



Missouri Department of Higher Education and Workforce Development

OWD Issuance 05-2019

Release Number—Program Year

Release Date:
September 3, 2019
Effective Date:
September 3, 2019
Expiration Date:
Continuous, until further notice

SUBJECT:

Record Change Request Policy

ATTACHMENTS: (1)—Change Request Procedure
(2)—Change Request Form

This Issuance is Official Policy of the Office of Workforce Development

ISSUING AUTHORITY:

Mardy Leathers
Director
Missouri Division. of
Workforce Development

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

KEYWORDS:

Record Change Request; Workforce Innovation and Opportunity Act (WIOA); Data integrity; Regulatory Compliance.

THIS ISSUANCE AFFECTS:

Missouri One-Stop Delivery System (MJC/AJCs)
WIOA Title I Performance/Accountability
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
WIOA Section 188 Nondiscrimination Issues
National/Statewide Programs/Grants
Trade Adjustment Assistance
State of Missouri Workforce System Procedures

FOR THE ATTENTION OF:

Workforce Development State Professional Staff
One-Stop frontline staff
Local WDB Chairpersons
Local WDB Directors
One-Stop Operators
One-Stop Leadership
Service Providers
Local Equal Opportunity Officers
Local Compliance Monitors
Local JVSG Veterans Reps
Local Trade Act Reps

RESCISSIONS:

None.

REFERENCES:

DOL-Only Participant Individual Record Layout ([PIRL](#))
[ETA-9169](#) WIOA Statewide and Local Report Specifications

SUMMARY:

This Issuance establishes policy that shifts responsibility for data integrity from Workforce Development’s Technical Support unit to the Local Workforce Development Boards, their service providers, and Workforce Development Job Center staff. It identifies circumstances that warrant a change to an improperly or inaccurately entered electronic record. It outlines the process to request and make such a change. The attached Change Request form, Procedures manual, and Electronic Signature desk aid are accessible in an adjacent column next to the location of this Issuance at <https://jobs.mo.gov/dwdissuances> and must be used, effective immediately. This separation allows for periodic administrative review and revision as needed. Implementation of this Issuance should refer to the most recent posting of each document.

BACKGROUND:

Frontline service staff can only edit specific fields, within certain timeframes, in customer records contained in the case-management system (System). The Office of Workforce Development, Central Office Technical Support Unit (TSU) performs all complex record edits. This restricted access reduces accidental deletions or inappropriate modifications of an active jobseeker record. A Record Change Request form that asks for modifications of those fields that frontline staff cannot edit is sent to the Workforce Development’s Central Office Programs and Services unit for approval. TSU ensures approved changes are completed and documented in a Case Note.

SUBSTANCE:

This Issuance establishes the types of acceptable Change Requests. Before forwarding a request, staff that have been authorized by the Local Workforce Development Board (WDB) or Workforce Development to submit Change Requests must screen edits to ensure any requested changes complies with this policy. Any Change Request received by Workforce Development that is determined to be out of compliance with this policy will be reported to the Regulatory Compliance unit and will be addressed during the next monitoring review. **Repeated non-compliance with this policy will result in corrective action measures.**

Any record errors or omissions that materially affect **benefits, payments,** or that might initiate **Equal Opportunity issues,** always require a Change Request. Corrections are necessary when incorrect or missing information affects **enrollments** or **eligibilities.** Information that should not have been entered into a record should be edited or deleted if it breaches an individual or business’ **privacy or confidentiality.** Workforce Development may correct other data as deemed necessary. Examples of allowable Change Requests include correcting eligibility information to properly document eligibility, re-entering a training participant record if they inadvertently exit while still in training, correcting any data necessary to ensure Unemployment Insurance compliance, or removing discriminatory or inappropriate information from a record.

Inappropriate Change Requests will not be approved by Workforce Development and should not be submitted. Do not request a change to the begin date or end date of a service, to add a service, or to change system function entries that are not related to United States Department of Labor (USDOL) or State rules or reporting requirements. Do not submit a Change Request that would violate this, or any other law, regulation, Training and Employment Guidance Letters (TEGL) guidance, or Workforce Development policy issuance. When an error or omission such as these are found, staff should post the service or activity as needed and write a Case Note to explain any discrepancy. Do not request to change data on a participant 60 days after they exit the program. Do not submit a duplicate Change Request. If follow-up is necessary, contact TSU.

All staff are accountable for the accuracy of their entries into the system in order to ensure the integrity of the State’s USDOL reports. Workforce Development will monitor Change Requests to ensure that they are allowable per this policy. Any WDB, Job Center, service provider or staff person that demonstrates a pattern of incorrect data entry requiring Change Requests may be subject to corrective action measures.

Any frontline service staff person may initiate a Change Request. However, an authorized individual, before forwarding to Workforce Development Central Office, must review all Change Requests. That authorized approver will be held accountable for any Change Requests sent to Central Office that do not comply with this policy.

ROLES, RESPONSIBILITES, and REQUIRED ACTIONS:

Effective immediately, the Workforce System should begin filing acceptable Change Requests using the new Record Change Request form (see Attachment 1). Change Requests submitted on earlier form versions will not be accepted.

TIMELINE:

All Missouri Workforce System Staff — Implementation of these rules..... **Immediate and Continuous**

INQUIRIES:

Please direct all questions or comments regarding this Issuance 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.*