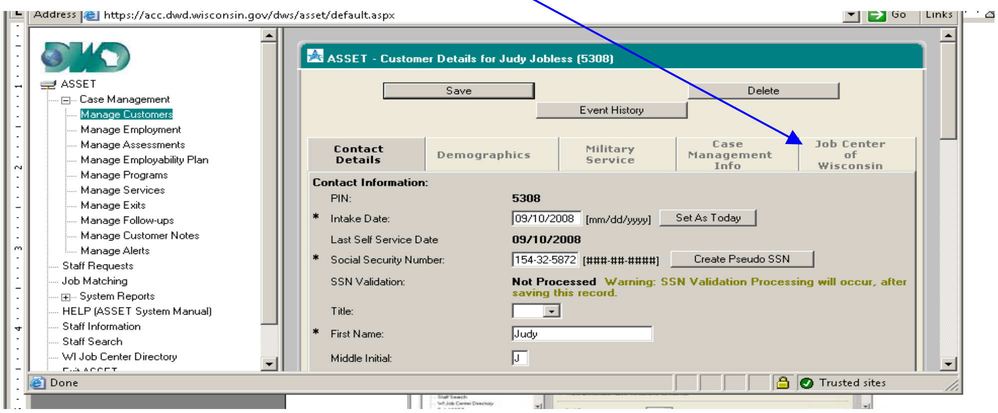
ASSET TECHNICAL BULLETIN-06/29/2009

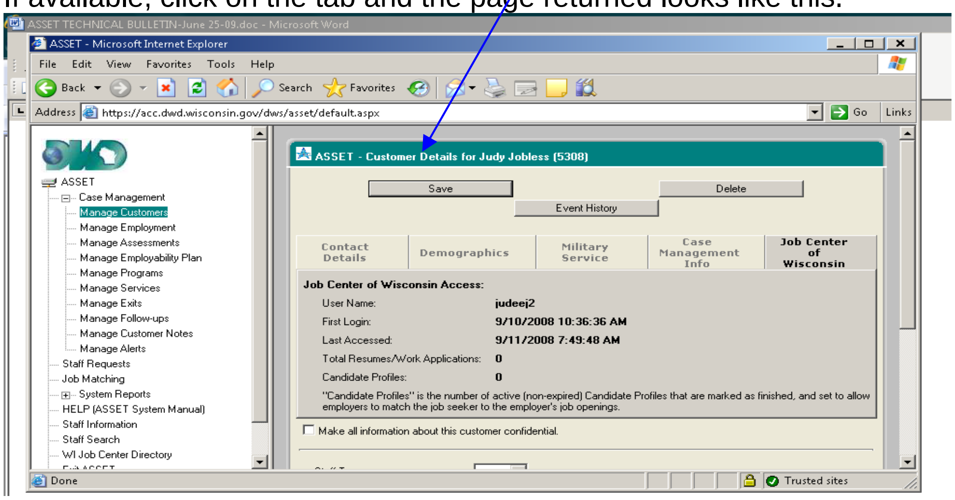
From: Tim Hineline, Bureau of Program Management & IT Coordination
To: All ASSET Data Entry Staff
Re: Changes to ASSET-Manage Customer

Manage Customer-Job Center of Wisconsin:

A new tab, called the Job Center of Wisconsin, was added to the Customer Details page in ASSET. The tab is available when specific information was created or entered in the Job Center of Wisconsin.com. The tab looks like this.



If available, click on the tab and the page returned looks like this.



The Job Center of Wisconsin tab is visible on ASSET records only when there is an associated Active Directory account that is associated with a current customer record. Additional information is available if the customer has a Registration, Resume and/or a Work Application completed. The information on this page is auto-populated from the Job Center of Wisconsin.com and the Job Center Active Directory account.

Before releasing any of the information contained on this page, staff must verify that the customer requesting the information is the individual on the registration (see some document that proves who they are). Staff should not assume that the absence of this tab on a customer record indicates that the customer doesn't have a logon or password. To verify the information staff must contact the DET call center at: 608-267-9690 and select option 3.

Re-employment Services (RES) Background:

Part of the American Recovery & Reinvestment Act (ARRA) (also known as the "stimulus package") has an increased focus on serving more Unemployment Insurance recipients in the Reemployment Services (RES) program. Reemployment Services has been provided for many years by the Job Service Bureau. Beginning in July, approximately 10,000 to 12,000 Unemployment Insurance recipients per month will be participating in RES workshops across the state. Participants are identified for RES by the Unemployment Insurance Division. As a result, we will see a steady increase in the number of people using Resource Room computers to access the Job Center of Wisconsin to register and create a résumé or work application.

RES recipients will receive a letter that includes instructions for registering and creating a résumé or work application. Letters are mailed once a week, on Mondays. The first invitation letters were mailed on June15th. Smaller batches of letters will be mailed during the first few weeks, working up to the anticipated 2,500 to 3,000 letters per week in late July.

Several changes were made in JobCenterofWisconsin.com (JCW) and ASSET:

1. Some of the RES participant's demographic data from the UI system will be brought into a "staging area" in ASSET. The information will be defaulted on the RES participants' JCW registration screen. The information can be changed or updated by the participant.

2. After successfully completing the JCW registration process, RES participants will see a Registration Completion screen(s). The text the participant sees is determined by his responses to the registration questions. After clicking on the Continue button, the participant is directed to the RES Survey.

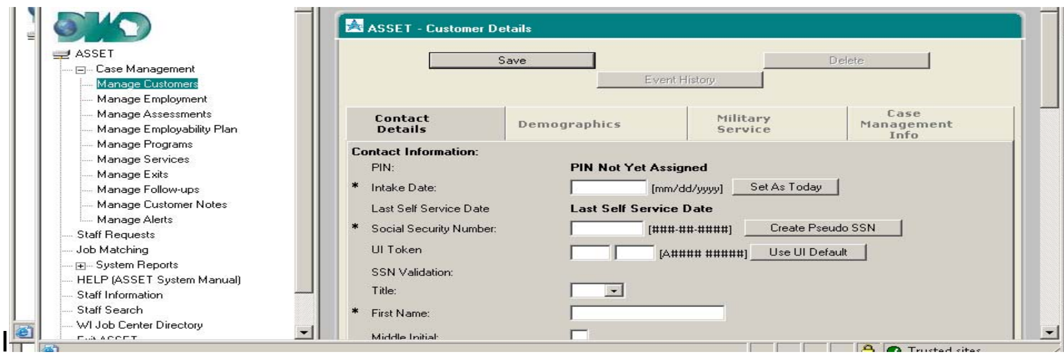
JCW T3-Registration data for the UI Token Field in ASSET:

The Customer Record can be created in one of two ways:

- The customer “registering” via Job Center of Wisconsin.com may have established the Customer Record. Staff should conduct their Customer Search by selecting one of criteria by the Last Name, First Name, Date of Birth or PIN for the customer to determine if the individual has an active/inactive record present in ASSET.

- If a Customer Record does not exist for the customer, the worker can create the Customer Record in ASSET by clicking on the Add Customer button on the search results screen. To avoid creating multiple records in ASSET a worker should select one of the Search functions identified in the paragraph above.

Once a customer is selected or the Add Customer button is clicked, ASSET displays the Customer Details page.



The U.I. Token field in ASSET is available only to designated Re-Employment Services (RES) staff. 'RES Participant' data is created weekly from UI to ERS staging table. The staging table contains records for UI claimants who received an RES workshop letter. The match on the staging table is by SSN.

Existing records in ASSET will not have the UI Token field visible as the information currently exists. The UI Token field will be visible when a RES staff clicks on the Add Customer button on the ASSET Customer Search page.