



AJC VERSION 12.2 UPDATES COMING SOON!

INSIDE THIS ISSUE

AJC Version 12.2 Updates.....	1
AJC Version 12.2 Updates Cont.....	2
Who to Contact.....	3
Frequently Asked Questions.....	4
Frequently Asked Questions Cont.....	5
AJC Workgroup - User Information.....	6
AJC Workgroup - User Information Cont.....	7
Security Awareness.....	8

Since Arizona became the 24th member of America's Job Link Alliance, staff members have attended quarterly conferences as members of the Steering Committee. The Steering Committee is contrived of a consortium of state workforce agencies to review any issues, bugs, or changes requested by the states and determine whether or not these requests would be a benefit to the application.

Arizona has been a great contributor in identifying enhancements and has submitted 25 of the total 150 changes that have been submitted. The most changes submitted by any state. Go Team Arizona!

Listed below are 13 of the 25 changes submitted by Arizona. These have been identified as having the most effect on our local One-Stop Partners and EA staff.

Activity Log Update – External Job Search

A case tracker's actions will no longer be posted to the job seeker's activity log when a case tracker conducts a job search for a client and views external jobs.

Adding Talents Error

The error that was occurring when clients conducted a keyword search for "Talents, Tools, and Technologies" and attempted to add talents for specific occupations on their AJC registration has been resolved.

EEO Report by Local Office

An additional EEO report by local office for the program year has been added.

Cannot Set Order Holding Office When Creating a New Job Order

An "Order Holding Office" can now be selected and a job posting made active even when the job order is created or cloned by case trackers that are not assigned to an order holding office.

Client Search Issue

The issue of the client's telephone number populating the email address field on the "Client Search" screen has been corrected. An error occurred when a client search, by telephone number was conducted, the demographics page viewed, and the case tracker returned to the client search screen to find the phone number was listed in the phone number field as well as the email address field.

Demographics page – Low Income Monetary Determination

A section was added that allows for includable income sections that are used to determine low income status and self-sufficiency level to determine what programs or services clients may be eligible for. The excludable income section is not counted and is for informational purposes only but could help a client justify how they can support themselves while in training.

AJC VERSION 12.2 UPDATES CONTINUED

Job Search by Zip Code – Unable to find search location

The zip code table has been updated and has corrected the issue that was occurring when a job search was conducted by a zip code that AJC did not recognize.

Note: If the zip code is a PO Box and not mapped to latitude and longitude the error will still occur.

Job Developments

A Job Development will no longer require an active "Employment Service Enrollment". A Job Development can be added as long as a case-tracker has write/create access to any open enrollment. If there are no open enrollments that the case-tracker has write access to they will receive an error message indicating 'This job seeker is currently not an active participant in a program or enrollment under your control'. Please add a new enrollment before adding the job development.

REA EUC Quarterly Reports

An ETA 9128u report was created to support the REA EUC reporting requirements. The REA EUC Quarterly Reports are available for Statewide, Local Area/WIB, and local office.

REA EUC Reporting

The 9002 series of employment service reports have been updated to add a 9002EUC to report REA EUC participation for EUC recipients.

Resume Searches and Years of Experience

Resolved the problem that occurred when a resume search using years of experience as search parameter. For example; if a case tracker searched for resumes using the parameter of 1-3 years AJC would only return resumes with 1-3 years only experience when it should return resumes that have 1-3 years and greater experience.

Structure of the 9002/Vet200 reports

Report labels were updated to match changes DOL made. 9002D column F was changed, as well as line 9 for Vets 200A, B and C

9002D, Column F is changed on the 9002 D as well as line 9 for Vets-200A, B, & C. report to display "Recently Sep. Veterans (3 Yrs.)" to be consistent.

Vets 200C, line 9, reads "Attended TAP Employment Workshop" to be consistent with DOL report formats. It currently says "Received TAP Employment Workshop".

TRA Payment Process Updated

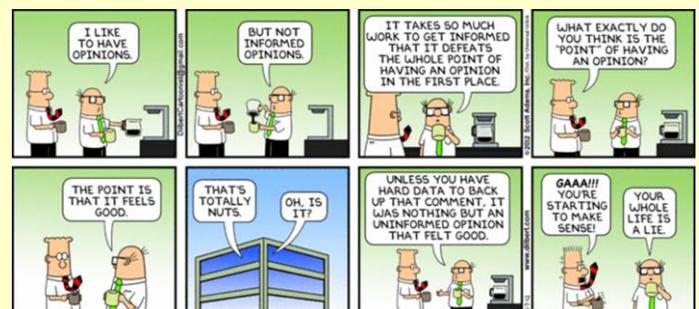
The TRA payment process has been updated to insure total amount paid prior to deductions. The withholding options were revised to allow a selection for no tax, federal tax, and/or state tax to be withheld. Also, the state tax process was updated to be applied as a percentage of federal tax.

Veterans Column added to Job Seeker Preferred Employer Listing

A clickable column was added to the Job Seeker Preferred Employer Listing to allow staff to sort and display Veterans first.

WIA Activity Reports

New Staff Assisted Service Counts Reports by local office for Adult, Dislocated Worker, and Youth WIA Enrollment types have been added.



Dilbert, October 7, 2012

WHO TO CONTACT

REMEMBER! 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



AJC Newsletter Contact Information: Employment Administration

1789 W. Jefferson Phoenix, AZ 85007

E-Mail Addresses

AJInfo@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!

Deployment Coordinators

Your assistance is still needed!

If staff in your office has any questions, please instruct them to contact you first and/or their Supervisors, before calling the EA Help Desk. As Deployment Coordinators you may be able to help staff in each office more quickly than those answering phones.

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 will find a list of links, click One-Stop Information and the drop down opens up to the AJC Newsletter PDF file.

CALLING TO REQUEST AN AJC CHANGE! USE 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

FREQUENTLY ASKED QUESTIONS

Q: A job seeker is trying to reset their password in AJC but when they answer the question “What is your father’s middle name” with their father’s middle name, it states “You did not answer the question correctly.”
NOTE: After 3 incorrect answers—the account will lock for 15 minutes.

A: Job Seeker is NOT to enter their Father’s middle name in answer to the question “What is your father’s middle name?” The job seeker is to enter their last name and their date of birth (MMDDYYYY) for the question.

Example: John Doe wants to reset his AJC password. The answer for “What is your Fathers Middle name” would be: Doe01011975.

Q: Does the password in AJC expire?

A: Yes. It expires every 30 days for job seekers, employers, providers and staff. A message will appear stating the password has expired and to create a new password.

Q: An AJC client or staff person is trying to view the ‘Training Programs’ in AJC but continues to get an error message stating: Error 40 – Page Not Found. How does a client or staff person view the Training Programs?

A: The client or staff person needs to select TRAINING PROVIDERS and not TRAINING PROGRAMS.

NOTE: Anyone can view the Training Programs (by selecting Training Providers) without being logged into AJC.

Q: If a Job Order requires a ‘regular’ driver’s license to perform the job, where is that information to be entered at?

A: It is entered in the ‘Job Requirements’ section of the Job order.

Q: Who can update ‘roles’ for a WIA Staff?

A: This can be done by the **WIA Local Admin** or **Regional Director**. They can **update, create, disable** and **enable** Case Managers accounts in AJC.



Dilbert, September 2, 2012

Q: A Case manager is getting an edit message when entering a Job Order.

The edit message displays that ‘an error occurred’ when entering the Job Order Title.

A: No ‘special characters’ can be entered on the Job Order Title.

Have Case manager remove all ‘special characters’ from the Job Order title.

Q: Supervisor is unable to view his/hers ‘Staff’ cases. It states there are 0 cases being worked by each staff member.

A: Staff did not add their cases to “MY CASES” in AJC. Staff needs to add all their cases to ‘My Cases’ so the supervisor can view the cases and count how many are being worked. If they are not added to “MY CASES”, the supervisor is unable to view them.

Q: Who to notify with interstate inquiries.

Example: Client calls and is receiving benefits from Texas but Texas wants proof that they are registered in AJC.

A: All Interstate inquiries (whether from another state or from a claimant) are emailed to Miryam Valenzuela at: MValenzuela@azdes.gov.

Miryam Valenzuela is the UI Interstate Program Coordinator (for Andy Baldwin, UI Administrator) and she will assign the inquiry to one of her staff people. If Miryam Valenzuela is not available, please contact Marlene Ruiz at MRuiz@azdes.gov for assistance. Please **do not send** these to Jim Sorenson’s unit.

FREQUENTLY ASKED QUESTIONS CONTINUED

Q: A staff person is having a problem with a job seekers account in AJC, what information is needed before contacting the EA Helpdesk?

A: Case Managers need to provide the following information when requesting assistance on a client's account:

1. Participant Name
2. Participant ID
3. Program ID
4. Enrollment ID
5. LWIA
6. Office

Q: What to do if a 'job order' was referred to the wrong job seeker?

A: Any AJC staff person can delete a Job Order Referral that was given in error.

Q: A job seeker is unable to answer the 'talent' questions and is receiving an 'error message' when trying to answer talent questions.

A: The Job Seeker did not complete their resume. The job seeker MUST have a completed and active RESUME in AJC before answering the talent questions.

Q: There is a 'job order' that was saved and approved but is not displaying in AJC?

A: A special character is within the job order text. Job orders cannot have any special characters in the title or in the text. Remove any special characters in the text and the job order will display properly.

Q: Can a Provider change their program name in AJC?

A: Yes. After logging into AJC, select **Provider Menu** and select **Programs**.

The program names will display. Select **Edit** to access the program and change the program name. After making the change, select **Save/Continue**.

Q: What happens if an AJC client's 'date of birth' is incorrect in AJC?

A: First verify DOB in the GUIDE system.

If the DOB is incorrect in GUIDE, the client must contact the UIB office and have the DOB corrected.

The client can email or call the UIB office at:

Email: azcallcenter@azdes.gov

Phone: 602-364-2722

If client calls back and is unable to contact UIB, provide them with the UIB Advocate contact information.

Only provide the information if the client is irritated or upset that they cannot reach anyone at the Unemployment office.

(This information is also listed on the UIB website).

Email: EAclientAdvocate@azdes.gov

Phone: 602-542-6539

Once the DOB is corrected in GUIDE, Staff can go into the Clients Demographics and correct the DOB.

NOTE: The client's UIB debit card will not work if the client's DOB is incorrect in GUIDE. The DOB in GUIDE is used to activate the UIB debit card.

Q: What if an employer has multiple "Self Service" accounts in AJC?

Does the staff person provide the Employer with all of their "Self Service" account usernames?

A: No, not always will a Staff member provide the Employer with all of the "Self Service" accounts.

First ask the employer which location they are responsible for?

Are they only responsible for one location?

Only provide the username for that location.

REASON FOR MULTIPLE 'SELF SERVICE' EMPLOYER ACCOUNTS:

The purpose of multiple accounts is great for a large company that has multiple HR staff in different locations that hire independently from each other and need to be able to manage their own accounts for the locations they are responsible for.

NOTE: Some employers may insist on having all "Self Service" usernames because they are the only person responsible for various locations and prefer to manage each location separately.

Dilbert September 16, 2012



AJC WORKGROUP – USER INFORMATION

AJC Workgroup Change Control Requests

A process has been developed within the AJC Workgroup to address system requested changes that will improve the effectiveness and efficiency of the current system.

The Workgroups objective is to review all requested changes made by internal and external partners and to determine if the suggested changes will enhance the effectiveness or efficiency of the current systems for the end user. Once this has been established, the recommendations will be prioritized and submitted to the AJC Workgroup mailbox (the address is below).

To meet these objectives the following goals have been developed, and will need to be met before a request is sent in. Requests must be able to...

- Provide improved access capability to data and reporting to local workforce users.
- Enhance the effectiveness and efficiency for internal and external partners.
- Enhance the system to improve and/or meet all of the USDOL reporting requirements.
- Identify a process/procedure that would improve system capabilities.
- Improve DES workforce partners' ability to access data.

The Change Control Request Form is attached for you to complete and submit. Please fill out the Customer Request Section (first box top of page one) to the best of your ability. Ensure that you provide a detailed description of the change, as well as the benefit of that change.

Please be sure to send suggested changes to your supervisor and or your local area administrator prior, so they can submit any requests to the AJC Workgroup.

**Supervisors and local area administrators, after appropriate review, please send all requests to the following email address:
AJCInfo@azdes.gov **



AJC Customer Needs

In the AJC Workgroup meetings, members address any current user issues that have been submitted with the intent to find a resolution to these requests/issues. The following guidelines are utilized when reviewing the concerns:

- Ability for internal/external customers to increase their knowledge of the current systems capabilities
- Assess the internal/external requests to enhance the current systems and evaluate their request for effectiveness and efficiency
- Through the change control process the needs of the customers will be addressed accordingly i.e. training, business process or other forms of communication.

The AJC Newsletter contains helpful hints and best practices to help you navigate more efficiently in AJC as well as make tasks easier to accomplish.

1. Timing out when you are creating Client Notes?
 - When creating client notes, it is suggested that you first type them up in word, then cut and paste the case note into AJC.
2. Navigating from page to page.
 - You can use the Page Up/Down or Ctrl + Home/End keys to move to separate ends of a page and to reduce the amount of scrolling in AJC.

AJC WORKGROUP – USER INFORMATION CONTINUED

Definition of Job Orders – 3 Disclosure Types

Public: Potential employees will see all job information, including all contact information.

Public (Limited): Potential employees will see all job information except company information. They can respond to your ad through a confidential link provided to them.

Private: Job does not display to the potential employees but is available in AZ Job Connection.

Posting Job Fairs in AJC

Job Fairs can be posted on the AJC Web page. Check out the procedures in the Digital Library at:

<http://intranet.azdes.gov/dlhome.aspx?menu=37&id=438>

From the DL Home page click the following:

DES Programmatic Policies

Employment Administration Policies and Procedures

IB #12-031 Changes to ES Event Announcement Form

Approval Procedures Effective Immediately

Some things you may not know!

Q: Why are many coin banks shaped like pigs?

A: Long ago, dishes and cookware in Europe were made of dense orange clay called 'pygg'. When people saved coins in jars made of this clay, the jars became known as 'pygg banks.' When an English potter misunderstood the word, he made a bank that resembled a pig. And it caught on.

Q: Why do men's clothes have buttons on the right while women's clothes have buttons on the left?

A: When buttons were invented, they were very expensive and worn primarily by the rich. Because wealthy women were dressed by maids, dressmakers put the buttons on the maid's right! Since most people are right-handed, it is easier to push buttons on the right through holes on the left. And that's where women's buttons have remained since.

Update of Employment Scam Emails

What currently occurs when scam emails are received and reported?

Customer sends the questionable e-mail from a company/organization etc. to the Help Desk;
Help Desk sends the e-mail to Belinda Hanson, +EAS Customer Support Services and copies +EA Security;
Help Desk replies to the customer that their concern has been elevated for further research.

The screenshot shows an email titled "Informational Broadcast #12-031 Changes to ES Event Announcement Form Approval Procedures Effective Immediately". The email content includes:

- A purpose statement: "This Informational Broadcast is to remind Employment Service (ES) staff and interested parties of the approved forms to announce workshops, job fairs, and career fairs and to inform ES staff and interested parties of changes to the ES Event Announcement form approval procedures originally described in IB 11-002."
 - ES Event Announcement forms are available in the Digital Library. The purpose of these forms is to ensure all Employment Service staff use an approved form to announce workshops, job fairs, and career fairs. Users have the option of selecting a portrait or landscape page setup. The forms are identified below.
 - Links to download forms:
 - ES Event Announcement (ES)-24 (7x) Portrait (107 KB DOC)
 - ES Event Announcement (ES)-24 (7x) Landscape (108 KB DOC)
 - ES Event Announcement (ES)-24 (7x) Spanish Portrait (108 KB DOC)
 - ES Event Announcement (ES)-24 (7x) Spanish Landscape (108 KB DOC)
- Staff must complete the form ensuring all relevant information is included, such as:
 - Event title.
 - Types of employment opportunities.
 - Date(s) of event.
 - Time of event.
 - Location of event, and
 - Any other relevant information such as phone numbers or email contacts, and preregistration and parking instructions.
- Headers and Footers must NOT be altered.
- The Public Information Office (PIO) has provided formatting guidelines, included in this email, to expedite the approval process.
 - Links to download guidelines:
 - Format Guidelines (17 KB PDF)
 - Workshop Workshop Example (68 KB PDF)
 - Landscape Example Career Fair (106 KB PDF)
- Send the completed ES Event Announcement form to the Regional Manager or their designee for review and approval.
- Once approved, the Regional Manager or their designee will forward the form to Eleanor Anderson of PIO at EAnderson@azdes.gov for review and approval, as required by [DES 1.05-01 Communication Policy](#) (44 KB PDF).
- Once approved by PIO, the Regional Manager or their designee must ensure a Spanish version of the form is available as the form is considered a vital document per [DES 1.01-34 Limited English Proficiency](#) (98 KB PDF) policy. The Graphics and Design Unit provides Spanish translation services. The Regional Manager or their designee will forward the form to Graphics and Design (14 KB PDF) policy.
- Following translation, the Regional Manager or their designee must send both documents to the form originator and Susy Morcada at SMorcada@azdes.gov. Susy Morcada will ensure the forms are posted on the applicable website.
- All requests for clarification should be sent via email to ESPolicyTraining@azdes.gov by your policy designee.

This Informational Broadcast will provide you with the forms that you will need as well as the steps that will need to be followed in order to request that a job fair be posted on the AJC website.

Please be sure to consult with your supervisor for review prior to submitting any information!

Helpful Tip: Please ensure to remind all customers of the Protect Yourself link located on the footer in the AJC system. This link provides information on how to avoid scams and ways to protect their personal information.

SECURITY AWARENESS

Use It or Lose It

"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 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 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.

In the case of AJC there is no human thought or intervention. The system does the access deletion AUTOMATICALLY.

****All unused AJC accounts get disabled automatically, after 45 days of nonuse****

Reminder – Annual Security Awareness Recertification Campaign

DES is gearing up for the Annual Security Awareness Recertification campaign. Everyone who has access to DES data or systems must complete the Security Awareness CBT. DES employees and contractors, including AJC users will be notified of the CBT via email, in late December. All non-DES users of AJC must make sure that their email addresses and EINs are correctly listed in their AJC profiles, to ensure that they receive the notification, and that they get credit for successfully completing this CBT.

Every good Wish for your Happiness this Holiday Season.



May peace and joy be yours during this wonderful season and the coming New Year!

Sincerely,

The Employment Administration