

**TEXAS WORKFORCE COMMISSION**  
**Workforce Development Letter**

<b>ID/No:</b>	WD 10-24
<b>Date:</b>	August 21, 2024
<b>Keywords:</b>	WorkInTexas.com
<b>Effective:</b>	Immediately

**To:** Local Workforce Development Board Executive Directors  
Commission Executive Offices  
Integrated Service Area Managers



**From:** Mary York, Director, Workforce Development Division

**Subject:** The WorkInTexas.com Data Integrity Process

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**PURPOSE:**

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) with information and procedures regarding the Data Integrity (DINT) review process within WorkInTexas.com.

**RESCISSIONS:**

TAB 198  
WD 06-07, Chg. 3

**BACKGROUND:**

Data validation is a series of internal controls or quality assurance techniques established to verify the accuracy, validity, and reliability of data. Establishing a shared data validation framework across programs ensures all program data consistently and accurately reflect the performance of each grant recipient. It is essential that data entered into WorkInTexas.com is current, complete, accurate, and supported in order to:

- protect data integrity;
- ensure that federal and state reports contain complete, accurate, and consistent data; and
- evaluate and project performance, funding, and outcomes.

**PROCEDURES:**

**No Local Flexibility (NLF):** This rating indicates that Boards must comply with the federal and state laws, rules, policies, and required procedures set forth in this WD Letter and have no local flexibility in determining whether and/or how to comply. All information with an NLF rating is indicated by “must.”

**Local Flexibility (LF):** This rating indicates that Boards have local flexibility in

determining whether and/or how to implement guidance or recommended practices set forth in this WD Letter. All information with an LF rating is indicated by “may” or “recommend.”

**NLF**: Boards must make final determination of approval or denial of all DINT change requests.

**NLF**: Boards must, in accordance with this WD Letter and the [WIT Data Integrity and Data Corrections desk aid](#), develop and implement the following:

- Strong oversight and monitoring of data integrity policies that ensure the timely, complete, and accurate entry of customer data into WorkInTexas.com
- Procedures for the routine and systematic review and approval or denial of all data changes requested by contractors, including requiring justification for any changes requested.
- Procedures to develop a spreadsheet that includes all DINT change request approvals, which the Texas Workforce Commission (TWC) will use to conduct compliance reviews (denials will not be reviewed)
- Training for contractors on the requirements regarding DINT change requests, including use of the DINT Request Form to submit requests to the Board
- A record retention policy for DINT Request Forms

**LF**: Boards may develop policies to limit the number of DINT change requests contractors can submit and may impose penalties for additional requests, as agreed upon in contract.

**NLF**: Boards must ensure that DINT change requests are in alignment with the standards set forth in this letter, as TWC will conduct periodic reviews of DINT change request approvals to ensure Board compliance with the information in this WD Letter. If TWC finds a DINT change request that has been incorrectly approved, the Board must make appropriate updates in WorkInTexas.com to reverse the DINT change request approval.

**NLF**: Boards must not approve DINT change requests that alter periods of participation or population levels, or that affect end-of-year program performance, except for Trade Adjustment Assistance (TAA) as mentioned below.

**NLF**: Boards must consider making a DINT change if, after consulting with TWC TAA technical assistance staff, they determine that such a change is necessary due to extenuating circumstances affecting program performance, participation periods, population levels, or end-of-year program performance.

**NLF**: Boards must adopt a policy that will ensure quality assurance activities are developed to edit data within the quarter + 20 period to limit the number of DINT change requests submitted.

**NLF**: Boards must designate at least two Board staff members who will have final approval authority of the DINT change requests submitted by contractors. User rights are assigned in WorkInTexas.com. Boards must submit a ServiceNow request to assign staff the correct authority to approve or deny DINT change requests.

**NLF**: Boards must ensure that:

- Board staff designated with final DINT change request approval/denial authority are granted the appropriate permission for the WorkInTexas.com system; and
- WorkInTexas.com liaisons do not provide permission to any staff to change data included in the “Fields affected by Quarter + 20 Lockdown” section of the [WIT Data Integrity and Data Corrections desk aid](#).

**NLF**: Board staff members who conduct final DINT change request approvals/denials are responsible for:

- reviewing DINT change requests, including the appropriateness of the reason for specific requests;
- complying with the DINT standards outlined in the below documents (which can be accessed on TWC’s [WorkInTexas Case Management Training Resource Page](#)):
  - [WIT Data Integrity and Data Corrections desk aid](#)
  - [Approved DINT Request Summary Details](#)
  - [Contractor DINT Request Form](#); and
- responding to TWC if the DINT change request approval is questioned.

**INQUIRIES:**

Send inquiries regarding this WD Letter to [wfpolicy.clarifications@twc.texas.gov](mailto:wfpolicy.clarifications@twc.texas.gov).

**REFERENCES:**

None