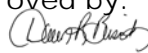




DIVISION OF WORKFORCE DEVELOPMENT
FREQUENTLY ASKED QUESTIONS

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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?

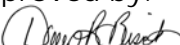
A3. Tech Support cannot delete parts of case notes. You should however, request to have the entire case note deleted. Once the entire case note is deleted, enter an explanatory case note indicating that the entire case note was deleted and re-enter any information necessary to the case record, noting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

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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.