# WORKFORCE DEVELOPMENT DIVISION Workforce Policy and Service Delivery Branch Technical Assistance Bulletin 198

Program:	The Workforce Information System of Texas
Subject:	Data Integrity Requests and Reports
Date:	December 19, 2008

Boards are solely responsible for approving all Data Integrity (DINT) change requests before they are submitted for Texas Workforce Commission (TWC) review. This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with:

- general guidelines for processing DINT requests;
- information on DINT requests that change:
  - ➤ a period of participation; or
  - > population levels in which a customer is included; and
- instructions for accessing DINT reports in The Workforce Information System of Texas (TWIST).

# General Guidelines

The following general guidelines are provided to assist Boards in processing DINT requests. It is important that analysis to determine whether or not to approve a request includes the following:

- Has the edit been fully justified in the request?
- Are the changes documented and supported throughout the record (e.g., through case notes or start and end dates of other services, etc.)?
- Most importantly, does the addition, change, or update align with established policy?

Examples of DINT requests that would fail this analysis and therefore be denied include requests that:

- do not comply with policy;
- are not supported by case notes;
- are incomplete;
- are missing a required data field or justification;
- enter certificates that do not meet WD Letter 37-07, Change 1 criteria; or
- remove a certificate check box for a service that is intended to lead to a degree, diploma, or certificate.

#### Texas Workforce Commission DINT Request Denials

WD Letter 06-07, Change 2, issued October 2, 2008, and entitled "The Workforce Information System of Texas: New Data Integrity Process—*Update*," states:

Effective October 1, 2008, Boards must be aware that changes to PoPs [Periods of Participation] submitted through the DINT process:

- will not be automatically denied for the following funding streams:
  - ➢ Workforce Investment Act (WIA) Statewide Alternative Funds (SAF);
  - ➢ WIA Local Activity Funds (LAF);
  - ➢ WIA Statewide Initiative Funds (SIF); and
- will be reviewed on a case-by-case basis and approved provided that the PoP changes:
  - ➤ were not effective prior to July 1, 2007; and
  - ➢ do not impact other funding streams.

# Changing a Period of Participation

Start and end dates for PoPs directly impact Customers Served and Average Cost per Customers Served performance measures reported to the Legislative Budget Board as well as customers served numbers reported to the U.S. Department of Labor (DOL).

A DINT request will be denied if the request will change the quarter in which the participation date and/or exit date of a PoP falls—unless funded with WIA SAF, WIA LAF, or WIA SIF and if no other funding streams are impacted and the requested change is not prior to July 1, 2007.

Partici	pation
Start	Exit
03/31/2006	04/20/2007

*Example 1:* Changing the start date of a PoP from 03/31/2006 to 01/12/2006:

	Qtr 1			Qtr 2			Qtr 3			Qtr 4	
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

The request would be approved because both dates fall within the 1st quarter of 2006.

*Example 2:* Changing the start date of a PoP from 03/31/2006 to 04/01/2006:

	Qtr 1			Qtr 2			Qtr 3			Qtr 4	
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

The request would be denied because the quarter in which the PoP started will change from the 1st quarter of 2006 to the 2nd quarter of 2006.

# Changing Fund Codes That Impact Population Levels

A DINT request will be denied if the request changes the population level at which a participant is included.

A partial representation of the Population Level Matrix is shown below. Fund codes are grouped within each population level. Fund codes may be changed, but only if the change falls within the same population level.

Population Level Matrix						
Population Level	Discussion of			1		
(all population levels are	Funds/Sources	Fund				
unduplicated by individual/POP)	which make up	Code	Fund Name/Description			
		97	WIA Youth			
DOL WIA Youth		157	WIA Youth Statewide Alternative Funding			
		160	WIA Youth Local Activity			
		95	WIA Adult	]		
DOL WIA Adult		155	WIA Adult Statewide Alternative Funding	1		
		158	WA Adult Local Activity	]		
LBB WIA Youth	DOL WIA Youth +	112	WIA Youth Statewide Alternative Funding - Specialized	1		
	codes to the right	130	WIA Youth Local Activity - Specialized	]		

Example 1.	Changing fund code from 97 to 160:
Example 1.	Changing fund code from 77 to 100.

The request would be approved because both fund codes are within the same population level.

Example 2:	Changing fund	code from 97 to 112:
		Deputation Level Matrix

	Populatio	псе	Vermatrix	_
Population Level	Discussion of			1
(all population levels are	Funds/Sources	Fund		1
unduplicated by individual/POP)	which make up	Code	Fund Name/Description	
		97	WIA Youth	
DOL WIA Youth		157	WIA Youth Statewide Alternative Funding	
		160	WIA Youth Local Activity	] `
		95	VMA Adult	
DOL WIA Adult		155	WIA Adult Statewide Alternative Funding	1 /
		158	VMA Adult Local Activity	
LBB WIA Youth	DOL WIA Youth +	112	VMA Youth Statewide Alternative Funding - Specialized	
	codes to the right	130	WIA Youth Local Activity - Specialized	

The request would be denied because the fund codes are not within the same population level.

A complete description of available population levels can be found in the Common Measures Report Population Levels Descriptions at

<u>http://intra.twc.state.tx.us/intranet/plan/html/plan-resources.html</u>. Scroll down the Web page for a link to download the report. [Note: The Intranet site is not available to the general public.]

# Reviewing DINT Requests That May Affect PoPs or Population Levels

When reviewing DINT requests that include service or funding data, how the requested dates or fund codes of a service will impact PoPs must be considered. A list of questions to consider when reviewing DINT requests includes, but is not limited to the following:

- Will approving the request change the quarter in which the PoP starts? If yes, deny the request—unless funded with WIA SAF, WIA LAF, or WIA SIF and if no other funding streams are impacted and the requested change is not prior to July 1, 2007.
- Will approving the request create a new PoP for a previous quarter? If yes, deny the request—unless funded with WIA SAF, WIA LAF, or WIA SIF and if no other funding streams are impacted and the requested change is not prior to July 1, 2007.

- Will approving the request exit the customer? If yes, deny the request—unless funded with WIA SAF, WIA LAF, or WIA SIF if no other funding streams are impacted and the requested change is not prior to July 1, 2007.
- Will approving the request remove an exit? If yes, deny the request—unless funded with WIA SAF, WIA LAF, or WIA SIF and if no other funding streams are impacted and the requested change is not prior to July 1, 2007.
- Will approving the request create a gap in services greater than 90 days? (*Note:* A service gap greater than 90 days may cause both an exit and the creation of a new PoP.) If yes, deny the request—unless funded with WIA SAF, WIA LAF, or WIA SIF and if no other funding streams are impacted and the requested change is not prior to July 1, 2007.
- Will approving the request, which includes data to modify or delete a fund code, remove a population level from a PoP? If yes, deny the request.
- Will approving the request, which includes data to add a fund code, add a new population level to a PoP? (Consider what population levels have already been reported for the previous quarters of this PoP.) If yes, deny the request.

Examples
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Request	Example of what/how to review
Adding a new	Request is to add fund code 95 to an open training service that started on 12/01/2007
fund code	and is currently being funded under fund code 89 - Choices:
	<ol> <li>Review PoP dates</li> <li>Review funding sources for services already provided</li> <li>Approve only if services already provided have been funded with a <i>DOL WIA Adult</i></li> </ol>
Modifying	population level fund code (fund codes 95, 155, or 158).
Modifying	Request is to change service dates for a qualifying service—service start date would change from $04/02/07$ to $02/17/07$ and the service and date would change from
qualifying service dates	change from $04/03/07$ to $03/17/07$ and the service end date would change from $04/00/07$ to $06/27/07$ .
service dates	04/20/07 to 06/27/07:
	<ol> <li>Review PoP dates         Participation             Start Exit             104/03/2007 04/20/2007      </li> <li>Review funding sources for services already provided</li> </ol>
	This request would be denied because the requested start date of the service would change the quarter in which the PoP starting date falls from the 2nd quarter of 2007 to the 1st quarter of 2007.
	<i>Note:</i> While the requested end date (06/27/07) changes the exit from April to June, the end date still falls in the same quarter.

Deleting a qualifying	Rec	quest is to delete service code	1, which	started on	08/08/07 an	nd ended o	on 02/21/08:		
service	1. 2. 3. 4.	Review PoP dates Participation Start Exit 10/09/2006 04/14/2008 Review funding sources for Review all services provided Assess the impact of removi	1		ovided				
	ч.	Service Description	Fund Start Date	Fund End Date	Fund Description	Service Start Date	Service End Date		
		8 - Comprehensive Objective Assessment	10/09/2006		97 - WIA Youth	10/09/2006	10/09/2006		
		68 - Employability Development Plan	10/09/2006	10/09/2006	97 - WIA Youth	10/09/2006	10/09/2006		
		1 - Occupational/Vocational Training	10/23/2006	07/27/2007	97 - WIA Youth	10/23/2006	07/27/2007		
		12 - Job Search Assistance	06/21/2007	09/18/2007	97 - WIA Youth	06/21/2007	09/18/2007		
		179 - Training - Non-TWC	07/18/2007	08/08/2007	97 - WIA Youth	07/18/2007	08/08/2007		
		1 - Occupational/Vocational Training	08/08/2007	02/21/2008	97 - WIA Youth	08/08/2007	02/21/2008		
		5 - Work Experience	03/17/2008	04/14/2008	97 - WIA Youth	03/17/2008	04/14/2008		
	•	<ul> <li>This request would be denied because deleting this service would:</li> <li>create a gap of more than 90 days between service code 179, which ended on 08/08/07, and service code 5, which began on 03/17/08;</li> <li>move the exit date from 04/14/08 to 08/08/07 (a different quarter); and</li> </ul>							

### **DINT Reports**

TWIST is in the process of developing DINT reports that will be available in TWIST Web Reports. However, data may currently be extracted from TWIST in three different formats to assist in the review and analysis of DINT requests:

- Data Integrity Request Summary
- Data Integrity Request Detail
- Data Integrity Request Status History

These can be found as the first three selections on the *Print Selections* screen:

Yuist - Current User: Eile Edit View Tools Window Help	Print - 6 ×
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Menu Selections  Office  Staff  Group Security  Rapid Response	Print Selections
Income Amounts     County/Zip     Employer Services     Survey Optional Question     Diffice Data Integrity	Data Integrity Request Summary Data Integrity Request Detail Data Integrity Request Status History
WDB Data Integrity      TwC DIU Data Integrity	Assessment Services Program Detail
<	Participation Hours Performance Outcomes Employment Outcomes ,
Ready	h Counselor Notes omment Deny TWC DIU Approved - Errors in Save Men: 935.1 MB (05/03/08.12.29 PI
	OK Cancel

Instructions for extracting data:

- 1. Select the preferred format and click *OK*—the print preview screen will open.
- 2. Select *Save As*:



- 3. When saving the document make sure to:
  - a. name the document; and
  - b. save it as an Excel document with headers.



4. Once the document has been saved, the data is available to be analyzed and reviewed.

#### Data Integrity Request Summary

The summary report provides the same data that is displayed on the DINT TWIST screen. It provides an unduplicated count of DINT requests and only shows the list of DINT requests that come under the selected status from the *Status* drop down menu at the time the report is run. Users must first decide which *Status* is to be reviewed because all data under the selected *Status* will be included in the summary report. Use the filter option provided at the top right corner to limit the number of records.

# TWIST screen display:

	2 🕩 🖋 🔛 🖆	db.						
lect WDA:								_
- State of Texas	Filter By							-
	Status: 0 - All Status		•		Submitted B	etween:   00/00/000	0 AND 00/00/0000	60
Office								
Staff	TAA Serial ID Submission Dt			SSN	Customer	WDA	Staff	
Group Security	8824813 04/30/2007		8 - TWC DIU Approved - Changes Applied				9999-Any Name	
Rapid Response		ternal Check  MS	FW Temp Outreach staff made contact with	customer and d	letermined customer me	t the criteria for		
Income Amounts	Status Comment: 2424826 04/30/2007	05/10/2007	4 - Local Area Denied	293.00.0000	CUSTOMER, SAMPLE	0000, ánu Name	9999- Anv Name	-
County/Zip			pellClient has cured her sanction 8 a new pr				177777 Party Huarito	-
<ul> <li>Employer Services</li> <li>Survey Optional Question</li> </ul>	Status Comment: Requested in	error					_	
<ul> <li>Survey Uptional Question</li> <li>Office Data Integrity</li> </ul>	3524856 04/30/2007	05/22/2007	8 - TWC DIU Approved - Changes Applied	399-99-9999	CUSTOMER, SAMPLE	Any Name		
LWDB Data Integrity	Justification: 2-Contractor In	ternal Check  Ca	se Manager entered the wrong service. Sh	ould be service a	ctivity 72.			
TWC DIU Data Integrity	Status Comment:							
	7624857 04/30/2007				CUSTOMER, SAMPLE	9999-Any Name	9999-Any Name	
	Justification: 3-Late Data En Status Comment: Counselor no		selor inadvertently failed to close activity (2	nd parent) and o	lose case on time.			
	9224885 04/30/2007	05/25/2007	8 - TWC DIU Approved - Changes Applied	Kgs.99.9999	CUSTOMER, SAMPLE	9999- Anu Name	9999-Anv Name	-
			24-07 staff was attempting to open job sea				Jacob Lend Leane	-
	Status Comment:	in Problem ( John 44	24-07 scarr was accempcing to open job sea	run services and	er wan duak, was und	Die to data ente		
	4							•
		Betreth	Approve	Approve With	1	Derw		

#### Excel view:

data													
integrity			diu justification			first		first	last	status	taa	current	
request id	submission	justification desc	comment	ssn	last name	name	status	name	name	comment	flag	status dt	wda
1111111	4/30/2007 12	2-Contractor Internal C	MSFW Temp Outread	999999	CUSTOMER	SAMPLE	8 - TWC DIU Appr	Name	Any		0	8/8/2007 12	Any Name
222222	4/30/2007 12	10-State Procedure/Po	Client has cured her s	299999	CUSTOMER	SAMPLE	4 - Local Area Den	Name	Any	Requested in er	0	5/10/2007	Any Name
333333	4/30/2007 12	2-Contractor Internal C	Case Manager entere	399999	CUSTOMER	SAMPLE	8 - TWC DIU Appr	Name	Any		0	5/22/2007 '	Any Name
444444	4/30/2007 12	3-Late Data Entry	Career Counselor ina	499999	CUSTOMER	SAMPLE	4 - Local Area Den	Name	Any	Counselor note	0	5/24/2007	Any Name
555555	4/30/2007 12	7-TWIST System Prob	On 4-24-07 staff was	599999	CUSTOMER	SAMPLE	8 - TWC DIU Appr	Name	Any		0	5/27/2007	Any Name

### Data Integrity Request Detail

The detail report presents the data included in each DINT request. Users highlight each of the DINT requests they want included in this report.

### TWIST screen display:

5/12/2008 WDA: 9999-Any Nat		ed DIU Request Details Page 1 of 1	
Serial ID Current State 6026056 8-TWC DIU Ap Justification: 3-Late Da	us SSN pproved - Changes Appl666-99		_
Request Type Modify Existing Record Error: 0009-(Assessment	Request Area Assessment t Results) - Assessment tests tha	at are approved for DDL reporting cannot be entered, modified or removed more than 20	) davs
Data Element Scale Score Grade Level	<b>Old Value</b> 559 8.4	New Value           543.0           7.6	

#### Excel view:

uata									aint	request	request			ala							
integrity	submission			old	new				error	type	area	error	justification	justification	first	middle	last	service			
request id	dt	current status	display text	value	value	ssn	last name	first name	no	desc	desc	desc	desc	comment	name	initial	name	data	fund	program	wda
26056	05/01/07	8-TWC DIU App	Scale Score	559	543	699999999	Customer	Sample													
26056	05/01/07	8-TWC DIU App	Grade Level	8.4	7.6	699999999	Customer	Sample													

#### Data Integrity Request Status History

The history report provides data that shows all parties involved in processing the DINT request and the dates on which action was taken.

# TWIST screen display:

/12/2008	Data Integrity Request Status History Page 1 of 1								
Serial ID	Current Status	SSN	Customer	Submitted On	Submitted By				
2670618	8-TWC DIU Approved - Changes	Appl666-99-9999	CUSTOMER. SAMPLE	05/01/2007	Any Name				
lustification:	2-Contractor Internal Check    89- Wages. Entered information that				employer does not pay into UI				
Status Date	Status	Staff							
10/25/2007	8 · TWC DIU Approved · Change	s Applie #### - Lev	/el 3 approval (TWC)						
Comment:									
10/04/2007	5 · LWDB Approved	####-Leve	I 2 approval (LWDB)						
Comment:									
09/20/2007	3 - Local Area Approved	#### - Leve	el 1 approval (Local Area)						
Comment:									
09/20/2007	2 · Pending Local Approval	#### - Staff	f name generating the DINT						
Comment:									
Sort		Print	Cancel Save A	s					
Filter	First	Previous	Next Last	 Zoom					
ritter		Flevious	INCAL LOST	200m					

#### Excel view:

1							
data integrity	submission						
	dt	status dt	status desc	status comment	status staff	justification desc	diu justification comment
1111111	08/08/07	08/08/07	2 - Pending Local Approval		Local Staff	2-Contractor Internal Check	
1111111	08/08/07	08/09/07	3 - Local Area Approved		Level 1-Local	2-Contractor Internal Check	
1111111	08/08/07	08/10/07	5 - LWDB Approved		Level 2-LWDB	2-Contractor Internal Check	
1111111	08/08/07	09/06/07	9 - TWC DIU Denied	This customer was exited on 11/29/06 - the requested data will change performance information already reported.	Level 3-TWC	2-Contractor Internal Check	
1111111	08/08/07	09/06/07	2 - Pending Local Approval	Resubmitted: This customer was never placed in training under service tracking due to changes in office and staff. Requesting data integrity approval to open training component for semester that started 1/207 and for the upcoming semester that starts Jul	Local Staff	2-Contractor Internal Check	Data integrity requested due to staff failing to open training service when
1111111	08/08/07	09/10/07	3 - Local Area Approved		Level 1-Local	2-Contractor Internal Check	service began. Need to
1111111	08/08/07	09/11/07	5 - LWDB Approved		Level 2-LWDB	2-Contractor Internal Check	open the training service
1111111	08/08/07	09/13/07	9 - TWC DIU Denied	This customer was exited in the 4th quarter of 2006 - the requested data would remove the exit date and this performance information has already reported	Level 3-TWC	2-Contractor Internal Check	from 1/2/07-12/19/08 to reflect services being provided to the customer. Family status and the number in the family on the
1111111	08/08/07	09/17/07	2 - Pending Local Approval	Resubmitted: Paula will re-enter justification	Local Staff	2-Contractor Internal Check	prog
1111111	08/08/07	09/19/07	3 - Local Area Approved		Level 1-Local	2-Contractor Internal Check	
1111111	08/08/07	09/19/07	6 - LWDB Denied	Denied per contractor.	Level 2-LWDB	2-Contractor Internal Check	
1111111	08/08/07	09/19/07	2 - Pending Local Approval	Resubmitted: paula will enter	Local Staff	2-Contractor Internal Check	
1111111	08/08/07	09/19/07	3 - Local Area Approved		Level 1-Local	2-Contractor Internal Check	
1111111	08/08/07	09/19/07	5 - LWDB Approved		Level 2-LWDB	2-Contractor Internal Check	
1111111	08/08/07	09/28/07	9 - TWC DIU Denied	This customer was exited in the 4th quarter of 2006, the request would remove this exit date and change performance information already reported.	Level 3-TWC	2-Contractor Internal Check	

Please distribute this information to appropriate staff. Direct inquiries regarding this TA Bulletin to <u>wfpolicy.clarifications@twc.state.tx.us</u>.