



Missouri Department of Higher Education and Workforce Development

FREQUENTLY ASKED QUESTIONS (FAQs) ABOUT...

OWD Issuance 19-2019: Statewide Confidentiality and Information Security Plan Policy

(Issued: April 08, 2020)

Last updated: September 2020.

Q: Can staff submit full Social Security Numbers (SSN) via the new IQ ticketing system?

A: No. Staff should never email, fax, or electronically submit full SSNs or other PII information. If staff violate this rule, OWD’s Customer Support Unit (CSU) will follow the guidelines outlined in the policy attachment in order to determine the severity of the confidentiality breach and will take appropriate disciplinary actions.

Last updated: August 2020.

Q: Can staff use the statewide case management system to look-up or assist people they personally know, such as family and friends?

A: Staff may only look-up an individual if they are assisting them like they would any other customer. Staff may not randomly access any electronic record, as there needs to be a good reason for staff to be in the record. If staff are concerned about accessing a record of someone known to them, then they should reach out to a supervisor for assistance and guidance.

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 Expired/rescinded Issuances are available on request.

For information about [Workforce Development](#) services, contact a [Missouri Job Center](#) near you. Locations and additional information are available at jobs.mo.gov or 1-(888)-728-JOBS (5627).

Missouri Department of Higher Education and Workforce Development is an [equal opportunity](#) employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

Missouri Relay Services at 711.