INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT
TrackOne Case Management System Acceptable Use and Confidentiality Policy

It is the responsibility of all authorized TrackOne users, (which may include but is not limited to the following: Case Managers, Department of Workforce Development Staff, Regional Workforce Board Staff, Service Provider Staff, and Regional Operator Staff), to safeguard sensitive client information. This information includes all personal information obtained from those seeking assistance from the WorkOne system and its affiliates. Unless otherwise identified by DWD management, all client information entered into the TrackOne system is confidential and is not to be shared or disclosed to organizations, agencies or individuals outside the Indiana Department of Workforce Development, its authorized representatives/agents, the Department of Labor and/or its authorized representatives/agents, agencies or organizations within the scope of those authorized by the Client's Release forms, partner MOUs, and/or other affidavits insuring confidentiality of records, and which relate to the provision of employment, suppo

One of the primary objectives under Indiana's State Plan is integrated program delivery for the overall benefit of the customer. The new mandatory statewide case management system, TrackOne, is designed to support that objective by allowing for a shared case management process. TrackOne allows authorized users to view information on all clients who are entered into the system across the state. This information includes case notes, with the exception of those relating to domestic violence, which are required to be "locked down" in the system.

Staff entering case notes should enter complete information needed to support the employment plan, but should refrain from

entering any information that is not relevant to the employment plan or that is overly graphic and/or non-essential.

This confidentiality policy will be strictly enforced: Violators will face disciplinary actions that could result in termination of employment.

I have read and understand the above TrackOne Case Management System Acceptable Use and Confidentiality Policy, and agree to its terms.

Please print the below bolded information

Name of Authorized User	**Job Title**	**Date**
Authorized User's Employer	**Region(s)**	**County**
Work Phone	**Email Address**	

Organization: Location(s) of Office(s) Specify location(s) were access is needed

Rights: (circle or highlight one)

Editable (Default) **Read Only**

Workgroups (default V3 Workforce-Doc Stor) (List all workgroups that access is needed)

Supervisor	Date