



DWD Issuance 08-2008

Issued: January 6, 2009  
Effective: January 6, 2009

**Subject:                   Toolbox 2.0 Change Request Policy and Procedure**

1. Purpose:                   To revise the change request submission and approval process and disseminate guidance to all appropriate record generators, and their supervisors, on practices serving the need to avoid unnecessary updates or alterations of Toolbox 2.0 records when such changes do not affect payments, benefits or confidential information.

2. Background:           Only specific fields within Toolbox 2.0 customer records can be edited by staff. This limitation is to reduce the risk of deletions or inappropriate modifications, in whole or in part, of an active client record. A change request must be submitted to DWD Central Office to request modifications to fields not editable by staff.

The aggregate number of minor corrections or additions to improperly-entered or missing Toolbox 2.0 customer/participant fields can be a burden on Technical Support resources. Many of these record alterations do not materially alter or affect benefits or payments made to the customer/participant.

To address this issue, acceptable and unacceptable reasons for requesting a Toolbox 2.0 record change are set out in the attached policy and procedure. An acceptable reason for a change is primarily when absence of such a change will materially affect payments or benefits or will leave unresolved a breach of established records confidentiality policy (DWD Issuance 01-2008).

3. Substance:           The DWD Toolbox 2.0 Change Request Policy and Procedure (see Attachment 1) identifies acceptable and unacceptable reasons for filing a Toolbox 2.0 record change request with DWD Technical Support at the Central Office. Accordingly, the "Job Seeker Toolbox Change Request" form DWD-5 is updated, and acceptable change requests should be filed using the new (11-08) version of this form (see Attachment 2), effective immediately. A FAQ sheet characterizing examples of change requests as acceptable or unacceptable, as they relate to various program areas, is attached to this Issuance (Attachment 3).

4. Action: All potential Toolbox 2.0 users, including the local WIBs, contractors, partner agencies and DWD, should be familiar with and adhere to this change request policy. Use the updated (11-08) DWD-5 Job Seeker Toolbox Change Request Form for all future record-change requests.
5. Implementation: DWD, WIB Staff, Contractors and Partner Agencies: Full implementation is to be completed by January 13, 2009.
6. Contact: Direct questions or comments regarding this issuance to DWD Technical Support at [dwdsupport@ded.mo.gov](mailto:dwdsupport@ded.mo.gov).
7. Attachments: Procedure--Toolbox 2 0 Change Requests; Job Seeker Toolbox Change Request Form DWD-5 (01-09) AI; FAQ--Toolbox 2 0 Change Requests



---

Dawn R. Busick  
Director



**DIVISION OF WORKFORCE DEVELOPMENT  
ADMINISTRATIVE POLICY**

<b>Policy Title: Toolbox 2.0 Change Request</b> <b>Policy No: DWD-ADM-(letter)</b>	<b>Issued:</b> January 6, 2009	<b>Approved by:</b> 
<b>Function Area: Administration</b>	<b>Revised:</b>	<b>Page:</b> 1 of 2

**Purpose: To provide guidance on the procedure for acceptable and unacceptable reasons for submitting a change request.**

**Policy: DWD Issuance 08-2008 Toolbox 2.0 Change Request Policy and Procedure**

**Procedures:**

**Acceptable reasons for submitting a Change Request**

A change request is considered only when the change affects benefits or payments to the customer/participant or in situations where there is a potential or actual breach of confidentiality. Examples include:

- Incorrect Social Security Number entered
- Customer soft exited from TB2 and is deceased within 3 quarters, therefore requiring hard exit; 5 hard exit reasons apply as well
- Customer receiving training level service with service inadvertently not entered into TB2: although currently paying for school, TB2 would require “unexit” to continue paying for training (WIA)
- Activity/service date change that involves a TRE or WRE payment. (CAP)
- Activity or service date change that affects CAP work participation rate.
- Deleting a case note that contains inappropriate, confidential or sensitive information.

**Unacceptable reasons for submitting a Change Request**

A change request will not be approved if used for changes that do not affect payments or benefits, or solely to enhance performance. Examples include:

- Incorrect information entered on eligibility (i.e. low income was “Y”; employed was “Y”; income not entered, etc.)
- Activity/service date change that does not involved a TRE or WRE payment, and has already been federally reported. (CAP)

**NOTE:** In cases where incorrect information on eligibility must be changed, TB2 users must individually enter the corrected information in a new eligibility that accurately reflects the customer’s situation at the point of initial intake. A change request must then be submitted to have the exit snapshot (which was captured at the point of program enrollment) adjusted to reflect the correct information. Additionally, users must enter a case note to explain the reason for adjusting information and why performance is impacted.



**DIVISION OF WORKFORCE DEVELOPMENT  
ADMINISTRATIVE POLICY**

<b>Policy Title: Toolbox 2.0 Change Request</b> <b>Policy No: DWD-ADM-(letter)</b>	<b>Issued:</b> January 6, 2009	<b>Approved by:</b> 
<b>Function Area: Administration</b>	<b>Revised:</b>	<b>Page:</b> 2 of 2

**The procedure for submitting change requests to DWD Central Office for necessary action is as follows:**

<b>CONDITION:</b>	<i><b>An issue appropriate for a change request occurs</b></i>
<b>RESPONSIBLE PARTY</b>	<b>ACTION</b>
<b>Staff person</b>	Completes change-request form as necessary. See attached revised form, DWD-5_AI (11-08).
<b>Career Center Functional Manager (or his/her designee)</b>	Reviews change request form and approves or denies submission to Central Office.
<b>Functional Manager or designee (If change is approved)</b>	Signs the change-request form and faxes to DWD Central Office at (573) 751-9528 or scans and emails to <a href="mailto:tbchangerequest@ded.mo.gov">tbchangerequest@ded.mo.gov</a> for logging and distribution to the appropriate Central Office Manager (or designee) responsible for the program that is affected by the approved change request.
<b>Central Office Program Manager or designee</b>	Reviews the change-request form for appropriateness of the request and approves or denies the change.
<b>Central Office Program Manager or designee (If change is approved)</b>	Signs and hand delivers the form to the DWD Technical Support designee.
<b>DWD Technical Support</b>	Facilitates completion of the requested change.
<b>DWD Technical Support (On completion of the change)</b>	Emails the submitting Functional Manager and Central Office Program Manager or designee to communicate the date of change action and includes a copy to the support staff person to log as complete.
<b>Central Office Program Manager or designee (If change is denied)</b>	Emails the authorized person submitting the request and copies DWD Technical Support explaining why the change request was denied.



MISSOURI DEPARTMENT OF ECONOMIC DEVELOPMENT  
 DIVISION OF WORKFORCE DEVELOPMENT  
**JOB SEEKER TOOLBOX CHANGE REQUEST**

Send completed form to:  
 DWD Central Office  
 by fax: 573-751-9528  
 or scan and email to:  
 tbchangerequest@ded.mo.gov

Program	Counselor Name	Location/WIR
---------	----------------	--------------

**TO BE COMPLETED BY SENDING AGENCY**

CUSTOMER'S NAME	Good Appid/DCN/Last 4 Digits of SSN	Bad Appid/DCN/Last 4 Digits of SSN
-----------------	-------------------------------------	------------------------------------

Do not include full SSN. You will be contacted by phone for additional information if needed.

DATA TO BE CHANGED

<input type="checkbox"/> SSN	<input type="checkbox"/> Case Note Delete	<input type="checkbox"/> Enrollment Date	<input type="checkbox"/> Backdate	<input type="checkbox"/> Add/Edit a Service
<input type="checkbox"/> Unexit	<input type="checkbox"/> Outcome	<input type="checkbox"/> TRE/WRE Hours	<input type="checkbox"/>	

Data To Be Changed:	Change Data To:

**Documented Justification for Change:**

---



---



---



---



---

Functional Manager or local authorized designee has reviewed

Approved       Denied (Do not forward denied requests to DWD but keep on file in local office)

AUTHORIZED REPRESENTATIVE'S SIGNATURE	DATE
---------------------------------------	------

**DWD INTERNAL USE ONLY**

PROGRAMMATIC SECTION AUTHORIZED SIGNATURE	DATE
<input type="checkbox"/> Approved <input type="checkbox"/> Denied	

GEMINI TICKET NUMBER:

CHANGED BY	DATE
------------	------

NOTIFICATION BY	DATE
-----------------	------



DIVISION OF WORKFORCE DEVELOPMENT  
FREQUENTLY ASKED QUESTIONS

Subject: Toolbox 2.0 Change Requests	Issued: January 6, 2009	Approved by: 	Page: 1
--------------------------------------	-------------------------	--	---------

**METP**

**Q1. In the past, we used the Administrative Override function to request changes to METP records. Can we now request those changes by this change request procedure?**

A2. The only circumstance for which you may use the change request procedure in the METP program is to resolve a Social Security Number discrepancy.

**CAP**

**Q2. My CAP customer just called to tell me that she actually started school on August 1 instead of August 23. Can I request this service be backdated so she can get her TRE paid or WRE authorized?**

A2. Yes. This is an appropriate request. However, CAP field staff may backdate services themselves for no more than 7 days when necessary and case noted.

**Q3. Question: I found a sentence in my customer's case note history that talks in detail about her medical condition and treatment. The rest of the case note needs to remain there, so can I have just that sentence deleted?**

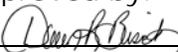
A3. Tech Support cannot delete parts of case notes. You should however, request to have the entire case note deleted. Once the entire case note is deleted, enter an explanatory case note indicating that the entire case note was deleted and re-enter any information necessary to the case record, noting the date of the original (and deleted) case note.

**Q4. Should I send a change request to change the address of my customer's record in Toolbox 2?**

A4. No, the CAP case manager can make this change on the Toolbox 2 record.

**Q5. I set an alert to change the parent type of my customer today, and then found out my customer's boyfriend did not move in with her as expected. Can I send a change request to delete that alert?**

A5. No. This is not appropriate for a change request. You may however, have the alert deleted on the day it was set. (This includes all Applicant and Recipient alerts). After that, it has already reached FSD and cannot be deleted. CAP Coordinators and Central Office CAP staff have the ability to delete on the day they are set.

Subject: Toolbox 2.0 Change Requests	Issued: January 6, 2009	Approved by: 	Page: 2
--------------------------------------	----------------------------	---	------------

**Q6. A week ago, I inadvertently entered a job readiness service when I meant to enter a job search service. Can I request to have this service deleted and the correct one entered through the change-request process?**

A6. No, you cannot request the service be deleted and re-entered correctly using the change-request process. Close the incorrect service and select the "Service in Error" outcome. Enter the correct service and send a change request to backdate the correct service to the appropriate date if you need to authorize TRE/WRE; only if the begin date is more than 7 days old from the date you entered it. If not, CAP field staff has the ability to backdate the service. If you do not need to authorize TRE, a change request is not appropriate. Enter the same date you closed the incorrect service as the start date on the correct service.

**Q7. My customer just told me she is driving 47 miles one way to her new job that she started a month ago. I have been authorizing \$5 per day instead of \$10 because I didn't know it was that far away. Can I send a change request to give her the extra \$5 per day for the past month?**

A7. Yes, this is an appropriate request.

#### **PFS**

**Q8. I am the PFS worker responsible for two career centers in my region. Today I traveled to one of the centers to the other one, and forgot to log into Toolbox 2 under the correct location. I then enrolled a PFS customer and now it looks like he is assigned to the other career center. Can I have this fixed on a change request?**

A8. Yes, this is an appropriate request.

**Q9. I forgot to record the job-readiness class in Toolbox 2 for my PFS participant on the day he was there to enroll. Should I ask to have this changed through the change-request procedure?**

A9. Yes, this is an appropriate request.

**Q10. I sent a call-in letter in error. Can this be cancelled with a change request?**

A10. No. Call-in letters can be deleted locally on the day they are authorized to be sent. After that day, they cannot be deleted, and will be mailed as generated.