

TEXAS WORKFORCE COMMISSION
Workforce Development Letter

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Effective:	Immediately

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



From: Mary York, Director, Workforce Development Division

Subject: Reporting Incidents Involving Texas Workforce Commission and Workforce Solutions Office Staff Members and Customers

PURPOSE:

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) with information and guidance on reporting incidents involving Texas Workforce Commission (TWC) and Workforce Solutions Office staff members and customers.

RESCISSIONS:

WD Letter 24-11, Change 1

BACKGROUND:

The State Office of Risk Management's [Texas Enterprise Risk Management Guidelines](#), Chapter 5.9 Incident Reporting, requires state entities to develop procedures that employees must follow when reporting incidents. TWC has established procedures for reporting incidents involving TWC, Workforce Solutions Office staff members, and customers and standardized the incident reporting form used by TWC and Boards. Additional details regarding how TWC's Risk and Security Management (RSM) investigates incidents are available in RSM's Incident Response and Reporting Policy, available on the intranet (which is not available to the public).

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: Incidents that Boards must ensure appropriate staff report include, but are not limited to, the following:

- Physical assault
- Property crimes such as vandalism or theft
- Events involving law enforcement
- Inappropriate sexual behavior
- Any incident that could result in negative media attention
- Any breach or reasonably assumed breach of personally identifiable information
- Any unplanned or unwanted event that results in injury, loss of life, or property damage

NLF: Boards must ensure that, within 48 hours of an incident, or 24 hours if law enforcement is involved, appropriate staff:

- reports the incident using the RSM Incident Report Form, available on the intranet (which is not available to the public) and as an attachment to this letter;
- ensures the form is completed in its entirety, including completing the employee contact information;
- provides relevant documentation; and
- sends the Incident Report Form and relevant documentation by encrypted email to incidentreports.rsm@twc.texas.gov, with a subject line containing the Board name and “Incident Report Form.”

NLF: Additionally, Boards must ensure appropriate staff submit updated information on an incident as it becomes available. This includes media material not available at the time of the first report and materials submitted later by individuals involved in or having information about the incident.

NLF: If an incident is considered urgent or has the potential to damage TWC’s reputation and stakeholder trust, Boards must ensure appropriate staff:

- notifies RSM immediately by calling (512) 936-7475; and
- emails the Incident Report Form to RSM within 48 hours of the incident or 24 hours if law enforcement is involved.

INQUIRIES:

Send inquiries regarding this WD Letter to wfpolicy.clarifications@twc.texas.gov.

ATTACHMENTS:

Attachment 1: Incident Report Form

REFERENCES:

[Texas Enterprise Risk Management Guidelines](#), Chapter 5.9: State Office of Risk Management