

TEXAS WORKFORCE COMMISSION
Workforce Development Letter

ID/No:	WD 26-21
Date:	December 28, 2021
Keyword:	Choices, SNAP E&T, TWIST
Effective:	Immediately

To: Local Workforce Development Board Executive Directors
Commission Executive Offices
Integrated Service Area Managers



From: Courtney Arbour, Director, Workforce Development Division

Subject: **Customer Load Exceptions**

PURPOSE:

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) with guidance on correcting customer load exceptions.

RESCISSIONS:

None

BACKGROUND:

Customer load exceptions are located under Group Actions in The Workforce Information System of Texas (TWIST). Customers are excepted because the information sent in the Health and Human Services Commission (HHSC) batch file is inconsistent with the information in TWIST and/or because of inconsistencies with the customer's address. These exceptions cause failure in the Choices and SNAP Employment and Training (SNAP E&T) outreach process and may affect customers' future eligibility for benefits.

To meet required reporting and performance measures, service and outcome data for customers must be entered accurately and in a timely manner into TWIST. The data is used to generate reports and information that the Texas Workforce Commission (TWC) and Boards use to:

- manage, monitor, and assess Board performance;
- fulfill reporting requirements of the US Department of Labor, US Department of Health and Human Services, US Department of Agriculture, and Texas Legislative Budget Board; and
- report data for HHSC.

PROCEDURES:

No Local Flexibility (NLF): This rating indicates that Boards must comply with the federal and state laws, rules, policies, and required procedures set forth in this WD Letter and have no local flexibility in determining whether and/or how to comply. All information with an NLF rating is indicated by “must” or “shall.”

Local Flexibility (LF): This rating indicates that Boards have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this WD Letter. All information with an LF rating is indicated by “may” or “recommend.”

NLF: Boards must take action to resolve an exception within 10 business days of a customer’s appearing on the exceptions list. The exceptions are as follows:

- Invalid county/ZIP code
- Social Security number (SSN) does not match SSN in TWIST (customer SSN not updated)
- SSN assigned to different customer (customer SSN not updated)
- SSN does not match SSN in TWIST (customer SSN updated)
- Valid county/ZIP code; no outreach office assigned

NLF: Boards must ensure that Workforce Solutions Office staff follows the [Customer Load Exceptions](#) process set forth in Chapter 21 of TWC’s [Guide to Using The Workforce Information System of Texas](#).

NLF: Boards must take the following actions to address the exceptions:

- Research the customer load exceptions in the following systems:
 - TWIST
 - WorkInTexas.com
 - HHSC Texas Integrated Eligibility Redesign System (TIERS)
- Contact HHSC liaisons to resolve any data discrepancies
- Contact the TWIST support desk for any TWIST separations or merges
- Update TWIST with correct data
- Add a checkmark to the Corrected/Acknowledged box for the specific exception on the Customer Load Exception page in TWIST

TWIST System Administrators shall submit TWIST separations and merges to the Workforce Support Desk using Service Now.

INQUIRIES:

Send inquiries regarding this WD Letter to wfpolicy.clarifications@twc.texas.gov.

REFERENCES:

[Guide to Using The Workforce Information System of Texas, Chapter 21, Customer Load Exceptions](#)