



INDIANA
WORKFORCE
DEVELOPMENT

TrackOne - Technical Guidance Bulletin
TTGB – 2006-18

TO: Regional Operators
Indianapolis Private Industry Council
Regional Coordinators

FROM: Amy M. Smith-Rubeck, MA, LMHC
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DATE: March 28, 2007

SUBJECT: Roles of DWD Staff, Regional Master Users and
the TrackOne Help Desk for Data Correction

Background

The Indiana Department of Workforce Development procured an electronic case management system for the delivery of workforce development services effective July 1, 2006. The system was operational on July 1, 2006 for the Workforce Investment Act (WIA) and Trade Adjustment Assistance (TAA) funding sources. The system will become operational for the Wagner-Peyser and Veterans programs in 2007.

Purpose

The purpose of this Bulletin is to clarify the roles of DWD staff, the Regional Master Users and the TrackOne Help Desk in data correction issues.

Guidance

TrackOne has been programmed to allow case managers and field staff to make corrections to records for active clients with open periods of participation. The ability to make corrections is limited to those fields that do not affect performance calculations and/or eligibility determination.

Corrections to fields that affect performance calculations and eligibility determination on active clients with open periods of participation must be made by a Region's Master User.

Corrections to records of clients who have exited (the period of participation is closed) and corrections to closed conversion records must be made by DWD staff. DWD expects each case to be reviewed by a Regional Master User before he/she submits the record for correction. DWD staff will only correct records approved by the Regional Master User.

Only DWD staff can delete records in TrackOne. DWD will authorize deletion of records upon written approval (e-mail is sufficient) from a Regional Master User and upon careful review by DWD staff.

All requests for DWD's involvement in the correction or deletion of records should be routed through the TrackOne Help Desk for the purpose of generating an issue tracking ticket. The TrackOne Help Desk will forward the ticket to DWD for resolution.

All requests for assistance in the areas of system navigation, reporting of outages or system problems, suggestions for improvements/enhancements, policy questions, password resets and other technical related problems should be forwarded to the TrackOne Help Desk. The TrackOne Help Desk and @Work Solutions will answer the technical questions; policy questions will be forwarded to DWD for response.

It is the intention of DWD that each region have control over their data and performance to the greatest extent possible while maintaining the integrity of our conversion data and record retention policy.

Questions concerning this Bulletin should be submitted to:

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2006-18	Roles of DWD Staff, Regional Master Users & the TrackOne Help Desk for TrackOne Data Correction
2006-17	Youth Participants and Core Services
2006-16	Update to Protocol for Transferring Clients between Regions
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2006-14	Change to TTGB 2006-13, Entitled “Dual Data System Usage”
2006-13	Dual Data System Usage
2006-12	Youth Provider or Eligible Training Program Number
2006-11	Obligation Tracking in TrackOne
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2006-06	Clarifications and Additions to TTGB 2006-04 Entitled “Case Management System Usage”
2006-05	Data Correction Protocol
2006-04	Case Management System Usage
2006-03	Allowing Log on Capabilities for Case Managers Providing Services at Multiple Locations within One Region
2006-02	To Establish the Procedure for Removing Former Employees’ Password Rights to the TrackOne Case Management System
2006-01	Youth Testing Requirements (Out-of-School)