




Memorandum #344

**DATE:** December 23, 2008

**MEMORANDUM TO:** Workforce Solution-Alamo Contractors

**FROM:** Francisco Moncivais  
Deputy Executive Director-Program Operations 

**SUBJECT:** Technical Assistance Bulletin #198  
Data Integrity Requests and Reports

---

The Texas Workforce Commission (TWC) has released Technical Assistance (TA) Bulletin 198, which provides general guideline for processing DINT request and instructions for accessing DINT report in The Workforce Information System of Texas (TWIST).

Workforce Solution-Alamo Contractors must ensure that appropriate staff apply this guidelines when review DINT request. This TA Bulletin should be implemented in accordance to MR 232, Chg2 – WD 06-07 Chg2 that was implemented on October 1, 2008.

All comments and inquiries pertaining to this policy should be directed to:

Blanca Luna  
MIS Administrator  
(210) 581-1061  
blanca.luna@twc.state.tx.us

Attached: TA Bulletin 198

**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.

Participation	
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.

*Example 1:* Changing fund code from 97 to 160:

**Population Level Matrix**

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

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

*Example 2:* Changing fund code from 97 to 112:

**Population Level Matrix**

Population Level (all population levels are unduplicated by individual/POP)	Discussion of Funds/Sources which make up	Fund Code	Fund Name/Description
DOL WIA Youth		97	WIA Youth
		157	WIA Youth Statewide Alternative Funding
		160	WIA Youth Local Activity
DOL WIA Adult		95	WIA Adult
		155	WIA Adult Statewide Alternative Funding
		158	WIA Adult Local Activity
LBB WIA Youth	DOL WIA Youth + codes to the right	112	WIA Youth Statewide Alternative Funding - Specialized
		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 <http://intra.twc.state.tx.us/intranet/plan/html/plan-resources.html>. 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

Request	Example of what/how to review						
Adding a new fund code	<p>Request is to add fund code 95 to an open training service that started on 12/01/2007 and is currently being funded under fund code 89 – Choices:</p> <ol style="list-style-type: none"> <li>1. Review PoP dates</li> <li>2. Review funding sources for services already provided</li> </ol> <p>Approve only if services already provided have been funded with a <i>DOL WIA Adult</i> population level fund code (fund codes 95, 155, or 158).</p>						
Modifying qualifying service dates	<p>Request is to change service dates for a qualifying service—service start date would change from 04/03/07 to 03/17/07 and the service end date would change from 04/20/07 to 06/27/07:</p> <ol style="list-style-type: none"> <li>1. Review PoP dates           <table border="1" data-bbox="483 1436 701 1545"> <thead> <tr> <th colspan="2">Participation</th> </tr> <tr> <th>Start</th> <th>Exit</th> </tr> </thead> <tbody> <tr> <td>04/03/2007</td> <td>04/20/2007</td> </tr> </tbody> </table> </li> <li>2. Review funding sources for services already provided</li> </ol> <p>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.</p> <p><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.</p>	Participation		Start	Exit	04/03/2007	04/20/2007
Participation							
Start	Exit						
04/03/2007	04/20/2007						

Deleting a qualifying service

Request is to delete service code 1, which started on 08/08/07 and ended on 02/21/08:

1. Review PoP dates

Participation	
Start	Exit
10/09/2006	04/14/2008

2. Review funding sources for services already provided
3. Review all services provided
4. Assess the impact of removing the service

CM	Service Description	Fund Start Date	Fund End Date	Fund Description	Service Start Date	Service End Date
<input checked="" type="checkbox"/>	8 - Comprehensive Objective Assessment	10/09/2006	10/09/2006	97 - WIA Youth	10/09/2006	10/09/2006
<input checked="" type="checkbox"/>	68 - Employability Development Plan	10/09/2006	10/09/2006	97 - WIA Youth	10/09/2006	10/09/2006
<input checked="" type="checkbox"/>	1 - Occupational/Vocational Training	10/23/2006	07/27/2007	97 - WIA Youth	10/23/2006	07/27/2007
<input checked="" type="checkbox"/>	12 - Job Search Assistance	06/21/2007	09/18/2007	97 - WIA Youth	06/21/2007	09/18/2007
<input checked="" type="checkbox"/>	179 - Training - Non-TWC	07/18/2007	08/08/2007	97 - WIA Youth	07/18/2007	08/08/2007
<input checked="" type="checkbox"/>	1 - Occupational/Vocational Training	08/08/2007	02/21/2008	97 - WIA Youth	08/08/2007	02/21/2008
<input checked="" type="checkbox"/>	5 - Work Experience	03/17/2008	04/14/2008	97 - WIA Youth	03/17/2008	04/14/2008

This request would be denied because deleting this service would:

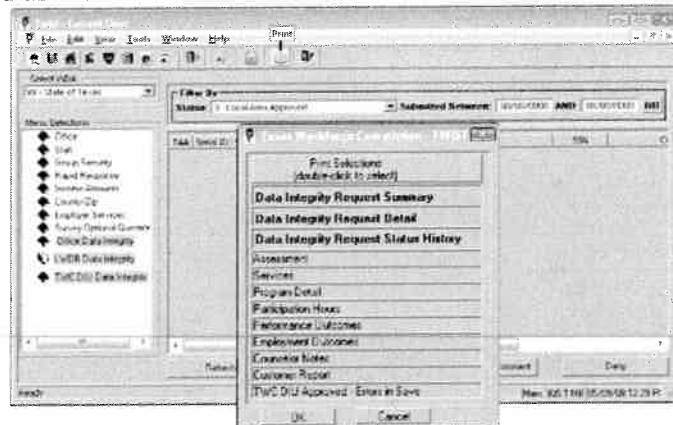
- create a gap of more than 90 days between service code 179, which ended on 08/08/07, and service code 5, which began on 03/17/08;
- move the exit date from 04/14/08 to 08/08/07 (a different quarter); and
- create a new PoP effective 03/17/08.

### 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:

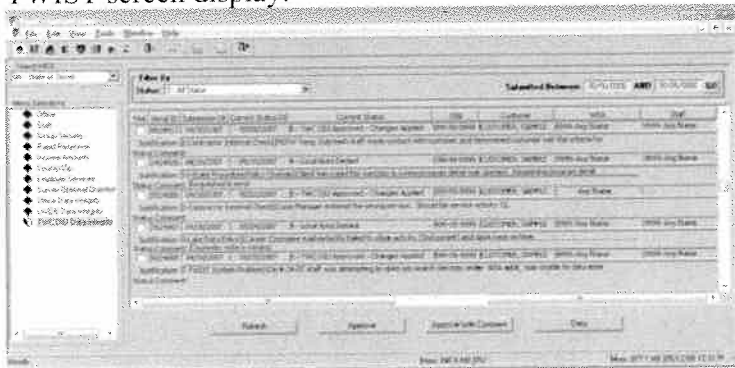
- Data Integrity Request Summary
- Data Integrity Request Detail
- Data Integrity Request Status History

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





TWIST screen display:



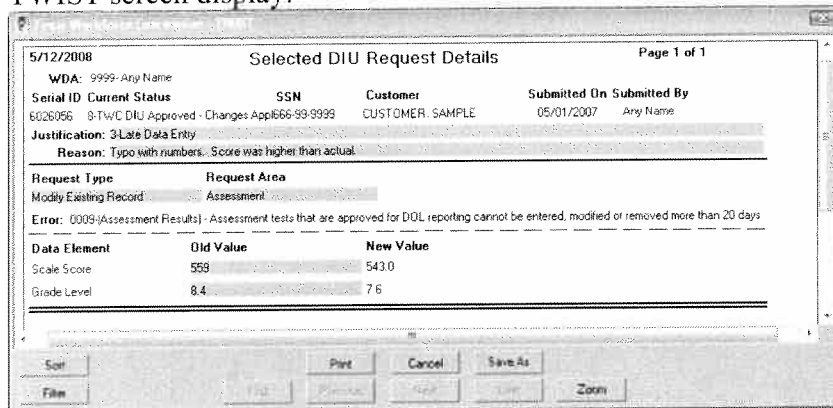
Excel view:

data integrity request id	submission dt	justification desc	diu justification comment	ssn	last name	first name	status	first name	last name	status comment	taa flag	current status dt	wda
1111111	4/30/2007	12-Contractor Internal	CMSFW Temp Outrea	9999999	CUSTOMER	SAMPLE	8 - TWC DIU Appr	Name	Any		0	8/8/2007	Any Name
2222222	4/30/2007	12-State Procedure/Pd	Client has cured her	2999999	CUSTOMER	SAMPLE	4 - Local Area Der	Name	Any	Requested in er	0	5/10/2007	Any Name
3333333	4/30/2007	12-Contractor Internal	Case Manager enter	3999999	CUSTOMER	SAMPLE	8 - TWC DIU Appr	Name	Any		0	5/22/2007	Any Name
4444444	4/30/2007	12-3-Late Data Entry	Career Counselor ina	4999999	CUSTOMER	SAMPLE	4 - Local Area Der	Name	Any	Counselor note	0	5/24/2007	Any Name
5555555	4/30/2007	12-7-TWIST System Prob	On 4-24-07 staff was	5999999	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:



Excel view:

data integrity request id	submission dt	current status	display text	old value	new value	ssn	last name	first name	diu error no	request type desc	request area desc	error desc	justification desc	diu justification comment	first name	middle initial	last name	service 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:

5/12/2008		Data Integrity Request Status History		Page 1 of 1	
Serial ID	Current Status	SSN	Customer	Submitted On	Submitted By
2570616	8-TWC DIU Approved - Changes Appl666-99-9999		CUSTOMER, SAMPLE	05/01/2007	Any Name
<b>Justification:</b> 2-Contractor Internal Check & 89-Choices/Employment Retention. Entered employment outcome since the employer does not pay into UI Wages. Entered information that affects BCY06 Quarters 3 & 4 for Employment Retention					
Status Date	Status	Staff			
10/25/2007	8 - TWC DIU Approved - Changes Appl666-99-9999	### - Level 3 approval (TWC)			
<b>Comment:</b>					
10/04/2007	5 - LWDB Approved	### - Level 2 approval (LWDB)			
<b>Comment:</b>					
09/20/2007	3 - Local Area Approved	### - Level 1 approval (Local Area)			
<b>Comment:</b>					
08/20/2007	2 - Pending Local Approval	### - Staff name generating the DINT			
<b>Comment:</b>					

Excel view:

data integrity request id	submission dt	status dt	status desc	status comment	status staff	justification desc	dfo justification comment
1111111	08/08/07	08/08/07	2 - Pending Local Approval		Local Staff	2-Contractor Internal Check	Data integrity requested due to staff failing to open training service when service began. Need to open the training service from 12/07-12/19/08 to reflect services being provided to the customer. Family status and the number in the family on the prog
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	09/05/07	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 1/2/07 and for the upcoming semester that starts Jul	Local Staff	2-Contractor Internal Check	
1111111	08/08/07	09/10/07	3 - Local Area Approved		Level 1-Local	2-Contractor Internal Check	
1111111	08/08/07	09/11/07	5 - LWDB Approved		Level 2-LWDB	2-Contractor Internal Check	
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	
1111111	08/08/07	09/17/07	2 - Pending Local Approval	Resubmitted: Paula will re-enter justification	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	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 [wfpolicy.clarifications@twc.state.tx.us](mailto:wfpolicy.clarifications@twc.state.tx.us).