AZ Job Connection Newsletter

Employment Administration

June 2012
Volume 3, Issue 7

AJC Workgroup Project

The Employment Administration (EA) has implemented the AZ Job Connection (AJC). This system provides case management and reporting capabilities for the US Department of Labor programs administered under the oversight of the EA. The system improves the effectiveness and efficiency of EA and local One Stop partners when managing the activities of workforce participants.

The purpose of the AJC Workgroup is to assist the Department with providing analysis to staff, and to review suggestions for enhancements to the system. Participants in the Workgroup will not be authorized to make changes to existing system but are expected to identify any enhancement towards improving the functionality of the AJC system.

We would like to congratulate the following staffs who have been chosen to take part in the AJC Workgroup:

Annick Desmeules
Stan Flowers
Belinda Hanson
Nidia Herrera
Joe Niznik
Dalila Perez
Diana Shepherd
Susan Standen

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AJC Newsletter Contact Information:
Employment Administration
1789 W. Jefferson Phoenix, AZ 85007

E-Mail Addresses

WCMRSInfo@azdes.gov – Newsletter staff

EATraining@azdes.gov – EASU Training Section

EAHelpdesk@azdes.gov – EA/UI Help Desk (602.542.2460)

Have a comment or question?

Have a suggestion for an article?

Need more information?
Send us an e-mail;
we would love to hear from you!

Who to Contact

When Calling to request an AJC change Refer to these guidelines

Please provide the following information to the EA HelpDesk for:

Services, Exit Dates, and Enrollment Date Changes:

- **Participant Name**
- **Participant ID**
- **Program ID**
- **Enrollment ID**
- **LWIA (If applicable)**
- **Office**

Reassigning Offices:

- **Participant Name**
- **Participant ID**
- **Program ID**
- **Enrollment ID**
- **LWIA (If applicable)**
- **Office From**
- **Office To**

Case Notes:

- **Participant Name**
- **Participant ID**
- **Program ID**
- **Enrollment ID**
- **LWIA**
- **Office**
- **Client notes (universal)**
- **Program notes (program)**
- **Enrollment notes (enrollment)**
- **Date of note and subject line**

When Calling to Report an AJC System Issue

Please have the following information available:

- Who is having the problem
- Where they are physically located
- Userid and Station Desk (Participant ID or Employer ID, if applicable)
- Brief description of the error
- Exact steps taken to create the error, starting with the goal that was not satisfied
- Error number, if applicable
- URL of the page where the error occurred

AZ Job Connection Frequently Asked Questions Continued

Exit date changes:

- Case Managers needs to contact their Regional Director FIRST before sending the request to the Helpdesk. They also need to provide a reason WHY the Exit Date needs to be changed?

IMPORTANT NOTE: Changing an Exit date can affect the account. The Regional Director will have to make the REQUEST. Exit Date changes are completed at the end of the week.

Why are some Employers UNable to view their Job Orders?

- If it's a 'STAFF ASSISTED' account, they cannot.
- If it's a 'SELF SERVICE' account, they will be able to view their Job orders.
- NEVER provide the username and password to an Employer that has a 'STAFF ASSISTED' EMPLOYER account.
- As soon as they update or enter anything in a STAFF ASSISTED account, it will automatically switch it to a 'SELF SERVICE' account. There is no way (at this time) to switch it back.
- If Employer insists on entering a JOB Order onto a 'STAFF ASSISTED' account, provide them with the SERVICE LOCATOR link to find the closest ES office. A Case Manager from that office will be able to enter the Job Order for them.
- If the Employer insists on doing it themselves, they will have to create a 'SELF SERVICE' account to enter Job Orders, review Resumes, etc.

What happens if an Employment record gets deleted from the system?

- A new one will need to be created. There is no way to track the deleted Employment Record or retrieve it back into the system.

TALENTS-What happens if a Job Seeker does not ENTER any Talents?

- All the Talent answers default to NO. If all the answers are NO, it will affect their Resume Search.
- Best practice is to answer ALL the Talents questions. The more Talent questions you answer, the more hits a Job Seeker will get.
- If a Job Seeker protests that they are not getting any hits it would be because all the Talent answers are NO.

Can the helpdesk delete applications?

- No. Helpdesk CANNOT Delete Applications.

What happens if an EMPLOYER ACCOUNT gets deleted from AJC?

- A new one will need to be created. There is no way of tracking the Employer account or retrieving it back.

Supervisor is unable to view his/her staff's EMPLOYER cases:

- Supervisor needs to select "My Employers".
- The "My Employers" option is ONLY for viewing purposes and organizing Staff employer's cases.
- This allows a Supervisor to access the account and gives them a view on specific criteria, job order status, last contact, etc.
- In order to be able to view Employers that a staff person has from the supervisors staff page- the SUPERVISOR will have to assign those cases to themselves.
- Only a supervisor has the access to do this function.

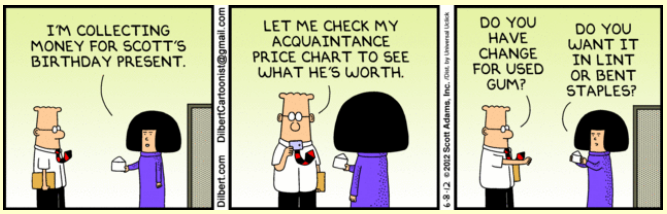
Employer questions about "STAFF assisted" accounts that neither a Case Manager nor the Helpdesk can answer.

Examples of Employer questions:

- Employer wants to know how they can obtain a job order that a Staff member created for their Staff Assisted account.
- How would they get copies of past and existing Job Order postings for legal purposes?
- Can anyone from the company use the 'Employer contact name' and post Job Orders? The concern is how would the Employer's contact person find out who posted what Job orders?

The employer MUST contact the Custodian of Records:
DES Custodian of Records
Site Code 705-A
P.O. Box 6123
Phoenix AZ 85005-6123

Dilbert – June 8, 2012



AZ Job Connection Frequently Asked Questions Continued

How does a Job Seeker upload their resumes into AJC?
Instructions on how to copy and paste/or upload a resume:

- Open the existing resume`
- Copy the entire resume`
- Paste it into 'Note Pad'
- Open a new Word document
- Save that document and upload that one into AJC
- Job Seeker is now able to copy and paste (or upload) their resume.

How to Perform WIA exits?
WIA Staff perform WIA exits.

- If the WIA staff has any questions or concerns about a WIA exit, they can contact the 'WIA Policy and Training Unit' by emailing them at: WIAPolicyTraining@azdes.gov

What O*NET CODE is used for a Youth's 'basic skills'?

- Enter the ONET code that asks: "What is the goal after High School?"

Who re-assigns offices?

- Helpdesk can reassign certain offices. Those that the Help Desk cannot re-assign will be sent to the +ESA Customer Service

Providers' Program is denied:

- *If a Provider program gets denied, the Provider can reapply in 6 Months.*

Job Seeker is unable to enter any information in Career Tech.

- *It's a known issue and the AJC analysts are currently working on resolving it.*

Dilbert – May 29, 2012

The initial case note entered for a client did not convert from VOS to AJC. Additionally, it looks like all the converted case notes are dated 2/17/12, even though they were entered several years ago.

- *Case notes were converted for every record converted into AJC. Not all records were converted into AJC, so those case notes would not have been either. Case notes are now located in various regions of the system determined by Universal (all can see them) or enrollment (only people in that program can see them). This has been tested and verified, so a specific instance will need to be investigated.*

I got an error enrolling a client into WIA. His start date is within 90 days of the end of his enrollment in Employment Services. Someone said I have to get the ES exit deleted. Is this true?

- *Yes, the client needs to have their ES exit deleted. The same person cannot have a new participation start within 90 days of the close of another. If an exit needs to be removed for a WIA client, or possible WIA client, they can contact the Help Desk to track the information. It will be sent to the EA IT/WDU team to review, coordinate with the liaison if necessary, and remove the exit.*
- *This must be done off hours and will typically be done at the beginning of the week to allow staff the remainder of the week to input the data.*
- *If nothing is done after the exit is lifted by Friday then the exit will occur again.* ***Please be prompt in adding the new enrollment after the exit is lifted.***

There are only three types of discharges in the system; bad conduct and general discharges are not listed.

- *This is correct. The system only has the options for Honorable, Other, or Dishonorable. This is in compliance with Federal regulations. DVOP/LVER, ES, or WIA programs cannot deny service for veterans on anything other than Dishonorable, which is an option.*

Will WIA applications expire after 45 days if the client is not enrolled?

- *If the WIA staff has not entered an enrollment within 45 days then they will need to update the demographic information to ensure the client is still eligible.*

When there is an Adult and DW pending enrollment for the same customer, which one, if not both, should be approved? If we deny one, will that affect the other WIA enrollment?

- *The AJC system enables co-enrollment if the person is eligible for both programs. It is up to local and state guidance.*

I heard that some Dates of Attainment for a training credential (under Outcomes) did not convert. Is this correct? What do I do if I encounter this?

- *There was a small group that did not convert, either because they did not have data or due to an error in the logic. Staff have advised the local areas to enter the dates where needed. There was a report sent on 3/1 with the records containing missing dates. Contact your supervisor if you need help locating the dates.*

Will rapid response customers be required to register in AJC?

- *Individuals that require rapid response services are identified as Dislocated Workers. Dislocated Workers seeking WIA assistance would need to register in AJC so that WIA can provide the necessary training and intensive services to become self-sufficient.*

AZ Job Connection Frequently Asked Questions Continued

When I last checked, there was no "support service-other" code for youth participants.

- *This has been corrected. The service code now exists in the system.*

Need updated copy of Draft Service dictionary, we have October 2011 version.

- *WIA operations/policy and EA operations/policy staff have been reviewing the document. The codes are in the system as of 3/8/12. Document sent in AJC News letter emailed 4-5- 2012 to all DERS and LWIA Director's.*

How can a service be voided when entered by mistake?

- *The service can be deleted by the Help Desk. The request should come from the regional director for the local area. This allows the Help Desk and EA IT a level of confidence that the service should really be deleted. It also allows the Regional Director to determine if there is a training gap that needs to be addressed for an individual staff member, and for them to determine the affect of removing a service to the client before the request is sent.*

Case Manager Report 8 is showing up blank when trying to get a list of clients with "First Quarter or Third Quarter Follow Ups Due".

- *More research and input from staff on what is selected must be known prior to resolution.*

Staff is trying to enroll a client as a DW. The layoff date entered is over 2 years ago, and the system is generating an error message indicating the layoff date is not within the timeline guideline.

- *System is incorrect. WIA Guidance Letter 02-08, Change 2 removed the time limit of two years.*

How does a Regional Director get Pending enrollments to disappear from the Pending list when they have already been approved by a Supervisor?

- *Pending enrollments disappear as soon as a Supervisor approves them but **each enrollment has to be approved separately.** It can be confusing if a person is enrolling in both Adult and DW and only one is approved. The unapproved enrollment remains in the Pending Queue.*

If a client is enrolled first as an Adult, but later it is determined they should have been enrolled as DW, how can the enrollment be updated?

- *The correct combination of questions must be answered for the system to determine whether a person is eligible for the program. Updating the demographics will resolve this if the DWE Section questions were answered correctly for eligibility*

What documents need to be in the file for data validation/monitoring?

- *WIA Guidance Letter 05-07, Change 2 provides a WIA Eligibility and Verification Checklist that identifies the acceptable verification and documentation required*

Should we document if DW's are food stamp recipients?

- *As part of the registration process on the Public Assistance page there is a question asking if an individual is receiving food stamps. The individual must indicate yes or no. DW does not have an income eligibility requirement so if you include the information of being a food stamp recipient, it would just further justify the individual being WIA eligible.*

Should we document family size for DW's?

- *As part of the registration process on the Registration Information page there is a question asking an individual the number in their family. The individual should respond to the question appropriately. DW does not have an income eligibility requirement. Documentation of family size would be appropriate as it would further justify the individual being WIA eligible.*

Are we required to enter race if a client does not self identify?

- *Opting out of the race questions is a valid answer for the system. It is an option given by DOL and it was also an option in VOS as well.*

Where is the total cost field in for training provider programs in AJC? Also, it looks like some of the cost fields did not convert. Is this being corrected?

- *AJC does not have a total training cost field like AZ HEAT had. Training costs were converted for all costs that had a similar field in AJC. Some additional costs were converted but not all due to a limitation in the amount of cost fields in AJC. If cost information was not stored in the correct fields in AZ HEAT, the costs were not converted. Training Providers are currently reviewing records in AJC and are correcting issues as needed.*

It looks as if only the main locations of the Training Providers were converted to AJC. For example, Southwest Truck Driver Training only has a Tucson location and when participants search the Phoenix area for schools, this school is not displayed. Is this being corrected?

- *AJC and AZ HEAT are set up differently. The Training Providers are reviewing records in AJC and are entering additional locations as needed. The programs were converted (and they list the additional location within them), but they were not stored for review in multiple local areas. Training Providers are addressing this.*

AZ Job Connection Frequently Asked Questions Continued

What is the time frame for State approval for both training provider and programs?

- *There is a new provider process: The new provider application is submitted on line through the AJC system. The State ETP Administrator reviews the provider application for compliance with policies, licenses, insurance, and refund policy, no debarments, etc. Once the State ETP Administrator approves the Provider application, each program/location needs to be approved by the local WIA office before the State ETP Administrator can review it.*
- *At the same time the Provider application is submitted, the LWIA receives the program information, and makes a determination to approve or deny the program.*
- *If a program is approved by LWIA, it will be placed in a pending/hold status awaiting State approval.*

How frequently are UI records, WRIS and FEDES matched with client records?

- *UI and WRIS are matched quarterly. The state still needs to enter into an agreement with FEDES. Once that occurs that will also be quarterly.*

Impact of AJC on existing MWC forms, policies and procedures.

- *LWIAs are responsible for the modification of their forms to assist in the completion of the screens in the AJC system or to provide hard copy documentation for monitoring or data validation purposes.*

Is Arizona adopting common measures?

- *Utilization of Common Measures is not an AJC system issue but a business process change.*
- *There some areas to look at before moving deciding whether to move forward with Common Measures. Meetings will probably be scheduled within EA and DERS to determine the pros, cons, impact, etc.*

Can a single staff member use the same Station Desk number for roles in different offices?

- *The system needs a unique Station Desk number for each staff member in each office. Numbering these differently helps the staff remember which role-office combination they are using.*

What is the difference in the level of access of a WIA Case Manager and JS Interviewer?

- *The user types really only have an effect on the LVER/DVOP programs. There were some conversion discrepancies that have been corrected. Please contact your supervisor or the EA Help Desk (602-542-2460) if your user type is not set correctly for your program.*

My VOS Username and Password are not working to get me into the new AZ Job Connection system. What should I do?

- *In some instances during conversion usernames had to be modified with the addition of a numeric value. Trying adding a 1 after your user name. If that does not work, contact your Regional Director who has the ability to look up your username. You can also contact the EA Help Desk (602-542-2460) as another resort if your RD is unavailable.*

Will staff identified as AJC Adjunct trainers be allowed to continue providing AJC training to new staff?

- *EASU management solicited, from LWIA leadership, the names of adjunct trainers requested. EASU-TS then created and provided a WIA train the trainer session of selected staff in May 2012.Going forward, those adjunct trainers will need to coordinate with EASU-TS when trainings are scheduled/completed for proper documentation/access.*

Will AJC allow an account to be created for a new staff member if the new staff member has not attended AJC training?

- *EASU management is in discussion with WIA leadership determined that with the use of Adjunct trainers, new staff members should not have an issue with needing an AJC account prior to training. Adjunct trainers will coordinate with EASU-TS and LWIA leadership to determine when new staffs are hired and when training is needed to avoid this as an issue. Of course, exceptions are a possibility, and will be handled case by case.*

Are the J-125 and J-129 forms required for access to AJC?

- *Yes, this is standard policy for system access.*

Both the AJC Training Manual and System indicate that "Information does not need to be collected for 1st quarter" and 2nd quarter does not appear at all. Isn't this a performance reporting concern?

- *No, this is not a performance reporting concern. It is also true that there is no second-quarter follow up. There is no required federal data necessary to be collected in the 2nd quarter.*
- *Credentials **are** required to be completed by the third quarter after exit, but there is no requirement to record this in the second quarter if they complete by the second quarter. **The information can be entered into the first quarter or third quarter.***
- *Wage information is required in the second quarter after exit, but there is a place for supplemental wages. However, the earnings measures uses only wage data from UI, WRIS, or FEDES.*

AZ Job Connection Frequently Asked Questions Continued

The system is generating an Adult application vs. a Youth.

- *There is no separate application for Adult or Youth. There is a universal demographics screen that determines eligibility into either the Adult or Youth program. Depending on how they answer the questions in demographics will determine which program they can be enrolled into.*
- *This should have been covered during training.*

Corrects made to demographics area under the Universal/Case Details, but changes do not appear on WIA application (i.e. family size & offender status). Question, does the changes under universal transfer to the WIA application?

- *Corrections need to be done in the enrollment demographic snap shot vs. universal/case details. Changes made to the universal demographics will not be made to the WIA demographic snapshot after enrollment has occurred.*
- *The information for universal will match during the enrollment process, but once an enrollment is made it will not edit the data on the enrollment demographics.*

What Training Id number is entered under the service and training screen? Is there a list of our training agent Id's for Yuma?

- *The Training Agent ID will always start with the LWIAs ODA code, Each LWIA would keep a list of the agency and use the Training Agent ID so the document they create would look something like this*

Training Agent ID	Company	Address	City	State	Zip	Provide Phone
80W0005	Tire Pro Automotive					

- *The Training Agent Code "80" is the ODA code assigned by DOL for this particular LWIA;*
- *The Training Agent Code "W" would reflect the service being provided by the agency (i.e. A - Vocational Technical School; W - OJT Work Site, etc.)*
- *The Training Agent Code "0005" reflects the 5th agency keyed into AJC.*

Cannot save/add Basic Ed training (ABE) activity; it's requesting an O*Net code.

- *You cannot proceed past this screen without supplying an O*Net code. They system tells staff this. There is a search using keywords to find the appropriate O*Net code and it will enter it for you after you select the most appropriate code.*
- *When adding basic education training, the O*NET code that should be used would be the code that reflects the individual's career goals.*

Missing activity services (IEP/ISS). Service activity did not convert over?

- *VOS IEP/ISS are now identified as Development of Individual Employment Plan. If still not found, case manager will have to enter the information in AJC.*

Need an updated version of the Service/Activity Codes & Service Provider Type Description. (i.e. which code do we use for Youth that are receiving NBP, only code in system is Support Service Incentive & Bonuses)?

- *The codes are in the system as of 3/8/12. Issued in the 4/5/12 AJC Newsletter. If you are referring to the VOS code 418 Youth - Support Service - Needs Related Payments, the AJC code is 503 for Needs Related Payments*

An older youth (OY) participant is employed, where should this be documented?

- *Employment information is captured by UI/WRIS or supplemental data. You must add supplemental data by selecting Wage link located under Program Details. Also, complete "Total Earnings for Quarter."*

I just got the following error trying to access a client account: "This case manager is a region administrator, but client registration is not in the region." What does that mean?

- *This is a system security measure ensuring that multiple LWIAs are not serving the same client. The EA Help Desk (602-542-2460) can look up the client and office(s) where enrolled.*

When using the User Lookup feature to find the password for a participant, I get an error that suggests I do not have privileges to this information. What should I do?

- *The business directive was for all client password issues to be sent through the Help Desk. Help Desk should have sufficient access to see all information contained for a client account.*
- *There is a difference in the user lookup done through the general application (used by Regional Directors) and the user look up done by using Admin (used by Help Desk) staff. Regional Directors are expected to leverage the user lookup capabilities to help their staff rather than assist clients directly.*

We are unable to find a client we had been working with recently. We have several printed case notes from VOS with recent dates. Is it possible that our client did not convert?

- *If there were no open enrollments for a client in any program for the last three program years then the client was not converted. This is true even in the case when they may have been getting case notes on their file.*

AZ Job Connection Frequently Asked Questions Continued

Need clarification and/or definition for question *"Veteran with significant barriers to employment"*.

- *During registration in AJC, in the Needs and Barriers section, there is a question. The question is "Veteran with significant barriers to employment". A "yes" or "no" answer is required.*

Significant Barriers to employment may include:

- ***Homeless Veterans***
- ***Seriously Wounded or injured service members***
- *Veterans with 100% Service Connected Disability and unable to work as defined by the V.A.*
- ***Recently released incarcerated veterans***
- ***Incarcerated Veterans***
- *Veterans with severe Posttraumatic stress disorder (PTSD)*
- *Veterans lacking training/credentials/certifications for career field of interest*
- ***Veterans with severe Traumatic brain injury (TBI)***
- *Veterans needing Vocational Rehabilitation*
- *Veterans with drug and alcohol abuse or substance dependencies*
- ***Veterans with significant criminal records***
- *Older worker veterans seeking employment*
- *Veterans in need of assistive technology in the work environment*
- ***Special Disabled Veterans** – 30% or more service connected disabled veterans*
- ***Native American Veterans***
- ***Economically disadvantaged veterans***

**** Bolded items are specifically identified in our SVG**

I am very confused about where to find case notes. Can you provide the logic that was used in conversion?

- *The conversion of case notes into the three distinct areas (Universal, Program and Enrollment) was complicated by the changing relationships in services between VOS and AJC. EA IT is working on a description that will be sent out soon that should help staff understand where to look for case notes, but the location is entirely determined by what was in VOS. In the meantime, please go first to Universal, then to Program and finally to Enrollment to review case notes. Staff should assume that notes may be at any level.*

Case notes print in an 8 point font and you can't easily print only the last case note. How can I fix this?

- *The system prints what is on the screen. The system has the option to print most screens of the system, but they are printed as if it was a screenshot. There are some instances where the print option generates a new window and an actual printable page is available. If you need to print a specific case note, highlight the note, copy to a Word document, resize and print.*

Creating of 'service providers' for support service S&T like in VOS; how is this currently done?

- *Refer to Module 4 training learner's guide on page 31 of the learners guide it states that:*
  1. *To start with the service providers click the "service providers" button to open the service provider listing.*
  2. *Choose the category of provider you wish to add.*
  3. *Choose the Geographic Region.*
  4. *Review the search results and if you find an appropriate provider, click the "Provider name" to get the Service Provider Record.*
  5. *Review the Service Provider Record and if that is the provider you are looking for you would click the link,*
  6. *"Add to Service Details" toward the bottom of the screen. You should be able to View Map, Get Directions, Similar Companies, and Change Request.*
  7. *If none of these links are what you want, you can click the Back to Search button at the bottom of the screen and start over.*
  8. *To add a new service provider click on add new service provider repeat numbers 1 -5*
  9. *On registration screen complete required fields and click on continue*
  10. *On the service provider record complete all the fields*
  11. *Be sure to click on save.*

WIA Case Managers cannot edit or delete Case Notes. Who has the right to do this process? Also, case notes were converted to the client notes instead of program notes. Does the case tracker need to copy and paste to the program notes and can they get the detail notes removed?

- ***Universal** - Information displays on all clients registered regardless of program registration. These notes will be viewable by other staff that has a ServiceLink Account. Any requests for deletion of case notes should be sent to EAHelp@azdes.gov with the reasons for the request.*
- ***Program** – Notes entered are viewable by all staff with access to program registrations.*

** Note: If the program enrollment is closed, you may not enter program notes on a closed enrollment.*

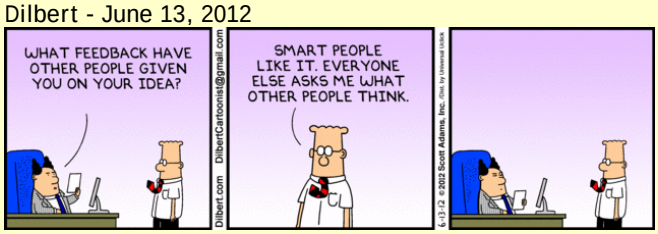
- ***Enrollment** – Can be viewed by staff that has access to the client's program of enrollment.*

**Note: If the enrollment is closed, you may not enter enrollment notes.*

After request is received from the help desk, a request is sent to the liaison for review. The Liaison will respond back after the review is conducted and request the deletion of the case notes. The deletion of case notes is a temporary option due to the conversion. At the point we stop deleting case notes staff would need to copy and paste the note to correct area and send a request to the help desk to have the notes in the incorrect area to be removed. ***Please refer to the guidelines found on page 2 of this newsletter when calling to request a case note deletion/change.***

AZ Job Connection Frequently Asked Questions Continued

Dilbert - June 13, 2012



In the follow-up, if the client is exiting without employment you have no place to give outcome. Do you just leave it blank and assume the follow-up is done?

- *There are three areas to provide information required for follow-up or performance Outcomes that can be used at anytime during participation or after exit, wages where supplemental data can be entered and where UI wages are displayed when available, and exit info which needs to be completed after the exit occurs. Leaving any of the fields blank on any of these links could have a negative impact on performance.*

I have a client in Employment Services and the system says the enrollment is locked. I cannot enter an exit date for this client. Cannot access or put in any information for this client. How do we unlock the client?

- *The locked ES record means they likely have some other enrollment (RES, REA) open and the services need to be tracked under that enrollment.*
  No one should be entering exit dates for anyone in any program. The exit dates are all system generated based on date of last service.

Why is only one activity showing for Summer Youth? Can we put in the activity for Basic Education, summer work experience and Summer 50/50 Basic Ed/Employment.

- *Enroll in Summer Youth Employment and add Goals such as Basic Skills, Work Readiness and/or Occupational Skills.*

A place for the State to verify accreditation, certification, licensing for providers has not been put into place yet. There are no requirements for providers to track and report their graduation, employment and retention rates for comparison by LWIAs and participants.

- *Training providers are required per WIA Final Rule 663.540(a)(1)(i) to report on the following pertaining to all students who have enrolled in a particular program: a) program completion rate; b) percentage of all students enrolled who obtained unsubsidized employment; c) percentage of all students who completed the program who obtained unsubsidized employment; d) percentage o f all students enrolled who completed and obtained unsubsidized employment in an a related occupation and; e) average hourly wages at placement in employment of all student participating in the program.*
- *The State ETPL Administrator will work with providers and Local Area Workforce ETP Approvers to address this issue and reach a workable solution*

Many of the reports that can be accessed through the ETPL site for employers are out of date. The information on WOTC is not current.

- *The State ETPL Administrator will ensure that all providers' related information is current so that the local area workforce staff will know that the providers and programs listed in the ETPL are current. The ETPL does not contain information/reports on WOTC.*
- *The current report process for ETPL is a request that is submitted to EA/IT Analyst for an ad hoc report when needed. There is conversation between the ETP liaison and the Analyst group to design a standard report that will include the following:*
  - *Provider ID*
  - *Provider Name*
  - *Contact Name*
  - *Title*
  - *Email Address*
  - *City State*
  - *Phone Number*
  - *Extension*
  - *Approval (a = approved, n = new)*

One Stop Coordinator entered "new" employers into AJC System on 2-26-2012 and 2-28-2012. In VOS when One Stop Coordinator entered employer, employer automatically approved.

- *Regional Directors cannot approve employers. This is all done by EA staff.*
- *The system is not like VOS so it does not automatically approve employer accounts entered by staff accounts.*
- *One-Stop Coordinators do have the capability to enter employers into AJC. Employment Services Business Services staff are responsible for approving the employers within 72 hours. If this is not occurring, please contact the Help desk.*

Jobs listed on AJC are not "real" jobs. Job Central jobs are being imported into AJC.

- *JobCentral jobs are real jobs. Those jobs are legitimate when you review them and they link you to the company website. We also took the exact same feed from JobCentral that we took from VOS.*

Unable to change/delete supplemental wages once entered in AJC.

- *These need to be sent on a case by case basis to the Help Desk. EA can modify the office to the correct one as needed.*

All activity start and end dates do not appear on summary page in AJC as they did in VOS. Required to go into each activity to see start and end dates.

- *Correct. Staff can go under the client's enrollment, click the "printable version" link, and select the Service and Training option to view and/or print all of the services with the information.*

AZ Job Connection Frequently Asked Questions Continued

Attempted to extend exit date due to a system soft exit date and extended date did not permanently record.

- *You can't extend an exit date if the system already exited the client. Exit dates are driven by date of last service. In this instance either the service being given was later than 90 days which would require a new enrollment, or the case manager was unable to enter the data for the service within 90 days of giving it.*
- *If an exit must be lifted I would recommend they contact their Regional Director and their liaison to determine if it is legitimate to remove the exit and allow continued services for the client.*

When printing S&Ts, you don't get a screen that appears to be complete; it is basically a screen shot and looks like a staff member has not saved. Is this correct?

- *It should not be necessary to print Service and Training Plans that are already in the system.*
- *The print option does not show the S&T Plan as "saved" because it is not expecting that it **is** saved.*

I cannot find the Exit screen for my client. What do I need to do now?

- *Our tests show the exit screen is showing on people who have exited from the program. No one should be entering exit dates for anyone in any program. The exit dates are all system generated based on date of last service.*

One Stop WIA staff cannot do job referrals for clients. In VOS, One Stop WIA staff was able to do job referrals. Why has this changed?

- *WIA staff cannot do job referrals for ES clients. However, WIA staff can do job referrals for WIA clients.*
- *VOS did allow this, but it should not have. The system should prevent people from one program giving services to clients in another program. When this occurs it doesn't allow for correct tracking of clients served.*

I am having time-out issues entering job orders into AJC. For example, when looking up O*Net code for job order entry, by the time get back to the job order screen the system timed out and I have to start job order entry all over again. What could be wrong?

- *The timeout is set for 15 minutes. If it taking longer than 15 minutes to complete job order entry, which typically takes under five minutes. Please talk with your supervisor about your situation. There may be network issues affecting others as well.*

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- *Staff need to click on the CIP lookup button. There is no dropdown selection. Instead you click the button and it takes you to further screens to do a CIP lookup based on keywords.*

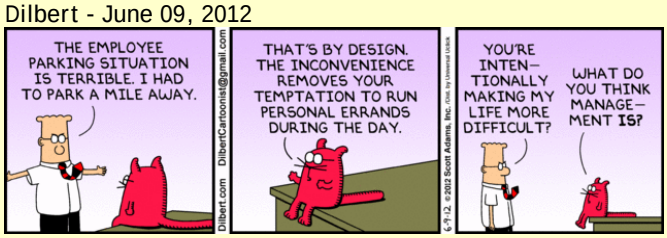
The Annual Performance report – (Table O) – does not show negotiated performance level. Also on Table O we are unsure if the adult total participant's number is year to date or other total.

- *The negotiated performance levels have never been sent with the local area reports, except on the final annual report. The report structure as established by DOL has a place for this information, but within AJC shows NA because we do not contain the data in the system.*
- *The Total Adult Participants shows the self service activities, as specified by DOL. This has typically been manually removed for state reports sent to the locals, but is not removed from the internal AJC reports*

The Annual Performance report (Table O) Average Earnings (Ad/DW) provides a generic message, "Employed, UI wages." Can we see the wages listed instead?

- *The report does not show the actual monetary value, but if staff click the individual's link they can determine the actual monetary amount for each quarter that has put the client into the measure.*

Dilbert - June 09, 2012



The History of Flag Day

The Fourth of July was traditionally celebrated as America's birthday, but the idea of an annual day specifically celebrating the Flag is believed to have first originated in 1885. BJ Cigrand, a schoolteacher, arranged for the pupils in the Fredonia, Wisconsin Public School, District 6, to observe June 14 (the 108th anniversary of the official adoption of The Stars and Stripes) as 'Flag Birthday'. In numerous magazines and newspaper articles and public addresses over the following years, Cigrand continued to enthusiastically advocate the observance of June 14 as 'Flag Birthday', or 'Flag Day'.

On June 14, 1889, George Balch, a kindergarten teacher in New York City, planned appropriate ceremonies for the children of his school, and his idea of observing Flag Day was later adopted by the State Board of Education of New York. On June 14, 1891, the Betsy Ross House in Philadelphia held a Flag Day celebration, and on June 14 of the following year, the New York Society of the Sons of the Revolution, celebrated Flag Day.

Inspired by three decades of state and local celebrations, Flag Day – the anniversary of the Flag Resolution of 1777 – was officially established by the Proclamation of President Woodrow Wilson on May 30th, 1916. While Flag Day was celebrated in various communities for years after Wilson's proclamation, it was not until August 3rd, 1949, that President Truman signed an Act of Congress designating June 14th of each year as National Flag Day.

AJC Implementation Project Phases

- Work Plan Finalization – √
- AJL Construction and Unit Testing – √
- DES and Systems & Programming Interfaces – √
- Construction and Unit Testing – √
- Initial Data Conversion (Assembly Test) – √
- Verification Phase – √
- System Integration User Acceptance Testing – √
- Training Phase – √
- Final Data Conversion – √
- "Go-Live" Date – √
- Warranty Phase – √

AZ Job Connection Newsletter

Employment Administration
Workforce Case Management and Reporting System Project

March 2012
Volume 3, Issue 6

30 Days and Counting

Our final data conversion for the launch of the AZ Job Connection (AJC) system has been up and running for the last 30 days and counting!

Thank You to our Deployment Coordinators for your support and patience as we got started with our new Workforce Case Management and Reporting System. Your help in getting office staff comfortable with the new system played a significant role in the success of the AZ Job Connection rollout. Please know your efforts are hugely appreciated!

If staff in your office has any questions, please instruct them to contact you first and/or their Supervisors, before calling the EA HelpDesk. Deployment Coordinators may be able to help staff in each office more quickly than those answering phones. We would like to keep the Help Desk phone lines open for you and other Deployment Coordinators to use.

Dilbert March 3, 2012

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Training Region Updates 1
Who to Contact 2
When Calling To Report an AJC System Issue 2
AJC Frequently Asked Questions 3
AJC Frequently Asked Questions Cont 3
AJC Implementation Project Phases 3

Second Quarter Training for April

AzJobConnection.Gov Conversion Training Module One for New Employees:

- Modules One and Four for New WIA Employees
- Please register for this special session by emailing EATraining@azdes.gov
- Tues 4/10/12 – Wed 4/11/12 9:00am – 4:00pm

AzJobConnection.Gov Conversion Training Module Four for New Employees:

- Introduces WIA Title I staff to WIA (ServiceLink) functionality of AZJobConnection.gov system
- Please register for this special session by emailing EATraining@azdes.gov
- Thurs 4/12/12 – Fri 4/13/12
- 9:00am – 4:00pm

Any ES employee, still needing systems training, may register on YES.
Anyone with questions can contact the EA Training mailbox. ES Training is available through HRIS/YES and WIA Training is available through ERMA.
Please Contact Donna Freeman regarding ERMA at 602-542-0108.

WHO TO CONTACT

Refer to these guidelines if assistance is required

When working in the AJC Production Region:

Have issues with logging in, questions your Deployment Coordinator/Supervisor is unable to answer or you can't find an answer in the FAQ's?

- Contact the EA Helpdesk at EAHelpDesk@azdes.gov or (602) 542.2460
- Contact the Help Desk staff, who will be able to address general questions and can route questions appropriately if the resolution is more involved.
- Contact EA/UIA Data Security Unit at ESAecurity@azdes.gov.
- Security can address ***access*** questions for all AJC users in Production.

WHEN CALLING TO REPORT AN AJC SYSTEM ISSUE

Please have the following information available:

- Who is having the problem
- Where they are physically located
- Userid and Station Desk (Participant ID or Employer ID, if applicable)
- Brief description of the error
- Exact steps taken to create the error, starting with the goal that was not satisfied
- Error number, if applicable
- URL of the page where the error occurred

AJC Newsletter Contact Information:
Employment Administration
1789 W. Jefferson Phoenix, AZ 85007

E-Mail Addresses

WCMRSInfo@azdes.gov – Newsletter staff

EATraining@azdes.gov – EASU Training Section

EAHelpdesk@azdes.gov – EA/UI Help Desk (602.542.2460)

Have a comment or question?

Have a suggestion for an article?

Need more information?

Send us an e-mail;

we would love to hear from you!

AZ Job Connection Frequently Asked Questions

I receive an error when opening a client referral:

Opening a file, such as a client referral letter, created in AZJobConnection.gov in MS-WORD format will display an error, but if you click on the error, it will go away and the document will come up in MS-WORD correctly.

Why does my username for my employer account in VOS not work in AJC?

Employers with multiple locations were converted with multiple login accounts (one per location) each with a different username. The location associated with each account is what comes up by default when that account creates a job order. It is very important that the locations are distinct on job orders and so the conversion approach makes sense. If an employer wants to consolidate multiple locations under a single login account, please contact the EA Helpdesk. EA Helpdesk will route the request to appropriate staff that can support this type of employer request for a short period of time.

When I attempt to sign up as a Jobseeker, the system tells me I already have an account.

It's possible the user created a VOS account in the past and simply does not remember. This can also happen when an account is auto-created after a client files for UI Benefits. In either case, Helpdesk can assist in finding the login information for the account.

Content Advisor is blocking me from loading job referrals.

This must be corrected by the LAN unit or your administrator. Helpdesk can transfer anyone having this problem to the correct person for assistance.

I get an error when I try to upload my resume?

Resumes must be in MS Word 97 or later format. Also, if tables or images have been pasted into the word document from other sources, this can also cause upload errors.

A client from VOS did not transfer over to AJC. Why?

If the client was not active in WIA (no services or activities) than they were not converted to AJC and will have to be re-entered.

AZ Job Connection Frequently Asked Questions Continued

Will WIA applications expire after 45 days if the client is not enrolled?

- *If the WIA staff has not entered an enrollment within 45 days then they will need to update the demographic information to ensure the client is still eligible.*

I got an error enrolling a client into WIA. His start date is within 90 days of the end of his enrollment in Employment Services. Someone said I have to get the ES exit deleted. Is this true?

- *Yes, the client needs to have their ES exit deleted. The same person cannot have a new participation start within 90 days of the close of another. If an exit needs to be removed for a WIA client, or possible WIA client, they can contact the Help Desk to track the information. It will be sent to the EA IT/WDU team to review, coordinate with the liaison if necessary, and remove the exit.*
- *This must be done off hours and will typically be done at the beginning of the week to allow staff the remainder of the week to input the data.*
- *If nothing is done after the exit is lifted by Friday then the exit will occur again.* ***Please be prompt in adding the new enrollment after the exit is lifted.***

When there is an Adult and DW pending enrollment for the same customer, which one, if not both, should be approved? If we deny one, will that affect the other WIA enrollment?

- *The AJC system enables co-enrollment if the person is eligible for both programs. It is up to local and state guidance.*

I heard that some Dates of Attainment for a training credential (under Outcomes) did not convert. Is this correct? What do I do if I encounter this?

- *There was a small group that did not convert, either because they did not have data or due to an error in the logic. Staff have advised the local areas to enter the dates where needed. There was a report sent on 3/1 with the records containing missing dates. Contact your supervisor if you need help locating the dates.*

When I last checked, there was no "support service-other" code for youth participants.

- *This has been corrected. The service code now exists in the system.*

How can a service be voided when entered by mistake?

- *The service can be deleted by the Help Desk. The request should come from the regional director for the local area. This allows the Help Desk and EA IT a level of confidence that the service should really be deleted. It also allows the Regional Director to determine if there is a training gap that needs to be addressed for an individual staff member, and for them to determine the affect of removing a service to the client before the request is sent.*

How does a Regional Director get Pending enrollments to disappear from the Pending list when they have already been approved by a Supervisor?

- Pending enrollments disappear as soon as a Supervisor approves them but **each enrollment has to be approved separately.** It can be confusing if a person is enrolling in both Adult and DW and only one is approved. The unapproved enrollment remains in the Pending Queue.

If a client is enrolled first as an Adult, but later it is determined they should have been enrolled as DW, how can the enrollment be updated?

- *The correct combination of questions must be answered for the system to determine whether a person is eligible for the program. Updating the demographics will resolve this if the DWE Section questions were answered correctly for eligibility.*

Are we required to enter race if a client does not self identify?

- *Opting out of the race questions is a valid answer for the system. It is an option given by DOL and it was also an option in VOS as well.*

Where is the total cost field in for training provider programs in AJC? Also, it looks like some of the cost fields did not convert. Is this being corrected?

- *AJC does not have a total training cost field like AZ HEAT had. Training costs were converted for all costs that had a similar field in AJC. Some additional costs were converted but not all due to a limitation in the amount of cost fields in AJC. If cost information was not stored in the correct fields in AZ HEAT, the costs were not converted. Training Providers are currently reviewing records in AJC and are correcting issues as needed.*

It looks as if only the main locations of the Training Providers were converted to AJC. For example, Southwest Truck Driver Training only has a Tucson location and when participants search the Phoenix area for schools, this school is not displayed. Is this being corrected?

- *AJC and AZ HEAT are set up differently. The Training Providers are reviewing records in AJC and are entering additional locations as needed. The programs were converted (and they list the additional location within them), but they were not stored for review in multiple local areas. Training Providers are addressing this.*

I am unable to make changes to client records enrolled in another office in error during conversion. What should I do?

- *This type of issue needs to be sent on a case by case basis to the EA Help Desk. EA IT can modify the office to the correct one as needed.*

AZ Job Connection Frequently Asked Questions Continued

What is the time frame for State approval for both training provider and programs?

- *There is a new provider process: The new provider application is submitted on line through the AJC system. The State ETP Administrator reviews the provider application for compliance with policies, licenses, insurance, refund policy, no debarments, etc. Once the State ETP Administrator approves the Provider application, each program/location needs to be approved by the local WIA office before the State ETP Administrator can review it.*
- *At the same time the Provider application is submitted, the LWIA receives the program information, and makes a determination to approve or deny the program.*
- *If a program is approved by LWIA, it will be placed in a pending/hold status awaiting State approval.*

How frequently are UI records, WRIS and FEDES matched with client records?

- *UI and WRIS are matched quarterly. The state still needs to enter into an agreement with FEDES. Once that occurs that will also be quarterly.*

Is Arizona adopting common measures?

- *Utilization of Common Measures is not an AJC system issue but a business process change.*
- *There some areas to look at before moving deciding whether to move forward with Common Measures. Meetings will probably be scheduled within EA and DERS to determine the pros, cons, impact, etc.*

Can a single staff member use the same Station Desk number for roles in different offices?

- *The system needs a unique Station Desk number for each staff member in each office. Numbering these differently helps the staff remember which role-office combination they are using.*

What is the difference in the level of access of a WIA Case Manager and JS Interviewer?

- *The user types really only have an effect on the LVER/DVOP programs. There were some conversion discrepancies that have been corrected. Please contact your supervisor or the EA Help Desk (602-542-2460) if your user type is not set correctly for your program.*

My VOS Username and Password are not working to get me into the new AZ Job Connection system. What should I do?

- *In some instances during conversion usernames had to be modified with the addition of a numeric value. Trying adding a 1 after your user name. If that does not work, contact your Regional Director who has the ability to look up your username. You can also contact the EA Help Desk (602-542-2460) as another resort if your RD is unavailable.*

Both the AJC Training Manual and System indicate that "Information does not need to be collected for 1st quarter" and 2nd quarter does not appear at all. Isn't this a performance reporting concern?

- *No, this is not a performance reporting concern. It is true there is no second-quarter follow up. There is no required federal data necessary to be collected in the 2nd quarter.*
- *Credentials **are** required to be completed by the third quarter after exit, but there is no requirement to record this in the second quarter if they complete by the second quarter. **The information can be entered into the first quarter or third quarter.***
- *Wage information is required in the second quarter after exit, but there is a place for supplemental wages. However, the earnings measures uses only wage data from UI, WRIS, or FEDES.*

Universal Information allows non WIA staff to enter eligibility determining information, such as income. This data can be changed by anyone at anytime. Shouldn't the ability to change universal information be more restricted?

- *The system determines eligibility through automated responses entered by staff. This information must be reviewed prior to determination of enrollment by WIA staff.*
- *The universal information is constantly changing and allowed to be edited by all staff, hence the term of the name.*
- *The demographic snapshot is collected at time of enrollment, not eligibility, and it is this information that is a "snap shot" of the client at participation and will be used for data validation activities.*

I made corrections to the demographics area under the Universal/Case Details, but the changes do not appear on WIA application (i.e. family size & offender status). Do changes made under Universal/Case Details transfer to the WIA application?

- *Changes made to the Universal demographics will not be made to the WIA demographic snapshot after enrollment has occurred.*
- *The information for Universal will match during the enrollment process, but once an enrollment is made the system does not update data on the enrollment demographics.*

I am having trouble with save/add for Basic Education training (ABE) activities; the system is requesting an ONet code.

- *You cannot proceed past this screen without supplying an ONet code. Suggestion is to ask the student what career they are interested in and supply the corresponding code. There is a search using keywords to find the appropriate ONet code (and the system will enter it for you after you select the most appropriate code.)*

AZ Job Connection Frequently Asked Questions Continued

An older youth (OY) participant is employed. Where should this be documented?

- *Employment information is captured by UI/WRIS or supplemental data. You must add supplemental data by selecting Wage link located under Program Details. Also, complete "Total Earnings for Quarter."*

I just got the following error trying to access a client account: "This case manager is a region administrator, but client registration is not in the region." What does that mean?

- *This is a system security measure ensuring that multiple LWIAs are not serving the same client. The EA Help Desk (602-542-2460) can look up the client and office(s) where enrolled.*

When using the User Lookup feature to find the password for a participant, I get an error that suggests I do not have privileges to this information. What should I do?

- *The business directive was for all client password issues to be sent through the Help Desk. Help Desk should have sufficient access to see all information contained for a client account.*
- *There is a difference in the user lookup done through the general application (used by Regional Directors) and the user look up done by using Admin (used by Help Desk) staff. Regional Directors are expected to leverage the user lookup capabilities to help their staff rather than assist clients directly.*

We are unable to find a client we had been working with recently. We have several printed case notes from VOS with recent dates. Is it possible that our client did not convert?

- *If there were no open enrollments for a client in any program for the last three program years then the client was not converted. This is true even in the case when they may have been getting case notes on their file.*

I am very confused about where to find case notes. Can you provide the logic that was used in conversion?

- *The conversion of case notes into the three distinct areas (Universal, Program and Enrollment) was complicated by the changing relationships in services between VOS and AJC. EA IT is working on a description that will be sent out soon that should help staff understand where to look for case notes, but the location is entirely determined by what was in VOS. In the meantime, please go first to Universal, then to Program and finally to Enrollment to review case notes. Staff should assume that notes may be at any level.*

WIA Case Managers cannot edit or delete Case Notes. Who has the right to do this process? Also, case notes were converted to the client notes instead of program notes. Does the case tracker need to copy and paste to the program notes and can they get the detail notes removed?

- *EA staff have the ability to delete case notes. Program Administrators should be defining business procedures on who should be requesting deletions and when it is appropriate.*

Case notes print in an 8 point font and you can't easily print only the last case note. How can I fix this?

- *The system prints what is on the screen. The system has the option to print most screens of the system, but they are printed as if it was a screenshot. There are some instances where the print option generates a new window and an actual printable page is available. If you need to print a specific case note, highlight the note, copy to a Word document, resize and print.*

When printing S&T, you don't get a screen that appears to be complete; it is basically a screen shot and looks like a staff member has not saved. Is this correct?

- *It should not be necessary to print Service and Training Plans that are already in the system.*
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I have a client in Employment Services and the system says the enrollment is locked. I cannot enter an exit date for this client. Cannot access or put in any information for this client. How do we unlock the client?

- *The locked ES record means they likely have some other enrollment (RES, REA) open and the services need to be tracked under that enrollment.*
  No one should be entering exit dates for anyone in any program. The exit dates are all system generated based on date of last service.

I cannot find the Exit screen for my client. What do I need to do now?

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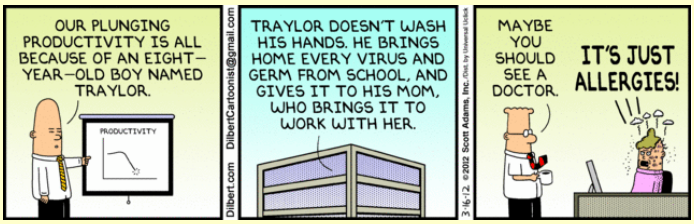
- Warranty Phase – In Progress



Dilbert March 16, 2012

AZ Job Connection Newsletter

Employment Administration
Workforce Case Management and Reporting System Project

February 2012
Volume 3, Issue 5

Deployment Coordinators – are you ready!

Our final data conversion for the launch of the AZ Job Connection system is about to start! Please be sure you and other staff in your office have logged off before leaving for the day. The TAA NAFTA system will be going down at 4PM. The VOS system will be going down at 5PM. These systems will not be available on Friday. As a safeguard, please ensure staff keep paper records of all work performed in your offices through Friday 2/24.

When you and other staff return to work on Tuesday 2/21, you will access the new system at www.AZJobConnection.gov. Everyone can their VOS login and password to access the new system but the system may prompt for entry of a new password. Please be sure to remember it!

Some key concepts are covered in the FAQ document. Please distribute this document to staff in your office, and familiarize yourself with the contents as you will be the first line of defense in answering questions. Be sure to keep this document handy as you may need to refer to it often.

If people in your office have questions, please instruct them to contact you first, before calling the EA HelpDesk. Deployment Coordinators may be able to help staff in each office more quickly than those answering phones. We would like to keep the Help Desk phone lines open for you and other Deployment Coordinators to use.

We thank you in advance for your support and patience as we get started with our new Workforce Case Management and Reporting System. Your help in getting office staff comfortable with the new system will play a significant role in the success of the AZ Job Connection rollout. Please know your efforts are hugely appreciated!

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AJC Frequently Asked Questions 3
AJC Frequently Asked Questions Continued 3
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Training Region Reminder

Please remember, until the software application conversion is completed and available, staff and customers are encouraged to take advantage of the training region at: https://training.azjobconnection.gov/ders/ea/wcmrs/ (effective until February 21, 2012), to keep their training knowledge fresh.

If you require assistance with resetting or establishing a password please refer to the "Who to Contact" information on Page 2 of this newsletter. During training all issues and questions should be reported to the EASU Section Trainers first.

If you need to request a copy of the newsletter, see Contact Information on Page 4.

Who to Contact
During Training or When Working In the Production Region

Refer to these guidelines if assistance is required when practicing in the Training Region or if you have a question about your Userid or logon when working in the Production Region after the "go live date of Tuesday, February 21, 2012.

When taking AJC training, practicing in the AJC Training Region or taking an AJC CBT course:

- If you have a general AJC system question at any time during a training class, your trainer should be the first point of contact. When appropriate, the Trainers will contact Brian Korzec, EASU Training Manger for routing to the appropriate subject matter expert.

- After training, when using the Training Region to practice or when taking an AJC CBT course, contact the EASU Training Section at EATraining@azdes.gov with any questions.

When working in the AJC Production Region:

- Contact the EA Helpdesk at EAHelpDesk@azdes.gov or (602) 542.2460 or the EA/UIA Data Security Unit at ESAecurity@azdes.gov.
- Help Desk staff will be able to address general questions and can route questions appropriately if the resolution is more involved.
- Security can address ***access*** questions for all AJC users in Production.

For new staff requiring training:

EASU Section Trainers are currently working on a schedule for **post-conversion training that is not yet final**. Currently there are no scheduled sessions for new AJC user training in February.

When Calling to Report an AJC System Issue

Please have the following information available:

- Who is having the problem
- Where they are physically located
- Userid and Station Desk (Participant ID or Employer ID, if applicable)
- Brief description of the error
- Exact steps taken to create the error, starting with the goal that was not satisfied
- Error number, if applicable
- URL of the page where the error occurred

AZ Job Connection Frequently Asked Questions

New Jobs listing:
New jobs are listed in the AJC system every day and are searchable there. There is no "New Jobs Listing" but there is a means to search by date posted (yesterday, three days ago, etc).

Does staff have to change their passwords every so many days?
All staff members have to change their password within every thirty days.

Is there a way to disable the navigation flyouts?
No. There are significant performance advantages to using flyouts. If a flyout displays accidentally, just click anywhere on the page to have them go away.

Is there a way to disable the navigation flyouts?
No. There are significant performance advantages to using flyouts. If a flyout displays accidentally, just click anywhere on the page to have them go away.

Will a client be able to see 'client's notes' from the case details?
No. The client does not see the Case Details page at all. The client has his/her own My Home page with links for Resume, Account, Job Search, ETC.

What happens to a resume after it becomes inactive?
Inactive resumes remain in the system. They can be edited and reactivated. They must be reactivated before they can be edited.

Are clients going to be able to enter pseudo social security numbers?
The SSN field will accept any nine numbers that comprise a valid SSN and the SSN is not already in the system, so it is possible for a client to enter a pseudo SSN, **but they should instead just decline to enter the SSN**. The system will generate a pseudo SSN for them if they decline to enter a real SSN. Staff should always verify client demographics including SSN when enrolling.

Will WIA enrollments have to be approved?
Yes, TAA and WIA enrollments need to be approved by appropriate supervisors.

When information is converted to the new system, if multiple accounts for a single client exist, will they be converted into one single account?
During data conversion the system will convert what is in the existing system. It will not match and eliminate duplicate client accounts where all the information matches except the pseudo/actual SSN. If you find accounts that appear to be duplicated, please call the EA Help Desk at 602-542-2460 and provide the state ids and userids.

How do I add a client budget?
Case Managers need to add client budgets through approved Services provided to enroll Clients. Case Managers cannot use the Fiscal menu option to add client budgets directly.

I get a message window labeled "Content Advisor" that says a supervisor must approve my access. What should I do?
This is not an AJC issue; it results from the security settings associated with your LAN account. Please contact the EA helpdesk at 602-542-2460 for resolution.

Is there a way to "skip" some demographic information during Registration?
JS Interviewers can skip any fields that are not required, but **the practice is very strongly discouraged** as it diminishes the ability of the office to determine eligibility across programs. WIA Case Managers, especially, should not skip any entries.

In the live site, how long before it times out and I have to log back in?
15 minutes. Please note that simply being on a page and typing (without submitting) is not considered "being active."

What do I have to do to ensure someone is counted on performance reports?
For a client to be a participant (a 'counter' in performance), he/she must have a staff-assisted service with an actual beginning date that sets participation. You can see the eligibility, enrollment, and participation dates using the Date List on the Program Details page.

AZ Job Connection Frequently Asked Questions Continued

Important to Remember:

- **Exit deletions will need to be done by the Help Desk** and can only be done in emergencies. With all the features in AJC, we don't anticipate the need to edit exit dates.
- A participant must be enrolled in a program before service and training plan links become active.
- Staff can only edit participant details for clients associated with their office(s) and program(s).
- Job referral services can be provided only to participants enrolled in a program.
- Enrollments in WIA and TAA must be approved by an appropriate supervisor before creating client budgets.
- Client budgets are managed by TAA staff (and optionally by WIA staff) only – ES staff will not create or manage client budgets.

Will partial registration (not fully completed) be saved for future completion? If so, for how long?
The system retains partial registrations forever. If the client comes in three years from now, the record will be there.

Is UI Claimant information going to be entered in the new system the way they were in VOS (partial registration)?
New UI Claimants will go into AJL as a UI Enrollment. There will not be a corresponding ES enrollment.

Does assigning an individual to "my cases" prevent other case workers from assisting that individual?
My Cases is a bookmark; a tool for case trackers. A client can be on more than one My Cases page at one time. Supervisors can reassign primary case manager, but that is a different function.

For Eligible Training Provider Approvers:
If a program is entered and is not "visible" for local training provider approvers to review:

- Training providers have to be approved by the State first, before the Locals can approve programs, but Programs have to be approved by the Locals first before the State approver sees them.
- If the Program was not set up in the same zip code as the Local Approver, then the Local Approver will not be able to see the program to approve it.

Key Point:

Office privileges trump case manager privileges:
Be sure you are associated with an appropriate role in an appropriate office. If a message says that you don't have privileges, then you can't create an enrollment. This happens when:

- WIA CT's attempt to add an LE enrollment without logging on as an ES staff person role AND/OR
- CT has privileges but the office does not have Create privileges AND/OR
- Vet staff (LVER or DVOP) attempts to enroll a non-vet.

This means that:
WIA CTs should enroll someone who qualifies for WIA. Vet staff should enroll vets. CTs should log on with one of the following: a TAA role in a TAA office, or an ES role in an ES office or a WIA role in a WIA office. It may not seem to matter at first, but it will matter later!

Services can be added prior to an enrollment approval but budgets cannot.

The Employment Administration staff hopes everyone has a safe and wonderful Valentine's Day.

Valentine Poetry

The modern cliché Valentine's Day poem can be found in the collection of English nursery rhymes *Gammer Gurton's Garland* (London 1784):

The rose is red, the violet's blue
The honey's sweet, and so are you
Thou are my love and I am thine
I drew thee to my Valentine
The lot was cast and then I drew
And Fortune said it shou'd be you.

Contact Information

AJC Newsletter Contact Information:
Employment Administration
1789 W. Jefferson Phoenix, AZ 85007

E-Mail Addresses

WCMRSInfo@azdes.gov – Newsletter staff

EATraining@azdes.gov – EASU Training Section

EAHelpdesk@azdes.gov – EA/UI Help Desk
(602.542.2460)

Have a comment or question?

Have a suggestion for an article?

Need more information?

Send us an e-mail;

we would love to hear from you!

AJC Implementation Project Phases

- Work Plan Finalization – √
- AJL Construction and Unit Testing – √
- DES and Systems & Programming Interfaces – √
- Construction and Unit Testing – √
- Initial Data Conversion (Assembly Test) – √
- Verification Phase – √
- System Integration User Acceptance Testing – √
- Training Phase – √
- Final Data Conversion – **In Progress**
- "Go-Live" Date – 02/21/2012
- Warranty Phase – 02/21/2012 – 04/17/2012

Vincent Van Gogh
Love many things, for therein lies the true strength, and whosoever loves much performs much, and can accomplish much, and what is done in love is done well.

Vincent Van Gogh - Self Portrait
(oil on canvas, 1888)

AZ Job Connection Newsletter

Employment Administration
Workforce Case Management and Reporting System Project

January 2012
Volume 3, Issue 4

WCMRS Project Status

There was a Special Edition AZ Job Connection (AJC) Newsletter issued December 15th, that notified staff and customers that the WCMRS Project Executive Council has decided to move the **implementation date** to **Tuesday, February 21, 2012**.

To support the maintenance of content learned in the module training, the EASU Training Section is creating a mandatory, scored Computer Based Training (CBT) course for all staff with a release date around the third week of January. Also, until the software application conversion is completed and available, staff and customers are encouraged to take advantage of the training region at https://training.azjobconnection.gov/ders/ea/wcmrs/ (effective until February 21, 2012), to keep their training knowledge fresh.

Staff should have received an e-mail that contains updated information about their AJC training region Login ID and Password. The e-mail is to let staff know that their previous Virtual One Stop account information has been transferred to an AZ Job Connection account. Please do not delete the e-mail for it contains the URL to the training region and other relevant information needed for current and future training classes. If you need to register for training, please follow the instruction in the December AJC Newsletter. If you need to request a copy of the newsletter, see Contact Information on Page 4.

The login credentials referred to in the e-mail apply to the Training Region only; Production is set up differently. When you log into the Training Region with your new userid, the system may prompt you to create a new password. Please retain the Training Region URL, your userid, and your password because you will need this information for all training sessions and for future training reviews.

If you require assistance with resetting or establishing a password refer to "Who to Contact" information" on Page 2 of this newsletter. During training all issues and questions should be reported to the EASU Section Trainers first.

Inside This Issue

WCMRS Project Status 1
Just a Reminder 2
Who to Contact 2
When Calling To Report an AJC System Issue 2
AJC Frequently Asked Questions 3
Employment Administration Programs 4
AJC Implementation Project Phases 4
Contact Information 4

Just a Reminder

If you have not registered for training, please register today: training ends soon!

Log into YES – Your Employee Services
(www.yes.az.gov)
For WIA staff and partners, contact
Zenaida Sandoval, Administrative Assistant at
zenaidasandoval@azdes.gov

The Employment Administration staff hopes everyone had a safe and wonderful holiday season.

Who to Contact
During Training or When Working In the Production Region

Refer to these guidelines if assistance is required when practicing in the Training Region or if you have a question about your Userid or logon when working in the Production Region after the "go live date of Tuesday, February 21, 2012.

When taking AJC training, practicing in the AJC Training Region or taking an AJC CBT course:

- If you have a general AJC system question at any time during a training class, your trainer should be the first point of contact. When appropriate, the Trainers will contact Brian Korzec, EASU Training Manger for routing to the appropriate subject matter expert.

- After training, when using the Training Region to practice or when taking an AJC CBT course, contact the EASU Training Section at EATraining@azdes.gov with any questions.

When working in the AJC Production Region:

- Contact the EA Helpdesk at EAHelpDesk@azdes.gov or (602) 542.2460 or the EA/UIA Data Security Unit at ESAecurity@azdes.gov. Either can address access questions for all AJC users in Production.

DILBERT by Scott Adams – February 27, 2010

For staff still requiring conversion training:

To support the needs of any remaining staff still requiring conversion training, four sessions are available for immediate registration. The dates are January 17-20, and 24-27, concurrently in both Phoenix (4000 N. Central) and Tucson (3000 E. Valencia). Module One is available January 17-18 and 24-25. Module Four is available January 19-20 and 26-27.

To register for these courses, please email the Training mailbox at +EA Training or EATraining@azdes.gov. For questions, please contact Zenaida Sandoval at 602.771.1312.

When Calling to Report an AJC System Issue

Please have the following information available:

- Who is having the problem
- Where they are physically located
- Userid and Station Desk (Participant ID or Employer ID, if applicable)
- Brief description of the error
- Exact steps taken to create the error, starting with the goal that was not satisfied
- Error number, if applicable
- URL of the page where the error occurred

AZ Job Connection Frequently Asked Questions

What privileges will staff roles have in the new system?

WIA Local Admins can:

- Create staff accounts and manage them
- Change most dates, including birthdates and goal dates
- Change the activity dates except for the first activity
- Enter follow-up comments and additions

WIA Supervisors can:

- Approve enrollments
- Add case notes
- Change case assignments from one staff member to another staff member

How can I look up a client user name and password?

- This function is labeled "User Lookup" under the Client Menu".

Important to Remember:

- A participant must be enrolled in a program before service and training plan links become active
- Staff can only edit participant details for clients associated with their office(s) and program(s)
- Job referral services can be provided only to participants enrolled in a program
- Enrollments in WIA and TAA must be approved by an appropriate supervisor before creating client budgets

Will partial registrations be saved for future completion? If so, for how long?

- The system retains partial registrations forever. If the client comes back in 3 years, the record will be retrievable.

How do I find a specific client?

- First, verify your search criteria and ensure a restrictive filtering criterion is not limiting your search response. Be careful: the client may not be associated with the office you selected or where you are located.

If I cannot enroll a client, what could be wrong?

- Check the Universal Demographics information to ensure the data was correctly entered that allows an individual to be determined eligible for the reference program.

In Production, how long before I will time out and have to log back in?

- 15 minutes. In the Training Region, you have one hour. Typing on a page is not considered "being active".

Is AZ Heat going away?

- Yes. AZ Heat and ARRIS are both going away. Training Providers will be entered and approved in AJC. WARN notices will be entered in AJC instead of ARRIS.

Will the system error if the Veteran is 17 years old (or younger) at the time of enlistment?

- Yes. Change the date of birth to reflect 18, the military service age to enlist. Enter the Veterans information. Then change the birth date back to the actual date of birth. This will prevent receiving an error messages.

How do I find the job order I created for the employer I just registered?

- New employer accounts must be approved before the job order becomes searchable; contact the Employer Approver in your office.

When is the new AIRSNet training? Is it affected by the conversion?

- AIRSNet is largely unchanged, but there will be fewer screens than before. AIRSNet utilization will be suspended during the month of January. New training will commence in late February.

How do I find the resume I just put in for my client?

- Start with Case Details to find resumes. Veteran's resumes are searchable two business days before non-veteran resumes.

Employment Administration Programs

Trade Adjustment Assistance (TAA) and Trade Readjustment Allowances (TRA)

Trade Adjustment Assistance – provides re-employment services and benefits to trade-affected workers. Workers who become totally or partially separated or are threatened to become separated from employment as a direct result of increased foreign imports or a shift in production to foreign countries that are party to Free Trade Agreements with the United States, are considered primarily affected workers and may be eligible for TAA. Secondarily, affected workers may be eligible for TAA as well. These are workers whose employment is affected because they worked with a firm that either produced and supplied component parts or performed final assembly or finishing for articles produced by a firm where the group of workers were certified for TAA benefits. TAA is a federal program administered by the Arizona Employment Administration (EA) Trade Act Office for the United States Department of Labor. Trade Readjustment Allowance (TRA) is a weekly allowance payment to workers covered under a certified TAA petition.

CORRECTON: – The AJC December Newsletter incorrectly listed Module 2 as a two-day course; it is a one-day course.

Light Humor

A company sales representative walks into his boss's office looking a bit ruffled. "Boss" he says," I have bad news.""Don't always be so negative" says the boss, "sales is all about a positive attitude." "Okay" says the sales rep, "the air bag works in the company car."

AJC Implementation Project Phases

- Work Plan Finalization – √
- AJL Construction and Unit Testing – √
- DES and Systems & Programming Interfaces – √
- Construction and Unit Testing – √
- Initial Data Conversion (Assembly Test) – √
- Verification Phase – In Progress
- System Integration User Acceptance Testing – In Progress
- Training Phase – In Progress
- Final Data Conversion – 02/16-02/20/2012
- "Go-Live" Date – 02/21/2012
- Warranty Phase – 02/21/2012 – 04/17/2012

Contact Information

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Employment Administration
1789 W. Jefferson Phoenix, AZ 85007

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EATraining@azdes.gov – EASU Training Section

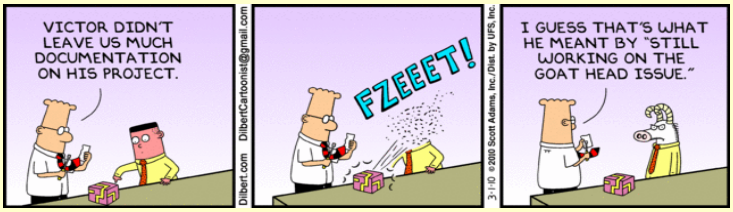
EAHelpdesk@azdes.gov – EA/UI Help Desk (602.542.2460)

Have a comment or question?

Have a suggestion for an article?

Need more information?

Send us an e-mail; we would love to hear from you.



DILBERT by Scott Adams – March 1, 2011

AZ Job Connection Newsletter Special Edition

Employment Administration
Workforce Case Management and Reporting System Project

December 2011

WCMRS Project Status

After reviewing the status of interface testing the WCMRS Project Executive Council has decided to move the **implementation date** to **Tuesday, February 21, 2012.**

The Executive Council duly considered the impact (especially to testing and reporting) of going live in January and the risks associated with a January implementation date. The Executive Council is in agreement with the Project Sponsors, that the risks are too great and therefore made the decision to move the implementation date to February 21.

From the beginning of the project the Executive Council's mandate to the team has been – when the system is implemented, it will be as stable as possible and have little or no "bugs" issues (an error, flaw, mistake, failure, or fault in the software application or system that produces an incorrect or unexpected result, or cause software to behave in unintended ways). If bugs were part of the system, they would seriously interfere with the ability of staff to perform their job and affect the data captured for the Department of Labor reports.

The system testing that has been completed to date shows that the application is very good, however, a new release of the software is expected on December 16th, Information Technology standards require complete testing of all system functions. The analyst will not be able to complete testing of all system functions or resolve issues that are a consequence of a failed test to a level of comfort by the initial Tuesday, January 17 implementation date.

Inside This Issue

WCMRS Project Status 1
Correction – Training Module 2 1
AJC Training Information 2

The Executive Council is aware that training has begun and will be completed the first week of January 2012. To support the maintenance of content learned in the module training the EASU Training Section is creating a mandatory, scored Computer Based Training (CBT) course for all staff with a release date within the second week of January. Staff and customers are also encouraged to take advantage of the training site at – https://training.azjobconnection.gov/ders/ea/wcmrs/ to keep their training knowledge fresh until the implementation date.

The Executive Council, Project Sponsors, and WCMRS Project Team Members apologize for any inconvenience this may cause, but in order to deliver the most stable and functional system customers will expect it is necessary to completely test the system; this requires delaying implementation to Tuesday, February 21, 2012.

Your continued support is appreciated as the project nears completion.

DILBERT by Scott Adams – November 6, 1997

CORRECTON: – The December Newsletter incorrectly listed Module 2 as a two-day course and it is actually a one-day course.

AJC Training Information

The 2011-2012 Training Schedule

Week 1 – November 28th to December 2nd – √
Week 2 – December 5th to December 9th – √
Week 3 – December 12th to December 16th – In Progress
Week 4 – December 19th to December 23rd
Week 5 – December 27th to December 30th
Week 6 – January 3rd to January 6th

Enrollment Instructions – DES Employees

1. Log into **Your Employee Services – YES** (www.yes.az.gov).
2. Click **Employee Training** on the menu at the left (if it does not immediately appear, click the Your Employee Services link on the menu to display it)
3. Click **Registration by Category.** A list of categories will appear to the right.
4. Click **DES Courses**. A list of DES courses will appear in the box at the upper right.
5. Scroll to find **the course name or number** that corresponds to the course that you would like to enroll in.
6. Click the course number to enroll. (Clicking the Course Name will not enroll you, so be sure to click the course number.) The session will appear in the box at the lower right.
7. Click the **Session number** to enroll. You will be prompted to confirm your registration.
8. Click **OK**. You will receive a message that you successfully registered for the course.

You are now enrolled. You should receive an email with information pertinent to your course including time, date, and location.

AJC System Access and Usage questions/issues

During training, userid creation/userid and password lookup and usage questions will be handled where possible by training staff. Trainers should be the first point of contact for trainees in class. Trainers will contact EASU Training Manager Brian Korzec at bkorzec@azdes.gov for routing to the appropriate subject matter expert where additional help is required.

Enrollment Instructions for Non-State Employees

Request a Training Schedule via e-mail from EATraining@azdes.gov. Reply with the selected date(s) and include the following information:

- Course Name and Module (See Page 3)
- Course Date
- Course Location
- Learner Name (Last, First)
- Learner E-mail
- Learner's Supervisor

EATS will send a confirmation of enrollment with information pertinent to your course including time, date and location. Training is on a first come first scheduled basis.

Room Locations (Available Seats)

- Flagstaff – 2 locations
  - – Aspen Room (10)
  - – Birch Room (14)
- Kingman – 2 locations
  - – Barrel Room (9)
  - – Skills Center (12)
- Mesa – 2 locations
  - East Resource Room (15)
  - Training Room (18)
- Nogales – 1 location
  - TBD (12)
- Phoenix – 5 locations
  - 51st Street (14)
  - Ste 1110 (12)
  - 95th Room 4 (19)
  - Ste. 1820 (16)
  - White Tanks Conference Room (10)
- Tucson – 4 locations
  - Fort Lowell (21)
  - Las Artes (15)
  - Rio Lab 1 (15)
  - Suite 150 (19)
- Tucson – 1 location
  - Arbor Office (11)
- Yuma – 1 location
  - 16th Street (9)

AZ Job Connection Newsletter

Employment Administration
Workforce Case Management and Reporting System Project

December 2011
Volume 2, Issue 3

WCMRS Project Status

The America's Job Link Alliance-Technical Support (AJLA-TS) training team, which resides in the Topeka, Kansa area, visited offices in Mesa and Phoenix the week of November 7. The AJLA-TS team assisted with Admin and FiscalLink training, providing overall general support to the conversion.

Systems & Programming and analyst staff in the Employment Administration Workforce Unit are continuing to configure, deploy and test the system interfaces (how the AJC application will communicate/interact with other Divisions and program applications, servers, and mainframes) and overall functions of the application.

Five regions (environments) have been created; three test regions, one training region and the production region where day-to-day work will be conducted by staff, clients, employers, and technical support.

M1 - AJL mirror region. This region allows AJL to paste a copy of what was developed in Kansas onto a DES server. This becomes the baseline (original) copy.

Q1 - Development and integration region. This region allows for changes to the baseline copy while keeping the baseline copy intact. Customization begins here.

Q2 - User Acceptance Testing (UAT) region. In this region software is tested in a mock "real world" environment by actual users.

T1 - Training region. Statewide training is conducted in this region by both Employment Administration Trainers and Partners.

Inside This Issue

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Production Region - This is the region where staff will register customers and clients and clients and employers can self register. Data for reports will also be collected in this region.

Those who have been to AJC training will be able to continue to use their logins and passwords to access the training site to keep the information fresh. PLEASE NOTE: Do not use the Training Region to serve real-life clients! Not sure how to tell? If the site URL starts with https://training you are in the Training Region.

How to Work with the EA/IT Help Desk

By Lance Cross, IT Unit Supervisor

The EA IT Help Desk supports users in their day to day interaction with the information systems. While the analysts are knowledgeable in many of the supported programs, they do not dictate or interpret policy. Users will sometimes ask what action should be taken regarding a case; however, the Help Desk cannot instruct a user on the appropriate action. This is not because they do not want to help, rather, it's because they are not case managers and cannot make these types of decisions. The Help Desk can advise users on system functionality and explain the implications of entering values, etc...Users should consult their co-workers, supervisors or the Employment Administration Support Unit (EASU) Policy section regarding policy.

AJC Training Information

In late November the EASU Training Unit began conducting train-the-trainer sessions with Adjunct Trainers. FiscalLink training sessions were held for about 100 Fiscal Mangers. Below is the proposed training schedule for the AJC application:

The 2011-2012 Training Schedule

Week 1 - November 28th to December 2nd
Week 2 - December 5th to December 9th
Week 3 - December 12th to December 16th
Week 4 - December 19th to December 23rd
Week 5 - December 27th to December 30th
Week 6 - January 3rd to January 6th

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7. Click the **Session number** to enroll. You will be prompted to confirm your registration.
8. Click **OK**. You will receive a message that you successfully registered for the course.

You are now enrolled. You should receive an email with information pertinent to your course including time, date, and location.

Enrollment Instructions for Non-State Employees

Request a Training Schedule via e-mail from EATraining@azdes.gov. Reply with the selected date(s) and include the following information:

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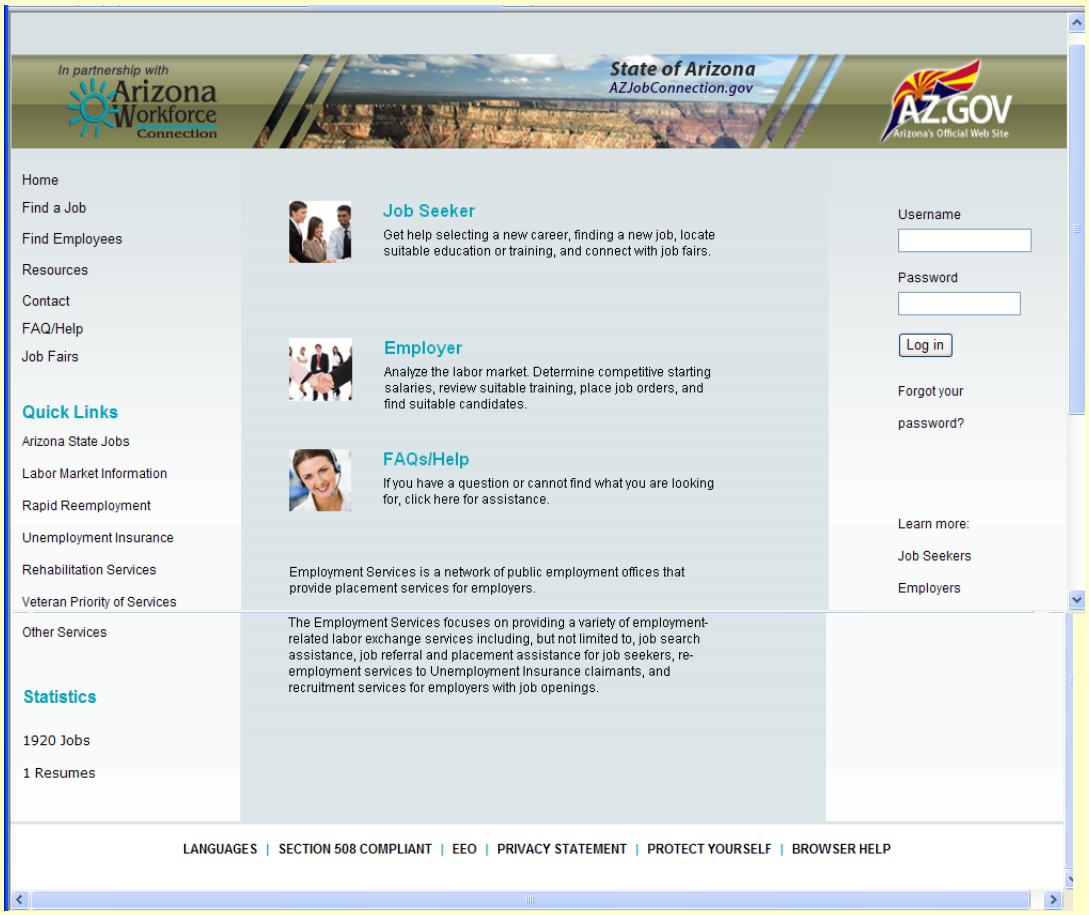
- Phoenix - 5 locations
  - 51st Street (14)
  - Ste 1110 (12)
  - 95th Room 4 (19)
  - Ste. 1820 (16)
  - White Tanks Conference Room (10)
- Tucson - 4 locations
  - Fort Lowell (21)
  - Las Artes (15)
  - Rio Lab 1 (15)
  - Suite 150 (19)
- Tucson - 1 location
  - Arbor Office (11)
- Yuma - 1 location
  - 16th Street (9)

AJC Seven Modules

- Module 1 – System Navigation – 2 Days
- Module 2 – Casetrackers/Supervisors – 1 Days
- Module 3 Staff working with employers – 1 Day
- Module 4 LWIA Casetrackers/Supervisors – 2 Days
- Module 5 – ES Supervisors – 1 Day
- Module 6 – TAA Casetrackers/ Supervisors – 1 Day
- Module 7 – LWIA Local Admin's – 1 Day

AJC Presentation Page

Below is an example of the presentation page users will see when the URL AZJobConnection.com is selected. Most links on the left under contain "flyouts" that list additional sources of information for staff, job seekers, and employers. The "Languages" link translates the pages into 36 different languages.



DILBERT by Scott Adams – September 25, 2010

Employment Administration Programs

WORKFORCE INVESTMENT ACT (WIA) PROGRAM

The Workforce Investment Act is a federally funded training and job program that provides workforce investment activities through statewide and local systems. Authorized workforce investment activities provided at the local level benefit job seekers, dislocated workers, youth, incumbent workers, veterans, persons with disabilities, and employers. These activities promote an increase in employment, job retention, earnings, and occupational skill attainment by participants. This improves the quality of the workforce, reduces welfare dependency and enhances the productivity and competitiveness of the nation.

JOBS PROGRAM

The Jobs Program is Arizona's mandatory Employment and Training program for work eligible individuals in households receiving, Temporary Assistance for Needy Families (TANF), cash assistance. Contractors Arbor and MAXIMUS administer this program.

Light Humor

Do Lipton Tea employees take coffee breaks?

What hair color do they put on the driver's licenses of bald men?

Why is the man who invests all your money called a Broker?

Why do croutons come in airtight packages? It's just stale bread to begin with.

Why are a wise man and wise guy opposites?

AJC Implementation Project Phases

- Work Plan Finalization – √
- AJL Construction and Unit Testing – √
- DES and Systems & Programming Interfaces – √
- Construction and Unit Testing – √
- Initial Data Conversion (Assembly Test) – √
- Verification Phase – **In Progress**
- System Integration User Acceptance Testing – **In Progress**
- Training Phase – **In Progress**
- Final Data Conversion
- Implementation Phase
- Warranty Phase

Contact Information

AJC Newsletter Contact Information:
Employment Administration
1789 W. Jefferson
Phoenix, AZ 85007

E-Mail Addresses

+WCMRS Info – DES Staff

WCMRSInfo@azdes.gov – LWIA/Partners

Have a comment or question?

Have a suggestion for an article?

Need more information?

Send us an e-mail; we would love to hear from you.

DILBERT by Scott Adams September 21, 2009

AZ Job Connection Newsletter

Employment Administration
Workforce Case Management and Reporting System Project

November 2011
Volume 2, Issue 2

WCMRS Project Status

The America's Job Link Alliance-Technical Support (AJLA-TS) team for the America's JobLink Alliance has completed the installation of its AJL 12.1 software (an upgrade from the 12.0 version). The application has been validated by AJLA-TS staff and has been released for verification by ADES. This is great news and means we will have the latest version when we go live in January 2012.

The WCMRS project is on-track for a "go-live" date of January 17th, immediately following the Martin Luther King Day holiday. The implementation date aligns with the release of interfaces to existing DES systems: FMCS, GUIDE, ATLAS, AZTECS, and AIRSNet. VOS, TAA, and AZ Heat will be retired with the AJC implementation. Web links to VOS and AZ HEAT will be forwarded to the new website, AZJobConnection.gov. Language on agency websites, the Commerce website and WIA Local Area sites will reflect the change.

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Acronyms

AIRSNet	Arizona Integrated Reemployment Service Network
ATLAS	Arizona Tracking Locator Automated System
AZTECS	Arizona Technical Eligibility Computer System
FMCS	Financial Management and Control System
GUIDE	General Unemployment Insurance Development Effort
TAA	Trade Adjustment Assistance

AZ Job Connection Role vs. VOS Profile

Are you curious about the difference between the new AZ Job Connection (AJC) "Role" and Virtual One-Stop (VOS) "Profile" titles? Here is a brief explanation of how the two compare.

Employment Service (ES) - Line staff/Program Service Evaluator (PSE) is the same as a VOS Case Worker is the same as an AJC ES Casetracker. A sample of their responsibilities includes: interviewing job seekers for registration or enrollment into Wagner-Peyser (ES and Labor Exchange); assessing individuals for reemployment and creating an employment plan; documenting appropriate services and recording case notes; performing job placement activities, job referrals, and follow-up; entering employer job orders; and referring to partner programs when appropriate.

Workforce Investment Act (WIA) - Line staff members will have the AJC WIA Casetracker role. Responsibilities include: registering job seekers and enrolling participants into WIA programs; updating program registrations, entering backgrounds and resumes; creating Individual Employment Plans (IEPs) and training services;

Continued on Page 2 - Role vs. Profile

Role vs. Profile – From Page 1

selecting Eligible Training Providers (ETPs) and referring to partners; entering case notes, following up with job seeker, and documenting interactions. Creation and management of client budgets is also supported by the AJC WIA Casetracker role.

Trade Adjustment Assistance (TAA) Counselor – Staff will acquire the AJC TAA Casetracker role. Responsibilities include: interviewing job seekers and completing registrations/enrollments into TAA; providing career counseling and assessment for training opportunities; creating an individual employment plan for TAA services and benefits; identifying ETP's, documenting services, entering case notes, performing job placement activities, providing job referrals and follow up; and referring to partner programs. Creation and management of client budgets are also supported by the AJC TAA Casetracker role.

Supervisor – An ES/WIA/TAA Supervisor is usually a VOS Admin will have an AJC Supervisor role. Responsibilities include casetracker functions, delegation of cases, running management and performance reports, and Admin functions, which vary by program.

Data Sharing Agreements

By EA/UIA Data Security Unit

During the conversion to the new information system, one important document is necessary between ADES and its partners that require any view or use of DES data – a Data Sharing Agreement (DSA). A DSA is a formal contract that clearly documents what data are being shared, how the data can be used, and by whom. Such an agreement serves two purposes.

First, it protects the agency providing the data, by stipulating specific conditions and restrictions for use of the data and thereby ensuring that the data will not be misused and its confidentiality will be protect.

Second, the process provides for the interaction between the data requester and the data provider to ensure that the data access and legal requirements of both parties are successfully met.

Before any data can be shared, ADES requires completion of a Data-Sharing Request/Agreement Form that outlines the data-sharing purpose, intended use, and any stipulations required by the providing agency.

In the case of agreements involving Unemployment Insurance (UI) data, the Request is a separate document, completed first. The information is finalized and then becomes documented into the Data-Sharing Agreement. The costs involved to produce an agreement for UI data are recoverable under the terms of the Social Security Act (SSA). The necessity for a formal agreement also complies with the SSA as well as other federal, state, and departmental regulations and policy.

What should be addressed in a Data Sharing Agreement?

- Period of agreement
- Intended use of the data
- Constraints on use of the data
- Data confidentiality
- Data security
- Methods of data-sharing
- Financial cost of data sharing

EA Help Desk – Who We Are and What We do

By Lance Cross, IT Supervisor

The Employment Administration Help Desk is located at 1789 W. Jefferson Street, Phoenix. The Help Desk provides assistance to internal and external users of the following DES applications:

- Virtual One Stop (VOS/AZ Job Connection
- Jobs Automated System (JAS)
- Jobs Integrated Reporting System (JIRS)
- Unemployment Insurance Tax & Wage Reporting System (TWS)

The EA Help Desk also serves as the single point of contact for the EA Local Area Network (LAN) and EA Data Security Units.

Hours of Operation – Contact Us:

Monday-Friday 7:00 a.m. to 5:00 p.m. (except holidays) or by phone at 602-542-2460. Our e-mail address is EAHelpDesk@azdes.gov.

NOTE: The average wait time is 3 to 4 minutes. The months of January, April, July, and October are the busiest times due to UI Tax Quarterly Reporting; then the wait times can average 7 to 8 minutes.

What Can You Do To Ensure a Positive Experience with the Help Desk

Customers can ensure a positive experience by being clear with their issues, responding to all of the Help Desk questions as completely and accurately as possible, and having the equipment asset tag information available. Please remember that, while Help Desk staff have access to all administrative functions, they must follow strict guidelines and are not allowed to make certain changes.

Help Desk staff are committed to providing the best customer service possible and are experienced with assisting the most frustrated customers. Please be patient if a wait is required or if an immediate resolution is not available. Data fixes are performed only when no other solution is available.

DILBERT by Scott Adams – March 20, 2006

Audit Approach – Benefits of an IT Audit

By Ryan Hash, DES IT Auditor

Audits tend to be a polarizing subject. Some see audits as an opportunity to improve their system and process while other feel like the Big Bad Wolf has come knocking – a nuisance at best and a threat at worst. Here is what an audit can do:

- Reduce Risk
- Strengthen controls and improve security
- Improve regulatory compliance
- Facilitate communication between business and technology management

So, whether your house is made of bricks or straw, do not be afraid when the Big Bad Wolf comes knocking. His teeth really are not that big, and he just wants to help you build a better house. Also, if you have any cookies around. I hear he likes cookies!

Remember

The DES Annual Security Training e-mail notification has been sent out and you can sign up and take the training starting today through Tuesday, January 24, 2012. This training is a mandated requirement to maintain your access to any DES system(s) facilities, clients, or data. Contact your security representative if you need assistance. ***Anyone failing to complete the training process by January 24th will have their account suspended on Wednesday, February 1st and deleted on Wednesday, March 1st.***

By Peggy Feenan, Acting EA Administrator

Training for the AJC System

There will be **seven training** modules in the new AJC software application and Fiscal Manger and Client Budgeting training:

Module 1 – Everyone will be trained – System navigation and client registration 2 days, 14 sites.

Module 2 – ES/LE Casetrackers and supervisors – 2 days, 14 sites.

Module 3 – Staff working with Employers – 1 day, 14 sites.

Module 4 – LWIA Casetrackers and supervisors – 2 days, 14 sites.

Module 5 – ES Supervisors – 1 day, 14 sites.

Module 6 – TAA Casetrackers and supervisors – 1 day, 14 sites.

Module 7 – LWIA Local Admins – 1 day, 14 sites.

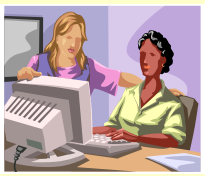
Training for Fiscal Managers

In-depth training for EA, UIA and LWIA Fiscal Managers is scheduled at the Mesa Training Center in Mesa, AZ from Tuesday, November 8th through Thursday, November 10th. There will be six sessions which will last about half a day, with morning sessions running from 8:00 a.m. to approximately noon, and afternoon sessions scheduled from 1:00 p.m. to approximately 5:00 p.m. A syllabus will be distributed one week before classes start. The response has been great. Thank you to everyone who responded promptly!

Also Available in AJC: Client Budgeting!

The AZ Job Connection application enables TAA and WIA staff to create and manage client budgets. TAA client ancillary (additional or supplemental) payments related to travel and similar expenses must be initiated from within the AJC application; funds will be deposited into client Chase debit card accounts the same as it is done today. TAA vendor payments will also be initiated in AJC and will be processed through FMCS the same as it is done today.

Training for TAA and WIA staff and supervisors on the client-budget aspects of the AJC application will be covered in Training Modules Four (for LWIA Staff) and Six (for TAA Staff). These training modules are scheduled to start in early December and will continue through early January.



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AZ Job Connection Entities

Did you notice the new name for the newsletter? Were you confused about the names used to describe what is changing with the new information system? Hopefully, this will help clarify any misunderstanding.

Workforce Case Management & Reporting System (WCMRS) – is the name of the project and team that was tasked with converting and implementing the new application, AZ Job Connection that is replacing Virtual One Stop.

America's Job Link (AJL) – is the name of the software application being implemented in Arizona as AZ Job Connection.

America's Job Link Alliance (AJLA) – is the name of a consortium of 24 state workforce agencies and program operator's alliance that Arizona is now a part of. These states all use the off-the-shelf state customized AJL system.

AZJobConnection.gov – is the name of the uniform resource locator (URL) that will replace the Virtual One-Stop URL arizonavirtualonestop.com.

AZ Job Connection (AJC) – is the name of the new software application information system that is replacing the Virtual One-Stop application.

America's Job Link Alliance Technical Support (AJLA-TS) –is a national information systems support center, supports all AJLA systems and products. AJLA-TS provides system development, maintenance, and enhancement; product and customer support; and user and technical training for local and state workforce development staff.

DILBERT by Scott Adams – January 25, 2010

Joke of the Month

While cleaning the attic, Joan and Harry found an old stub for some shoes they left at the repair shop 10 years ago. They thought it would be funny to go to the shop and see if the shoes were still there. So they did. They handed the stub to the repair man who took it and looked in the back. He came out again and said, "They'll be ready on Wednesday."

AJC Newsletter Contact Information:
Employment Administration
1789 W. Jefferson
Phoenix, AZ 85007

E-Mail Addresses

+WCMRS Info – DES Staff

WCMRSInfo@azdes.gov – LWIA/Partners

Have a comment or question?

Have a suggestion for an article?

Need more information?

Send us an e-mail; we would love to hear from you.

October 2011
Volume 2, Issue 1

WCMRS Newsletter

Employment Administration
Workforce Case Management and Reporting System

WCMRS Project Overview

In January, 2011, the Arizona Department of Economic Security (ADES) signed an Intergovernmental Agreement (IGA) with America's Job Link Alliance (AJLA) and became the 24th member. America's Job Link Alliance is a consortium of state workforce agencies and program operators. The Alliance was formed in 2001 with the goal of designing an affordable web-based information management system to support the operation of one-stop workforce development centers. Through collaboration, member states reduced the cost and risks of developing software to meet the challenges posed by the passage of the Workforce Investment Act (WIA).

The Employment Administration (EA) began the conversion from the Virtual One-Stop (VOS) system to America's Job Link (AJL) by holding Joint Application Design (JAD) sessions in January 2011.

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More About AJL Links 2
AJL/WCMRS Training 3
Security Awareness CBTs 3
Use It or Lose It 5
Contact Information 5

Currently, the WCMRS project team is working with AJL-Technical Support to complete the testing of the converted data, define the functional and business cycle test scripts, and complete training course curricula. It is taking a team of about 30 technical and non-technical professionals to complete all of the required tasks.

Training will begin in November 2011 and implementation is expected to be completed in January-February 2012.

AJL Systems – JobLink and ServiceLink

AJL's JobLink and ServiceLink applications are two of the premier products that will be utilized by the case managers/trackers (staff). *JobLink* is a job matching and workplace information service for employers and jobseekers that allows jobseekers to establish a self-service Internet account to manage their job search or receive assistance from professional staff in finding a job that matches their experience, interest and education.

It also offers State Civil Service Job Listings, State Labor Market and Career Information and determines jobseeker eligibility for state-funded assistance programs.

ServiceLink is a web-based One-Stop client management application that tracks caseloads and report information required under WIA, Welfare-to-Work, North America Federal Trade Agreement (NAFTA), Trade Adjustment Assistance (TAA) program, and other Federal programs for case managers.

Continue on Page 2 -JobLink and ServiceLink

JobLink and ServiceLink from Page 1

ServiceLink eases the load for case managers by providing a tool to manage and monitor caseloads, assess employment barriers, establish training and employment plans, search for service providers, WIA certified training providers and programs, and track job placements. This information is then used to generate the required reports for these federal programs. Future enhancements to ServiceLink include a full spectrum of labor exchange tools needed to effectively manage workforce development activities and meet the needs of employers, jobseekers and service providers.

America's JobLink Alliance was recognized for Exemplary State Program and Policies by the Council of State Governments Job Link and Service Link.

JobLink and ServiceLink systems are designed to serve as the backbone of states' networks of One-Stop Career Centers, assisting jobseekers and employers alike. The systems are also capable of linking multiple state agencies and 70 federally funded workforce programs.

More About AJL's Links

America's Job Link provides job seekers, employers, and workforce development professionals with tremendous flexibility and capacity for accessing, tracking, and reporting services (self-directed, staff-facilitated, and staff-assisted), creating services for participants, and managing case workloads. America's Job Link is delivered with multiple components providing states with numerous options during system implementation such as:

FiscalLink - A full service WIA, Welfare to Work, and TAA fiscal management module that will roll up local area budgets, obligations, and expenditures into a state level management system. Functions available to TAA case managers include creating budgets, Budget Program Obligations, Process Vendor and Participant Payments, Participant Financial Management, and Vendor Financials. Local WIA case managers/trackers will be able to track client budgets in AJL. Selected WIA and TAA staff will be trained on FiscalLink.

Continue on page 4 - More AJL Links

In early March 2011 EA held a "name the new URL link that will replace VOS" contest. The winner of the contest was Crystal Cook a PSE in our Lake Havasu office. Crystal suggested the name AZJobConnection.gov. Congratulations Crystal.

DILBERT by Scott Adams - April 29, 2010

AJL/WCMRS Training

By EASU Training Unit

On August 25th and 26th, 2010 the Employment Administration Support Unit – EAUS (formally known as the Program, Policy, and Operational Support Unit) welcomed 20 volunteers to a Joint Application Design (JAD) session designed to assess their VOS skills.

In preparation for this event, the EASU Training Section developed a comprehensive testing process to ensure skill levels could be properly assessed. Testing included an analysis of all learning objectives associated with each VOS course, development of testing questions, scenarios, evaluation procedures and logistics. Four key attributes were used: preparedness, verbal communication skills, non-verbal communication skills, and presentation skills.

Eleven of the 20 volunteers expressed an interest in becoming adjunct trainers. To assess their presentation skills, each of these volunteers made a short introductory VOS module presentation. The assessed results were presented to the volunteers. The EASU Training Unit was excited to meet and work with the volunteers and would like to thank them for their participation and support in this important event.

Training will begin throughout the state before the conversion from VOS to AJL is completed.

The EASU Training Section is continuing to create training material and identify training locations to train internal and external stakeholders. This process requires quite a bit of coordination and has been in the works for several months. Training will be provided to: case managers/trackers (staff), supervisors/managers, State Directors, Admin staff, EA Help Desk staff, EA/Unemployment Insurance Administration Data Security, and external stakeholders statewide.

Security Awareness CBTs – Recertification

By EA/UIA Data Security

Those of us who work with, or for DES have access to an incredible amount of confidential data – regarding clients, employers, vendors, employees, among other sources. It is our responsibility to protect this confidential data and keep it safe. For this reason, everyone who has access to DES data or systems must complete the Initial Security Awareness Computer Based Training – CBT. On an annual basis, we also take the Recertification CBT. This requirement applies to everyone, whether they actually login to one or more DES systems, or they come into contact with confidential DES data through another method.

These CBTs explain what data needs to be protected, and how to protect it.

DES employees take these Security Awareness CBTs through YES, "Your Employee Services".
Non DES employees take the CBTs through a system called ERMA – "Event Registration and Management Application.

It takes approximately 1 – 1½ hours to complete the Initial Security Training CBT, and about 30 minutes to take the Annual Recertification CBT. Shortly after completing the CBT, you will be able to look at your Training Record to see if you passed this CBT.

More AJL Links from page 2

ReportLink- ReportLink combines the Data Analysis and Reporting Tool (DART), data management and reporting capabilities with the nearly limitless data capacity of MS-SQL. DART is the only non-DOL reporting solution certified by United States Department of Labor (USDOL) Employment & Training Administration (ETA) to produce verified and validated reports for Wagner-Peyser Labor Exchange. DART generates all federal and state reports directly from the Personal Computer. A simple runtime procedure is all it takes to meet reporting requirements for the ETA-9002 A, B, C, D, and E; VETS 200 A, B, and C; Migrant

Indicators of Compliance; WIA Quarterly Report (ETA 9090); and WIA Annual Report (ETA 9091). When DART produces reports, output files are created to import into DRVS for WIA and LE data validation, and for WIA report validation. DART also produces the EBSS upload file. In addition, DART can print reports to paper, as PDF files, or as text files.

ProviderLink - Consists of WIA Eligible Training Provider List, State-Level Youth Services Provider List and Provider Performance Reports. Case managers will have access to this link on an as needed basis.

Remember:

- *Never share your password with anyone.*
- *Lock your workstation every time you walk away.*
- *Logoff your Mainframe sessions when you finish your work or take a break.*
- *Restart your computer at the end of every day.*
- *Shutdown your computer on the last workday of each week.*
- *Keep all items with confidential data locked safely away from others.*

EA/UIA Data Security

Use It or Lose It

By EA/UIA Data Security

"If you don't use it, you will lose it." This old saying now applies to your access to DES systems more than ever.

In early days, when an employee was hired, he was given access to the system(s) he would need to do his job. This could have included VOS, JAS, FMCS, GUIDE, TEAM, or other systems. The access was kept in place for years, regardless of how often the employee used it – or didn't use it.

Current DES policy requires that access to DES systems not used for 45 days be deleted.
So – use it or lose it!

If you have access to the DES Mainframe – such as CICS3 or TSO, be sure to logon at least once every 45 days to avoid having your Logon ID deleted. This principle applies to your other system access, too, including VOS, AIRSNet, Outlook, Fobs, GUIDE, JAS, TEAM, etc.

The whole concept of deleting system access that is not used is another of the many steps we take to protect the data, and to protect systems from misuse or possible fraudulent use.

The exception to the 45-day nonuse requirement is for employees on extended Approved Leave. If the appropriate Data Security Unit is notified of the Approved Leave, the access can be disabled, without being deleted, for up to 180 days. When the employee returns to work, it's a simple matter to enable the access.

WCMRS Newsletter Contact Information:

Employment Administration
1789 W. Jefferson
Phoenix, AZ 85007

E-Mail:
+WCMRS Info

Have a comment or question?

Have a suggestion for an article?

Need more information?

Send us an e-mail; we would love to hear from you.

Five Steps to Accept Change

1. *Anticipate change*
2. *View change as an opportunity for growth*
3. *Recognize that learning to accept change doesn't happen all at once*
4. *Be flexible*
5. *Accept the change*

AZ Job Connection Newsletter

Employment Administration

January 2014
Volume 5, Issue 11

Happy 2nd Birthday AJC!!!

Arizona to Kansas hosting

We want to share some exciting news about the Arizona Job Connection (AJC) application. In the near future, America's Job Link Alliance (AJLA) will be hosting the AJC application. What does this mean for Arizona? It means that we will have the latest releases and that all releases will be uploaded by AJLA in 6 month increments. All mandatory changes to Department of Labor (DOL) reporting will be available more readily enhancing Arizona's ability to accurately and timely provide federal reports to DOL. This also means any system issues can be corrected without delay by the staff that created and added the enhancements to the AJC application.

Dilbert, January 16, 2014

Kudos to Field Staff

A big "THANK YOU" to the Ajo Offices in Pima County, in the November Customer Satisfaction surveys customers commended the staff in these offices for their support and comprehension of the customers' needs and situation. Your insight is very much appreciated.

From the Employers

Thank you, Debbie Chavez for being great to work with and your assistance.

Thank you, Kim Rodriguez and Linda Martinez for being very knowledgeable and providing a great pool of candidates.

Your helping hand is DES's legacy!

Inside This Issue

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EA Data Security Directives

The following points are to assist staff with maintaining a strong data security posture:

Security Awareness Training: Staff should be attentive and follow all of the requirements contained in both the initial and annual Recertification Security Awareness Training. These courses contain an overview and specific requirements from various DES Security Policies. Initial training is required within 21 days of new hire; recertification is required annually in January.

J-125 Access Request forms: This is the basic form used for all new, change and delete access requests. This form is the only way to request new user access, user access changes, and user access deletions. It is also the document provided to auditors when authorization and authentication of access provided is requested in an audit. Consistent use of this form is essential not only for new and additional access, but also for the *timely deletion of access that is no longer needed.* Also required as a part of the *initial* access request is the J-129 User Affirmation form.

EA LAN DIRECTIVES

When Calling to Report an AJC System Issue

Please have the following information available:

- Who is having the problem
- Where they are physically located
- User-id and Station Desk (Participant ID or Employer ID, if applicable)
- Brief description of the error
- Exact steps taken to create the error, starting with the goal that was not satisfied
- Error number, if applicable
- URL of the page where the error occurred

Dilbert, January 17, 2014

EA LAN Directives

The following points are to assist staff with LAN support service requests:

It is imperative that each computer be left on Monday through Thursday and rebooted at the end of the day (Start > Shut Down > Restart) and completely shut down on Friday (Start > Shut Down). This is in order for all computers to receive the ongoing Microsoft Windows Updates, McAfee software updates and third-party software updates (such as Java and all applicable Adobe products).

Because of the DES Policy for 45 day non-use accounts, it is strongly suggested that all staff logon to all computers (especially laptops and Resource Room systems) at least twice per month. This will ensure these systems are not removed from Active Directory, and thereby needing an EA LAN Technician's remote support to reconnect the computer to the domain.

EA LAN Directives Continued

Upon being notified that the employee is departing DES, the Supervisor/Manager submits the J-125 for approval, identifying the last date of access for the employee, and upon approval, routes it to +EA Security. This email should also copy *EA LAN Unit to provide a "heads-up" that an employee is leaving. EA Security will then submit a Service Desk ticket along with the attached J-125 to DTS to have the employee's DES network account disabled. EA Security will then send an email to *EA LAN Unit, which will create two separate processes:

1. An EA LAN Technician will immediately re-enable the account and change the password. This will allow them to archive all existing email from the employees Exchange mailbox. They will also move the employee's former home directory to the "XEmployees" directory and provide the Supervisor or Manager the rights to access this file. The EA LAN Technician will forward the original email with the J-125 to the Supervisor or Manager and let them know where the files can be found and provide support should they need assistance in accessing the files or connecting to the archived email.
2. The EA LAN Inventory Coordinator will need to ensure all assigned equipment (i.e., cell phones, ergonomic equipment, wireless equipment, laptops, accessories, etc.) is received from them prior to their departure and will identify a list of items, if any, to be collected from the employee prior to their departure. The EA LAN Inventory Coordinator will work with the Supervisor or Manager to determine if any equipment needs to be returned to EA LAN or remain onsite for future employees.

Please take a moment and test our new EA LAN Technician Survey: https://www.surveymonkey.com/s/EA-LAN-Technician-Customer-Satisfaction-Survey

WHO TO CONTACT

AJC Newsletter Contact Information:
Employment Administration
1789 W. Jefferson Phoenix, AZ 85007

E-Mail Addresses
AJCInfo@azdes.gov – Newsletter staff

EATraining@azdes.gov – EASU Training Section

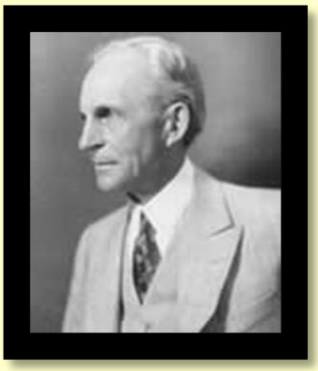
EAHelpdesk@azdes.gov – EA/UI Help Desk (602.542.2460)

For WIA Title 1B data maintenance related questions in AJC, the appointed Regional Directors should submit questions to EA-WIA@azdes.gov.

Have a comment or question?
Have a suggestion for an article?
Need more information?
Send us an e-mail;
We would love to hear from you!

Would you like to read previous AJC Newsletters?
Using the link below:
https://www.azdes.gov/main.aspx?menu=258&id=2198
On the left you of the page will find a list of links; click One-Stop Information and the drop down opens up to the AJC Newsletter PDF file.

DID YOU KNOW?



One-hundred years ago this month, Henry Ford announced that he would more than double the wages of many of the workers at his Model T assembly plant in Dearborn, Mich. On Jan. 5, 1914, Ford said he would begin paying them $5 per day. His primary purpose in paying a significant minimum wage was to reduce worker turnover; however, he also reduced the workday from nine to eight hours and was able to run three shifts instead of two, thereby increasing output. This increased efficiency allowed Ford to produce inexpensive cars in volume, and he found new customers in his employees who could now afford to buy them. Also, people flocked to Michigan from all over the world seeking a chance to work for Ford. A century ago, Ford intuited what academic research has concluded in more recent years: that minimum wage increases have little to no negative effect on employment, reduce employee turnover, increase productivity and stimulate economic growth as low-wage workers have more money to spend. As Ford said, "Countrywide high wages spell countrywide prosperity." While not as strong in its buying power as $5 per day was in 1914, the current federal minimum wage is what many American workers rely on. And with its buying power slipping greatly since it was last raised more than four years ago, President Obama is urging Congress to increase it, so that "We reward an honest day's work with honest wages."
• Learn About Ford's Plan

On January 1, 2014 Arizona's minimum wage increased from $7.80 to $7.90. To find additional information on Arizona's Minimum Wage please visit the following website: http://www.dol.gov/minwage/

AJC Frequently Asked Questions

Before you speak….

THINK

T – is it true?

H – is it helpful?

I – is it inspiring

N – is it necessary?

K – is it kind?

12 Things Happy People Do Differently

Authored by Stephen Convoy

1. **Express Gratitude**: When you appreciate what you have, what you have appreciates in value. If we aren't thankful for what we already have, we will have a hard time ever being happy.
2. **Cultivate Optimism**: People who think optimistically see the world as a place packed with endless opportunities, especially in trying times.
3. **Avoid over-thinking and social comparison**: Comparing yourself to someone else can be poisonous. The only person you should compare to yourself is yourself before now.
4. **Practice acts of kindness**: Selflessly helping someone is a super powerful way to feel good inside.
5. **Nurture social relationships**: The happiest people on the planet are the ones who have deep, meaningful relationships.
6. **Develop strategies for coping**: It helps to have healthy strategies for coping pre-rehearsed, on-call, and in your arsenal at your disposal (like an affirmation).
7. **Learn to forgive**: Harboring feelings of hatred is horrible for your wellbeing.
8. **Increase flow experiences**: Flow is a state in which it feels like time stands still. It's when you're so focused on what you're doing that you become one with the task. Nothing is distracting you or competing for your focus.
9. **Savor life's joys**: Deep happiness cannot exist without slowing down to enjoy the joy.
10. **Commit to your goals**: Magical things start happening when we commit ourselves to doing whatever it takes to get somewhere.
11. **Practice spirituality**: When we practice spirituality or religion, we recognize that life is bigger than us. We surrender the silly idea that we are the mightiest thing ever.
12. **Take care of your body**: Taking care of your body is crucial to being the happiest person you can be.

2013's 3rd Quarter FAQ's

Q = Question/issue
A = Answer

Q: HOW TO ASSIST A CLIENT WITH THEIR USERNAME AND PASSWORD RESET?

A: From the Staff AJC home page (left side), select **CLIENT** and then **USER LOOKUP**.

- Enter the SSN, Last & First Name or Part ID.
- Click on the **SEARCH** button.
- Click on **USERNAME** and the client's information will display:
  - Username, Security Question and Hint answer.

The Case Manager can then provide the client with their username and assist them in resetting their password.

Q: WHEN CLICKING ON THE DEMOGRAPHICS LINK THE CLIENT'S PLUS ACCOUNT PAGE APPEARS

A: This occurs because the client did not fully complete their PLUS account. Once the client completes their PLUS account staff will be able to access the Demographics page. If the client does not know their username and password, please follow the guidelines in the Q and A above.

Q: WHEN CLIENT TRIES TO REGISTER FOR THE FIRST TIME AND RECEIVES AN EDIT MESSAGE THAT SAYS: 'OUR RECORDS INDICATE THAT AN ACCOUNT HAS BEEN PREVIOUSLY ESTABLISHED FOR YOU IN AZ JOB CONNECTION. PLEASE CONTACT US AT 602-542-2460 FOR ADDITIONAL DETAILS OR ASSISTANCE IN ACCESSING YOUR EXISTING ACCOUNT'.

A: This occurs because the client already has an account. Although the message states to call the Helpdesk this does not mean staff are unable to help the client. Please follow the guidelines in the first Q and A above.

Q: HOW DOES STAFF RESET THEIR PASSWORD?

A: On the home page, click "**Forgot your password?**" Type in your username and click **Continue**. The default answer to the security question is usually the city you work in and your last name, i.e. **PhoenixSmith**.

Dilbert, January 10, 2014

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AZ JOB CONNECTION NEWSLETTER

AJCs Move to Kansas Update

The transition to Kansas was completely and utterly successful! As you know, we are now officially hosted in Kansas with America's Job Link Alliance (AJLA). Employment Administration (EA) would like to take this opportunity to acknowledge the wonderful team behind this success, IT Sections, Workforce Development Unit (WDU) Management Analysts. Our Analysts pulled a seven day work week to ensure that "Go Live" was successful and did a great job of it. Thank you WDU for your diligence and up-holding DES's Mission & Goals!
Don't miss the AJC Enhancements 13.0 attachment with this newsletter!
To learn more about DES's Vision please visit DES internet website by clicking the following link.
About DES

AJC Tutorials

What better way to learn how to navigate an application if not directly from the source! As a way to support Arizona staff, EA requested America's Job Link Alliance – Technical Support (AJLA-TS) to add the Tutorials to AJC as a link. As always, AJLA-TS were more than happy to accommodate us. With the rollout version of 12.6, the Tutorials became available to all staff with access to AJC.

Once you log into your account, click on Training Resources located on the left of your screen. Links to access the User Guides and Quick Start Guides (QSGs) from Kansas are displayed. The User Guides were created just for you to utilize your account efficiently. Should you need a refresher or to stay in-the-know of a current change, all you have to do is scan for the needed user guide, click and load.

QSGs range from "Creating a Resume" to "Entering Job Referral Outcomes". The only drawback is that our clients do not have access to the QSGs but should a case manager have a job seeker at their desk and the case manager wants to show the jobseeker a QSG, the case manager can do so. The QSGs are formatted in PowerPoint with audio dictation and it takes about a minute to load them.

"AJLA–TS maintains an extensive library of user documentation. Our Quick Start Guides provide step-by-step instructions for the functions most frequently used by workforce center staff, and are designed to get new users up and running quickly. The AJLA User Guides cover the full functionality of all our products, providing detailed guidance for each screen and field."

- AJLA-TS

WIA Update

EA's WIA Section will be holding WIA MIS Webinar's. The Webinars will be held quarterly and is presently in the planning phase. A draft outline has been developed and so far WIA has listed Error Reports, Core Service discussions, and AJC Enhancements/Issues. More information is soon to come, so be on the lookout.

Resume Builder

Resume Builder is one of our most important tools in AJC for Job Seekers and Employers alike. Most Jobseekers will more than likely have experience in multiple fields of work and Job Seekers usually tailor their resumes to reflect this. To boost the amount of job matches in AJC, job seekers will need to shift away from submitting these types of resumes.

Resume builder can do this by first creating an objective statement based on the job title entered. As this is not some of our clients' forte, resume builder lists objective statements that are editable. Once the objective statement has been selected, job seekers are led to pick up to five qualifications that best describes their job title (a template of statements are listed).

Resume Builder cont. on page 2

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Staff Development

Five Elements of Effective Communication

1. Approach – timing, tone, point of view
2. Development – organization and evidence
3. Clarity – presentation of proposal
4. Style – Word choice and tone
5. Correctness – Rules & conventions

Visit the following website for the Five Elements Checklist and more details.

Elements of Communication

One of the things my manager loves to bring to a staff meetings are elements of staff development. So every month one staff member is picked to bring a subject for coworker growth. Everybody loves it and adds morale to our meetings.

Verbal Communication Skills

- Active Listening
- Direct, self-confident expression
- Body Language
- Anger – expressing it and receiving it
- Dialogue – what it means and how to do it
- Summary/self-review
- Reading & Resources

Please take a moment to read and study the verbal communication skills by using the following link.

Verbal Communication

Keep a look out for next quarters *Staff Development*. We hope to bring you a boost of self-confidence that you will then spread the optimism to staff and clients alike.

DILBERT APRIL 7, 2014

Resume Builder Cont.

The job seeker will then add work experience and then select an occupation code. Job seekers may have a hard time with this portion and this, possibly, is where the job match disconnect comes in. A few tries may be needed to generate the correct occupation code, but a good match is what employers are looking for. Job seekers are then led to select from lists (based on the job title entered) of talents, tools & technologies, and work activities. They will then finish up with education, accomplishments, military service (if applicable), references, and completing an advanced search using the occupation associated with the resume.

Encourage! Encourage! Please urge our job seekers to update their resumes and browse job postings. Let's get our employers excited to post jobs in AJC again!

Social Media Mobile Application

Clients can now share job listings via social media. Click on Facebook, Twitter, Google+, and LinkedIn to share a job with family and friends. To access the Social Sharing Links please go to; Search Jobs> Select Search Option> Select Search Criteria> Select a Job> then post the job if desired.

SPAM ALERT

ALERT!!! We have been notified that users have received e-mails for employment opportunities that are not legitimate. Non legitimate contacts can include work from home opportunities or attempts to have you cash a check. Employers do not interview by Instant Messaging (IM). We encourage you to research the employer and ask for verification of the person who contacts you about the employment opportunity. If you suspect that you have been contacted by one of these potentially fraudulent employers, please notify us immediately at the following e-mail: EAHelpDesk@azdes.gov

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Hot Topics

Minimum Wage in Arizona - In 2006 Arizonans voted to authorize the Industrial Commission of Arizona to enforce and implement **Raise the Minimum Wage for Working Arizonians Act**, where A.R.S 23-363(B) directs the minimum wage to be increased on January 1st of 2008 and on January 1st of successive years by the increase in the cost of living. The increase in the cost of living will be measured by the percentage increase from previous August to August of the preceding year. This was Arizona's way to insure that the minimum wage would remain fair. But, is it enough? Let's take a look at what Arizona's cost of living is estimated to be:

A tool called the Living Wage Calculator was developed by Dr. Amy K. Glasmeier and the Massachusetts Institute of Technology as part of the Living Wage Project. The Living Wage Calculator compares living wage, the hourly rate an individual must earn to support their family, state minimum wage (which is the same for all individuals), and poverty rate. Graphs are also displayed to help us understand how the living wage was calculated by using typical expenses (what individual expenses went into the living wage estimate) and the typical hourly rates for various professions. A single adult will need to make $9.20 an hour to sustain monthly expenses of food, medical, housing, transportation and other (essentials). Based upon the calculator, Arizona is $2.30 off the mark.

Will raising the rate truly work for Arizona? Arizona already has the statutory language built in the 2006 Arizona Minimum Wage Act, which ensures an increase every January 1st using the cost of living formula. Will businesses offset the cost increase by making cuts? Are minimum wage jobs truly only a temp job for the young and college students? Should raising the minimum wage be issued as an Executive Order?
These are the questions we will need to ask ourselves when planning our futures and those of our children.

Please use the follow links to learn more on Minimum Wage:
Living on the Minimum Wage
Raise the Wage
Industrial Commission of Arizona
The Economic Case for Increasing the Minimum Wage: State by State Impact

"Learn about the Labor Department, break through the jargon and the acronyms and explore our work. To learn more about words and phrases visit the A to Z Index." - USDOL

Quarterly Kudos

From our Job Seekers:

- To the Miami/Globe office; can't say enough great things about this office.
- David Blyth, you were praised for your prompt responses, and helpfulness (Kingman Office).
- Yolanda Rodriguez, thank you for going above and beyond in your duties (51st Ave Office).

From our Employers:

- Thanks to the staff at the Bullhead City location, they were great to work with and very helpful.
- Thank you Leo Verdugo, you were a great help (Irvington location).
- Safford and Clinton office staff are considered very helpful, thank you for always being ready to assist. You are a pleasure to work with.
- Thanks to Heidi and the staff at the Craycroft office in Tucson for their assistance with job interviews in the office, as well as referring clients. Job well done!

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DERS Very Own Success Story

Some of you may know him as one of the IT guys. Maybe you have spoken to him because you're locked out of Windows or needed updates. Or you may have met him in your office while upgrading your Resource Room PCs. Let us tell you his story…

George Lechner worked for many years with John C. Lincoln Hospital. To compensate for the changes in the workplace George started taking college classes at Glendale & Rio Salado Community Colleges. There, he achieved his CompTIA A+ Computer Repair Certification and took Cisco Networking and Security classes. With the change in management, George found himself looking for work. Like many people at the time, in the middle of the great recession, finding employment became the job.

During this time, Windows went through several changes. Windows 7 took the place of Vista and it seemed like every company out there wanted only Windows 7. Though George searched for employment and even went on several interviews, there was still no success. With no Windows 7 experience George was never offered employment.

After an extended amount of time George, wanting to keep his "dreams alive", attended a Goodwill Job Fair in November of 2012. At the job fair, George was able to speak to a Computer Skills Institute Representative. From this discussion he learned about the WIA Grants and the One Stop Workforce Connection. George was able to sign up for the S.O.A.R. program. With persistence and dedication, George was able to attend a workshop earlier than originally planned. After successful completion of the S.O.A. R program, George received his certificate of completion but before any funding could be granted, George had to research schools, books and tuition costs.

Having completed the required research, George successfully gained funding and was able to take his first course in Windows 7 at Rio Salado Community College, as well as a second course in CompTIA Network + Certification at the Computer Skills Institute. Through hard work and diligence George continued his search for employment.

Having not been employed since December 2011, George was finally offered and accepted a position with DERS Employment Administration's IT Sections LAN Team. He has been with EA LAN for over a year now and has been a great asset to our section.

In true George fashion, he is continuing his studies to become CompTIA Network + and Security + Certified.

For the next few months George and the EA LAN team will be working on the Resource Room PC refresh project throughout Arizona. Give the LAN Team high five's for their hard work and a job well done.

FAQs
Q = Question/issue
A = Answer

Q: HOW TO REASSIGN A CLIENT'S OFFICE WHEN IT SAYS "OPEN ADMIN OFFICE"?
A: For ES requests send to the +ESACustomerSupportServices@azdes.gov. For WIA requests send to the EA-WIA@azdes.gov
Include Client's name, Part ID and office to be changed to.

Q: WHAT TO DO WHEN A CLIENT CLICKS ON A JOB ORDER AND A BLANK PAGE APPEARS?
A: The blank page appears because you are exiting the secured AZ Job Connection website. Depending on your browser you will see a type of security message asking you if you want to proceed. If you choose to proceed, the job order will display in a new window.

Q: HOW TO DENY AN ADULT APPLICATION IF A CLIENT IS DUALLY ENROLLED AS AN OLDER YOUTH AND ADULT?
A: If the Adult enrollment is in a pending status, then the staff assigned to approve pending enrollments can deny it and work the older youth application.

Q: WHAT IS THE PROPER DATE TO USE FOR ENROLLMENT AND ELIGIBILITY WHEN A CLIENT IS ENROLLED IN THE SYSTEM ON 12/20 BUT PAPERWORK WAS NOT COMPLETED AND SIGNED UNTIL THE 28TH?
A: You would use the eligibility date of the 28th.

Q: WHAT TO DO WHEN A WIA CLIENT WILL NOT EXIT?
A: Look for any additional services which will extend the date, including ES, TAA, RES/REA, Participant Entered Self-Service Activity, and Job Referrals. The enrollment will close 90 days after no services are entered from *any* program.

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AZ Job Connection Newsletter

Employment Administration, Information Technology Section (EA/IT) working to keep you informed and up-to-date!

DES
Your Partner For A Stronger Arizona

AJC NEWSLETTER SPECIAL EDITION

AJCs Special Edition Newsletter is brought to you by the Employment Administration IT Section

VOL. 1, ISSUE 1

Top stories in this newsletter

AJC Move to Kansas

12.4 Special Highlights

12.5 Special Highlights

12.6 Special Highlights

AJC Move to Kansas

We want to share some exciting news! The near future is here, America's Job Link Alliance (AJLA) will now be hosting the AJC application with a Go Live date of April 14th. What does this mean for Arizona? It means that we will have the latest releases as soon as AJLA-TS uploads them. Any mandatory changes to DOL reporting will be available more readily enhancing Arizona's ability to accurately and timely provide federal reports to DOL. This also means any system issues can be corrected without unnecessary delays by the folks that have created the application.

On April 14th all of the changes we are raving about in this article will become available to you. In addition to the amazing New Resume Builder (detailed in 12.6 Highlights) we will now have a new link available to staff after logon with AJC's Quick Start and User Guides that will be located under Training Resources as a flyout. The Guides will receive updates as changes occur in AJC as well.

Please read the AZ Job Connection Enhancements, it has been attached with this Newsletter and is a complete list of Enhancements that will be available after "Go Live".

12.4 Special Highlights

In 12.4 many of the changes are Client, Employer and Reporting focused having added new job search capabilities, Client/Program/Enrollment note functions, and social sharing links for clients to share job listings. Staff can now track Employer approvals and denials, view closed job orders without reactivating them and when a casetracker updates an Employer record, the next page allows them to apply the update to Job Orders for that employer. A variety of reporting categories have been added that include Service Status Report to provide support for staff to keep the service status updated, Leveraged Funds that will accommodate and track leveraged funds and the Client Expenditure Report which can display all expenditures associated with the client. Several new Report 8 selections have been added too.

12.5 Special Highlights

In 12.5 the changes are concentrated mainly on the TAA Payment system. Changes to FiscalLink-TAA include a new Budget Status Sheet (BSS), a new participant payment screen, new Region Admin payment screen, and a new vendor payment screen. The new payment screens are for TAA only and will mirror changes to TAA budget to show FY totals by Quarters. TAA Obligations Report, TAA Participant Budget, and TAA Payment Query have been added to allow Budget to breakdown/show FY amounts by FY. Several changes to ETP have been added as well. The Vendor ID name is ETP Provider Details page has been extended from 9 to 20. For Providers the "Accredited by" field have been lengthened also.

12.6 Special Highlights

12.6 Release deals mostly in correcting minor errors and additional user search capabilities. The best of all is the New Resume Builder tested and approved of by Jobseekers and Employers. There are many exciting functions within the new Resume Builder among them are the "no limitations" to the amount of resumes created, uploaded or in active status. Clients can preview their resume at any time during creation as well as build resumes specific to a job title. Our client's talents are listed and with just the click of the mouse, clients can check off what talent to be added to the resume that relates to their job title. This ability extends to other sections of resume builder. The user can choose what education, job titles and work experience they want displayed on the resume. The amount of time they want the resume to be active in AJC. After all of the choices have been made, Resume Builder reviews the data entries and makes suggestions for corrections. Resume Builder has so many great capabilities they cannot all be listed here. It is highly recommended that our clients take the virtual training to learn all of the great options.