

The Texas Works Documentation Guide

July 2026

Introduction

This guide explains what staff must document in the Texas Integrated Eligibility Redesign System (TIERS) Case Comments. Staff cannot change or add to these requirements except through a regional corrective action plan approved by HHSC state office. Staff may also follow regional procedures to request a change to the documentation requirements that are described in this document or in the Texas Works Handbook.

TIERS and the State Portal are designed to capture most documentation required by Texas Works policy when all relevant Data Collection pages are completed, or supporting documents are uploaded to the case record.

Documented information available in the case record, whether scanned, stored as a document, or entered in a TIERS data entry field does not need to be repeated in case comments. Staff must document the remaining information required by policy in TIERS Case Comments.

The [Texas Works Handbook](#) still contains the complete documentation policy for each eligibility point.

Documentation must:

- Clearly support how the eligibility decision was made;
- Include sufficient detail for another person to understand the calculations and decisions; and
- Avoid repeating information that already exists in the case record.

This guide outlines:

- general documentation requirements and
- documentation requirements for specific TIERS Functional Areas and Eligibility Points.

General Documentation Requirements for Case Comments

Document: Enough detail to explain the use of a Contingency Processing Method (CPM) when one is needed, due to a defect or because the policy has not yet been programmed into TIERS.

The verification source used when “Other Acceptable” is selected, if the information is not entered on the TIERS page and no image of the verification is in the case record.

How any missing, unclear, or questionable information was resolved, including special situations for any eligibility item.

What the person said to clear conflicting Data Broker information, or that the person disagreed with the information, as required by policy in [A-260, Documentation Requirements](#).

Fraud referrals entered in the Automated System for Office of Inspector General (ASOIG) ([B-980, Documentation Requirements](#)).

For Temporary Assistance for Needy Families (TANF) and the Supplemental Nutrition Assistance Program (SNAP), document that an overpayment referral was made via ASOIG or through the TIERS interface and include a brief description of the overpayment along with how and when the overpayment was discovered ([B-780, Documentation Requirements](#)).

Individual Information

Program Page Why a specific file date was used to decide eligibility when it is different from the application received date or when the application shows more than one received date (A-190, Documentation Requirements).

Why the application was reopened and how the new file date was determined, as required by policy in [B-100, Processing Time Frames](#).

Medicaid Eligibility

If providing prior coverage for more than the previous three months, document the following as required by policy in A-880, Documentation Requirements.

- There was an application on file to cover any of the prior months, and
- The file date on the application used to cover these months.

Appointment

For all interviews, staff must document:

- Whether the person met the criteria for a phone interview and a phone interview was not completed for TANF or SNAP.
- When interpreter services were provided and how they were provided when requested, including cases where staff conducted the interview and acted as the interpreter.
([A-190, Documentation Requirements](#))

For telephone interviews, staff must document in the **Appointment – Details** page, **Caller Authentication** tab, whether the caller was or was not verified by two authentication questions. Also, document whether the person came into the office and provided verification of identity or claimed hardship, as required by policy in [A-2020.4 Claiming Hardship for Coming to the Office](#), [A-2020.5, Actions When Verification Is Provided at the Local Office](#), [A-2040.1, Authentication of Caller Identity Verification Sources](#), and [A-2050, Documentation Requirements](#).

Living Arrangement

When a child is temporarily absent from the home due to admission to a hospital or a residential facility according to policy, [A-920, Temporary Absence from the Home](#), [A-923 Children Residing in General Residential Operations Facilities](#), or [A-922 Children Admitted into State Hospitals](#).

For TANF, document how the minor parent meets or does not meet the unmarried parent domicile requirement required by policy [A-930, Requirement for Unmarried Minor Parents to Live with an Adult or in an Adult-Supervised Setting](#).

Residence

Document all efforts to verify residence if unusual circumstances make residency verification difficult.

For TANF and Medicaid recipients who report temporary visits outside of Texas, document the following as required by policy in [A-770, Documentation Requirements](#):

- The purpose for leaving the state,
- The intent to return to Texas, and
- Which state they consider their residence.

For SNAP recipients who received benefits from the Food Distribution Program on Indian Reservations (FDPIR) and are switching to SNAP, document either “Alabama” or “Oklahoma” as the other state as required by policy in [B-421.1, Duplicate Participation](#) and [B-421.3 Switching from FDPIR to SNAP](#).

**Conviction or
Intentional
Program Violation
(IPV)**

Staff must document the reason for creating a fraud or IPV referral, and the name of the household member(s) disqualified for an IPV if the disqualification did not occur in Texas, if applicable.

For drug convictions that occurred on or after September 1, 2015, for SNAP, and on or after April 1, 2002, for TANF, staff must document the following, as required by [A-232.2, Disqualified People - SNAP](#) and [A-222, Who Is Not Included - TANF](#):

- If the person claims they are not the person on the criminal history report but the identifying information on the report (name, date of birth, physical description) leads staff to believe the report is correct,
- Whether the person disagrees with other information provided in the report, such as the type of conviction or whether it was a felony or misdemeanor,
- Why OIG Benefits Program Integrity (BPI) was contacted and
- The outcome and findings provided by OIG BPI to resolve the discrepancy.

**Absent
Parent/Child
Support**

As required by policy in [A-1160, Documentation Requirements - Child Support](#) and [A-1130, Explanation of Good Cause](#), if the applicant receives TANF or Parents and Caretaker Relatives Medicaid (TP 08), document:

- The [Explanation of Good Cause FAQs](#) was reviewed with the person and provided a copy;
- The reason an person cannot provide minimum information about an absent parent;
- The determination made at each re-evaluation of good cause. The re-evaluation must occur at each periodic review; and
- Any child support sanctions imposed in error.

Note: Adding documentation to the AP-LUW Comments box will keep TIERS from pending for AP information. Only do this when Form H0050 or the minimum AP information is on file.

Sanctions

Document the SNAP Employment and Training (E&T) or Choices penalty information from the automated Texas Workforce Commission (TWC) interface; [Form H1816, SNAP E&T Noncompliance Report](#); or [Form H2581, Choices Noncooperation Report](#), including the noncooperation date, applicable penalty period and reason when staff are not able to enter the penalty in TIERS, as required by policy in [A-1890, Documentation Requirements](#).

Income

Document: Special calculations used that are not captured in TIERS pages, such as when using year-to-date information to determine pay amounts for a missing pay period.

Reason income is excluded, for types of exempt income not specifically listed in TIERS.

The reason income fluctuates.

Why a pay period was included or excluded in the projection. If a past pay period is not representative of future anticipated earnings, document the reason it is not representative.

For TANF, document the household's plan to pursue legally entitled income, including the time allowed to pursue the income. Document whether pursuing the income would be unreasonable and the reason that the situation is considered unreasonable ([A-1311 Requirement to Pursue Income](#)).

For TANF, document that an person no longer claims to have a disability or to be caring for a child with a disability when the person reapplies after being denied for failure to follow the agreed plan to apply for Supplemental Security Income (SSI) or Retirement, Survivors and Disability Insurance (RSDI).

Document the person's decision not to apply for SSI, when they are not required to pursue SSI because:

- they are physically or mentally unable to complete the application process and
- SSA fails or is unable to give needed assistance to complete the SSI application process.

The person confirmed that TWC quarterly wages used to budget projected income are representative of current and anticipated future gross wages.

Self-Employment

The method for averaging income.

Deductions for the costs of doing business.

The number of hours engaged in the enterprise.

Other factors used to determine the amount of income.

If [Form H1049, Client's Statement of Self-Employment Income](#) was the only source of verification provided, document the reason.

Provided the income is entered as self-employment income in TIERS, a statement informing the self-employed person to keep self-employment records and receipts for verification purposes for future recertifications will appear on the TF0001, Notice of Case Action.

Expenses

Document:

The source/provider to which a deduction expense is paid (name, address and/or telephone number), if there is not a place for the information on the TIERS page as required by policy in [A-1450, Documentation Requirements](#).

Management

For SNAP and TANF, document the following as required by policy in [A-1740, Verification Requirements](#):

- Explain when past, current and future management is negative or questionable, and document the person's explanation of how management was met and
- The steps taken to resolve or clear management that has been negative for more than three months.

Wrap Up

**Eligibility
Summary**

The reason for using the override function.

The amount, reason and month for all supplements and/or restored benefits.

When the second level reviewer does not approve an issuance, then the reviewer would need to document why it is not approved.

Issuance Application Processing for Drug & Alcohol (D&A)/Group Living Arrangement (GLA) Facilities

If a resident moves out of the facility, the facility reports the move, and the resident does not contact HHSC, document in Case Comments the name of the facility and facility authorized representative (AR) that are being removed and when. See policy in [B-447, Resident Moves Out of a D&A or GLA Facility](#).

If the former resident moves to another D&A or GLA facility, document in Case Comments the name of the facility and facility AR that are being removed and the name of the facility and facility AR that are being added and when. See policy in B-447.

If the former resident moves in with another active SNAP household and the former resident will participate with that household, document in Case Comments the name of the facility and facility AR that are being removed and when. Cross reference the other case in the Case Comments section of each case. See policy in B-447.

If the former resident moves and no longer lives in a D&A or GLA facility or does not participate with another active SNAP household, document in Case Comments the name of the facility and facility AR that are being removed and when. Cross reference the other case in the Case Comments section of each case. See policy in B-447.

If a D&A or GLA facility replaces the AR and staff wish to avoid replacing cards for all the residents' accounts, follow policy in [B-448, D&A or GLA Facility Replaces the AR](#), part of which states that staff must document in Case Comments for each TIERS case the facility AR change and when the change occurred.

Disposition Why a late determination date was used on a SNAP expedited services application, as required by policy in [A-190, Documentation Requirements](#).

The reason for using the manual issuance function.

Document the reason for shortening or extending a SNAP certification period, as required by policy in [A-2360, Documentation Requirements](#).

The reason for setting a special review and an explanation of the information needed to clear the special review. When completing the special review, document the acceptable verification used for clearing the review as required by policy in [A-2330, Setting Special Reviews](#).

Per A-1890, Documentation Requirements, document in case comments that all exempt SNAP household members:

**Work
Registration**

- were informed about the E&T Program;
- can participate as a volunteer and
- were provided with the TWC contact information.

Document that households with a combination of mandatory and voluntary E&T participants were:

- screened for appropriateness;
- informed they must participate in the E&T program;
- explained the SNAP Work Rules — Verbal Informing Script; and
- provided a consolidated written notice of the SNAP work requirements.

**Medicaid
Eligibility**

Document the following as required by [A-880, Documentation Requirements](#):

- Reason for assigning less than the maximum transitional Medicaid coverage and
- Denial of MA-Alimony/Spousal Support Transitional (TP 20) because spousal support payments stopped.

Additional Documentation Requirements

**Changes Reported
During
Children's Medicaid
(CMA) Continuous
Eligibility Periods**

Document the change and handle at renewal, unless it is a change of address, a certified child leaving the household or a new child joining the household, as required by policy in [B-660, Documentation Requirements](#), or one of the exceptions to continuous eligibility as described in [A-832, Continuous Medicaid Coverage](#).

**SNAP/CMA
Alignment**

Advisors must document when a household has chosen not to align their SNAP and CMA certification periods.

**Customized
Redetermination
Driver Flow (CRDF)**

User comments on the comment page should not repeat auto documentation as a result of using the CRDF.

One Time Payments

For One-Time TANF for Relatives, if the relative is eligible, document the applicant has been informed of the one-time payment at application or review and whether they requested or declined.
Document that TIERS and Grandparent Payment System (GPS) inquiry was completed and whether the applicant previously received a Grandparent Payment or a One-Time TANF for Relatives payment.

Acronym	Name	
<i>AR</i>	Authorized Representative	
<i>ASOIG</i>	Automated System for Office of Inspector General	
<i>BPI</i>	Benefits Program Integrity	
<i>CHIP</i>	Children's Health Insurance Program	
<i>CMA</i>	Children's Medicaid	
<i>CP</i>	Community Partner	
<i>CPM</i>	Contingency Processing Method	
<i>CRDF</i>	Customized Redetermination Driver Flow	
<i>D&A</i>	Drug & Alcohol	
<i>E&T</i>	SNAP Employment and Training	
<i>FDPIR</i>	Food Distribution Program on Indian Reservations	
<i>FTL</i>	Federal Time Limits	
<i>GLA</i>	Group Living Arrangement	
<i>GPS</i>	Grandparent Payment System	
<i>HHSC</i>	Texas Health and Human Services Commission	
<i>IPV</i>	Intentional Program Violation	
<i>MEPD</i>	Medicaid for the Elderly and People with Disabilities	
<i>OIG</i>	Office of Inspector General	
<i>OIG</i>	Texas Office of Inspector General	
<i>OTTANF</i>	One-Time TANF	
<i>PRA</i>	Personal Responsibility Agreement	
<i>RSDI</i>	Retirement, Survivors and Disability Insurance	
<i>SNAP</i>	Supplemental Nutrition Assistance Program	
<i>SSI</i>	Supplemental Security Income	
<i>STL</i>	State Time Limits	
<i>TANF</i>	Temporary Assistance for Needy Families	
<i>TIERS</i>	Texas Integrated Eligibility Redesign System	
<i>TP 08</i>	Parents and Caretaker Relatives Medicaid	
<i>TW</i>	Texas Works	
<i>TWC</i>	Texas Workforce Commission	