# Integrated Guidelines for Program Data Validation and Documentation



Integrated Program Data Validation and Documentation Guide   October 2, 2024

# Table of Contents

# 1.    Introduction

WorkInTexas.com utilizes case management strategies and enhanced access to labor market information to better serve individuals seeking career guidance. Workforce Solutions staff are required to adhere to Wagner-Peyser registration and program enrollment procedures. Staff must comply with all data validation requirements using acceptable documentation for services provided under Wagner-Peyser (WP), Workforce Innovation and Opportunity Act (WIOA), and Trade Adjustment Assistance (TAA). If self-attestation is an acceptable documentation source, staff must refrain from requesting additional documents to satisfy validation requirements.

It is essential for Workforce Solutions staff to recognize participants enrolled in multiple programs have integrated periods of participation (POP). This approach promotes participant-centered service delivery, tailoring services to meet customer needs while facilitating efficient reporting and monitoring of program effectiveness. Additionally, Workforce Solutions staff must maintain regular, direct contact with participants. WorkInTexas.com automatically exits participants who have not received services for 90 consecutive calendar days, aligning with the common exit process.

# 2. Program Participation and Registration Guidelines

WorkInTexas.com is Texas's automated labor exchange and is utilized for work registration for unemployment claimant eligibility. When individuals submit an initial claim for unemployment benefits, an automatic registration in WorkInTexas.com is created from the information provided. This is recognized as a complete registration. Nonetheless, it's crucial for Workforce Solutions staff to ensure thorough registrations, particularly for claimants, to enhance functionality and deliver high-quality matches to our customers.

## 2.1 Key Terms

Workforce Solutions staff must be familiar with the following terms related to case management functionality when managing participant's cases:

- **Individual –** a WorkInTexas.com customer seeking services either self-service or staff- assisted, to secure employment (formerly referred to as a "job seeker")

- **Wagner-Peyser application** – registering in WorkInTexas.com builds a Wagner-Peyser application. For purposes of assisting individuals in WorkInTexas.com, "registration" and "Wagner-Peyser application" may be used interchangeably.

- **Incomplete Wagner-Peyser application—while the individual is registering in** WorkInTexas.com, the status of the Wagner-Peyser application will be "Incomplete." If the individual exits WorkInTexas.com before completing registration, the Wagner-Peyser application will remain in "Incomplete" status. The next time the individual logs into WorkInTexas.com, the system will automatically prompt the individual to finish registration, which will simultaneously complete the Wagner-Peyser application.

- **Complete Wagner-Peyser application**—a Wagner-Peyser application with a "Complete" status indicates that an individual has completed all pages of registration. A résumé is not required for the Wagner-Peyser application to be complete; however, an individual will need either a résumé or State of Texas application to apply for jobs through WorkInTexas.com.

- **Enrolled as a participant in the Wagner-Peyser program**—individuals must have a complete Wagner-Peyser application **and** at least one saved résumé before they may be enrolled as participants in the Wagner-Peyser program.
    - Workforce Solutions staff working directly with individuals may enroll them as participants in the Wagner-Peyser program in WorkInTexas.com, which includes Wagner-Peyser, Jobs for Veterans State Grant (JVSG), and Migrant Seasonal Farmworker (MSFW) program participation.
    - The final page of the enrollment process prompts staff to enter a service selected from the appropriate customer group. Staff-assisted services can only be provided to individuals already enrolled or being enrolled in Wagner Peyser. Staff will be unable to access services from the Wagner-Peyser customer group if the customer is not enrolled.

- **Jobs for Veterans State Grant—**JVSG provides federal funding through a formula

grant that supports Disabled Veterans' Outreach Program (DVOP) specialist positions, Local Veterans' Employment Representatives (LVERs), and Consolidated Position (CP) staff. DVOP specialists and CP staff members may provide individualized services from the JVSG customer group to JVSG-eligible individuals once they are enrolled as participants in the Wagner-Peyser program, which includes entering Wagner-Peyser and JVSG eligibility dates. Note: Only TVC staff may select services from the JVSG customer group.

**2.2 Customer Groups**

In WorkInTexas.com, customer groups enable Workforce Solutions staff to enter services for individuals based on their eligibility when the Wagner-Peyser application is created. WorkInTexas.com does not allow services to be entered across customer groups.

These customer groups consist of Self-Service/Registered Individual Only, Wagner-Peyser, and JVSG. Before services from the Self-Service/Registered Individual Only group can be entered in WorkInTexas.com, individuals must have completed a Wagner-Peyser application. Staff must enroll individuals as participants in the Wagner-Peyser program before entering services from Wagner-Peyser or JVSG customer groups in WorkInTexas.com.

- **Self-Service/Registered Individual Only** –Workforce Solutions staff can enter only informational or self-service services from this customer group to individuals with a Wagner-Peyser application in "*Complete" or "Registration Only"* status.

- **Wagner**-**Peyser** – Workforce Solutions staff must enter staff-assisted services after they have directly worked with an individual and have enrolled them as a participant in the Wagner-Peyser program. Workforce Solutions staff providing services to veterans or other eligible individuals must not enter services from the JVSG customer group.

- **JVSG** – Only TVC staff can enter services in the JVSG customer group. TVC staff provide services to veterans, eligible spouses, and other populations eligible to be served by TVC. Only TVC staff are authorized to enter services from the JVSG service group. For more information, refer to WD Letter 19-22 "Jobs for Veterans State Grants Program: Reforms and Responsibilities of Workforce Solutions Staff Serving Veterans".

**2.3 Wagner-Peyser Application**

Workforce Solutions staff must recognize that a Wagner-Peyser application is not initiated until the registration process is completed. Staff can check the application status any time by navigating to the "Programs Page within the "Case Management Profile" section of the "Staff Profiles" menu tree. The following terms outline the stages of an individual's application progress:

- **No Wagner-Peyser application** – indicates an individual has started registration but has not provided enough information to start building a Wagner-Peyser application.

- **Incomplete Wagner-Peyser application** – indicates an individual has not completed the entire registration. A Wagner-Peyser application is created simultaneously while the individual completes the remaining seven pages of registration. Workforce Solutions staff will be prevented from entering services the Self-Service/Registered Individual Only customer group until the individual completes registration.

- **Registration Only Wagner-Peyser application** – indicates that an individual is either a claimant automatically registered in WorkInTexas.com or an individual converted to the

new system. This status denotes a complete registration without a Wagner-Peyser application. Staff should note that system-generated registrations may lack three or four required data elements. Following the steps outlined in "Enrolling Individuals as Participants in the Wagner-Peyser Program" is mandatory. Staff must assess whether to enroll the individual as a participant in the Wagner-Peyser program based on their specific needs and requested services.

- **Complete Wagner-Peyser application** – indicates that an individual has finished registration. While the individual may not have a saved resume or State of Texas application, both the registration and Wagner-Peyser application are finalized.

Workforce Solutions staff may enter services for the Self-Service/Registered Individual Only customer group.

*Note: Workforce Solutions staff must indicate the Limited English Proficiency (LEP) status of all WIOA Title I program participants in WIT by selecting "yes" or "no" within the Language section of the individual's General Information Profile during initial registration. If they select "yes" for LEP status, staff must also answer the additional question related to language fluency in that section.*

**2.4 Resumes**
Individuals have the option to use the Resume Builder to create resumes or upload a resume from an external source. During the initial upload, the wizard prompts additional questions before saving the document. Users have the option to generate either online or offline resumes. Both online and offline resumes meet the Wagner-Peyser enrollment requirement for everyone to have at least one saved resume. An online resume is accessible to potential employers. On the other hand, an offline resume is not viewable by employers or Workforce Solutions staff and will not appear in searches for qualified candidates.

**2.5 Wagner-Peyser Program Enrollment**
Enrollment as a participant in the Wagner-Peyser program requires direct engagement between Workforce Solutions staff and the individual. Staff may engage individuals via phone (mobile or landline) or utilize remote technology such as Skype, Zoom or FaceTime. It's important to note that remote technology excludes text messages, email messages, or other online messaging platforms.

To receive staff-assisted services, an individual must be enrolled as a participant in the Wagner-Peyser program. **Wagner-Peyser enrollment must be completed prior to entry in the following programs:**

- WIOA Title I, including:
  - Adult, Dislocated Worker, and Youth;
  - Statewide initiatives; and
  - National Dislocated Worker Grants;
- Temporary Assistance for Needy Families Employment and Training (Choices);
- Trade Adjustment Assistance (TAA); and
- Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T).

To enroll an individual in the Wagner-Peyser program, Workforce Solutions staff must use the *Completing Participant Wagner-Peyser Applications in WorkInTexas.com (WIT)* desk aid as a guide.

## 2.6 Priority of Service

WorkInTexas.com prioritizes veteran job seekers by displaying their applications first in the "Applicant Information" section of a job order, ahead of non-veteran applicants. To ensure this feature serves its purpose and effectively presents veterans to employers, it's crucial for veterans to have comprehensive applications on WorkInTexas.com.

Workforce Solutions staff must assist job seekers, including veterans, with their WorkInTexas.com applications, including the occupational skills and résumé sections. WorkInTexas.com lists new veteran job seekers in the "Priority of Service" dashboard widget on the "My Staff Workspace" page to help staff identify veterans who may need these services. **Workforce Solutions staff must configure and select the "Priority of Service widget to appear on their WorkInTexas.com dashboards.**

Some Workforce Solutions Offices have Disabled Veterans' Outreach Program (DVOP) specialists or Combined Position (CP) onsite. DVOP/CP staff should assist veterans by reviewing their applications to determine eligibility for career services. DVOP/CP staff only serve eligible veterans with significant barriers to employment.

Workforce Solutions Office staff must not assume all veteran applications have been reviewed due to the presence of DVOP/CP staff. Veterans and eligible spouses assigned to an office who lack a significant barrier to employment will receive career guidance from Workforce Solutions staff.

For Workforce Solutions office without DVOP/CP staff, staff must be proactive and reach out to new veteran job seekers. They must offer services and emphasize the significance of completing applications thoroughly. This increases the likelihood of veterans matching with job postings and securing employment opportunities.

Below is an example of the application review process for Workforce Solutions locations without DVOP/CP staff:

**Example:**
Each day, Workforce Solutions staff must review new veteran job seeker applications listed in WorkInTexas.com. This includes reviewing the occupational skills and résumé sections. If applicable, staff must contact new veteran job seekers to discuss any recommended improvements to the applications. If a veteran job seeker does not receive a job match within a reasonable timeframe (as determined by the Board) after making modifications or enhancements to their application, Workforce Solutions staff must follow up with the veteran. Staff must offer additional staff-assisted services to further improve the marketability of the veteran job seeker's application.

# 3. Program Contact Requirements

Workforce Solutions staff must provide notice of contact requirements to all participants at or before enrollment in in a program. The notice must include:

- Participant contact responsibilities

- Workforce Solutions staff contact responsibilities.

- Required contact frequency.

- Acceptable contact methods

- Consequences of failure to maintain contact (including possible case closure)

- Participant's right to appeal action resulting from the lack of engagement.

### 3.1 Participant Contact
Workforce Solutions staff must be aware of and understand the different contact requirements for each program a participant may enroll. To ensure effective support for participants engaged in services lasting more than 30 days, Workforce Solutions staff must maintain regular contact to monitor progress and assess the usefulness of our services. This ensures ongoing engagement with participants, allowing us to assess progress towards employment goals and the effectiveness of our services.

Staff must have direct, two-way contact with each participant at least monthly. The following applies:

- Monthly means during each calendar month, with no more than approximately 30 days between contact.

- Direct, two-way contact requires communication between the parties involved through methods such as in-person, videoconferencing, email, text, or phone call. This may require a participant to provide documentation or other evidence of participation beyond verbal acknowledgment.

- Automated responses, such as an outgoing voice mail message or an out-of-office notification, do not qualify.

### 3.2 Program Contact:

- **TAA and WIOA** – If staff are unable to make direct contact with a participant, at least two additional attempts within the same month are required.

- **SNAP E&T** – staff are not required to make a second outreach attempt or give final notice to mandatory work registrants who do not respond to an initial outreach attempt.

- **Choices** – staff are required to make timely and reasonable attempts to outreach Choices participants.

- **Non-Custodial Parent (NCP) Choices** – staff are required to make:

    o In-person contact at least weekly, with a NCP until they enter employment.

    o Monthly contact with a NCP for six months following employment.

The combination of services and the detailed narrative entered in WorkInTexas.com Case notes must be a comprehensive picture of the Workforce Solutions staff interactions with participants.

## 3.3 Documenting Contact in Case Notes

Workforce Solutions staff must document detailed case notes in the case management system for each participant. Case notes should encompass all services provided, staff interactions with the participant and other relevant entities, and updates on a participant's progress toward their goals. Additionally, staff must include any supporting documentation received and status of each case.

Workforce Solutions staff may receive documentation from a school or training provider via email or fax verifying a participant's attendance and progress in a training or educational program.  However, it's crucial to note that this documentation does not fulfill the requirement for staff's monthly contact with a participant.

Case notes must be comprehensive, detailed, and self-explanatory to facilitate collaboration among Workforce Solutions professionals to work on the case with minimal background information from the participant. All case notes must be entered in the case management system on the same date of a service or contact with a participant. In the event the case management system is down for maintenance, Workforce Solutions staff must enter case notes within 24-48 hours of the system coming back online.

## 3.4 Required Elements for Case Notes:

Title: a descriptive subject accurately reflecting the contents

- **Who:** includes the participant's name, employer's name, or other relevant parties

- **What:** describes the activity being reported

- **When:** specifies the date of the reported activity

- **Where:** identifies the location of the activity, such as the participant's workplace or school location

- **Why:** explains the purpose of the activity, such as to verify or document service activities

- **How:** details the method of contact, whether initiated by the participant or the career advisor

# 4. Entering Service Enrollments and Outcomes

## 4.1 Documenting Services

Workforce Solutions staff must document services in the case management system only when actively engaged with a participant. Services must be accurately recorded on the date and time the service is provided. Staff must also ensure to close service activities promptly once they are no longer working with a participant. This includes manually closing any open service records with the correct end dates and completion reasons.

## 4.2 Program Service Sequences

### 4.2.1 WIOA Youth Program

- **1st Service must be**: 412 - Comprehensive Objective Assessment - Youth Funded

- **2nd Service must be:** 413 - Individual Service Strategies (ISS) - Youth Funded

- **3rd rule**: All Youth Element services become available (remaining 400-series services)

- **4th rule**: Once at least one Youth Element service has been entered, then the remaining services become available except for Follow-up services.

- **After Program Exit**: Follow-up Services become available.

### 4.2.2 WIOA Adult and Dislocated Worker Programs

- **1st Service must be:** 203 - Comprehensive Objective Assessment

- **2nd Service must be: 205 -** Individual Employment Plan (IEP)

- **3rd rule:** All remaining services become available except for Follow-up Services.

- **After Program Exit:** Follow-up Services become available.

### 4.2.3 TANF/Choices

- **1st Service must be**: 153 – Workforce Services Orientation

- **2nd Service must be either**:
  - 203 - Comprehensive Objective Assessment, or
  - 205 - Individual Employment Plan (IEP)

- **3rd rule:** Once both 203 and 205 have been entered, all remaining services configured for TANF/Choices become available.

### 4.2.4 SNAP E&T Program

- **1st Service must be**: 153 – Workforce Services Orientation

- **2nd Service must be either:**
  - 203 - Comprehensive Objective Assessment, or
  - 205 - Individual Employment Plan (IEP)

- **3rd rule:** Once both 203 and 205 have been entered, all remaining services configured for

SNAP E&T become available except for Job Retention services.

- **4th rule:** Once Service 600 – Unsubsidized Employment has been entered, Job Retention services become available.

### 4.2.5 TAA Sequencing

The following services are always available, without sequencing:

- 145 - TAA Orientation
- 102 - Initial Assessment
- 203 - Comprehensive Objective Assessment (COA)
- 205 - Individual Employment Plan (IEP)

**1st rule**: The following services become available after **Service 102 – Initial Assessment** has been entered:

- 162 Referral to VR&E
- 164 Referral to Vocational Rehabilitation (VR) services
- 165 Referral to Child Care (CC) services
- 166 Referral to Adult Education and Literacy (AEL) services
- 217 TAA Approved Out of Area Relocation Assistance
- 237 TAA - Approved Out of Area Job Search Allowance
- 247 Financial Literacy Education
- 262 Job Readiness / Employment Skills

**2nd rule:** The bulleted list of services below are available <u>after</u> these two services are entered:

- Service 102 – Initial Assessment and
- Service 205 – Individual Employment Plan (IEP)
    - o 234 TAA Waiver- Poor Health
    - o 235 TAA Waiver - Enrollment not Available
    - o 236 TAA Waiver - Training Not Available

**3rd rule**: The following Training services become available after all three of the following services have been entered AND a Training Application has been approved:

- Service 102 - Initial Assessment,
- Service 205 - Individual Employment Plan (IEP), and
- Service 203 - Comprehensive Objective Assessment:
    - o 259 Prerequisite Training
    - o 300 Occupational/Vocational Training (ITA)

- 301 On-The-Job Training

- 304 Customized Training

- 314 Registered Apprenticeship Program (RAP) Training (ITA)

- 328 Occupational/Vocational Training (Non-ITA)

- 339 HSE - TAA Funded

- 340 English as a Second Language - TAA Funded

- 342 Basic Educational Skills/ABE - TAA Funded

- 343 Registered Apprenticeship Program (RAP) Training (Non-ITA)

### 4.2.6 Wagner-Peyser JVSG Sequencing

Fifteen new services are added to Wagner-Peyser for the JVSG program to allow service sequencing for JVSG. These services must not be utilized for the other Wagner-Peyser programs. Services assigned to the JVSG Customer Group are always available, **except** for services J01- J15.

**Rule for J-Services**: Services J01-J15 become available only after:

- **Service 203 – Comprehensive Objective Assessment (COA)** has been entered.

The J01-J15 services are:

- J01 JVSG - ONET Assessment

- J02 JVSG - Counseling

- J03 JVSG - Case Management

- J04 JVSG - Support Services Information

- J05 JVSG - Resume Assistance

- J06 JVSG - Interview Preparation Assistance

- J07 JVSG - Application Assistance

- J08 JVSG - Job Readiness / Employment Skills

- J09 JVSG - Individual Employment Plan (IEP/ISS/EDP)

- J10 JVSG - Job Search Assistance

- J11 JVSG - Job Development

- J12 JVSG - WOTC Eligibility

- J13 JVSG - Job Search Assessment

- J14 JVSG - Case Conferencing Held

- J15 JVSG - Customized Labor Market Research

### 4.2.7 Ongoing Service Data Entry
*Many services in the case management system have a duration longer than one day. Services with durations longer than one day may not be limited to monthly durations. Staff may extend the service beyond the initial duration.*

*For example, a training service may be opened for up to 31 days. At the end of the initial 31-day period, staff may extend the duration of that service up to an additional 31 days. This process may be repeated multiple times. (NOTE: Staff must confirm that training activities continue).*

### 4.3 Training-Related Employment Information

Workforce Solutions staff must enter training-related data for all participants in WorkInTexas.com as follows:

- **Employment during participation** – Add employment ribbon in the appropriate WorkInTexas.com program.

- **Employment resulting from program closure** – Create Closure ribbon in the appropriate WorkInTexas.com program.

- **Employment after participation ends** – Enter employment information on the follow-up ribbon (WIOA only)

If a participant begins training-related employment, Workforce Solutions staff must document this information for the program providing funds for the training program. The required information includes the following:

- **Employer/Job Information:**
    - Employer Name
    - Verification
    - NAICS
    - Primary Employer Contact Name
    - Primary Employer Contact Phone Number
    - Job Title
    - Occupation
    - Salary Information
    - Job Start Date

- **Program-Related Questions:**
    - Primary Employer?
    - Receiving Fringe Benefits
    - Receiving Health Care Benefits?
    - Job Covered by Unemployment Compensation?
    - Is this Entrepreneurial and/or Self-Employment?
    - Is this a Registered Apprenticeship?
    - Is this active Military Service?
    - Is this considered Non-Traditional Employment?

o   Is this considered Training-Related Employment?

When answering 'Is this considered Training Related Employment', Workforce Solutions staff must select one of the following four options in employment outcomes in WorkInTexas.com:

1. **Yes** – if the participant secured employment in the occupation, they received training for. (For example, a participant received training as a registered nurse, then entered employment as a registered nurse)

2. **Training Did Not Impart Job-Specific Skills** – if the participant secured employed in an occupation not related to training (For example, a participant received training as registered nurse, but entered employment as a convenience store cashier)

3. **Relationship of Employment to Training Cannot be Determined** – if the participant received training but Workforce Solutions staff are unable to determine if training skills are related to the new employment.

4. No – if a participant received no training but later entered employment.

## 4.4 Employment During Program Participation

If a participant receives training services from a program during their period of participation, Workforce Solutions staff must enter training-related employment data utilizing the "Add" Employment ribbon within the WorkInTexas.com program application.

## 4.5 Employment at Program Closure

Workforce Solutions staff must enter training-related data in the Create Closure ribbon when manually closing a program application with an employment outcome.

Staff must first select "Yes" for the Entered Employment question in the closure record to complete the "Add Employer" Information. Staff have the option to select Individual Employment History in the Add Employer data to prefill the employment record for program closure.

## 4.6 Employment After Exit

Workforce Solutions staff must enter training-related employment data in the Follow-Up ribbon for employment that occurs in the quarter following exit. The Follow-Up ribbon is only available to WIOA Title 1 participants. Local follow-up can be conducted after exit from a period of participation, whereas federally required follow-ups are only available in the relevant quarter following exit from a period of participation.

Staff must first select "Yes" for the "Worked in Quarter" question in the closure record to complete "Add Employer" information or select primary employer from previous quarter, as applicable. Staff have the option to select Individual Employment History in the Add Employer data to prefill the employment record for follow-up in each quarter.

### 4.7 Training-Related Activities

Workforce Solutions staff must use the appropriate WorkInTexas.com service codes for participants enrolled in the following training and training-related services:

> 214—Literacy, Basic Skills/ABE or HSE Preparation
> 215—Short Term Pre-Vocational Services
> 219—Work Experience-Private Non-Profit
> 222—English as a Second Language (ESL)
> 246—Pre-Apprenticeship (ITA)
> 250—Internships or Employment Opportunities NOT Limited to Summer Months
> 256—High School Choices
> 259—Prerequisite Training
> 270—Work Experience Private For-Profit
> 271—Work Experience Public
> 272—Pre-Apprenticeship (Non-ITA)

> 300—Occupational/Vocational Training (ITA)
> 301—On-The-Job Training
> 302—Entrepreneurial Training
> 304—Customized Training
> 314—Registered Apprenticeship Program (RAP) Training (ITA)
> 325—Employed Worker Skills Upgrading/Retraining
> 328—Occupational/Vocational Training (Non-ITA)
> 339—HSE–TAA Funded
> 340—English as a Second Language (ESL)–TAA Funded
> 342—Literacy, Basic Skills/ABE or HSE Preparation–TAA Funded
> 343—Registered Apprenticeship Program (RAP) Training (Non-ITA)
> 344—Concurrent Education and Occupational Preparation or Training

400─Summer Employment or Summer Internship-Youth Funded
406─Tutoring/Study Skills/Instruction-Youth Funded
409─Job Shadowing-Youth Funded
410─Leadership Development Services-Youth Funded
411─Mentoring-Youth Funded
414─Literacy, Basic Skills/ABE or HSE Preparation-Youth Funded
415─Enrolled in Alternative Secondary Education-Youth Funded
418─HSE-Youth Funded
425─Work Experience-Paid-Youth Funded
428─On-the-Job Training-Youth Funded
440─Occupational/Vocational Training (ITA)-Youth Funded
445─Pre-Apprenticeship (ITA)-Youth Funded
446─Financial Literacy Education-Youth Funded
447─English as a Second Language (ESL)-Youth Funded
448─Registered Apprenticeship Program (RAP) Training (ITA)-Youth Funded
449─Internships or Employment Opportunities NOT Limited to Summer Months-Youth Funded
450─Concurrent Education and Occupational Preparation or Training-Youth Funded
451─Entrepreneurial Skills-Youth Funded
453─Post-Secondary Preparation and Transition Activities–Youth Funded
454─Occupational/Vocational Training (Non-ITA)-Youth Funded
455─Registered Apprenticeship Program (RAP) Training (Non-ITA)-Youth Funded
456─Pre-Apprenticeship (Non-ITA)-Youth Funded

---

600─Unsubsidized Employment
601─Subsidized Employment-Private
602─Subsidized Employment-Public
608─Choices Job Skills Training Directly Related to Employment
612─Workfare
640─Unsubsidized Self-Employment
642─Middle School
650─Retention-Literacy, Basic Educational Skills/ABE or HSE Preparation
653─Retention-English as a Second Language (ESL)
654─Retention–HSE
655─Retention-Occupational/Vocational Training (ITA)
656─Retention-Occupational/Vocational Training (Non-ITA)

### 4.8 Reporting Occupations Connected to Training

Workforce Solutions Staff must enter accurate data related to training services. It is mandatory for Workforce Solutions staff to enter Occupational Information Network (O*Net) and Classification of Instructional Programs (CIP) codes for all participants enrolled in training-related services. The O*Net and CIP codes hold considerable importance in performance reporting. Accurate and timely data entry allows for the monitoring and management of training services. Staff must follow the steps below when entering O*Net and CIP codes.

**O*Net Codes**

1. Workforce Solutions staff must enter valid O*Net codes when enrolling participants in training related services included in the Program Service-Provider Types below:

   - Approved Provider Training–ITA

   - Training Non-ITA

   - Work Experience

   - OJT

   - Non-ITA Occupational Skills

2. Workforce Solutions staff must enter the O*Net codes specified for eligible training provider (ETP) programs listed on the statewide Eligible Training Provider List (ETPL) for training services funded through Individual Training Accounts (ITAs). This requirement pertains to the following training services:

   - 300—Occupational/Vocational Training (ITA)

   - 440—Occupational/Vocational Training (ITA)–Youth Funded

   - 655—Retention–Occupational/Vocational Training (ITA)

   - 246—Pre-Apprenticeship (ITA)

   - 445—Pre-Apprenticeship (ITA)Youth Funded

   - 314—Registered Apprenticeship Program (RAP) Training (ITA)

   - 448—Registered Apprenticeship Program (RAP) Training (ITA)–Youth Funded

3. Workforce Solutions staff must enter the O*Net code included in the participant's employment goal for service enrollments not directly tied to occupational outcomes. These services include:

   - 340—English as a Second Language (ESL)-TAA Funded

   - 339—HSE-TAA Funded

   - 418—HSE-Youth Funded

**CIP Codes**

1. Workforce Solutions staff do not need to enter CIP codes manually for ETPL records. The management of ETPL records is facilitated through an automated file transfer from TWC's ETP system. These records already contain CIP codes for all training programs approved for ITA funding.

2. Workforce Solutions staff must not alter ETP records in WorkInTexas.com. Only ETP programs are categorized as Approved Provider-ITA provider type in WorkInTexas.com.

3. Workforce Solutions staff must enter valid CIP codes when entering non-ETP provider service information in WorkInTexas.com for the following Program Service – Provider Types:

   - Training Non-ITA

- Non-ITA Occupational Skills

4. Workforce Solutions staff must avoid entering a CIP code for the following Program Service-Provider Types as these services typically do not occur in a classroom setting:

    - OJT

    - Office Services

    - Other

    - Work Experience

Workforce Solutions staff are not required to enter CIP codes for support services in WorkInTexas.com.

### *4.9 Data Entry Deadlines*

*Services and outcome data for customers must be entered accurately and timely into TWIST and WIT. The data helps generate reports and information TWC and Workforce Solutions use to manage, monitor, and assess performance.*

1. *Staff must enter customer data in WIT by the first Friday following the first three working days after the month in which:*

    - *Services were provided; or*

    - *The customer entered or completed services*

2. *Workforce Solutions staff must enter data for all Non-Custodial Choices participants in TWIST.*

3. *Staff must complete all data entry by the dates in the calendar below. Data Entry deadlines account for holidays.*

4. *If the data entry deadline is prior to the date the TANF Warrant file is sent to TWC, any data entered after the data entry deadline but before the TANF warrant file is processed will be included in the Choices Participation monthly performance report.*

5. *Workforce Solutions staff must enter data for all Non-Custodial Choices participants in TWIST.*

6. *Staff must complete all data entry by the dates in the calendar below. Data Entry deadlines account for holidays.*

7. *If the data entry deadline is prior to the date the TANF Warrant file is sent to TWC, any data entered after the data entry deadline but before the TANF warrant file is processed will be included in the Choices Participation monthly performance report.*

8. *Workforce Solutions staff must ensure data is entered timely to be included in year-end reporting.*

9. *Any data not entered by year-end report deadlines may not be used in BCY 24-year end reporting, even if the data is later updated with the quarter + 20 period.*

**Monthly Data Entry Deadline Calendar**

| Data From | WorkInTexas.com |
|---|---|
| September 2024 | 10/04/24 |
| October 2024 | 11/08/24 |
| November 2024 | 12/06/24 |
| December 2024 | 01/10/25 |
| January 2025 | 02/07/25 |
| February 2025 | 03/07/25 |
| March 2025 | 04/04/25 |
| April 2025 | 05/09/25 |
| May 2025 | 06/06/25 |
| June 2025 | 07/04/25 |
| July 2025 | 08/08/25 |
| August 2025 | 09/05/25 |
| September 2025 | 10/10/25 |

**BCY'24 Year-End Data Entry Deadlines**

| Cohorts | Measure Examples | Deadline |
|---|---|---|
| Siloed WIOA Adult, Dislocated Worker, and Youth Measures | • Employed Quarter 2 Post-Exit<br>• Employed Quarter 4 Post-Exit<br>• Credential Rate<br>• Measurable Skill Gains<br>• Median Earnings Quarter 2 Post-Exit | 08/09/24 |
| Integrated WIOA Measures and Other Wage/Quarter-Based Measures | • Employed/Enrolled Quarter 2 Post-Exit<br>• Employed/Enrolled Quarters 2–4 Post-Exit<br>• Credential Rate<br>• Median Earnings Quarter 2 Post-Exit | 10/04/24 |
| Remaining Measures | • Participants Served (which is also the denominator for Average Cost per Participant Served)<br>• Job Openings Filled, Job Postings Filled, and Employer Success Rates<br>• Choices Full Engagement Rate<br>• Claimant Reemployment within 10 Weeks<br>• Market Share and Employer Workforce<br>• Texas Talent Assistance Rate | 10/04/24 |

# 5.	Validating Required Elements and Performance Data

**WorkInTexas.com Liaisons**

TWC assigns designated Workforce Solutions staff system privileges enabling them to create new staff user accounts, grant appropriate permissions and carry out other liaison-designated functions, as applicable. There is a liaison for each of the following groups:

- Board Staff

- Texas Veterans Leadership Program staff

- TVC

Liaisons ensure access and security standards and guidelines are followed, including appropriate security training along with completion of Form P-41 by new staff. Liaisons must upload a copy of each new staff members signed Form P-41 into WorkInTexas.com during account creation by using the "Account Information>Add Document" option.

Workforce Solutions staff must validate certain key data elements including the participant's employment status at program entry.  Staff must verify data elements for the following programs:

- WIOA Title I

  - Adult, Dislocated Worker and Youth

  - Statewide Initiatives

  - National Dislocated Worker Grants

- Temporary Assistance to Needy Families (TANF/Choices)

- Trade Adjustment Assistance (TAA) customers

- Supplemental Nutrition Assistance Program Employment and Training (SNAP)

## 5.1 Crossmatch Data Elements
Workforce Solutions staff must be mindful that data imported from another agency's automated system into WorkInTexas.com may fulfill validation requirements if the individual lacks documentation to corroborate the data element.

Workforce Solutions staff are not required to validate crossmatch data populated into WorkInTexas.com from:

- Texas Health and Human Services Commission

- Texas Department of Criminal Justice

- Other sources when allowed for an element required by TEGL 23-19, Change 2

In instances where data migrates from other agencies automated systems, staff must collect the appropriate documentation from the customer.

## 5.2 WorkInTexas.com

Workforce Solutions staff must validate self-service entered data. Staff must validate data elements in a program that requires verification. Documentation provided by participants must correspond with the information entered in WorkInTexas.com.

Staff are not required to validate an individual's veteran status for Wagner-Peyser and Jobs for Veterans State Grant (JVSG) programs.

- Individuals and/or qualified spouses self-identify as veterans during registration in WorkInTexas.com.
    - o Information is authenticated via username and password.
    - o Serves same function as electronic signature.
    - o Meets the definition of self-attestation.
    - o For veterans and qualified spouses requesting services, staff must appropriately triage according to WS 22-04 Services to Veterans.

## 5.3 Social Security Numbers

The Social Security Number (SSN) is a mandatory field in WorkInTexas.com. If an individual does not furnish a valid SSN during registration, WorkInTexas.com will assign a pseudo-SSN. When an SSN is necessary for program enrollment, Workforce Solutions staff must confirm its validity on program eligibility screens. Staff cannot mandate SSN validation unless it's explicitly necessary for enrollment. An individual's work authorization is addressed through the Citizenship fields in WorkInTexas.com.

# 6. Common Exit

TWC uses integrated periods of participation (POPs) for co-enrolled individuals, exiting them only after all program exit requirements are met, ensuring services are tailored to participant needs.

The following programs are included in the common exit process:

- WIOA core programs:
    - Adult
    - Dislocated Worker
    - Youth
    - Wagner-Peyser
- Other DOL-administered programs:
    - National Dislocated Worker Grant (NDWG)
    - Veterans Employment Services
- Trade Adjustment Assistance (TAA)
- Non-DOL-administered programs:
    - Temporary Assistance for Needy Families (TANF)
    - Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)

Enrollment does not need to occur at the same time for common exit to be applicable. Common exit is not limited to a specific workforce development area. Participatory services refer to services that require individual participation and extend a POP.

Participatory services include:

- Training services
- Individualized career services
- Staff assisted, basic career services and
- Youth program elements

Workforce Solutions staff must enter the "Closure Date," "Closure Reason," and close the "Program Application" in WorkInTexas.com when no further services are planned. This does not affect Common Exit, which occurs automatically after 90 days without services. Staff should only enter services with a "Projected Begin Date" if the participant is scheduled to return for services on a specific date. Participants remain in performance data.

Common exit occurs when:

- Staff have had no direct contact with a participant and have not recorded participatory services in any programs covered by the common exit policy for 90 consecutive calendar days.

- A participant has no other services in WorkInTexas.com with "Projected Begin Dates" that prevent exit.

## 6.1 Ineligible Participants

Workforce Solutions staff are prohibited from requesting a participant enrolled in WIOA-funded services to reverify eligibility while participating. Once a participant's eligibility for WIOA-funded services has been established, they maintain eligibility until their services are completed. Staff must document the appropriate service completion code, and common exit from the period of participation.

If participants in WIOA-funded services fail to fulfill federally mandated responsibilities after eligibility determination, such as registering with US Selective Service or having an expired authorization work status, their services must be terminated. If Workforce Solutions staff discover during routine business activities like case management or monitoring reviews that participants were never eligible for WIOA-funded services, services must be terminated.

## 6.2 Service Completion Codes for Ineligible Participants

Workforce Solutions staff must document the appropriate service completion code for ineligible participants in WorkInTexas.com Case Notes:

- **Failure to Register with U.S. Selective Service** – Before enrolling in any WIOA-funded services/activities, Workforce Solutions staff must verify Selective Service registration for all males. Males who are enrolled in the WIOA program before turning 18 years old must register for Selective Service within 30 days before or after their 18th birthday to maintain eligibility for WIOA services.

- **Expired Authorization to Work Status** – Individuals enrolled in WIOA activities must possess authorization to work in the United States. WIOA-funded services can be provided to participants within the timeframe permitted by their authorized work status. For instance, if a participant's work authorization expires in three months, they cannot enroll in a training program lasting six months. Renewal of an expired work authorization, if applicable, is necessary before a participant can access additional WIOA-funded services.

- **Eligibility Misrepresented/Misunderstood** – Eligibility for participation in WIOA relies on the principle that participants have acted in good faith and provided accurate information verified by Workforce Solutions in line with current data validation requirements. If Workforce Solutions staff discover that a participant was never eligible (meaning the participant misrepresented information that should have been disclosed or staff misunderstood program requirements), WIOA-funded services must be terminated immediately, and program closure must be initiated.

Staff are required to close all open services and record closure of the WIOA program on the "Closure" Ribbon of the application. Then, staff must choose the *"Accountability/Exit Status"* reason associated with the termination of program activities.

Participants found ineligible will remain in the performance measures applicable to the services they have received. For instance, a WIOA participant who has received individualized career services will be counted in the denominator for "Employment and Median Earnings Outcomes." Furthermore, a participant enrolled in training services will be included in the performance

measures for "Measurable Skill Gains, Credential, and Employment and Wage Outcomes."

If a participant's WIOA-funded services are terminated, Workforce Solutions staff must provide other applicable services such as Wagner-Peyser if the participant is eligible, and it is appropriate to do so.

**6.3** *Service Completion Codes*
*Staff must document the appropriate service completion code when a participant is no longer enrolled in the activity. Staff must select one of the following completion reasons:*

1. *Successful Completion – completion of training program with passing grade.*

2. *Unsuccessful Completion – completion of training program with failing grade.*

3. *Dropped Out of Activity – participant drops out of training before completion.*

4. *Program Continuing – service is ongoing, but the maximum duration allowed in the system was met, so staff will open new service to document continuation.*

5. *Entered Employment – service results in employment.*

6. *Obtained Subsidized Employment – service results in subsidized employment (Choices)*

7. *Failure to Register with US Selective Service – service discontinued resulting from this change to eligibility.*

8. *Expired Authorization to Work Status – service discontinued resulting from this change to eligibility.*

9. *Eligibility Misrepresented/Misunderstood – service discontinued resulting from this change to eligibility.*

10. *Other – use only when other completion reasons are not applicable.*

**6.4** *Follow-Up*
*During the 12-month follow-up period, staff must enter appropriate services in the WIOA program activities ribbon and enter status and outcome information in the follow-up ribbon for each of the four quarters following program exit. There is not a follow-up triggering service equivalent to TWIST Service 67 in the case management system. Follow-up services become available once staff have completed the Closure Ribbon and closed the program application.*

# 7. Data Integrity (DINT) Change Requests

A Data Integrity Change Request or DINT is triggered when information previously entered in the Workforce Case Management System has either changed, been modified, or deleted. DINT edits are only allowed 20 days after the end of the calendar quarter (quarter + 20) to allow review. DINT change requests altering periods of participation or population levels will be denied unless the DINT change is required because of extenuating circumstances pertaining to TAA.

## 7.1 General Guidelines

Prior to submitting a DINT request for approval, Workforce Solutions staff must confirm the following:

- Is the change/edit fully justified in WorkInTexas.com?
- Are case notes entered with the justification reason in alignment with the DINT Request form?
- Does this change align with established policy?
- DINT Request form has been completed and submitted to designated staff?

Staff should not submit the following requests as they would result in a denial:

- Do not comply with policy.
- Not supported by WorkInTexas.com case notes
- Missing a required data field or justification
- DINT Request Denials

DINT requests for the following funding streams will not be automatically denied unless they impact other funding streams.

- WIOA Statewide Alternative Funds (SAF)
- WIOA Local Activity Funds (LAF)
- WIOA Statewide Initiative Funds (SIF)

Period of Participation denials

- Request changes the quarter of the participation.
- Request changes the exit date for the period of participation,
- Requested change is prior to the current program year

DINT requests affecting population levels will be denied if the request changes the population level the customer is included in (i.e., Fund changes from WIOA Youth to WIOA Adult).

## 7.2 Approval Authority

Board staff have final approval authority of all DINT change requests submitted by Workforce Solutions service providers. DINT requests may be denied if the request is:

- incomplete or missing information;
- alters periods of participation/participation levels; or

- affects periods of performance

# 8. *Procedures for Voiding, Deleting, and Merging Records*

*In maintaining the integrity of our information systems, it is essential to establish clear guidelines for the voiding, deleting, and merging of records. These actions are important for correcting errors, complying with legal requirements, and ensuring accurate historical data retention. This section outlines the conditions and procedures under which records within Workforce Solutions' information management systems can be voided, deleted, or merged. It is important that these actions are performed with careful consideration and transparency, adhering to the principles of accountability and data integrity in every aspect of our operations.*

**8.1** *Criteria for Voiding, Deleting and Merging*

- *Authorization and Permissions*
    - *Authorization levels are assigned by Board staff based on job function and compliance requirements.*
    - *Data Management unit staff members with designated permissions are authorized to void, delete, or merge records.*
    - *All other staff must submit requests for voids, deletions, or merges to datainsight@wrksolutions.com.*

- *Authorized staff are permitted to enter or correct missing information in WIT, including but not limited to:*
    - *Missing service (s) on open cases*
    - *Missing eligibility for customer group*
    - *Missing participation dates*
    - *Missing verified employment or credentials obtained*
    - *Missing EFL or other MSG*
    - *Reopen a closed program application that has not exited*

**8.2** *Criteria for Voiding Records (Wagner Peyser)*

- *Records can be voided in the following cases:*
    - *Data entered erroneously that does not affect a customer's Period of Participation (POP).*
    - *Duplicate entries or incorrect data that needs correction, while retaining the original for auditing purposes.*
    - *Voiding must leave the record intact in the system for historical and audit purposes.*

**8.3** *Criteria for Deleting Records (WIOA Programs)*

- *Records may be deleted when:*
    - *Required by legal or regulatory directives.*

- *Created in error with no implications on participant service or funding.*
- *Containing sensitive information entered erroneously, under strict compliance with sensitive personal information.*

**8.4** *Criteria for Merging Records*

- *Records may be merged in the following scenarios:*
  - *Duplicate records of a customer that capture the same interactions or service periods.*
  - *Consolidating multiple entries that pertain to the same incident or event for clarity and comprehensive documentation.*
  - *Merging is conducted to streamline records while ensuring that no essential data is lost and compliance with all regulatory and legal standards is maintained.*
  - *Customer records can be merged whether active or closed, and the Master account must have the actual SSN.*

**8.5** *Submission and Documentation Process*

- *Submit a void, delete, or merge request to the tracking units via FACS for career offices or via [datainsight@wrksolutions.com](mailto:datainsight@wrksolutions.com) for all others.*
- *The approving authority must review the request against the criteria and either approve or deny the request.*
- *All void, delete or merge actions must be documented in WIT case notes, including details of the following:*
  - *Date of change*
  - *Customer name*
  - *State ID*
  - *Program*
  - *Type of change (void, delete or merge)*
  - *Reason for the change*

## 9.0   Compliance and Monitoring

Workforce Solutions staff must adhere to the integrated guidelines to ensure program integrity, participant success, and compliance with all relevant federal and state laws. Management must oversee staff to ensure they deliver exceptional customer service, offer expert career guidance, and assist participants in acquiring additional skills or training to increase their incomes.

# List of Revisions

Significant changes to the guidance are indicated below.

| Section | Revision |
|---|---|
|  |  |
| **2.3 Wagner-Peyser Application** | Added requirement for staff to document a participant's Limited English Proficiency, if applicable |
| **4.2.7 Ongoing Service Data Entry** | Added information regarding data entry for services with a duration longer than one day |
| **4.9 Data Entry Deadlines** | Added deadlines for monthly data entry requirements and annual performance data entry cut-off |
| **6.3 Service Completion Codes** | Added requirements for staff to document the appropriate completion codes when participants complete a service |
| **8.0 Procedures for Voiding and Deleting Records** | Added instructions staff must follow when correcting/modifying participant records |