

POLICY

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| CATEGORY: | Program Operations | No: 4.0.111.06 |
| TITLE: | Customer File Documentation | |
| SUPERSEDES: | 4.0.111.05 dated June 16, 2017 | |
| EFFECTIVE: | September 26, 2024 | |
| BOARD APPROVAL: | September 25, 2024 | |
| LAST REVIEW: | September 12, 2024 | |

I. PURPOSE:

To establish criteria for customer file documentation and to ensure that complete and accurate documentation for all Workforce Programs is verified and maintained in the appropriate data management system and the customer's electronic file.

II. DEFINITIONS: N/A

III. POLICY STATEMENT:

Complete and accurate documentation for all Workforce Programs shall be verified and maintained in the appropriate data management system and customer electronic files.

IV. PROCEDURES:

All eligibility documentation will be requested for a specific program when a customer is determined to require additional assistance through specialized services.

Required data entry will be completed in the appropriate data management system and the customer's electronic file within 3 business days of action/service provided.

Eligibility determination documentation will be reviewed and assessed for accuracy, entered in appropriate data fields, documented thoroughly in counselor notes, and placed in the customer's electronic file.

Eligible Workforce Innovation and Opportunity Act (WIOA) customers will have the types of documentation verifying eligibility entered in the WIOA Program Detail, Documentation tab of the WorkinTexas Case Management System (WITCMS).

For programs that require verification of eligibility monthly, a case note will be entered in WorkinTexas Case Management System (WITCMS) and documentation will be placed in the customer's electronic file.

V. RELATED POLICY INFORMATION:

Texas Workforce Commission- Workforce Innovation and Opportunity Act: Guidelines for Adults, Dislocated Workers and Youth, issued October 1, 2021

Texas Workforce Commission Workforce Innovation and Opportunity Act- Eligibility Documentation

Log, issued November 19, 2020.

VI. RESPONSIBILITIES:

The Contract Manager shall ensure that all relevant Board team and contracted service providers are aware of and comply with this policy.

The Board Monitor shall provide oversight and evaluation of information entered in the appropriate data management system and placed in the customer's electronic file.

Contracted service providers shall ensure that appropriate procedures are implemented, and relevant staff receive training regarding the requirements of this policy.

VII. FORMS AND INSTRUCTIONS: N/A

VIII. DISTRIBUTION:

Board of Directors Board Staff Contracted Service Provider Staff

IX. SIGNATURES:

Ricardo Munion
Reviewed by EO Officer

9/26/2024
Date

Ken Treviño
President/CEO

09/26/2024
Date