

Employ Kentucky Operating System (EKOS)

Reportable Customer Activities & Definitions

Common Measures Enrollment Reportable Activities:

These are specific **activities that must be reported** on registered customers to ensure they are enrolled in Federal Performance Common Measures. These activities will all generate a Common Measures Enrollment.

Common Measures Veteran Program Activities:

These are specific **Veteran activities that must be reported** on registered customers to ensure they are enrolled in Federal Performance Common Measures. These activities will all generate a Common Measures Enrollment.

Non Common Measures Enrollment Reportable Activities:

These are specific activities that are non-enrolling and not reported in Federal Performance Common Measures. These activities **will not** generate a Common Measures Enrollment.

If you have any questions or problems relating to reporting activities for customers please contact the KCC Support Team at KentuckyCareerCenterSupport@ky.gov.

Common Measures Enrollment Reportable Activities:

Assessment Interview - Initial Assessment
Assessment Services - Career Assessment
Assigned Case Management
BEAG Test
Career Guidance
Case Management
Counseling - Group Sessions
Counseling Individual & Career Planning
Entrepreneurial Training
External Job Referral
General Aptitude Test Battery (GATB)
General Aptitude Test Battery – Validity Generalization (GATB/VG)
Individual Employment Plan (IEP)
Interest Inventory
Job Coaching
Job Development Contact
Job Finding Club
Job Search Planning
Job Search Workshop
NATB Test
Orientation (Rapid Response)
Orientation (Trade)
Orientation (UI Reemployment Service)
Orientation (Other)
Other Reportable Services (ES, DVOP, LVER)
Received Case Management Services
Referred to Supportive Services - Non-Partner
Referred to Supportive Services - Partner

Referred to Training
Referred to WIA
Resume Preparation Assistance
Resume Writing
SATB Test
Utilizing Resource Rooms
Vocational Guidance (Other)
Workforce Information Services Self-Service (LMI)
Workforce Information Services Staff Assisted (LMI)

Common Measures Veterans Program Activities:

Assigned Case Manager (VETS)
Received Case Management Services (VETS)
Transition Assistance Program Workshop TAP (VETS)
Vocational Guidance (VETS)

Non Common Measures Enrollment Reportable Activities:

Assessment Test for Adult Basic Education (TABE)
Assessment Toyota
Assessment WorkKeys/National Career Readiness Certificate (NCRC)
Case Management Closed
Case Management Other
Eligibility Determination
Eligibility Review Program (ERP)
Employability Skills
Exempted From UI Profiling Mandatory Participation
Failure to Report (Individual Re-employment Plan)
Follow Up
Incarcerated Veteran Outreach
Interested in Bridges to Opportunity
Job Fair Attendance
Job Fair Information Provided
Job Preparation Interviewing Skills
KCCGO NEG
Kentucky Employ Network (KEN)
Kentucky Teleworks
Obtained Employment
Placed in Training (WIA)
Referral to Adult Education
Referral to External Training Provider
Referral to Kentucky Community and Technical College System (KCTCS)
Referral to KY Farmworkers
Referral to Non-Partner
Referral to Office for the Blind (OFB)
Referral to Office of Vocational Rehabilitation (OVR)
Referral to Veteran Program
Referral to WorkKeys/National Career Readiness Certificate (NCRC) Testing
Referral to Workshop
Referred to Bridges to Opportunities
State Energy Sector Partnership (SESP)

Translation Service
Unemployment Insurance Benefits Right Interview
Unemployment Insurance Information
Workshop Attendance

REA Activities:

Orientation (REA)
Failure to Report (REA)
Labor Market and Career Information Provided (REA)
RES/REA EUC Focus Career Resume Completed or Updated
RES/REA EUC Job Search Eligibility Confirmed
RES/REA EUC Requirements Fulfilled

Common Measures Enrollment Reportable Activities:

Assessment Interview - Initial Assessment

The customer had an initial analysis of educational level, work history, vocational skills strengths and weaknesses, or identification of employment barriers and development of an action plan using their strengths and reducing weaknesses.

Assessment Services - Career Assessment

Assessment services are designed, usually through interviewing, to determine each customer's employability, aptitudes, abilities, and interests and to develop a plan to achieve the customer's employment and related goals. Testing, counseling and employability planning may also be used during the assessment process.

Assigned Case Manager

A case manager is assigned to provide ongoing one-on-one personal assistance and regular follow-up using a case management approach to services. This includes, but is not limited to, providing advice pertaining to vocational choice, assistance to obtaining training to reach employability, and follow-up services over the time required to obtain employment.

BEAG Test

The Spanish language version of the General Aptitude Test Battery (GATB). This is a test that measures a broad range of general abilities that are found in all jobs.

Career Guidance

Services which include the provision of information, materials, suggestions, or advice which are intended to assist the job seeker in making occupation or career decisions.

Case Management

Client-centered approach in the delivery of services, designed to prepare and coordinate comprehensive employment plans, such as service strategies, for customers to ensure access to the necessary training and supportive services, using, where feasible, computer based technologies and provide job and career counseling during program participation and after job placement.

Counseling - Group Sessions

The process whereby a trained counselor, using the principles of group dynamics in group discussion, assists selected customers with similar employment problems (such as inability to find or hold a job), through peer interaction, group members are aided in achieving a better understanding of their problems and in clarifying or modifying feelings, attitudes, and behavior which are barriers to successful employment. Group counseling is an extension of the overall counseling process but does not replace the individual counseling interview.

Counseling Individual & Career Planning

A meeting in which an employment counselor or counselor trainee provides ongoing or one-time assistance to help a customer gain a better understanding of themselves so they can more realistically choose or change an occupation, or make a suitable job adjustment.

Entrepreneurial Training

Classroom training designed to prepare and assist customer in starting their own business and to provide them with the on-going management skills necessary to operate their own business. Customer may be taught how to develop business plans for marketing. Found in the Employment and Training Category of Activities under Training.

General Aptitude Test Battery (GATB)

Customer was given the GATB. The GATB measures a broad range of general abilities, which are found in all jobs. It is a battery of 12 tests which measure aptitude in nine different skills: General Learning Ability, Verbal Aptitude, Numerical Aptitude, Spatial Aptitude, Form Perception, Clerical Perception, Motor Coordination, Finger Dexterity and Manual Dexterity.

General Aptitude Test Battery – Validity Generalization (GATB/VG)

GATB/VG is the method of validating the test to the job or work to be performed. GATB/Validity Generalization allows the testing of virtually all jobs in the economy and the ability to report more precise information to employers based on percentile rank.

Individual Employment Plan

The development of a plan for a customer that includes the necessary steps and timetables to achieve employment in specific occupational, industry, or geographic area.

Interest Inventory

An inventory of occupational activities, occupational titles and occupationally related life experience activities used in vocational counseling. Measures interests in a wide range of occupations, occupational activities, hobbies, leisure activities and types of people. Based on the idea that individuals are more satisfied and productive when they work in jobs or at tasks that they find interesting and when they work with people whose interests are similar to their own.

Job Coaching

On-site job training for those customers needing assistance in adjusting to employment, and instruction in learning the skills necessary to perform job competently.

Job Development Contact

The act of soliciting a public or private employer to obtain a job interview for a specific individual for whom an ETA program sponsor has no suitable opening currently on file. Is considered a Job Search activity for federal reporting.

Job Finding Club

An organized activity that provides instructions on resume writing, application preparation, interviewing skills, and/or job lead development. Includes a period of structured application where customers attempt to obtain jobs. Job Finding Club encompasses all elements of the Job Search Workshop, plus a one to two week period of structured, supervised application where customers attempt to obtain jobs.

Job Search Planning

Development of a plan (not necessarily a written plan) that identifies employment goals and includes the necessary steps and timetables to achieve employment in "specific" occupational, industry, or geographic areas.

Job Search Workshop

An organized activity that provides instructions on resume writing, application preparation, interviewing skills, and/or job lead development. A seminar designed to provide the customers with knowledge that will enable them to find jobs. Subjects are not limited to but should include labor market information, application/resume writing, interviewing techniques, and finding job openings.

NATB Test

A non-reading version of the GATB for use with educationally deficient customers who do not have the literacy skills to take the GATB.

Orientation (Rapid Response)

Customer is participating in the Rapid Response Program. Employees are made aware of the different services available to workers after a layoff. Received services intended to assist with the loss of a job.

Orientation (Trade)

Affected worker is participating in a Trade Orientation. Affected workers are made aware of the different services available to workers affected by Trade. Received services intended to assist with the loss of a job and potential eligibility for Trade.

Orientation (UI Reemployment Service)

Customer Orientation provides a formalized effort to offer the UI Program Claimant with an overview of the program and services available, the criteria and requirements for program participation and receipt of services, and an understanding of what is required and what is optional. Orientation may be individual or in-group sessions. It could provide information on the services available, including other community services, and completing forms.

Orientation (Other)

Customer was provided and/or participated in an Orientation. Can be used for any type of Orientation not specified elsewhere.

Other Reportable Services (ES, DVOP, LVER)

This activity can be reported on all customers, not just to veteran customers and can be reported by all staff. It is used to report activities that are not specifically accountable elsewhere. Some examples of activities covered under this selection is:

- Handling Customer Complaints
- Providing Information about Training and Apprenticeship
- Providing state and federal civil service information and applications
- Providing information about the interstate job bank
- Activity that is not specifically defined elsewhere

NOTE: Other Reportable Services is not an activity for which you can report an Obtained Employment.

Placed in Training (WIA)

Customer is enrolled in WIA Institutional training. *Found in the Employment and Training Category of Activities under Training.*

Received Case Management Services

A customer assigned a case manager who receives career guidance, referral to supportive services, job development contacts, referral to jobs, referral to training, or any combination of those services.

Referred to Supportive Services - Non-Partner

Referral of the customer to an organization or entity that is not a One Stop partner for services designed to assist customer to achieve physical, mental, social or economic well-being and reduce or eliminate barriers to employment. These include health and medical services, childcare, emergency financial services, relocation assistance, residential support, nutritional and legal services. When reporting this activity you should also report the appropriate State Specific activity to reflect the Non-Partner agency to which the customer was referred.

Referred to Supportive Services - Partner

Referral of the customer to a One Stop partner for services designed to assist customer to achieve physical, mental, social or economic well-being and reduce or eliminate barriers to employment. These include health and medical services, childcare, emergency financial services, relocation assistance, residential support, nutritional and legal services. When reporting this activity you should also report the appropriate State Specific activity to reflect the Partner agency to which the customer was referred.

Referred to Training

Customer was referred to Training.

Referred to WIA

For customers referred to a service delivery component funded under Title I of the Workforce Investment Act of 1998. This would be reported for all customers referred to WIA staff.

Resume Preparation Assistance

Providing instructions on the content and format of resumes and cover letters and providing assistance in the development and production of the same. For additional information:

<http://www.focuscareer.ky.gov>

http://www.acinet.org/acinet/resume/resume_intro.asp

NOTE: Making any change to a Focus/Career resume will automatically generate this activity in EKOS.

Resume Writing

Any assistance provided by staff that gives detailed explanations and step-by-step processes, for creating an effective resume.

SATB Test

An aptitude test battery developed to determine the customer's potential for acquiring the skill involved in a particular occupation.

Termination from Training - Successful – Other

Customer successfully completed other State or Local Training. *Found in the Employment and Training Category of Activities under Training.*

Termination from Training - Successful - Post Secondary

Customer successfully completed a Post-Secondary Education program at an accredited degree-granting institution that led to an academic degree (e.g., AA, AS, BA, BS).

Termination from Training - Successful – Secondary

Customer successfully completed a secondary (high school) program recognized by the State and earned a High School Diploma or a High School equivalency diploma (GED).

Utilizing Resource Rooms

The Customer was provided access to the services and materials of a One-Stop Resource Room/Center.

Vocational Guidance (Other)

Customer was provided a wide range of information, materials, suggestions and advice that is intended to assist in a vocational decision regarding employment and training opportunities. This term is used to cover reporting activities that are not already covered in a specific countable service such as counseling or testing.

Workforce Information Services Self-Service (LMI)

Customer conducts self-directed search for Workforce Information Services Self-Service (LMI).

Information concerning occupational staffing patterns, hiring patterns, high growth industries, working conditions, benefits, and pay of firms or industries. Using the LMI tools in Focus/Career will generate this activity automatically (it is not an activity staff are able to add manually).

Workforce Information Services Staff Assisted (LMI)

Staff conducts directed search for Workforce Information Services Staff Assisted (LMI). Information concerning occupational staffing patterns, hiring patterns, high growth industries, working conditions, benefits, and pay of firms or industries. For LMI information: <https://kylmi.ky.gov/>

Additionally, when staff conducts any job search related activity in Focus/Career, this activity is automatically generated in EKOS.

Common Measures Veteran Program Activities:

Assigned Case Manager (VETS)

For those veterans to whom a local office staff member, i.e., DVOP, LVER, is assigned to provide ongoing one-on-one personal assistance and regular follow-up using a case management approach to services. This includes, but is not limited to, providing advice pertaining to vocational choice, assistance to obtaining training to reach employability, and follow-up services over the time required to obtain employment.

Received Case Management Services (VETS)

A veteran assigned a case manager who receives career guidance, referral to supportive services, job development contacts, referral to jobs, referral to training, or any combination of those services.

Transition Assistance Program Workshop TAP (VETS)

Workshops to provide service members in the process of leaving the military necessary information so they may make informed career decisions as they transition to civilian life.

Workforce Information Services, Staff Assisted (LMI): Information concerning occupational staffing patterns, hiring patterns, high growth industries, working conditions, benefits, and pay of firms or industries.

Vocational Guidance (VETS)

All veterans who receive services provided by trained staff, which involve providing a wide range of information, materials, suggestions and advice to veterans which are intended to assist in a vocational decision by the veteran regarding employment and training opportunities. (Veteran applicants only).

Non Common Measures Enrollment Reportable Activities:

Assessment Test for Adult Basic Education (TABE)

Customer was given the Test for Adult Basic Education (TABE), an assessment instrument for adult basic and secondary education. The TABE is a norm-referenced test designed to measure achievement in reading, mathematics, language, and spelling.

Assessment Toyota

Customer was given Toyota assessment to determine employment eligibility.

Assessment WorkKeys/National Career Readiness Certificate (NCRC)

Customer was given the WorkKeys assessment. WorkKeys tests skills in problem solving, communication, and teamwork. It also identifies the skill levels needed to do specific jobs. WorkKeys assessments give students and workers reliable information about their workplace skill levels and stresses skills development important for every type of employment.

To earn a Kentucky Employability Certificate, individuals are tested in reading, applied math and locating information through the WorkKeys assessment tool, which is widely used in the private sector to analyze jobs and assess employee skill levels. WorkKeys is a product of ACT Inc., a nonprofit organization best known for the ACT college entrance exam. As a result of the testing, individuals earn an employability certificate or identify areas in which they need further instruction.

Case Management Closed

Case management services have ended.

Case Management Other

Client-centered approach designed to prepare and coordinate comprehensive employment plans, to ensure access to the necessary training and supportive services, and provide job and career counseling during program participation. This activity can be used to report individual case management sessions for any program.

Eligibility Determination

The customer was assessed to determine program and service eligibility. Requires details in Comments section.

Eligibility Review Program (ERP)

An ERP was conducted to determine whether or not the customer is following the work registration, job search requirements, etc., and is still eligible for receiving UI benefits. An Eligibility Review (ERP or ERI) is a federal requirement, conducted every six weeks, to ensure that claimants continue to meet the eligibility requirements for receiving Unemployment Insurance Benefits.

Employability Skills

The customer is provided services to assist with developing employability skills in their field of choice; assistance to overcome any barriers they may have in obtaining a full-time, stable job; exposure to specific jobs and skills and prepares customer for regular full-time employment.

Exempted From UI Profiling Mandatory Participation

Profiled Claimants who have been exempted from having to participate in the federally mandated Re-employment/Profiling Program. A Claimant can be exempted based on such criteria as already receiving Re-employment services, or was an inappropriate selection.

External Job Referral

A job referred to a customer that is outside the state data system.

Failure to Report (Individual Re-employment Plan)

(Failed To Report - Individual Reemployment Plan) Profiled unemployment claimants failed to report to the second session of the REA plan to complete their individual reemployment plan.

Follow Up

A follow up contact was made with the customer following the provision of services, training. Job search assistance, employment or post-employment. These services can be any that will assist the customer in continuing employment and self-sufficiency.

Incarcerated Veteran Outreach

To show employment services provided to veterans who are incarcerated in county, state, or federal detention facilities. To document visits to detention facilities for the purpose of coordinating delivery of employment services to incarcerated veterans.

Interested in Bridges to Opportunity

A customer has indicated interest in Bridges to Opportunity, a transportation construction project located along the Ohio River. This is generated automatically when a customer indicates interest in Focus/Career.

Job Club

A support group service for job seekers who meet regularly with club customers and local career experts for advice and support with their job hunting efforts.

Job Fair Attendance

A jobseeker has attended a recruiting event where they meet with multiple employers at one convenient location. Put in Comments name/location of job fair.

Job Fair Information Provided

The customer must be provided with information regarding a job fair.

Job Preparation Interviewing Skills

Customer is provided services that teach and prepare them for employment, importance of listening, appropriate dress, types of questions to expect, importance of researching a company prior to interview, etc. Can also include mock interviews.

Kentucky Employ Network (KEN)

An intense approach to case-management for UI Claimant Customers. Orientation and Job Search Workshop is conducted followed by structured job search, referral and follow-up. Also involves working closely with employers.

Kentucky Teleworks

Allows job seekers to apply for online or work from home jobs. The jobs that are listed have been vetted by a coordinator for authenticity.

KCCGO NEG

This activity is to be used ONLY for those participants that are being served or referred to the KCCGO National Emergency Grant.

Obtained Employment

The customer obtained employment within 90 calendar days following services or activities. Documentation is required in Comments for data validation purposes.

Placed in KY Farmworkers

Customer was placed in the KY Farmworkers program.

Referral to Adult Education

Customer is referred to Adult Education for purposes of raising educational or literacy level. For information about Kentucky Adult Education: <http://kyae.ky.gov/>

Referral to External Training Provider

Customer was referred to Training programs operated by private sector, including programs operated by labor organizations or by consortia of private sector employees, utilizing private sector facilities, equipment and personnel to training workers in an occupation for which demand exceeds supply.

Referral to Kentucky Community and Technical College System (KCTCS)

Customer was referred to Kentucky Community and Technical College System.

Referral to KY Farmworkers

Customer was referred to the Kentucky Farmworkers program.

Referral to Non-Partner

Customer is referred to a non-partner. Must provide Comments.

Referral to Office for the Blind (OFB)

Customer was referred to the Office for the Blind, which provides services to individuals who are blind or have impaired vision, in order to assist with barriers that could interfere with work. The Office for the Blind can also assist with training that will provide needed skills for the customer to be self-sufficient and get a job.

Referral to Office of Vocational Rehabilitation (OVR)

Customer is referred to Office of Vocational Rehabilitation (OVR) for assessment and/or services.

Referral to Veteran Program

A Veteran or Other Eligible Customer is referred to the Veteran's Program for priority services that include job search assistance, counseling, case management, referral to supportive services, etc.

Referral to WorkKeys/National Career Readiness Certificate (NCRC) Testing

Customer was referred to WorkKeys Testing.

Referral to Workshop

Customer is referred to a workshop. Must provide specifics in Comments.

Referred to Bridges to Opportunities

Customer is referred to the Bridges to Opportunities program, a transportation construction project located along the Ohio River.

State Energy Sector Partnership (SESP)

The State Energy Sector Partnership is a training grant funded through U.S. Department of Labor ARRA funds to train workers in high growth and emerging industries. Customers in the Cumberland and West Kentucky Workforce Investment Areas will have the opportunity to earn degrees and industry-recognized certifications in green job industries including energy assessment, Smart Grid technology, chemical engineering, plumbing and pipefitting.

Translation Service

Bilingual staff serves as translators for customers needing services who are limited English proficient.

Unemployment Insurance Benefits Right Interview

Interview given to customer's receiving unemployment insurance benefits. During the interview staff explain the unemployment insurance eligibility requirements, appeal rights, amount of weekly benefit amount (if determined eligible), how long a disqualification will last, and job search requirements (if appropriate).

Unemployment Insurance Information

Unemployment Insurance information provided.

Workshop Attendance

Customer attended a specific workshop as specified on the Comment Tab.

REA ACTIVITIES:

Orientation (REA)

Profiled unemployment claimants attend the orientation to learn about partner programs and services available to them through the One Stop system. They would learn about self-marketing, networking, job searches, and would convert and update their resume on Career Focus. They would also be given an interest inventory survey to complete.

Failure to Report (REA)

Profiled unemployment claimants failed to attend the REA orientation session they were assigned to.

Labor Market and Career Information Provided (REA) – Information

REA EUC Regular

RES/REA EUC Focus Career Resume Completed or Updated

Indicates that the Focus Career Resume is completed in full – including applicable work history, education, and skills.

RES/REA EUC Job Search Eligibility Confirmed

Indicates the completed work search performed by the customer, shows a direct connection to labor market information, based on the individuals skills and experience from prior work history.

RES/REA EUC Requirements Full filled

Indicates that all required activities of the REA/EUC requirement have been provided by the customer and verified by staff.