

WORKFORCE DEVELOPMENT DIVISION
Workforce Policy and Service Delivery Branch
Technical Assistance Bulletin 249

Keyword: Child Care; TWIST

Subject: Identity Mismatch Verification Report

Date: April 2, 2013

This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with information and guidance on the Identity Mismatch Verification Report (report), specifically, resolving identity data mismatches in The Workforce Information System of Texas (TWIST).

The Texas Workforce Commission (TWC) e-mails the report to Boards weekly. The report identifies mismatches of child care customer and child or other household member identity data between TWIST and federal databases.

Boards use the report to resolve the child care data mismatches; the following information is necessary to understanding the report:

- All unresolved mismatches continue to appear on the weekly report until they are resolved.
- Each record on the report is marked with a *1st return date*, which:
 - indicates the initial time the data was returned as being mismatched; and
 - enables older records to be prioritized when resolving mismatches.

Attachment 1 is a sample report; the following provides information on the report.

Data Descriptions for Identity Mismatch Verification Report Column Headings

- *TWIST ID:* TWIST ID for the mismatched record
- *Type:* Indicates if the record is for the customer, child, or family member
- *First Name:* First name of the individual with the mismatched record
- *Last Name:* Last name of the individual with the mismatched record
- *DOB:* Date of birth for the individual with the mismatched record
- *SSN* Social Security number (SSN) for the individual with the mismatched record
- *1st Return Date:* Initial date that mismatched record appeared on the report

Mismatched Data Elements

Each report contains records in which one or more of the following elements are not an exact match:

- *Date of Birth*
- *First Name and Last Name (Surname)*
- *SSN*

- *Gender*

If all data elements match exactly with the crossmatched database, the specific TWIST record is not included in the report and the record is considered verified.

1st Return Date

All unresolved mismatches continue to appear on the weekly reports until the mismatched data is verified. The *1st Return Date*:

- indicates how long the mismatch has appeared on the report;
- allows for resolution of mismatched records to be prioritized according to date; and
- allows for better tracking of actions previously taken to resolve the mismatch—particularly when the mismatch has been resolved by contacting the parent but the corrected data has not been verified.

Resolving Mismatches in TWIST

For mismatches on *Date of Birth*, *First Name and Last Name (Surname)*, *SSN*, or *Gender*, enter corrections into TWIST using the *Intake Common* menu on the *Customer Information* screen. The mismatched data remains in the report until a new program detail is created using the information in the *Intake Common* menu.

If a date of birth for a child who is receiving child care is incorrect and causes the provider to be paid at an incorrect rate, end the program detail and reestablish a new program detail with the correct information.

WD Letter 19-13, issued April 2, 2013, and entitled “Verification of Identity for At-Risk Child Care Cases,” requires Boards to ensure that the case file contains documentation demonstrating that the mismatched data has been resolved.

Direct inquiries regarding this TA Bulletin to childcare.programassistance@twc.state.tx.us.