



Missouri Department of Higher Education and Workforce Development

## **FREQUENTLY ASKED QUESTIONS (FAQs) ABOUT... DWD Issuance 05-2019: Record Change Request Policy**

(Issued: September 03, 2019)

*Last Updated: February 2020*

**Q: Why are Change Requests more complicated now and why do they need to contain all of the data that is being required?**

**A:** The Office of Missouri State Auditor requires that DHEWD maintain a detailed data-tracking trail. In other words, the State Auditors need know exactly what the data was prior to any changes, and they also want to know exactly what was changed and why.

The requirements and process is not meant to burden staff, but rather to correctly document the information that should have been collected all along.

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*Last Updated: September 27, 2019*

**Q: Should staff submit Change Requests in order to complete a Hard Exit on eligible records?**

**A:** Change Requests are **not** required to complete Hard Exits on current participants. Authorized staff should email Tech Support and provide acceptable hard exit exclusion documentation.

If the participant has exited, and then staff discover afterwards that the participant meets an acceptable exclusion reason staff should enter the appropriate information under the "Follow- Up" tab in the applicable quarter. The record will not be counted in performance from the date the participant met the exclusion.

**Q: When should staff document a Change Request in Case Notes?**

**A:** Frontline staff or their supervisors must document in Case Notes any time that a Change Request is submitted to Central Office. Central Office staff responsible for approving/denying the Change Request must enter a Case Note stating that the Change Request was approved or details on why it was denied. Technical Support Unit staff must enter a Case Note once the requested change has been made.

**Q: What does "Any record errors or omissions that materially affect benefits, payments..." mean when determining if Change Request is acceptable?**

**Does this include support service payments or just training related and participant payments?**

**A:** This means anything that would prohibit the participant from receiving their Unemployment, SNAP benefits, Supportive Services, or WIOA funding (i.e. training over multiple semesters). Any services/activities in a record that are required in order for individuals to receive their benefits/entitlements should be addressed in a Change Request. **However, staff should make every attempt to properly record services/activities, and to properly extend services as required.**

**Q: Should staff submit a Change Request to alter a SNAP service?**

**A:** No. SNAP services do not report to the United States Department of Labor (USDOL). However, staff should Case Note in detail any data entry errors.

**Q: Is it acceptable to submit Change Requests to change "system closed" activities or change the completion status from "completed" to "did not complete"?**

**A:** No. Change Requests will not be accepted to change the completion status on services. Staff have the ability to correct "system closed" activities to the appropriate outcome. As for training level services, the LWDA is on the hook for performance measure(s) no matter the completion status, and these performance indicators are reported elsewhere in the MoJobs record. However, staff must document the accurate completion status in Case Notes.

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*Last updated: September 2019.*

**Q: Where is the Electronic Signature desk-aid located?**

**A:** The desk-aid is located on MoJobs under Staff Online Resources or click [here](#).

**Q: Will previously submitted Change Requests be corrected?**

**A:** Change Requests submitted before this Issuance was released will not automatically be denied (even if they violate the new policy). However, that does not prevent them from being denied for other reasons.

**Q: How do I follow-up on submitted Change Request that have not been completed?**

**A:** Staff should follow up with DHEWD Technical Support Unit to see where the Change Requests are in the process.

**Q: The new policy will not allow for "service dates" to be changed. What will happen if staff enter the wrong dates?**

**A:** Supervisors and Functional Leaders now have the ability to void services and staff have the ability to back date up to 15 days. Staff would need to make their supervisor aware of the mistake and request that the service be voided. Then staff would re-enter the activity/service code and back date to the correct date. If the start date is more than 15 days out, staff are to enter a Case Note explaining

the error and the error could be considered a “fail” on a USDOL Data Element Validation report.

**Q: Explain “do not request to change data on a participant 60 days after they exit the program”.**

**A:** Staff should not submit Change Requests after 60 days has passed since the Exit was triggered. In other words, 60 days past the original 90 days. Example: a record has an Exit day of 5.31.19; the date the record was triggered to Exit was approximately 8.31.19. Staff cannot submit any changes on this record after 10.31.19.

Please direct all questions or comments regarding the Issuance or this FAQ document to [dwdpolicy@dhewd.mo.gov](mailto:dwdpolicy@dhewd.mo.gov). All active Issuances are available at [jobs.mo.gov/dwdissuances](https://jobs.mo.gov/dwdissuances). Expired/rescinded Issuances are available on request.

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