



POLICY

CATEGORY:	Quality Assurance	No: 5.0.101.03
TITLE:	Data Integrity	
SUPERSEDES:	5.0.101.02 – Dated April 27, 2012	
EFFECTIVE:	September 29, 2017	
DATE APPROVED:	September 28, 2017	
DATE REVIEWED:	September 14, 2017	

I. PURPOSE:

To ensure the integrity of data contained in client records.

II. DEFINITIONS:

TWIST- The Workforce Information System of Texas. The automated case management system utilized for the Texas Workforce Commission (TWC).

WIT – *WorkInTexas.com*. The automated job matching system provided by the Texas Workforce Commission and utilized by Career Center staff, job seekers, and employers.

III. POLICY STATEMENT:

The Coastal Bend Workforce System shall ensure the accurate and timely entry of all program data entered into the appropriate automated systems.

All actions requiring data entry into TWC's automated systems will be entered into that respective system within 3 business days of service/action.

Customer information will be reported in the Texas Workforce Commission's automated system per documented records maintained in customer's permanent file. A review of applicable performance reports, extracts, etc., shall be conducted on a monthly basis to ensure accurate and timely reporting has been completed. The timelines of data entry applies to all services requiring data entry, even if programs convert to paperless systems.

Contracted Service Providers shall ensure data entry not entered timely is recorded into TWIST following the latest guidance provided by TWC through the *DINT* process. Contracted Service providers shall perform and document an analysis of the integrity of data entered into the automated systems at least quarterly and submit results to Board staff.

The Board Monitor shall perform an analysis of the integrity of data entered into the automated systems at least annually.

IV. PROCEDURES:

Contracted Service Providers will develop additional procedures to assure accurate and timely data entry of services delivered if converting to a paperless system.

V. RELATED POLICY INFORMATION:

Texas Workforce Commission Letter; WD 30-16 dated 12/13/16, and entitled Workforce Automated Systems' Data Entry Deadlines for Board Contract Year 2017

VI. RESPONSIBILITIES:

The Board Contract Manager will ensure the Workforce Career Center management are made aware of and comply fully with this policy. Workforce Solutions Career Center management shall ensure procedures are implemented to comply with this policy.

Board Contract Management and Contracted Service Providers will be aware of and adhere to annual data entry deadlines for all Workforce programs and applications.

The Board Monitor shall oversee and evaluate the integrity of the data entered into the automated systems.

VII. FORMS AND INSTRUCTIONS:

WD 06-07 Change 3, issued 6/01/2009, and entitled The Workforce Information System of Texas: New Data Integrity Process – update. Texas Workforce Commission Employment Service Guide, April 2015

VIII. DISTRIBUTION:

Board of Directors Board Staff Service Provider Staff

IX. SIGNATURES:




Reviewed by EO Officer



Date



President/CEO



Date