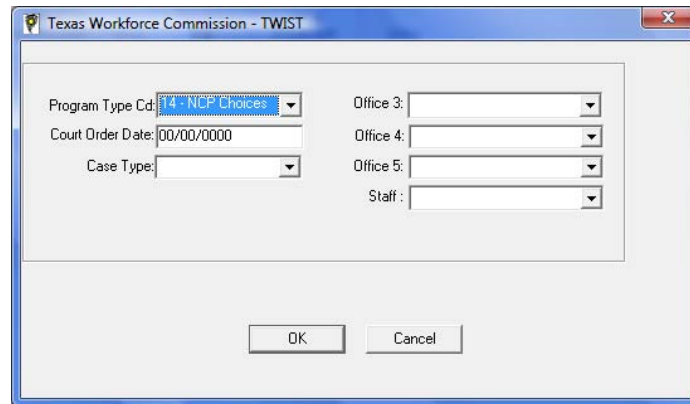


NCP Choices TWIST Quick Reference Guide

March 2010

NCP Choices Program Detail

A Program Detail must be created for every NCP ordered to participate in the program.



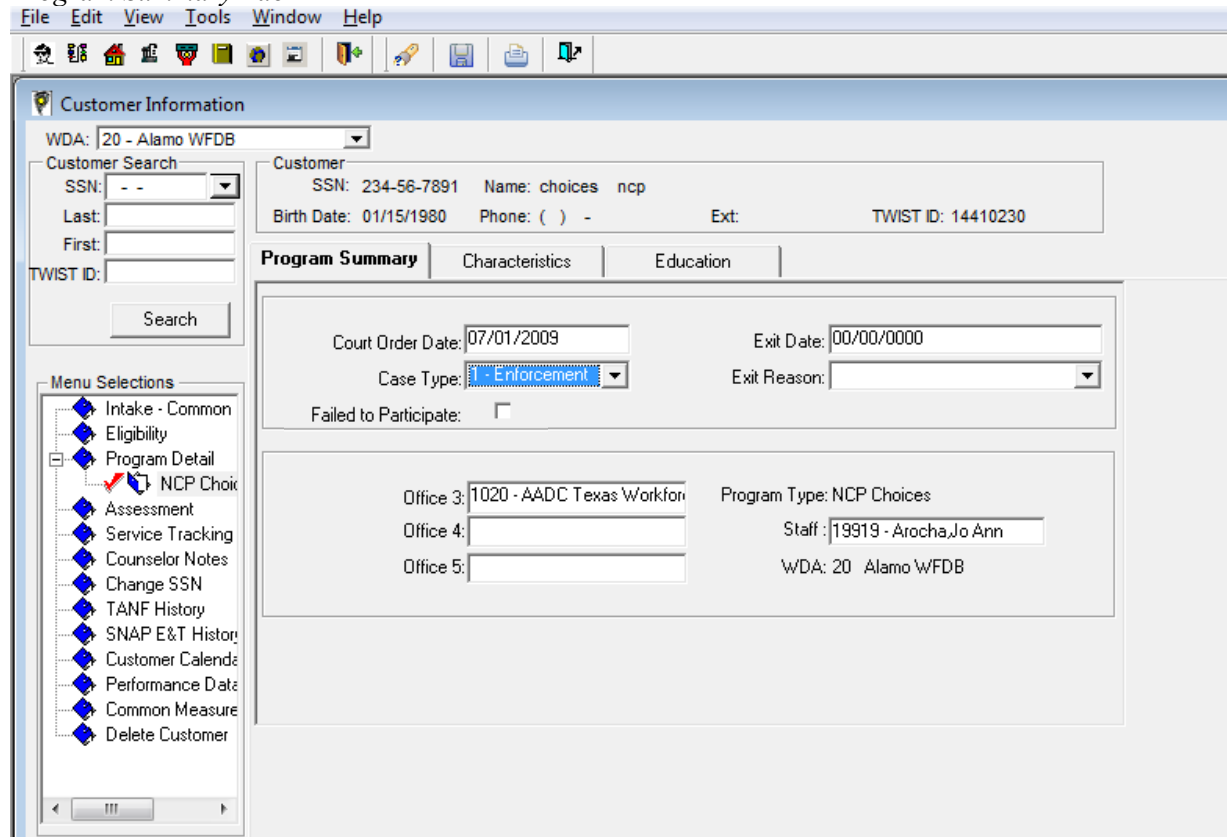
Texas Workforce Commission - TWIST

Program Type Cd: 14 - NCP Choices
Court Order Date: 00/00/0000
Case Type:
Office 3:
Office 4:
Office 5:
Staff:

OK Cancel

Enter the code for the NCP Choices program, the date the NCP was ordered to participate in the program, the case type (only NCPs with enforcement cases are permitted to participate in the program at this time), and the office and staff fields. Once the program detail has been created, enter the NCP's characteristics and educational information.

Program Summary Tab



Customer Information

WDA: 20 - Alamo WFDB

Customer Search

SSN: - -
Last:
First:
TWIST ID:

Search

Menu Selections

- Intake - Common
- Eligibility
- Program Detail
 - NCP Choik
- Assessment
- Service Tracking
- Counselor Notes
- Change SSN
- TANF History
- SNAP E&T Histor
- Customer Calend
- Performance Date
- Common Measure
- Delete Customer

Customer

SSN: 234-56-7891 Name: choices ncp
Birth Date: 01/15/1980 Phone: () - Ext: TWIST ID: 14410230

Program Summary Characteristics Education

Court Order Date: 07/01/2009 Exit Date: 00/00/0000
Case Type: Enforcement Exit Reason:
Failed to Participate:

Office 3: 1020 - AADC Texas Workfor Program Type: NCP Choices
Office 4: Staff: 19919 - Arocha, Jo Ann
Office 5: WDA: 20 - Alamo WFDB

Characteristics

On intake, staff should enter the individual's demographic characteristics – gender, ethnicity, offender status – are entered. This ensures an accurate profile of the NCP population. Click on the *Characteristics* tab to begin entering the customer's demographic characteristics:

Characteristics Tab

The screenshot displays the 'Customer Information' application window. The title bar shows 'File Edit View Tools Window Help'. The main window is titled 'Customer Information' and contains the following elements:

- WDA:** 20 - Alamo WFDB
- Customer Search:** Fields for SSN (with a dropdown), Last, First, and TWIST ID, and a Search button.
- Customer Information:** Fields for SSN (234-56-7891), Name (choices ncp), Birth Date (01/15/1980), Phone (() -), Ext, and TWIST ID (14410230).
- Program Summary:** Tabs for Program Summary, **Characteristics**, and Education.
- Characteristics Tab:**
 - Gender:** A dropdown menu.
 - Hispanic/Latino:** A dropdown menu.
 - Race:** A list of checkboxes: White, Black or African American, American Indian or Alaskan Native, Asian, and Hawaiian Native or Pacific Islander.
 - Offender:** A dropdown menu.
- Menu Selections:** A tree view on the left with options: Intake - Common, Eligibility, Program Detail, NCP Choice (highlighted with a red arrow), Assessment, Service Tracking, Counselor Notes, Change SSN, TANF History, SNAP E&T History, Customer Calendar, Performance Data, Common Measure, and Delete Customer.

Education

Click on the *Education* tab to begin entering the customer's education information:

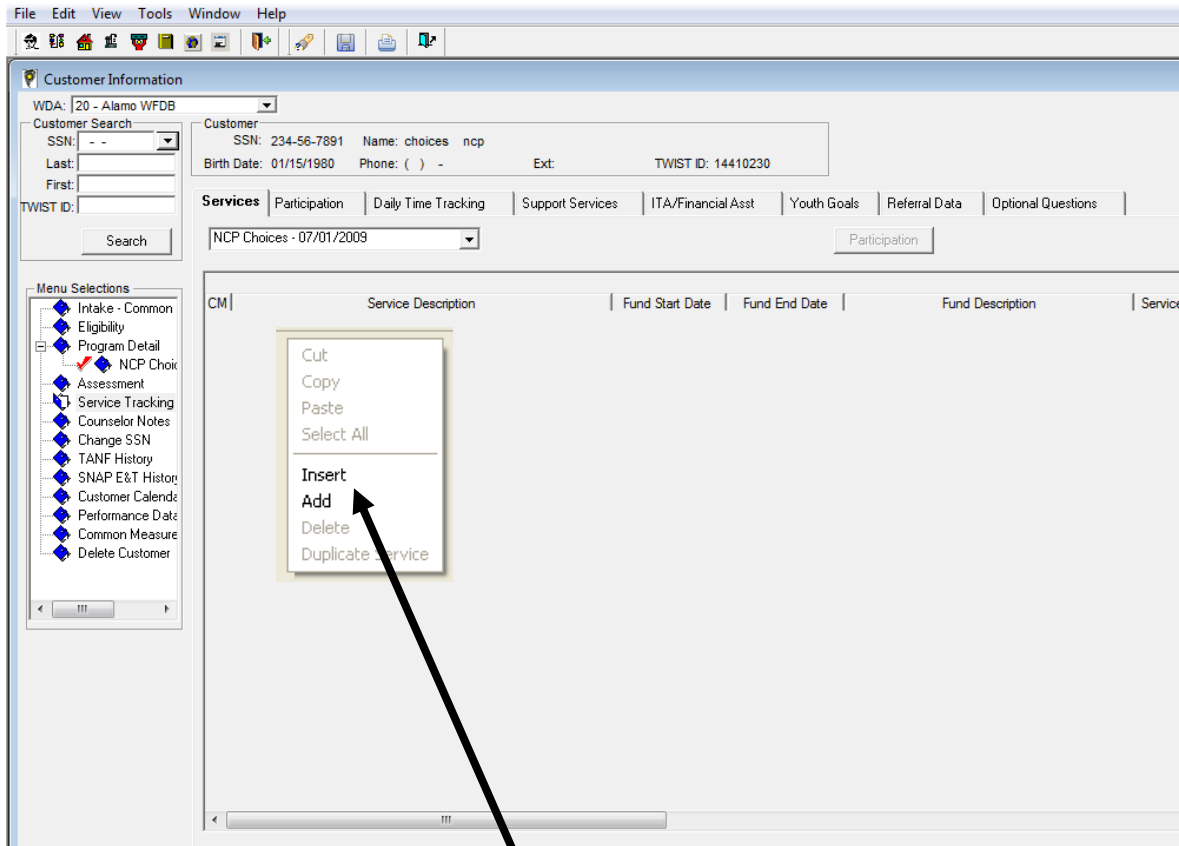
Education Tab

The screenshot shows a software window titled "Customer Information" with a menu bar (File, Edit, View, Tools, Window, Help) and a toolbar. The window is divided into several sections:

- WDA:** 20 - Alamo WFDB
- Customer Search:** Fields for SSN (with a dropdown arrow), Last, First, and TWIST ID, and a Search button.
- Customer:** Fields for SSN (234-56-7891), Name (choices ncp), Birth Date (01/15/1980), Phone (() -), Ext, and TWIST ID (14410230).
- Navigation Tabs:** Program Summary, Characteristics, and Education (selected).
- Education Tab Content:** A field for "Highest Grade Completed:" with a dropdown arrow.
- Menu Selections:** A list of menu items with blue diamond icons:
 - Intake - Common
 - Eligibility
 - Program Detail
 - NCP Choik (with a red checkmark and mouse cursor)
 - Assessment
 - Service Tracking
 - Counselor Notes
 - Change SSN
 - TANF History
 - SNAP E&T Histor
 - Customer Calende
 - Performance Data
 - Common Measure
 - Delete Customer

Service Tracking

Whenever a service is performed for, or provided to, an NCP, it must be entered into TWIST using the Services tab and the NCP fund code (179 – NCP Choices) must be used to indicate that the service was provided through the NCP Choices program. This allows an individual's entry into the program to be tracked. All additional services provided, including periodic contact regarding job search and post-employment retention tracking, also must be entered into TWIST. TWIST automatically creates periods of participation based on the services a customer receives and when the customer receives them. To add a service, click on the *Services* tab:



Place cursor below the column headings and right-click, then select *Add* or *Insert* from the shortcut menu. The *Service Information* window displays.

Service Information

At a minimum, fields that must be completed for each service include the following:

- *Service Category* – Select the service category.
- *Service* – Select the service.
- *Start Date* – Enter the start date of the service.
- *Planned End Date* – Enter the planned end date of the service.
- *Actual End Date* – When the service is completed, enter the actual end date of the service.
- *Completion Reason* – Select the reason the customer stopped participating in the service.
- *Comments* – Enter any comments, up to 255 characters.
- *Fund* – The fund 179 – NCP Choices must be added for each service.

Service Detail

Texas Workforce Commission - TWIST : 234-56-7891 -- ncp, choices

Service Information

Service Category: [dropdown] Service: [dropdown]
 Max Days: 0
 Start Date: 00/00/0000 Special Category: [dropdown]
 Planned End Date: 00/00/0000 Public - Private: [dropdown]
 Planned Hours: [text] Concurrent: [dropdown]
 Planned Training \$: .00 Training Work Site: [text] - [text]
 ONET: [text] - [text] Hourly Wage: .00 Subsidy (hrly): .00
 CIP: [text] - [text] County: [text] - [text]
 State: [dropdown] FICE: [text] - [text] City: [dropdown]
 Subsidized:

Completion Information

Actual End Date: 00/00/0000 Completion Reason: [dropdown]
 Training Cost: .00
 Actual Hours: [text]
 Comments: [text area]

Fund Detail				
Fund	Start	End	Sub Fund	Amount

First Back Next Last New Delete OK Cancel

1 Of 1

Fund Detail

Service Detail – with 179 NCP Choices fund

Texas Workforce Commission - TWIST : 234-56-7891 -- ncp, choices

Service Information

Service Category: 2 - Assessment and Planning Service: 8 - Comprehensive Objective Assessment

Max Days: 1

Start Date: 00/00/0000

Planned End Date: 00/00/0000

Planned Hours:

Planned Training \$: .00

ONET: -

CIP: -

State: FICE: -

Subsidized:

Special Category:

Public - Private:

Concurrent:

Training Work Site: -

Hourly Wage: .00 Subsidy (hrly): .00

County: -

City:

Completion Information

Actual End Date: 00/00/0000

Training Cost: .00

Actual Hours:

Completion Reason:

Comments:

Fund	Start	End	Sub Fund	Amount
179 - NCP Choices (7/1/2009)	00/00/0000	00/00/0000		.00 7006

First Back Next Last New Delete OK Cancel

1 Of 1

To add the NCP Program fund detail, right-click in the space below the column headings, and then select *Add* or *Insert* from the shortcut menu. Fields that must be completed for each service include the following:

- *Fund* – Select 179 – NCP Choices as the funding source paying for the service.
- *Start* – Enter the start date of the funding source pay period.
- *End* – When the fund ends, enter the end date of the funding source pay period.
- *Office 3* – Select the *Office 3* you want to assign the service.
- *Staff* – Enter the staff person.

Click on the *New* button to add another service. Click on the *OK* button when finished.

To add a duplicate service:

Click on the *Services* tab, then click on the service you want to duplicate. Right-click in the space below the column headings and then select *Duplicate Service* from the shortcut menu. TWIST opens a new *Service Information* window duplicating all of the information from the selected service row except for

the *Start Date*, *Planned End Date*, *Actual End Date*, *fund Start*, and *fund End*. Enter changes and necessary information as appropriate.

Allowable Services:

1	Occupational/Vocational Training
2	Basic Educational Skills/ABE
3	On-the-Job Training
8	Objective Assessment
12	Job Search Assistance
13	Supervised Job Search
21	Case Management
24	Counseling
27	LD Diagnostic Assessment
30	Workforce Center Orientation
37	UI Claims
38	Job Readiness/Pre-Employment Skills
39	Unsubsidized Employment/Employment Entry
40	Community Service
42	Subsidized Employment
44	English as a Second Language
45	Mentoring
47	Unpaid Public Work Experience
48	Unpaid Non-profit Work Experience
49	Unpaid For-profit Work Experience
51	Job Development
54	GED
62	Initial Assessment
68	Employability Development Plan
82	Short-term Educational Services
83	Private Sector Training Programs (Skills Upgrade/Retraining)
84	Short-term Work Readiness Services
87	Work-based Literacy
138	Bonding Assistance
139	WOTC Eligibility
201	Health Care
202	Family/Child Care
203	Transportation
204	Housing/Rental Assistance
205	Counseling
207	Other
208	Substance Abuse Treatment

211	GED Test Payment
212	Work-Related Expense
218	Financial Planning Assistance
219	Work-related Incentives

Scheduler

Staff will now be able to use Scheduler to schedule an NCP for an event or take action based on his/her participation.

Scheduler customer selection options for NCP Choices

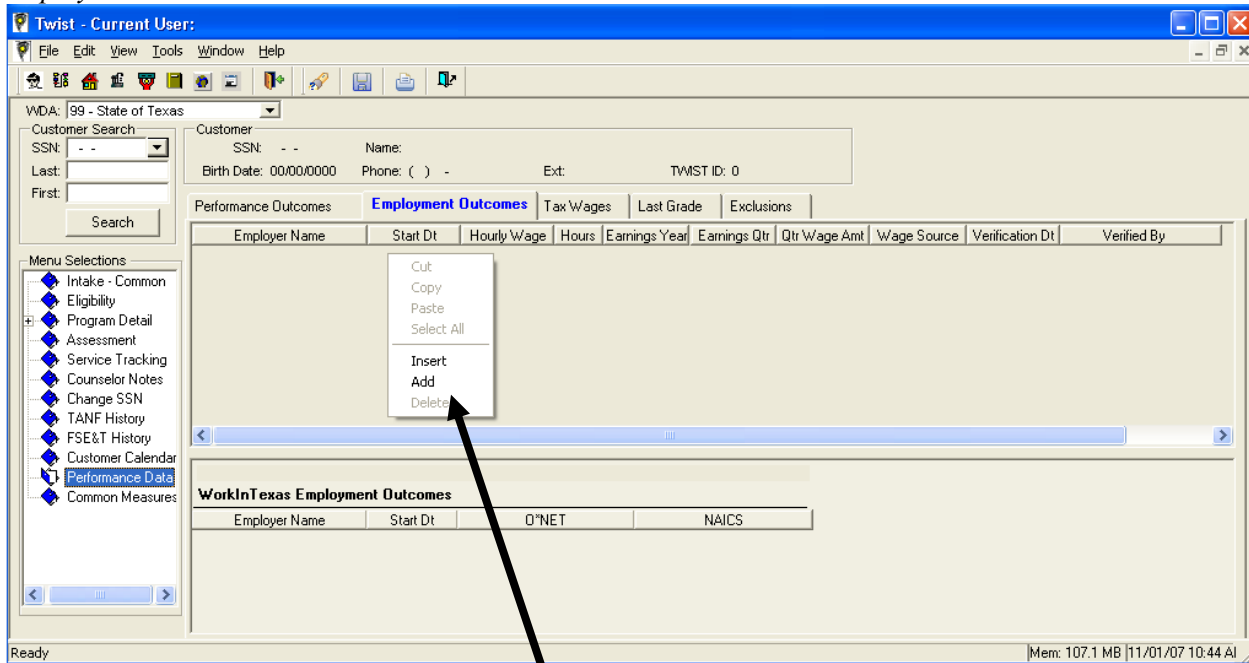
The screenshot displays the Scheduler application window. The menu bar includes File, Edit, View, Tools, Window, and Help. The toolbar contains various icons for file operations and navigation. The main interface is titled "Group Actions" and features a "Menu Selections" tree on the left with options like Scheduler, Letter Editor, Office Calendar, Rapid Response I, TAA, Customer Load Ex, and Rapid Response I. The central area shows event details for "NCP Choices" at the "Capital of Texas Workforce Cen" on "08/31/2009". Below this, the "Customer Selection" tab is active, showing a list of selection criteria: "Open Services" (highlighted), "Recently Served", "Active - Never Been Served", and "Active - No Recent Services". To the right, the "Enter Selection Criteria" section includes dropdown menus for Fund Source, Svc Category, and Service, along with checkboxes for Service Type (Support and All Other), Office 3-5, Staff, and a Limit To field. At the bottom, there are buttons for Search, Preview, Add To Roster, and Clear Preview, with a status indicator showing "0 Records Found".

Employment and Retention

Staff must use the *Employment Outcomes* tab to track NCPs' employment and retention. A record must be created when an NCP begins employment, and for each following quarter until retention is met.

Click on the *Employment Outcomes* tab to begin entering the customer's employment outcomes and wages:

Employment Outcomes Tab



Place cursor below the column headings and right-click; then select *Add* or *Insert* from the shortcut menu. The *Employment Outcome Detail* window displays.

Employment Outcome Detail

The screenshot shows a software window titled "Employment Outcome Detail:". The window contains the following sections and fields:

- Wage Detail:** Source of Wage Data (dropdown), Wage Source Desc (text), Quarterly Earnings (text), Quarter Applied (dropdown), Year Applied (text), Hourly Wage (text), Hours (text).
- Verification:** Date of Verification (text), Verified By (First, MI, Last) (text), Suffix (text).
- Employer:** Employer Name (text), Start Dt (text), Employer Street Address (text), Employer City (text), State (dropdown), Zip (text), Employer Contact (text), Phone (text), Ext (text).
- Program Related:** County (text), City (dropdown), O*NET (text), NAICS (text), Training Related (dropdown), Worksite (text), Recalled By Former Employer (checkbox), UI Covered (checkbox), Employer Benefits (checkbox), Relocate (checkbox), Job Order (checkbox).

At the bottom of the window are buttons for navigation and actions: First, Back, Next, Last, New, Delete, OK, and Cancel.

Fields that must be completed for each record include the following:

- *Source of Wage Data* – Select the wage source.
- *Wage Source Desc* – Enter a description of the wage source.
- *Quarterly Earnings* – Enter the quarterly earnings.
- *Quarter Applied* – Select the quarter to which the earnings apply.
- *Year Applied* – Enter the year to which the earnings apply.
- *Hourly Wage* – Enter the hourly wage. **Note:** To convert a monthly salary into an hourly wage, divide by 173.3. To convert an annual salary into an hourly wage, divide by 2080.
- *Hours* – Enter the number of hours the customer is scheduled per week.
- *Date of Verification* – Enter the date the wages were verified.
- *Verified By (First, MI, Last)* – Enter the first name, middle initial, and last name of the individual verifying the wages.
- *Suffix* – Enter the suffix of the individual verifying the wages.
- *Employer Name* – Enter the employer's name.
- *Employer Street Address* – Enter the employer's street address.
- *Employer City* – Enter the employer's city.
- *State* – Select the employer's state. **Note:** Select *99-OUTSIDE US* if the employer is outside of the U.S., unless the employer is in *PR-PUERTO RICO* or *VI-US VIRGIN ISLANDS*.

- *Zip* – Enter the employer’s five or nine-digit zip code.
- *Employer Contact* – Enter the name of the employer’s contact person.
- *Phone* – Enter the employer’s area code and telephone number.
- *Ext* – Enter the employer’s telephone number extension.
- *Start Date* – Enter the date the customer entered employment.

Click the *OK* button.

Documenting Employment

A variety of documentation can be used to support the employment information entered into TWIST. Described below are hard-copy documents and other alternatives for obtaining and supporting supplemental records of employment. Boards have established standard operating procedures that specify the documents to be used and the process for collecting, documenting, annotating, and preserving the essential data for audit and data validation purposes. Additionally, these operating procedures must identify acceptable or approved alternatives if the documents specified below are not available or do not contain the data elements necessary to support the supplemental records of employment, or if there are extenuating circumstances that affect verification of the wage data.

The following three employer-generated, hard-copy documents, which contain some of the required data elements, are recommended for use:

- Pay Stubs
- W-2 forms
- Internal Revenue Service (IRS) 1099s

If the NCP is self-employed, the Board may determine and establish policy on which methods of verification are acceptable.

Note: Any hard-copy documentation used to support the supplemental records of employment that is entered into TWIST must be maintained in the participant’s file for audit purposes and detailed in *TWIST Counselor Notes*.

Retention

In order to track retention, employment outcomes records must be entered into TWIST for each quarter in which a customer is employed.

Case Closure

An NCP may only exit the program when staff receives confirmation from their OAG counterparts that the NCP's case can be closed. Exit Date refers to the date the NCP was removed from the program by the court. The "Failed to Participate" checkbox can only be selected when a program detail is being closed, and should only be selected when an NCP has never participated in the NCP Choices program (regardless of the exit reason). This is designed specifically to eliminate NCPs from performance that never show up or don't come back after their first meeting with NCP case managers.

The screenshot shows the 'Customer Information' window in a software application. The 'Program Summary' tab is active, displaying the following information:

- WDA: 20 - Alamo WFDB
- Customer Search: SSN: --, Last: , First: , TWIST ID: , Search button
- Customer: SSN: 234-56-7891, Name: choices ncp, Birth Date: 01/15/1980, Phone: () - , Ext: , TWIST ID: 14410230
- Program Summary | Characteristics | Education
- Court Order Date: 07/01/2009, Exit Date: 00/00/0000
- Case Type: 1 - Enforcement, Exit Reason: (dropdown menu open)
- Failed to Participate:
- Office 3: 1020 - AADC Texas Workfor, Program Type: , Staff: , WDA:
- Office 4: , Office 5:
- Exit Reason dropdown menu options: 13 - Institutionalized, 14 - Health/Medical, 18 - Deceased, 84 - Client Relocated, 87 - Soft Close, 112 - Case dismissed by court, 113 - Court imposed penalty, 114 - Met retention, 115 - Eligibility misrepresented/misunderstood

NCPs may only be removed from NCP Choices for the following reasons:

- Institutionalized – this refers primarily to incarceration that is not related to child support. It may also be used in instances where an NCP is placed in, or committed to, an institution offering specialized care (such as mental illness or substance abuse).
- Health/Medical – when an individual has a documented health or medical issue that prevents him/her from actively participating in NCP Choices.
- Deceased.
- Client Relocated – when an NCP moves out of the local workforce development area after being ordered to participate.
- Case Dismissed by Court – when an NCP is no longer required to participate in the NCP Choices program. NCPs may or may not be in compliance with the NCP Choices program.
- Court Imposed Penalty – when a Capias is issued, a Motion to Revoke is filed, or an NCP is incarcerated for non-payment of child support.
- Met Retention – when an NCP has successfully retained employment for six months.

- Eligibility misrepresented/misunderstood – When an NCP is inadvertently ordered to participate in the program. Examples include: NCP ordered to participate does not have an SSN, is not legally able to work in the United States, lives outside the service area, or is disabled.

Reports

NCP Choices data can be accessed through the following TWIST web reports – remember to filter by Fund Code 179 (the fund code for NCP Choices) to get NCP data:

- 1 Active List – This report provides a listing of all individuals with open program details and open services. It can be sorted by participant name and service start date, and filtered by office, staff, fund, and service.
- 76 Case Load Report - provides a list of customers with open program detail and their current status. It can be sorted by participant name and service start date, and filtered by office, staff, fund, and service.
- 35 Inactive List - This report provides a listing of all individuals with open program details but who currently have no open services. It can be sorted by participant name and last service end date, and filtered by office, staff, fund, and service.
- 220 NCP Choices Exiter Report – This report calculates entered employment, retention, average wage, average time to employment and demographic information for the report period. It also provides a breakdown of participation rates and details for NCPs’ non-participation.
- 27 Support Services Report - This report provides the unduplicated count of support service instances by type and calculates the average payment per support service instance.
- 37 Management Summary Report - This report provides detailed unduplicated counts of the services and characteristics of customers