procedure for the one time processing that ran on 12/23/2005	<p>Common Measures Qualifying Services</p> <p>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.</p>
6/23/2006	One time service end processing	<p>Common Measures Qualifying Services</p> <p>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.</p>
Effective 2/22/2008	Service End Processing For Choices Funds - 89,90, 91	<p>Beginning 02/22/2008 new business rules will apply to the Choices services listed below:</p> <ul style="list-style-type: none"> 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 <p>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 lapsed 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 lapsed without any participation hours. If no participation hours exists and 60 days have lapsed from service begin date close services with service begin date.</p>

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*Effective Date	*Service 91 Determine Good Cause	*CR9317
8/15/2009	Shortly after the June 23rd, 2006, one time service end process ran, a routine nightly Common Measures service end processing began.	Closes services with maximum duration, where maximum duration has been exceeded by 15 days. Modifies service planned end dates and end dates for services having participation hours beyond the service fund end date and beyond the service end date. Closes services with Friday date of last week of participation hours for weekly hours entered for reporting service months prior to 01/01/2008. For hours entered in Daily Time Tracking for service months 01/01/2008 forward, closes services with last day participation hours are entered in Daily Time Tracking.
6/23/2006 updated: 02/22/08	Follow up Service 67 only, is included in Service End Processing	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. Note: One day follow-up services are excluded from service end processing.
9/22/2006	Include qualifying support services in 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		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.

Service End Processing History