



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.
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



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