

DATA WAREHOUSE

The Job Center Systems Data Warehouse went live on November 18, 2002. We hope that this information is proving useful to you. We will continue to add corporate reports and plan to expand the system's capabilities in the coming months. Judging from many of your comments and questions, it sounds like this is a good first step.

There are now more than 250 JCSDW users. DWS has established a mailing list of users, so watch your email boxes for updates on new reports, special notices, and other pertinent information about the Data Warehouse.

COMMUNICATIONS UPDATES

An ASSET/JobNet Mailbox was created and is available for local staff to use when corresponding with the Call Center. The mailbox address is listed on the Global Directory as; DWD ASSET/JobNet Call Center. You may use this email address instead of emailing Diane Bartels directly. If you have questions please call Diane at (608) 267-9690 about this change.

Once an individual is exited from a WIA Title IB program the episode is bundled. This means that if you look at the program registration form the registration date is now blank. **DO NOT** put a date in this field unless you plan/need to re-enroll an individual into a funded program again. You do not need this field populated to do Follow-up services.

The "Browser Setting Bug" continues to surface more frequently than we expected. The most frequent problem called in is the case manager has entered a Social Security Number and has that record open with a different individual's records in All Documents view. This occurs when the browser setting is incorrect. When this happens try the following before calling the ASSET/JobNet Call Center:

1. Make sure your logged into your internet.
2. Click on **Tools** (should be located at the top of your screen as a menu item).
3. Then click on **Internet Options**.
4. Then find and click on the **Settings** button (located in the temporary internet files section).
5. Then make sure that "**every visit to the page**" item is bulleted.
6. Then click on **OK**.
7. Then click on **OK** again.

PERFORMANCE DATA

The PY01 WIA Title 1 Annual Report was submitted to US DOL on Friday, December 6, 2002. This report includes the end-of-year performance measure results. While overall data quality improved, the impact this had on our program performance levels was disappointing. The results will be distributed to directors and field staff the week of December 9, 2002. This notice will include a discussion about steps we intend to take to address our performance shortfalls.

The UW Survey Center, that conducts our customer satisfaction surveys, continues to report a low participant response rate on the telephone survey. The most significant problem is the lack of current participant contact information. Please remember to verify contact information when you are providing participant follow-up services. If you are unable to update the participant's records due to ASSET limitations, please notify Diane Bartels.

HAPPY HOLIDAYS