

Kentucky Career Center Support

Office of Employment and Training
275 East Main Street, Frankfort, KY 40621

Hours: 8:00 – 4:30 EST – Monday-Friday

Phone: 502-564-0871

Email: KentuckyCareerCenterSupport@ky.gov
(Global Address Reference: EDU KCC Support)

We look forward to serving your technology needs!
Sharon, Deshaun, Kelli, and Margalee

Welcome to...

“Tomorrow's Technology”

As OET moves through this exciting new period of technological change, the Kentucky Career Center Support Team is pleased to introduce the agency's new IT publication. Designed for staff working with labor-exchange systems, **Tomorrow's Technology** replaces our former publication, **EmployKY Update** and carries the new KCC brand for the Office of Employment and Training. Join us on this journey as new and innovative technology unfolds to create more and greater opportunities for the customers we serve! **Enjoy!**

Fall Training Opportunities

Upcoming Training Sessions

Information on training, training documentation, activity definitions, past newsletters, business rules, and other IT-related documents can be viewed at:

<http://my.edcabinet.ky.gov/ekosinfo.htm>

Online Training Registration

Use easy, step-by-step registration for Focus-EKOS training! Create or log in to your training account at:

<http://training.oet.ky.gov/courses/courses.aspx>

New Releases – System Notices

Sept. 19, 2011 – Monday – 8:00 am (EST)

- **Focus|Career and Focus|Assist** – Patch 1.9.0.15 – installed over weekend. *(Read this issue for Release Notes on changes and new features!)*

Coming Soon!!!

- **EKOS Mediated Enhancements** – Patch 5.3.01 is being tested. Scheduled release TBA. *(Read this issue for Pending enhancements!)*
Call KCC Support if you experience problems.

New Focus Features

- In public search, customers can search for jobs without creating a Focus|Career account. Access public search from the login screen. Account-holders have identical option in navigation bar on the seeker dashboard.
- Two new search options: Search by 12 emerging or high-growth industries, capturing Kentucky's sector strategies. Customers with disabilities can find jobs based on potential for accommodations.
- Login Help has popup email to contact the KCC Support Team with account set-up.
- Site accessibility allows font-size changes to normal, medium or large.
- Four new language translators offer Vietnamese, Tagalog (Phillipines), Korean, and Arabic.
- Edit the basic job information without going through wizard path.
- “Start My Resume Again” allows more than one opportunity to upload/build resume (button on Work History or My Resume tabs). This deletes Work History, Education/Skills, and Options tabs only.
- Download original Word/PDF resume (link on My Resume tab or in navigation bar on the seeker dashboard).

Continued on page 2

Continued from page 1

- Add degrees and certifications that are not yet completed (Education/Skills tab). Must enter an expected completion date and will impact job match results. Note that pending education translates to auto-generated Summary tab as if it were completed. **Workaround:** Copy auto-generated Summary to the “Write Your Own Summary” and correct the misstatement. Click proper radio button to display on the resume.
- Entry box to capture courses, honors, GPA, and activities for each degree (see notebook icon in degree table) on Education/Skills tab.
- Jump-ahead technology works for Languages (Education/Skills tab) and Military Occupational Specialties codes (Profile tab).
- MOS look-up and military job descriptions added for all service branches. Work continues to refine crosswalk to civilian job titles.
- Two new resume templates – Resume Variant 1 and 2 – added on My Resume tab.
- User option to display or hide Driver’s License (My Resume tab).
- When users select multiple zips or states (in Geographic Availability, Preferences tab), their selections display as choices on Leads or Search results pages.

Focus Fixes

- Improved navigation and performance, slightly different “look and feel;” language translators convert rapidly and do not lock up the computer.
- When SSN is not provided, a prompt to secondary validation now makes this process more intuitive.
- Zip code assigns account to the appropriate KCC office. Staff may reassign seekers as necessary.
- If “homemaker” entered as job title, the system populates Employer name field as “Self.”
- County and wage data fields populating properly; but wage field is no longer required.
- KY and F|C job IDs print on job-order display and the “Show Me How to Apply” pop-up.
- Job order referral method displays properly.
- Remove multiple Skills and Languages simultaneously from the text boxes.
- In Focus|Assist, staff may now move from one seeker record to another without losing their office location that is set in (staff) Preferences. If staff logs out or times out of the session, the system reverts back to their primary office location.

EKOS Enhancements Coming Soon

Currently being tested by the KCC Support Team, Patch 5.3.01 contains enhancements for the EKOS Mediated module and will be scheduled for release in mid-Fall. Know what’s coming and stay ahead of the game!

New EKOS Features

Telephone extension fields will be added to the Phone and Alt Phone fields in the Mediated application. This also includes correspondence files and templates, the Batch IVR third party output files, and 23-day reminder IVR and email.

Additional fields will be added to the Work History tab in Customer Detail. Once the Petition Number is entered, the remaining Trade-impacted information fields will be enabled.

- **Advers. Affect. Incumb. Wkr** – Not required unless any field in the TAA/NAFTA-TAA section is completed, with the exception of Liable/Agent State.
- **Eligibility Determination** – Not required and shall only be displayed when the other Trade-impacted information fields are displayed (Reason for Leaving field is equal to “Dislocated due to foreign trade. This field will display the value selected from the popup button named ‘Eligibility.’
- **Eligibility** – This button will be enabled when the other Trade-impacted information fields are displayed and the Petition Number field has a value.

EKOS Fixes

- Follow-Up services for WIA youths will allow Youth Funding when Youth is an Adult.
- Singleton enrollments will show the enrolling service on the Enrollments Tab.
- Staff/Office will display correctly in the TED pop-up when adding a TED.
- The Cancel button on the TED will work properly.
- Job Search by zip code will work properly.
- Print Button on the Outcomes Tab will work properly.
- The Employed Flag will set correctly & UI wages will display in Mediated.

Note: KCC Support will notify all Kentucky Career Center offices by email when this release is scheduled.

Spellcheck: Friend and Foe?

Doesn't it just stand to reason that every wonderful convenience has an upside and a downside? While our new Focus|Career application is loaded with great spellcheck features, staff should remind job seekers that some good, old-fashioned proofreading is still a resume must! This is especially true if you spend a lot of time texting or lost in realms of social networking. In other words, if "UR" seriously searching for a job, "UR" seriously limiting your chances for an interview.

When Spellcheck Won't Save You!

Spellcheck is fabulous for catching those commonly misspelled words, "sort of words," not words at all, or techno-slang that tend to attack us when we attempt to demonstrate our more literate qualities. You know them: separate, receive, restaurant, definite. But sometimes, a little common sense and a good eyeball are the invaluable resources that technology has yet to conquer for us. When your error is a usage or a context problem, spellcheck can be your worst best friend. Let's talk, shall we?

- **Apart and a part:** OK, it's Kentucky and some may recall that "parts is parts" when consuming fried chicken, but if you stocked "a part" at the warehouse, "apart" from other duties as assigned, please learn when and how this word becomes two words.
- **Ensure and insure:** Let's hope you "ensured customer service." Otherwise, you've been buying insurance policies for all those people you assisted! Now, weren't you just the epitome of helpful?
- **From and form:** Remember that last job where you collated, stapled, stacked, distributed and filed all of those "froms?" Or maybe it was the job where you worked OT every Thursday "form" 5 to 8 pm? Whichever the case may be, this little transposition flies through spellcheck faster than you can click "ignore" and close the popup.
- **Lose and loose:** If you get lucky, the grammar checker may catch this one, but sometime it slides through like loose change. Remember, only "lose" can be a verb!
- **No and know:** If you "no" that you're the right candidate for this job, the prospective employer will know that you don't "no" what you think you "no" until you figure out what you don't "no."

Continued on page 4

Best Practice Challenge!

Every day, staff in Kentucky Career Centers has that rare opportunity to change people's lives! What you do **IS** important, and how you change lives deserves to be shared and recognized! The KCC Support Team and the Burning Glass Project Team invite you to submit your Best Practices and Success Stories! Let us pat YOU on the back! Submit to:

KentuckyCareerCenterSupport@ky.gov

NCRC Promotes Seeker Skills

By Joseph Paul, NCRC Coordinator

Each day employers receive stacks of applications for only a handful of positions and attempt to determine if the skills described actually match their openings. With the National Career Readiness Certificate (NCRC), candidates now can prove they have those skills, giving OET's unemployed and underemployed customers another tool to help them land a good-paying job.

Based on ACT, Inc.'s WorkKeys assessments, the NCRC covers Applied Mathematics, Locating Information, and Reading for Information. Research shows that 77% of all jobs require these core skills. When used with a high school diploma or GED, the NCRC shows demonstrated skills. The Kentucky Department of Education (KDE) has decided to use the KYNCRC as a tool to measure career readiness.

KDE expects to give the three NCRC exams to all high school seniors this year, fulfilling the Governor's and State Legislature's mandate that every graduating senior "will be college or career ready." Since 2006, more than 43,000 Kentuckians have qualified for a NCRC, demonstrating foundational skills across different industry sectors. Kentucky recognizes the Silver, Gold and Platinum levels, and has exceeded the national average with more than 31,000 attaining these levels.

Once an individual takes the online exam, the ACT data warehouse posts results in up to a week. However, test administrators can immediately access scores for the examinee or a potential employer. The certificates generate in an additional week. Paper and pencil exams take an additional 10 days to post in the KY NCRC database. If your customers take or intend to take the NCRC, please advise them of these time lines.

Continued on page 4

Continued from page 3

The Commonwealth transitioned from the Kentucky Employability Certificate to the nationally recognized NCRC during FY'11. OET leads this important KWIB initiative with its partners in Kentucky Adult Education, KCTCS, Dept. of Corrections, Office of Vocational Rehabilitation, and soon, the Reserve and National Guard. While most testing is done by Adult Education or KCTCS partners, some OET offices now offer tests and provide a NCRC-trained staff to proctor exams. At KYNCRC's web site (<https://ncrc.ky.gov/>) FAQs and other information describe the certificate. Please direct other questions to Joseph.Paul@ky.gov, Kentucky's NCRC Coordinator.

Focus Tips and Reminders

It is now OET's policy that all new customers will be entered to Focus|Career (self-service) or by staff using Focus|Assist (as "staff-entered" accounts). **Please do NOT enter customers into EKOS Mediated.** They cannot benefit from the new job-matching features. If they are not "job ready," click "No" to "Make my Resume Searchable" tab. In the Phase 2 launch, the EKOS job-match feature will be disabled, so please don't trap customer records in EKOS by improperly entering them now. Don't let these accounts accumulate.

When assisting customers with account conversions, be sure to **provide their old Username and Password** as shown in their EKOS account. Do NOT, under any circumstance, change these credentials in EKOS. Let customers convert their accounts and make any credential changes using Focus|Career.

Be sure that customers complete the guided path. They must click Save and Continue on the Preferences tab to escape this path, see their resumes, trigger their job matching and job alerts, and send data back to EKOS.

Always work customer records from Focus|Assist – the staff module – where you see a record's mirror image and can access the staff features. Customers should log out of Focus|Career so you can enter their accounts through Assist. Unless you are training or assisting customers as they use Focus|Career, staff have no need to use the Focus|Career application. Remember also NOT to open both applications on the same computer. Please use Focus|Assist at:

<https://selfreg.ky.gov/Staff/StaffLogin.aspx>

Continued from page 3

- **Physical and fiscal:** Unless you're a doctor giving examinations, or a personal trainer leading exercise classes at the gym, that financial term you're grappling for is probably "fiscal." Easy way to remember: "fiscal" has two syllables, just like "money!" (**Note:** Don't let Olivia Newton-John mislead you with her former hit song, "Let's Get Physical." Olivia's "fiscal" situation improved with every record sale. You can take that to the bank.
- **Then, than, and that:** Confusing "then" and "than" is a common mistake in both speech and writing. To simplify, "then" refers to a time sequence. (I did this and **then** I did that.) "Than" describes a comparison. (I would rather go to Wendy's **than** to Mickey D's.) If you somehow substituted "that" in either context, it was probably an unlucky keystroke, but either way, spellcheck will claim that "UR" right! Tell spellcheck, it is wrong!
- **To, too, and two:** Too many times, people lose an "o" when referring to an increased quantity, or when they mean "also." If something is simply more than you can bear – too expensive, too cute, too wonderful, too much – don't lose your extra "o." Think of it as emphasis! "Two," on the other hand, is a very specific number that follows one and precedes three. Actually, there are probably two on both hands, but who's counting?
- **Whole and hole:** Unless you punched it, fell into it, or dug it – you're likely scrambling for the word "whole," as in that "whole wheat toast" you ate before your interview this morning.

Now that we've had some fun with the most common offenders, there's one last thing... if "UR" describing the "shift" you last worked, don't forget the "f." OMG, please fix that one! We'll talk again soon. LOL!

About Tomorrow's Technology

Published by the Kentucky Career Center Support Team, Tomorrow's Technology is an IT exchange forum on employment-related applications. Submit topics and best practices to:

KentuckyCareerCenterSupport@ky.gov

Past issues can be viewed or printed from:
<http://my.edcabinet.ky.gov/ekosinfo.htm>