



WS 11-03

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To: Workforce Solutions Contractors

From: Rodney Bradshaw
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Subject: Reporting Negative Incidents

Purpose

To provide instructions for reporting negative incidents involving Workforce Solutions customers.

Background

The Texas Workforce Commission requires we report all negative incidents involving Workforce Solutions customers to the Commission's Office of Investigations within 24 hours of occurrence.

Negative incidents include, but are not limited to, the following:

- Any incident that causes death or injury;
- Physical assault;
- Property crimes such as vandalism or theft;
- Events requiring police involvement;
- Inappropriate sexual behavior; and
- Any incident that results in negative media attention.

Workforce Solutions contractors staff will submit incident reports by fax to 713-993-4578 or by email to incidentreports@wrksolutions.com. Board staff will review and submit the reports to the Texas Workforce Commission.

Procedure for Reporting Negative Incidents

Immediately following the occurrence of a negative incident staff must:

- complete the Customer Incident Report form;
- provide any relevant documentation;
- fax the Customer Incident Report and relevant documentation to H-GAC (713) 993-4578 or e-mail it to incidentreports@wrksolutions.com; and

- title the fax or email subject: *Customer Incident Report (mm/dd/yy)*.

If you are emailing the Customer Incident Report and documentation, you must encrypt (password protect) the documents before attaching them to an e-mail. Provide the password in a separate email.

Submit updated information on a negative incident as it becomes available. This includes media material not available at the time of the first report and any materials submitted later by individuals involved in or having information about the incident.

Action

Make sure appropriate staff, supervisors and managers have a copy of this issuance and the attachments and understand how to document and report negative incidents.

Questions

Direct questions through the electronic Q&A posted with the policy on the website at <http://www.wrksolutions.com/staff/policiesandprocedures.html>.

Attachments

- Customer Incident Report
- Customer Incident Report Instructions