**Compliance Liaison Requirements**

There are key differences between the Point of Contact (POC) and the Compliance Liaison (CL). The POC manages routine administrative issues, while the CL addresses more serious matters that require escalation to higher authorities for policy-level decisions. The CL ensures the agency remains in compliance with TWC standards or takes corrective action when needed. This position must be approved by TWC. These are some of the questions that your agency should ask to determine who should be in the CL position:

1. Is the individual serving in this role considered an upper-level manager or executive within the organization?
2. Does this individual possess the authority to implement operational changes and enforce compliance among staff?
3. Does the individual’s official role or title reflect the responsibilities described above?
4. In the event of a serious violation of CFR 20 Part 603, the federal guidance concerning the confidentiality of TWC data, does this individual have the authority to initiate immediate corrective action?
5. Are there additional circumstances or qualifications that demonstrate this individual’s appropriateness for the Compliance Liaison role, as recognized by TWC?
6. In the event of a breach of contract terms that could result in termination, does this individual have the authority to implement policy changes necessary to prevent termination?

**Example:** If the Point of Contact fails to submit the required quarterly QSARs under the contract.