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THIS IS AN INFORMAL E-FLYER THAT IS MEANT TO UPDATE SYSTEM USERS ABOUT UPCOMING EVENTS, POLICIES AND HAPPENINGS RELATED TO JOB CENTER SYSTEMS. OFFICIAL POLICY WILL BE TRANSMITTED THROUGH REGULAR DWS COMMUNICATIONS. Please be sure to pass this information on to whoever needs it!

ASSET CHANGES PLANNED FOR WEEK OF OCTOBER 4, 2004

Some major changes are moving into ASSET after close of business on Friday, October 1st. They will be in place on Monday, October 4th. The changes are:

1. **Staff Request for Data Changes – New Functionality for all users**
2. **Title 1 Dislocated Worker Registration – new field**
3. **New Contract ID field in Manage Services**
4. **New Employer Name field in Manage Services for SRR/NEG services**
5. **New Service – TAP Workshops for Military TSMs (Vets staff only)**
6. **Reminder on Title 1 Exits for individuals having ITA outcomes pending**

STAFF REQUEST FOR DATA CHANGES

In the past, staff who needed to have corrections to information in ASSET submitted requests for data correction via a form. These forms were kept as a record of the changes made to ASSET data, but were not easily searched if questions later arose about the fixes. To eliminate this paper process and to provide an audit trail of data changes on ASSET, a new function is being provided online to request data changes.

Starting October 4th, staff will submit requests for data corrections via the new option called Staff Requests directly in ASSET. After that date, the ASSET Data Correction Form (DWS-1392) will be discontinued. Any data correction forms received in central office after October 15th will be returned with no action taken. Central Office staff will also no longer accept change requests via telephone call.

In addition to the ability to request data fixes (called the **Data Change** option), you will be able to direct e-mail-like messages to other workers regarding specific customer records (called the **General** option). Each of these options is described below.

The new Staff Requests feature is located on the menu tree just below Manage Customer Notes and above the Job Matching function. When you click on Staff Requests, a Request Summary page appears. Note that it defaults to your name and office number, although you may change the info. You may choose either the Data Change option or the General option, depending on the type of request you want to review or send.

Using the DATA CHANGE request option:
On the Request Summary page, select the Data Change option on the dropdown.

- Click on the Submit button to get a listing of the Data Change requests you submitted in the past (one, two or three months, depending on the parameter you used), so you can check on the outcome of the data fixes you requested.
- Click on the Add Request button to create a new data change request. This opens a new page, where you will supply the information regarding the data fix you need done.

For each data fix you request, you will need the following information prior to selecting the data change request option:

Customer PIN
Program Requesting Change (WIA T1, Wagner Peyser or TAA)
Summary – A brief statement of what needs fixing
Reason for the change
Description of the change – explain exactly what it is you want the change to do

SPECIAL REQUIREMENT FOR WIA TITLE 1 STAFF:
Because fixes requested by WIA Title 1 workers must be submitted with the approval of their respective WDA ASSET representative(s), an additional field pops up if WIA Title 1 is the

selected program. This requires the worker to select the name of their WDA approver from the dropdown. This automatically routes the request to that person for approval before Central Office gets the request. The WDA approver is your ASSET User Group representative or designee.

For data changes that do not relate to any specific program, such as correcting a Customer Note, use WIA Title 3 as the program on this screen.

State Staff Responsibility: After submitting a data request (and after the WDA Approver has either approved or denied the request for WIA Title 1 requests), an ASSET administrative staff person in Central Office will review the request. A determination is made to approve or deny the request. In some instances, further review by other Central Office staff may be needed before action is taken. The review may require the approval from a Performance, Policy or Local Program Liaison staff person, especially in situations where the change affects performance or seems to contradict program policy.

The ASSET Administrative staff will make the approved changes and will change the status of the request to Completed. If the change is denied, the status will be changed to Denied, and is the record will not be changed. Workers can periodically check the status of the requests they made by clicking on the Submit button on the Request Summary screen. The reason for denial will be included in the Description field on the request screen.

Using the GENERAL request option:
The General request option allows workers to communicate with one another about a specific customer's record. It was developed to assist with case coordination when more than one case manager or program serves a participant. For example, if a supervisor reads a Customer Note indicating completion of a training program but finds that the worker has forgotten to enter the credential information, a General request can be created to notify the worker to update the record. Similarly, workers in one program may create a General request to a worker in another program to request the closure of a service that might have inadvertently been left open, saving a phone call or e-mail.

Another example that might typically occur is creating a General request for Diane Bartels, Matt Mita or Lynn Schmitt to look at duplicate records for the same person.

A General request is created in the same way you make a Data Change request. On the Request Summary page, select the General option on the dropdown.

- Click on the Submit button to get a listing of the General requests you submitted in the past (one, two or three months, depending on the parameter you used), so you can check on the outcome of the requests you made previously.
- Click on the Add Request button to create a new general request. This opens a new page, where you will supply the information about what you want updated or reviewed.

For each general request, you will need the following information prior to selecting the add request option:

Customer PIN
Name of the Person to whom you are sending the request
Summary – A brief statement of what you want done
Description of the change – explain exactly what it is you want the person to do.
Status – Set to Pending by the requestor

****** Every Worker's Responsibility ******

The General Request feature means that you must periodically check to see if other workers have sent you a request to take an action on a customer's record. This means that you should review the request listing on a weekly basis, at a minimum. To do this, open Staff Requests and select the General option, and click on submit. If others have sent you a request, it will appear on the Summary page.

When you receive a request: Open the request by clicking on the PIN. Read the request and determine your action. When you act on it or decide not to comply with the request, you should change the status of the request to Completed. You may add comments or more information in the Description field to help the requestor understand your decision.

Please do not use the General request functionality as a substitute for regular

emails or phone calls. It should only be used for requesting update or modification of ASSET documentation for a specific customer, as a component of coordinated case management.

NEW CONTRACT ID FIELD

Over the past year, local agencies have done much to improve the quality of the data in ASSET. One field in Manage Services – the Contract ID field, has foiled even the most arduous attempts to standardize information in the field because it is a free-form text box rather than a selectable option. Real Contract IDs, miskeyed IDs, employer names and all kinds of things have found their way into this field.

Starting October 4th, there will be a new field with a pop-up selection for Contract ID. The purpose of the field is being limited exclusively to the purpose for which it was intended – the program service provider's contract ID. Other types of information that workers customarily entered in this field will are no longer permitted. The former Contract ID field is being converted to a display-only field and re-labeled "Old Contract ID" so you can use it as a reference.

Whenever a new service is entered, the new Contract ID field should be completed by clicking on the Select Contract ID button to the right of the field. This opens a pop-up window that lists the available Contract IDs for a WDA. Select the Contract ID that is appropriate for the service you are creating.

Some important details to note about the new field:

- It is an optional field for TAA and Title 3 Wagner-Peyser services.
- The new field is a required field for all WIA Title 1 services.
- Conversion of the data in the Old Contract ID field to the new field will be done for you on existing services by designated WDA appointed staff. Because there are several thousand of them to do, it will take some weeks to accomplish. If you are a Title 1 worker who is updating a service and the new Contract ID field is blank, you may need to select the correct one from the pop-up window in order to save your update. If you can't find the right Contract ID to select, contact your WDB ASSET User Group representative.

FIELD ON TITLE 1 DISLOCATED WORKER REGISTRATION

To improve management reporting on dislocations, a new field was added to the Dislocated Worker Program Registration page in

Manage Programs. The new field is a text field to enter the name of the employer of dislocation.

Workers need to make a special effort to consistently and correctly enter the name of the employer to allow local management reports to be useful in the future. WDB ASSET user Group representatives will monitor this data element for quality assurance purposes.

NEW EMPLOYER NAME FIELD FOR SRR/NEG SERVICES

In the past, the DWS Dislocated Worker Section required that workers enter the name of the employer of dislocation in the Contract ID field whenever a service was reported under an SRR, NEG, STW or NRA grant. With the new Contract ID field being used exclusively for the real Contract ID of the provider of services, a new field is being added to the Title 1 Dislocated Worker service details that is specifically for the employer name.

This field is dynamically displayed when SRR or NEG is selected as the fund source for the service, just like the Grant ID field currently appears. The new field is labeled Qualifying Employer and there is a button to click to select the employer from a list that pops up. The list is alphabetical by employer name. The employers on this list are those provided by the Dislocated Worker Section when a Grant ID is assigned and entered in ASSET.

Because this list of approved Employer Names is new, we may have inadvertently omitted one that is needed to complete the Service Detail page. If this occurs, please call Diane Bartels at 608 267-9690 or Matt Mita at 608 267-9484 to have it added to the list.

There will be a conversion of Employer Names from the old contract ID field to this new Employer Name field. Similar to the new Contract ID, this conversion on existing services may take several weeks to complete. Questions regarding the conversion may be directed to Lynn Schmitt at 608 261-6733.

NEW SERVICE FOR TITLE 3 VETS

A new job search service is being offered to military personnel who are still on active duty, but within 24 months of retirement or 12 months of discharge. The service is provided to Transitioning Service Members (TSMs) who attend workshops conducted by Title 3 Wagner-Peyser Veterans staff. Vets staff will find this new service – TAP Workshop for Military TSMs – under the Core Staff Assisted Services category in ASSET.

COMPLETING ITA OUTCOMES A NEW REMINDER

It is not often easy to remember to go back to a closed training service to complete the employment outcome information associated with an ITA when a WIA Title 1 individual gets a job. Because this information is needed to evaluate the effectiveness of training programs and training providers, a new reminder is being added to the WIA Exit page that warns the worker that the outcome is still in pending status. This is the text of the message:

> **"There is an ITA Service associated with this program that has an Employment Outcome Status of Pending. Go to Manage Employability Plan / ITA / ITA Services to change the status."**

Please complete this information before proceeding with the Exit.

GENERAL NEWS AND COMMENTS:

- The InfoLine is available to every ASSET user via email. Please subscribe to this newsletter by going to this URL: http://www.wisconsinjobcenter.org/signup/
- Title 1 and TAA Case Managers are reminded that they should check Manage Programs to make sure that the correct Case Manager is listed for the program. There are approximately 200 active cases who have no case manager listed in Manage Programs.
- DWS is working to bring the Employer Record System and the Wisconsin Job Order System together as one computer application. At the same time, we're updating the technology to make it more user-friendly by using tabs (like in ASSET) instead of having to scroll down long pages.

GOOD NEWS FOR WIA TITLE 1!

Program Year 2003 Performance Measure Results

This year, at least five of the eleven workforce development boards will qualify for performance incentive awards, based on our October 1 results. Supplemental data will not be factored into the performance results until after October 1st, but they are expected to further improve performance for some measures.

This is a significant improvement over our performance for the past two program years. The State had some difficulty with the Adult Employment and Credential Attainment measure, but the reasons for performance failure already have been identified and a corrective action plan, including some ASSET reporting improvements, is under development.

We believe that Program Year 2003 represents the first point when the performance measures truly reflect our successes under Workforce Investment Act program requirements and services. The past two program years performance outcomes have been adversely affected by transitional program reporting requirements, legacy Job Training Partnership Act participants who transferred into the Workforce Investment Act programs, and Information Technology system setbacks that inhibited our ability to provide quality participant and program data to local staff and boards.