



Workforce Development
Missouri Department of Economic Development

Missouri
Division
of

DWD Issuance 02-2018

Release Number—Program Year

Release Date:

October 9, 2018

Effective Date:

October 9, 2018

Expiration Date:

Continuous, until further notice

SUBJECT:

Missouri Address Confidentiality Program

ATTACHMENTS: None

*This Issuance is Official Policy
of the Missouri Division
of Workforce Development*

ISSUING AUTHORITY:

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Development

**THIS ISSUANCE DOES NOT
REQUIRE CREATION OR
ALTERATION OF A
CORRESPONDING LOCAL POLICY**

KEYWORDS:

Confidentiality; Domestic
violence; Enrollments; Safe at
Home.

THIS ISSUANCE AFFECTS:

Missouri One-Stop Delivery System
(MJC/AJCs)
WIOA Title I One-Stop Delivery/Service
Providers
WIOA Adult Employment/Training
WIOA Dislocated Worker
Employment/Training
WIOA Youth Workforce Investment Activities
WIOA Title III Wagner-Peyser Act Services
State of Missouri Workforce System
Procedures

FOR THE ATTENTION OF:

DWD State Professional Staff
One-Stop frontline staff
One-Stop Operators
One-Stop Functional Leaders
Service Providers

RESCISSIONS:

This Issuance supersedes and rescinds DWD Issuance 11-2007, “Safe at Home Program,” dated March 24, 2008.

REFERENCES:

- <http://revisor.mo.gov/main/PageSelect.aspx?section=589.660>
- <http://revisor.mo.gov/main/PageSelect.aspx?section=589.663>
- <http://revisor.mo.gov/main/PageSelect.aspx?section=589.664>
- <http://revisor.mo.gov/main/PageSelect.aspx?section=589.666>
- <http://revisor.mo.gov/main/PageSelect.aspx?section=589.669>
- <http://revisor.mo.gov/main/PageSelect.aspx?section=589.672>
- <http://revisor.mo.gov/main/PageSelect.aspx?section=589.675>
- <http://revisor.mo.gov/main/PageSelect.aspx?section=589.678>

<https://www.sos.mo.gov/business/safeathome>

SUMMARY:

This issuance provides guidance for managing records of customers participating in the Missouri address confidentiality program, also known as “Safe at Home.”

BACKGROUND:

In 2018, the Missouri General Assembly updated (HB 1461) the Safe at Home Act, first passed in 2007. The Governor approved the revisions, which took effect August 28, 2018. The Safe at Home Program, administered by the Missouri Secretary of State’s Office, protects victims of domestic violence, stalking, sexual assault, and human trafficking (or any

crime where the victim feels threatened by an approach from a victimizer) at home, work, or school. Safe at Home participants are assigned a substitute mailing address (“designated address”) that is accepted by Missouri State, county, and city government agencies in lieu of an actual address, which, if known, might put the victim at physical risk. The 2018 revisions to the statutes broaden the scope of victimization covered, refine courtroom and custodial procedures, and extend protection to other members of the victim’s household. The revisions also specifically exempt such records from the Governmental Bodies and Records statutes (Sunshine Law).

SUBSTANCE:

- When enrolling Safe at Home program participants in workforce programs or services, workforce development staff may not ask or require participants to reveal their actual address. This might be a residential address, school address, or work address, depending on how the individual applied to the program.
- Workforce Development staff may not discriminate against, nor deny services to, a participant in the Safe at Home program on the basis of that individual’s participation in the program.
- Workforce Development staff must accept the substitute address for that individual, issued by the Secretary of State’s office, for records-management purposes.
- Workforce Development staff may *request* to see the participant’s authorization card. With the consent of the participant, staff *may* photocopy the card for placement in the participant’s *separate and secure file*.¹
- Workforce Development staff may not require the participant to disclose his or her confidential address for the secure file or any other recordkeeping.
- Use the Safe at Home designated address on the participant’s authorization card for all internal and external records.
- Workforce Development staff may not question the participant about his or her reasons for being in the program, If the participant volunteers that information without being asked, that information is not to be entered in a Case Note or otherwise recorded by staff.

ROLES, RESPONSIBILITIES, and REQUIRED ACTIONS:

All Local WDB Directors, Functional Leaders, and Supervisors should immediately inform frontline workforce system staff of these rules.

All frontline workforce system staff creating enrollments and posting services to MoJobs should immediately observe these rules as they apply to all programs and services, including those delivered under direct grants.

TIMELINE:

All Missouri workforce system staff—Implementation of this guidance begins October 9, 2018.

INQUIRIES:

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

For information about Missouri Division of 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 Division of 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.

¹ DWD Issuance 13-2016, “Confidentiality and Information Security Plan for the Workforce Development Statewide Electronic Case Management System,” March 13, 2017.