

Employ Kentucky Operating System Business Rules

This document contains the guiding principles regarding how agencies will use EKOS in the provision of their services. It is expected that all staff will adhere to these guidelines.

I. Customers

A. Participants

1. All participants must be registered in EKOS.
2. Participants must be registered in EKOS prior to job referrals and/or services being provided.
3. If the participant is not registered in EKOS, staff will enter the registration information into the Mediated Production site of EKOS or the participant, utilizing Self-Registration, will input the required data for a registration into EKOS.
4. Staff must review the registration record for accuracy and completeness and make updates as appropriate.
5. The participant registration Status must be active if the participant is receiving activities or services from any agency. If this field is in 'Inactive' status, staff is to manually change the status field to 'Active'.
6. If the participant is seeking employment, the Job Seeker Status must be Active. If this field is in Inactive Status, staff are to manually change the Job Seeker Status Field to Active.
7. "Failed to Report" and "Refused Job" are activities that must be reported in EKOS on a participant record. "Failed to Report" (FTR) and "Refused Job" must be reported to UI staff for Disputed Claims Investigator (DCI) to investigate.

II. Employer

1. The Federal Employer Identification Numbers (FEIN) is used to identify and validate employers. The FEIN is a unique nine-digit number assigned by the Internal Revenue Service (IRS) to business entities operating in the United States for the purposes of identification. This field is mandatory for all EKOS employer records
 - a) To create a new employer record first conduct a search by FEIN and then by employer name to determine whether the employer record is already in EKOS. There should be only one active record per FEIN.

If there are duplicate employer records, and one of the records is an e3 record, the e3 record will always be your active record. If there is not an e3 record inactivate the other record(s) with no job orders or activities. If the other record(s) have open job orders attached, inactivate the one(s) with the oldest job order. The system will allow staff to inactive an employer record with an open order. Staff will also need to manually add the employer contacts from the 'inactive' record(s) to the 'active' record if they do not already exist. Place a post a note on the employer record's comment section stating why it is being inactivated.

- b) When reviewing duplicate records never inactive the e3 record, this will result in locking out the e3 employer from their account.
1. Activities to an employer must be documented in the Employer Module using the 'Activity' button. If the specific activity is not available as a selection, staff should document information in comments with 'Post A Note'. This will give all agencies access to the history.
2. Up to 300 employer contacts can be added to an existing employer record. Employers may have multiple locations, each with their own contact.
3. When entering a new record for an independent contractor (as defined by UI auditors), we will use a pseudo number ex: 99-9701161
 - a) System = 3 9's
 - b) Your 2 digit office number
 - c) Contractor's month and year of birth or last four digits of their social security number
(This is the same process we use for customer pseudo numbers)
 - d) FEIN is not required for independent contractors. Always put a 'Post A Note' that the employer stated they are not required to have a FEIN.
4. Prior to contacting an existing employer, review the employer record for recent activities and comments. Then after contacting the employer update the record as appropriate.
5. When entering an employer activity, add comments as appropriate.

III. Job orders

Federal Performance mandates the reporting of job orders and openings received. Therefore it is critical that all the business rules relating to the taking, writing and maintenance of job orders be followed.

As per the United States Public Laws, 107th Congress, Second Session document PL 107-288 (HR 4015), November 7, 2002, JOBS FOR VETERANS ACT.

"An Act to amend title 38, United States Code, to revise and improve employment, training, and placement services furnished to veterans, and for other purposes."

"The term 'priority of service' means, with respect to any qualified job training program, that a covered person shall be given priority over non-veterans for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provision of law."

A. Veterans Priority:

1. All staff, not just Veteran staff, must maintain Veterans priority and those agencies that enter job orders **must ensure** that Veterans are accommodated.
2. At the time a new job order is received and input into EKOS, staff/agency has the responsibility of performing Veterans priority search. If veterans matching the job order criteria are found, staff/agency is to initiate an IVR and/or contact the veteran.

B. Employers have a variety of options to post jobs in EKOS/AJE.

1. Input job orders through e3 at e3.ky.gov.
2. Input job orders directly into America's Job Exchange (AJE).
3. Contact a One-Stop Career Center or Local Office in-person, phone, fax, mail, and/or email. If an employer outside your service area or out-of-state, contacts you to list a job order, inform the employer that there is a One-Stop Center in his/her area. However, you are to take and input the job order if the employer prefers.

C. Agencies shall designate an assigned staff on each job order when it is written.

D. The assigned staff for a job order shall be contacted if there are questions or changes regarding the job order.

E. If it is discovered that the employer already has the same job listing(s), staff should inform the employer that a job order is currently open in the system and not duplicate the job order.

F. A referral can only be made on an 'open' job order.

G. Once you confirm that the customer meets the job order requirements, referrals may be made in person, by IVR, or telephone.

H. If an employer requests that an agency screen applicants based on factors that violate state or federal law, the employer must be told we will be unable to service that order. Applications containing questions that violate state or federal ADA and EEO laws will not be distributed by staff.

I. Job Order Maintenance

1. Assigned staff will ensure a match is performed on a new job order and continue on a weekly basis until the job order is filled or closed.
2. Staff that refers a job seeker to an employer that has a position listed in EKOS is required to enter a referral for that participant into EKOS.
3. Follow up may be completed by phone, fax, email, or mail.
4. Conducts a follow up with the employer to obtain placement results.
5. All job orders in 'referred' status must have follow-up the day after they are moved to 'referred' status.
6. All results must be posted on the job order 'Comments' Tab of EKOS.
7. Only assigned staff can make changes or updates to job orders.
8. These specific changes/updated should only be changed by designated staff:
 - a) Referral
 - b) Number of openings
 - c) Status change and
 - d) Contact method

If changes are necessary please notify the assigned staff

- I. Always 'Post A Note' when demographic changes are made.
- J. After the end of a quarter, when a job order is 'Closed' or 'Filled', they are not to be reopened if the employer makes the position available again, instead a new job order must be written for the position(s).
- K. Archived job orders can only be used for duplicating a job order.
- L. The number of Job Openings should not be lowered to make the openings match the placements. Federal Performance (9002E) is based on the 'Number of Openings Received'.
- M. Staff are not to re-open a Job order that is in 'Referred', 'Closed', 'Suspend' or 'Filled' status to make a referral. Staff must first read Comments to see if any information regarding the status has been documented and/or contact the office or assigned staff who input the Job order.
- N. The 'Emp Req #' field on the job order 'Detail/General Info' Tab is to be used to record a position number that may be assigned by an employer.

- O. The 'Employer Job Title' field on the job order 'Detail/General Info' Tab is used to enter the title that the employer uses for the position they are listing. This title must not be discriminatory or gender specific.
- P. If the Employer and/or Employer Contact have an email and/or Company URL, these should be listed on the job order and the Employer Registration.
- Q. Suppress job orders field:
Job orders are to be checked "Yes" unless specified otherwise.
- R. The 'Source (State)' field on the job order 'Detail/General Info' Tab has 'Application Only, Full Service' and 'Job Fair' as selections. This field is to be completed as appropriate.
- S. The 'Source (Fed)' field on the job order 'Detail/General Info' Tab has 'Employer Listing', 'Job Development' and 'Mandatory Listing' as selections. This field is to be completed as appropriate.
- T. The job order 'Detail/Job Description' Tab requires an entry of 5 and up to 4000 characters. 'Word Spell Check' must be used to check the correctness of spelling and grammar.
- U. On the job order 'Detail/Job Detail' Tab, certain fields are not 'green-dotted' but must be completed to ensure better customer service.
 - a) Referrals Requested
 - a) Hours Per Week
 - b) Work Days
 - c) Shift
 - d) Experience Required
 - e) Starting Pay – Minimum, Maximum and Unit
 - f) Drivers License Class
 - g) Endorsements
 - h) Keyboarding Speed
 - i) Public Transportation

A. Resumes received in response to Job orders

Offices shall have staff designated to receive, review and process resumes received in response to a Kentucky Job order listed in EKOS and AJE by contacting the customer, in a timely manner, to register within our system before a referral can be generated.

B. Staff Security Levels

- a) Security levels will be based on job duties and training provided by the EKOS team only.
- b) Security for new employees must be requested by office management on the EKOS Request form and submitted electronically to the EKOS Project Mailbox at ekos.project@ky.gov
- c) Security updates for existing staff can be requested by submitting an email to the EKOS Project Mailbox at ekos.project@ky.gov
- d) All staff that will input referrals for customers must be provided the appropriate training and security clearance level for this functionality.

C. EKOS Help Desk

An EKOS Help Desk email box Ekos.Project@ky.gov is set to receive problems and/or questions regarding EKOS/e3, AJE, Self Service and Self Registration and should not be emailed to individuals on the EKOS team. Those inquiries/questions not pertaining to EKOS are to be forwarded to DTS Help Desk at 502-564-6949 or (toll free) 866-520-0002.

D. Super Users (Point of Contact [POC])

All problems relating to EKOS should be reported by the POC established within each agency to the EKOS Help Desk at Ekos.Project@ky.gov.

EKOS GENERAL INFORMATION

- ✦ **Employ Kentucky (EKOS) Is a common system shared by multiple agencies**
 - Any Partner that has the proper security clearance can now enter a customer information in to the system.

- ✦ **Hints / Helps / Info**
 - DO NOT USE the BACK/FORWARD Buttons or the REFRESH BUTTON on your windows bar located at the top of the page or you will loose all information entered, and be kicked out of Employ Kentucky.
 - **Employ Kentucky (EKOS)** has an automatic timeout feature, after 30-40 minutes of inactivity, you will be required to log back onto the system.
 - All information entered into the system should be entered using the proper Upper or Lower Case letters.
 - Always, go to Search before pulling up a "**Customer, Employer, Provider or Job Order**"
 - 4 Tabs that must be completed to create a record are General, Add'l Info, Objective, Skills
 - Any gray tab or button – Means you do not have access to alter.
 - • (green dot) – means required field. Failure to complete any required field will result in an error message.
 - You will need to use a "**Double click**" instead of a "**single**"
 - State Field defaults to **KY** Country defaults to **USA**

† **Several Keys have Multiple Functions.**

- **F11**- Allows you to switch between a normal screen and a full screen
- **SHIFT**- Selects more than one customer record at a time – Hold down shift, Click on the first customer name while holding down (the shift button) click on the last customer name you want to highlight.
- **ALT**- To select more than one randomly – Hold down ALT click got to the next record and click.

† **Things to remember:**

- Update Password (we suggest you should change your password every quarter)
- Check daily- Appointments/ Calendar / Reminders
- View future appointments/calendar
- "Help Module" a comprehensive indexed help manual of each module
- "Correspondence Help" can access templates used in correspondence and can be downloaded to your PC

username: tester1

password: july2004

Test sites

Self-registration test
<https://selfregtest.ky.gov>

e3
<https://www.e3.ky.gov>

Mediated test
<https://www.ekostest.ky.gov>

Self Service test
<http://www.ekostest.ky.gov>

Production Sites

Self-registration
<https://selfreg.ky.gov>

Mediated
<https://www.ekos.ky.gov>

Self Service
<http://www.ekos.ky.gov>

Miscellaneous Sites

ONET definitions
<http://online.onetcenter.org/>

Labor Market Information
www.workforcekentucky.ky.gov

America's Job Exchange
<http://www.americasjobexchange.com/>

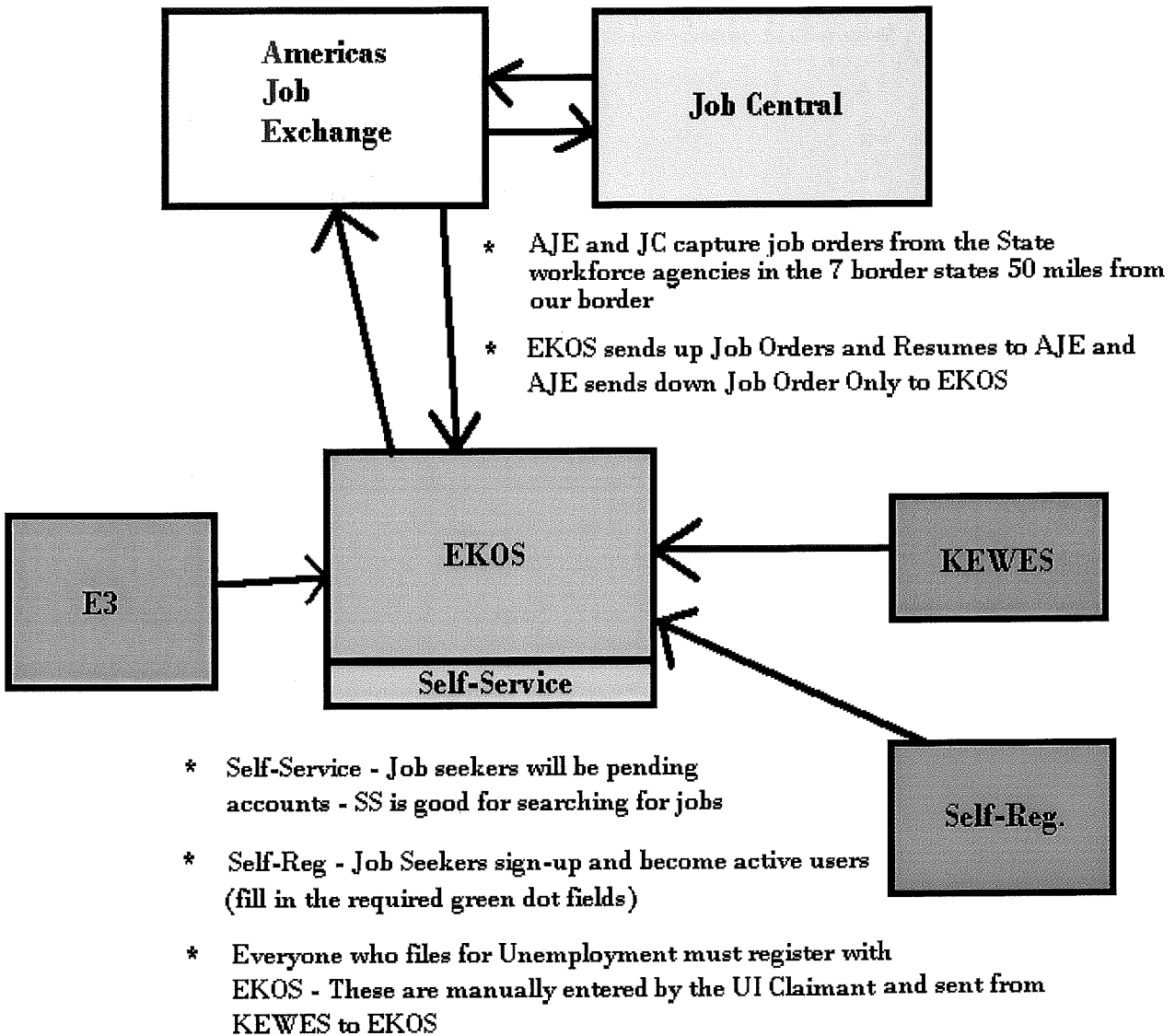
Zip code
<http://zip4.usps.com/zip4/welcome.jsp>

DOL Common Measures
<http://www.doleta.gov/performance>

EKOS Newsletters, Definitions, and Templates
http://my.edcabinet.ky.gov/EKOS%20Newsletters/employky_update_newsletters.htm

Data Exchange Chart for EKOS

- * Kentucky has 7 border states (2nd most)
~ TN, OH, WVU, VA, IN, IL, & MO





Self Registration

Please check the services in which you ~~are~~ **interested**:

- Information About Services
 - Orientation on One-Stop Services
 - Printed Materials

- Assessment of Skills & Interest

- Career Resource Center (Self-Service)
 - Copier Use
 - Computer Resume Preparation
 - Internet Job Search
 - Other Resource Materials
 - Resource Directory Use

- Job Preparation & Placement
 - Career Planning and Counseling
 - Help with Interviewing Skills
 - Job Listings
 - Job Search Assistance
 - Labor Market Information
 - On-The-Job Training
 - Resume Preparation Assistance
 - Work Registration

- Education and Training
 - Community College Program Opportunities
 - Financial Aid Assistance
 - Information on Educational Opportunities
 - Job Training
 - Technical College Program Information

- Adult Education & Literacy Services
 - English as a Second Language
 - GED Classes
 - Improvement of Reading and Math Skills

- Unemployment Insurance
 - File for Unemployment Benefits
 - Retraining for a New Career

- Other

Please check any of the services listed below that you may need. This will assist in referring you to the appropriate agency that provides these services.

Do you need other Supportive Services?

- | | | |
|--|---|--|
| <input type="checkbox"/> Abuse Counseling & Protection | <input type="checkbox"/> Heating Assistance | <input type="checkbox"/> Rent Assistance |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Housing Temporary Shelter | |
| <input type="checkbox"/> Financial Assistance | <input type="checkbox"/> Legal Aid | <input type="checkbox"/> Training |
| <input type="checkbox"/> Food Stamps | <input type="checkbox"/> Medical Assistance | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Head Start | <input type="checkbox"/> Parenting Assistance | <input type="checkbox"/> Weatherization |

alphabetical

BOLD

Do you need other Specialized Services for ~~any~~ of the below categories?

- Disability
- Individuals 55 and Older
- ~~Veterans~~
- Young People (14-24)

Please click on the Submit button only once, then wait. The system will redirect you to another page.

Reset Submit

Mediated Business Requirements
Staff

- 7.8.3.1.1. Appointments scheduled in this manner are added to the Inbox upon being saved.
- 7.8.3.2. Scheduling an appointment via the Schedule button on the Employer Detail/Contact Info tab.
 - 7.8.3.2.1. Appointments scheduled in this manner are added to the Inbox upon being saved.
- 7.8.3.3. Re-opening a closed enrollment from the Customer Services/Enrollment tab.
 - 7.8.3.3.1. This reminder shall be created for each re-opened program enrollment per indication of a flag in the Federal Program table in Admin.
 - 7.8.3.3.2. This reminder shall be created for the administrator that terminated the enrollment.
 - 7.8.3.3.3. The reminder shall consist of the following information:
 - 7.8.3.3.3.1. Start Date column: The current start date of the reminder formatted: MM/DD/YYYY
 - 7.8.3.3.3.2. End Date column: The current end date of the reminder formatted: MM/DD/YYYY
 - 7.8.3.3.3.3. Start Time column: The current time of day, formatted HH:MM (am or pm)
 - 7.8.3.3.3.4. End Time column: The current time of day, formatted HH:MM (am or pm)
 - 7.8.3.3.3.5. Name column: Name of the customer formatted: Last Name, First Name
 - 7.8.3.3.3.6. Event column: "Enrollment Reopened."
 - 7.8.3.3.3.7. Description column: "<FED PGM> Reopened for <SEEKER ID>"
 - 7.8.3.3.3.7.1. <FED PGM> shall be replaced with the name of the Federal Program.
 - 7.8.3.3.3.7.2. <SEEKER ID> shall be replaced with the customer ID associated to the re-opened enrollment.
- 7.8.3.4. Via a nightly batch job that looks for certain date triggers in the database.
 - 7.8.3.4.1. Appointments/reminders scheduled in this manner are added to the Inbox when the batch job has completed running.
 - 7.8.3.4.2. The date triggers used for determining when an Inbox item is to be created are established by data collected in the Customer Services/Achievement Objectives and Customer Services/Services tabs.
 - 7.8.3.4.2.1. The triggers are listed in the following table, along with the event name and event description that will display for the reminder when it is added to the Inbox:

Tab	Trigger	Event_Name	Event_Description
Achievement Objective	The day before this date and actual_start_date = null	Reminder	Achievement objective to start
Achievement Objective	Today's date = Planned_start_date and the actual_start_date = null	Reminder	Objective should start today



Mediated Business Requirements
Staff

Tab	Trigger	Event Name	Event Description
Achievement Objective	The day after this date and Actual_start_date equals null	Missed date	Missed achievement objective start date
Achievement Objective	The day before this date and the actual_end_date = null	Reminder	Achievement objective to end
Achievement Objective	Today's date = Planned_end_date and actual_end_date = null	Reminder	Objective should end today
Achievement Objective	The day after this date and Actual_end_date equals null	Missed date	Missed achievement objective end date
Achievement Objective	The day before this date	Reminder	Objective/Services review
Achievement Objective	This date plus 90 days	Reminder	Follow up
Achievement Objective	This date plus 120 days	Reminder	Follow up
Customer/Services	Today's date = Planned_start_date and actual_start_date = null	Reminder	Service should start today
Customer/Services	Today's date = Planned_end_date and actual_end_date = null	Reminder	Service should end today
Customer/Services	The day after this date and Actual_end_date is null	Missed date	Service should have ended.
Customer/Services	The day before this date	Reminder	Service review
Customer/Services	The <60th> day after the last actual end date for all services and activities, plus any hold days that fall after the date of last service or activity. <60th> is configurable	<PGM> exit candidate <PGM> is replaced with name of Federal program	No recent <PGM> services or activities <PGM> is replaced with name of Federal program
Customer/Services	<90> days after the latest c-time for activities or actual end date for services, plus any hold days that extend the date. <90> is configurable	<PGM> Soft Exited <PGM> is replaced with name of Federal program	Exited due to no <PGM> services or activities in the past <#> days. <YOUTH> <PGM> is replaced with name of Federal program. <#> is replaced with the number of days before a program is soft exited. <YOUTH> is replaced with "***Achv Obj End Date Set For WIA Youth" when an end date for an achievement objective is set for a WIA Youth Enrollment.

Mediated Business Requirements
Staff

Tab	Trigger	Event Name	Event Description
Customer/Services/ Enrollments	If the Soft Exit process closes an enrollment that has previously been exited in a different calendar quarter and also has manual outcome field information filled in.	Review Prior Exit w/Manual Outcomes	<PGM> Enrollments has been Soft-Exited. Previous exit date-dependent manual outcomes should be confirmed. <PGM> is replaced with the name of the Federal program.
Customer/Services Literacy/Numeracy	This date plus 300 days.	Reminder	Post Test should be given.

7.8.3.4.2.1.1. Normal inbox items (reminders and missed dates) for services shall be suppressed for SS/IO services.

7.8.4. If a staff member does not have an active status, the application will forward associated Inbox items to that staff member's active supervisor.

7.8.4.1. If that supervisor does not have an active status, the application will forward the Inbox items to another active supervisor within that supervisor's office by lowest ID number.

7.8.4.1.1. If there are no active supervisors within that office, the application will return to the original staff member, the Inbox item will not be created and an error will be logged.

7.8.5. The Soft Exit Reminder notice shall be configurable by program so it is not sent to Employment Services staff.

7.8.6. The Soft Exit Update notification shall be configurable by program so it is not sent to Employment Services staff.

SECURITY AND STAFF MODULE

In the upper right hand corner shows your individual security level
Security is implemented on two (2) levels:

- **PROCESS LEVEL SECURITY** - imposes restrictions on the types of available transactions and on the buttons available to the user.
 1. Delete – authority to delete information/records (highest level of security)
 2. Add – (a.k.a. Insert) authority to add new information/records
 3. Change – (a.k.a. Update) edit existing information/records
 4. View – (a.k.a. Select) view information/records (view or higher granted Search authority)
 5. None – none of the above
- **TAB LEVEL SECURITY** - imposes restrictions on specific window pages (tabs) that user can access.
 1. Unavailable pages are grayed-out
- **STATUS BAR** – at the bottom of page, displays the user logged in, the office and the current date of log in.

STAFF MODULE

I. STAFF DETAIL

STAFF DETAIL is the first screen opened in EKOS, Tabs included are

- **INBOX** – Provides current list of appointments and event reminders and events. Appointments are generated using the Schedule button function in Customer Detail/Employer Detail (Contact Info) modules.
- **REFERRALS IN** lists customers that have been referred to the agency/office of the currently logged-in staff person (IA Referrals go to partner offices to all staff)

II. STAFF PREFERENCES

STAFF PREFERENCES allows users to change password and office logged into

- **OFFICE** – If you work in multiple offices you need to change offices (*There is an Activity Report that shows individuals staff activities and an Employer Activity Report*)
- **PASSWORD** – Password should be changed. ex. Every quarter



Office of Employment and Training
 Division for Field Services
 Staff Activity Report

FROM 06/01/2006 TO 06/30/2006

Run Date : 7/7/2006 8:50:55AM

Total	Female	Male	Male over 21	Profiled II	Veteran										
					Vel Total	Velvet	Disa b Vel	Special Disable	Other Elig	Minority	Migrant	Disability	Disadv	Dislocated Worker	Welfare

LOCAL OFFICE :	KY0070	25	8	19	16	0	5	2	0	0	0	2	0	0	0	0	0	0	0	0	3
STAFF NAME :	Allen, Deborah	22	5	17	14	0	5	2	0	0	0	2	0	0	0	0	0	0	0	0	3
UI Benefits Right Interview																					

Workforce Information Services Self-Service (LMI)	3	1	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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Job Search Results	2	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
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Job Placement	1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
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Placement FT Regular (Over 150 days)	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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Placement PT Regular (Over 150 days)	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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Job Referral	92	30	62	54	0	4	1	0	0	0	0	5	0	0	0	1	3	2	14		
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Intrastate Job Referral	3	1	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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Referred to Job FT Regular (Over 150 Days)	75	21	54	46	0	4	1	0	0	0	0	5	0	0	0	1	2	1	13		
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Referred to Job FT Short-Term (1 - 3 Days)	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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Referred to Job PT Regular (Over 150 Days)	12	7	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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Referred to Job PT Temporary (4 - 150 Days)	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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Other Results	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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Entered Employment Rate (EER)

Measure: Of those not employed at participation, the percentage of individuals employed in the 1st quarter after program exit.

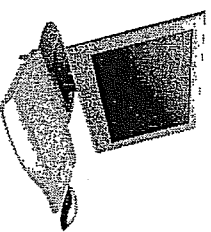
- Includes only those not employed at entry.
- Entry to employment is based on wage record data and other administrative data sources.
- Employment status at the start of participation is self-reported by jobseekers.



Average Earnings (AE)

Measure: Of those adult participants who are employed in the first, second, *and* third quarters after the exit quarter.

- Total earnings in the second quarter plus total earnings in the third quarter after the exit quarter **divided** by the number of adult participants who exit during the quarter.



Employment Retention Rate (ERR)

Measure: For those employed in the 1st quarter after exit, the percentage employed in the 2nd and 3rd quarter after exit

- Of those employed in the 1st quarter after exit, measure applies to individuals that were not employed at the start of participation, as well as those who were employed at the start of participation



COMMON MEASURES
Includes Exits – Measures – Reporting

ETA (Employment & Training Administration) – Adopted common measures methodology for the calculation of the

1. Entered employment (EER) those who are not employed at date of participation Become employed in first quarter after exit.
2. Employment Retention (ERR) those employed in first quarter after exit quarter. Adult participants employed in 2nd and 3rd quarters after exit
3. Earnings Measurement (**changed to Average Earnings (AE)** 7/06 those adult (TEGL-17-05) participants who are employed in the 1st, 2nd, 3rd quarters after exit.

Individuals who are employed at the date of participation are excluded from EER. ETA will continue to collect the pre-program earnings, as well as other information on participants, and supplement this measure with data on Average Earnings when describing program outcomes.

WIA (Workforce Investment Area) – **Performance accountability system for**

1. WIA Adult
 2. Dislocated Worker
 3. Youth Program
 4. Trade Act
 5. Jobs for Vets Act
 6. Labor Exchange (OET) Wagner – Peyser Act
- Common Measures reporting system calculates performance outcomes based on exit quarters
 - Exit occurs when a participant does not receive a service funded by the program or partner program for 90 consecutive calendar days and is not scheduled for future services.
 - The date of exit is applied retroactively to the last day on which the participant received the last service
 - This is called a “Soft Exit”
 - A job seeker can exit four (4) times in one year (i.e. There are four (4) 3 Month Quarters
 - At a minimum, data needed from self-service participant
 1. Social Security Number
 2. Employment Status
 3. Work History

- (1) **EE** – (Entered Employment, How many people went to work) Not employed at participation, the number of adult participants who are employed in the 1st quarter after program exit divided by the number of adult participants who exit during the quarter. *(Individuals who are employed at the date of participation are excluded from this measure and programs will not be held accountable for these individuals under this measure) (Individuals who, although employed at date of participation, have either received a notice of termination of employment or whose employer has issued a Worker Adjustment Retraining Notification (WARN) or other notice that the facility or enterprise will close, or who are transitioning service members are considered not employed at the date of participation and are included in the performance measure.*
- (2) **ER** – (Employment Retention, Stayed Employed) The number of adult participants who are employed in both the second and third quarters after the exit quarter divided by the number of adult participants who exit during the quarter *(Employment at the date of participation is based on information collected from the individual, not from wage records)*
- (3) **AE** (Average Earnings, What did they earn) Adult participants who are employed in the first, second and third quarters after the exit quarter. Total earnings in the second quarter plus total earnings in the third quarter after the exit quarter divided by the number of adult participants who exit during the quarter.
- Outcome exclusions that apply to WIA Adults, Dislocated Workers, Wagner-Peyser, and Vets
 - Institutionalization
 - Health/Medical or Family Care
 - Reservist called to active duty; and
 - Deceased

Any partner that contributes to a positive outcome in Common Measures gets credit. It's an all-for-one goal. EKOS is a One Stop System used in combination with all partners to reach positive performance. Reports are sent to DOL

**May have 4 Common Measure Enrollments within a year
(9002 Activities are Common Measure Performances)**



Detail System Design
Appendix O
Outbound Call Script

1.18
Commonwealth of Kentucky

KEWES PROJECT
Project # KYKEWESCONTCL74

July 16, 2007

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Revision History

Revision Date	Version	Reason for Revision
08/17/01	1.0	Final Version
08/20/01	1.1	Corrections Required after initial review and signoff. Output record layout was modified and Implementation priority was added.
08/28/01	1.2	Issues resolved from August, 28 th meeting.
09/04/01	1.3	Made final changes to Input, Output and script.
01/07/02	1.4	Final changes made to Input, Output and script due to EKOS file layout.
01/17/02	1.5	Final changes to the Input file.
03/20/02	1.6	Final changes with added local offices.
04/10/02	1.7	Final changes with added code for Invalid Office
05/15/02	1.8	Addition of office 1056.
05/23/02	1.9	Addition of office 0058.
08/02/05	1.10	Addition of option 0950000 and step 25
06/08/07	1.11	Addition of option 0960000 and step 26
06/08/07	1.12	Updated steps 21, 23, and 24. Added steps 26-30. Changed former step 26 to step 35. Changed option 0960000 in step 20 to point to step 35.
06/08/07	1.13	Added 65 local offices. Removed referenced to the "time" parameter from steps that do not use that parameter.
06/12/07	1.14	Added phrase ID's.
06/18/07	1.15	Updated/Changed phrase ID's per note from Rohit Raj.
07/06/07	1.16	Added Option Codes for new messages
07/11/07	1.17	Removed telephone extension from the Harlan County telephone number.
07/16/07	1.18	Replaced Local Office table for WIA and TAA offices to final descriptions and to remove duplicates

WORKFLOW

The Employment Services Specialist will modify the job opportunity criteria to identify or increase the number of customers or applicants who can apply. They mark which applicants the system will target. They specify the appropriate job family category and script to follow.

The customer can either respond to this outbound call script by calling their Local Office or the Office that initiated the message or by reporting in person.

INPUT RECORD LAYOUT

File Name = IVROutBound.txt
 Pick up file at 5:30 pm EST.

FIELD	START	LENGTH	Reference
OSOS Customer ID	1	9	
Date	10	8	Not Used By Outbound Script
Telephone Number	18	10	
Option (Call Script)	28	7	Reference first three digits only
Job Order Number	35	9	Not modified by the system
Local Office Code	44	6	Not modified by the system
Staff ID	50	11	Not Used By Outbound Script
Staff Telephone Number	61	10	If present use this number instead of Local Office Number in Outbound Script
Result of Call	71	2	Not imported by outbound script, is in export file
Status of Call	73	1	Not Used By Outbound Script
Number of Call Attempts	74	2	Not imported by outbound script, is in export file
Number of calls picked up	76	2	Not Used By Outbound Script
Time of last call	78	4	Not Used By Outbound Script
Date of last call	82	8	Not Used By Outbound Script
Start work date	90	8	Not Used By Outbound Script

OUTPUT RECORD LAYOUT

File Name = IVROutBoundResultsMMDDCCYYHHMMSS.txt

FIELD	START	LENGTH	Reference
OSOS Customer ID	1	9	
Job Order Number	10	9	

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Result of call	19	2	00 = Invalid SSN Entered By User 01 = answered 02 = dialed, no answer 03 = not working, still available 04 = no touchtone phone 05 = working, still available 06 = working, not available 07 = Invalid Phone Number 08 = Fax Machine 09 = Invalid Option 10 = Non Applicant Type 11 = Invalid Office 99 = Unknown
Local Office Code	21	6	Used to look up Local Office Name and Local Office Phone Number
Call Attempts	25	2	Number of Outbound calls made on Imported Telephone Number. The most this can be is two.
DateTimeStamp	27	14	Date the call was placed

BATCHING PROCESS

Outbound call requests are queued throughout two days. The first batch of calls should be made at 7:00pm and the second call is at 10:00am.

If any of the calls are not successful in the first batch, a second attempt should be made for them in the second batch.

REPORTING

Feedback should be provided to the Employment Services Specialist relative to the result of each call they initiated. Events that could occur include:

- Successful call placed
- Call could not be placed (no phone number available)
- Reached Fax Machine
- Call hangs up before “Greeting”
- Call did not go through

FUTURE CONSIDERATIONS

1. The EKOS file layout is scheduled to change in July 2002
- 2.

FUTURE ENHANCEMENTS

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1. Capture the applicant’s new phone number.
2. Allow staff to include their name in the message
3. Expand occupational categories to more clearly reflect the job title
4. Additional Languages
5. Answering Machine

IMPLEMENTATION PRIORITY

High: Phrases 21, 23, and 24.

Repeat all Phrases twice.

SCRIPT FLOW

Step: 0

Phrase: None

Action: Retrieve the next marked record for Outbound dialing
 If [no more records in the file], go to 100
 If [phone-number numeric and phone-length is 10 digits], go to 10
 Otherwise, set status flag to 7 (This applicant cannot be contacted), update the report file,
 go to 100

Step: 10

Phrase: None

Action: Call the applicant
 If fax machine, set status flag to 8, update the report file, go to 100
 If answer, set status flag to 1, update the report file, go to 20
 If no answer, set status flag to 2, update the report file, go to 100

Step: 20

Phrase: None

Action:
 If [option] = 0100000, 0130000, 0160000, 0190000, 0220000, 0250000, 0280000,
 0310000, 0340000, 0370000, 0400000, 0430000, 0470000, 0500000, 0530000, 0560000,
 0590000, 0620000, 0650000, 0680000, 0710000, or 0740000 go to 21
 If [option] = 0770000, 0800000 or 0830000 go to 23
 If [option] = 0010000 go to 23

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If [option] = 0860000, 0870000, 0880000, 0890000, 0900000, 0910000, 0920000,
 0930000 or 0940000 go to 24
 If [option] = 0950000 go to 25
 If [option] = 0960000 go to 35
 If [option] = 0730000 go to 26
 If [option] = 0750000 go to 28
 If [option] = 0020000, 0030000, 0040000, 0050000, 0060000, 0070000, 0080000,
 0090000, 0810000, 0110000, 0120000, 0820000, 0140000, 0150000, 0840000,
 0850000 or 0970000 go to 27
 If [option] = 0170000, 0180000, 0980000, 0200000 or 0210000 go to 29
 If [option] = 0690000 or 0700000 go to 30

ELSE set status flag to 9 go to 100

Step: 21

Phrase: [Check time of call. If AM, play (**KCC_GoodMorning**) “Good morning”. If PM, play
 (**KCC_GoodAfternoon**) “Good afternoon”.]
 (**KCC_1021a**) This is your Kentucky Office of Employment and Training. You are
 registered for employment with the
 [local-office-name]
 (**KCC_1021b**) Employment and Training office. Your registration has been matched
 with a recent job listing in the
 [related-field]
 (**KCC_1021c**) field of work. For additional information please contact your
 [local-office-name]
 (**KCC_1021d**) Employment and Training office at
 [local-office-phone].
 (**KCC_1024c**) Thank you.

Action: [Check time of call is AM play “Good morning”, if PM play “Good afternoon”.]
 [local-office-name] Look up local office based on Office Code passed in from the input
 file
 [related-field] Play based on Option passed in from input file
 [local-office-phone] Read and play back local office phone number from database. If a
 phone number is provided in the import file, then play that number instead of the number
 in the database.
 Go to 100

Step: 23

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Phrase: [Check time. If AM, play (KCC_GoodMorning) “Good morning”. If PM, play (KCC_GoodAfternoon) “Good afternoon”.]
 (kcc_096a) This is your Kentucky Office of Employment and Training. The [local-office-name]
 (kcc_1023b) Employment Services office is attempting to contact a job seeker at this number who is registered with our office. Please have the applicant contact our office at [local-office-phone]
 (kcc_1023c) as soon as possible. Thank you.

Action: [Check time of call. If AM, play “Good morning”. If PM, play “Good afternoon”.]
 [local-office-name] Look up local office and local office phone based on Office Code passed in from the input file and go to 100
 [local-office-phone] Read and play back local office phone number from database. If a phone number is provided in the import file, then play that number instead of the number in the database.
 Go to 100

Step: 24

Phrase: [Check time of call. If AM, play (KCC_GoodMorning) “Good morning”. If PM, play (KCC_GoodAfternoon) “Good afternoon”.]
 (KCC_1024a) This is your Kentucky Office of Employment and Training. Please contact your [local-office-name]
 (KCC_temp13) Employment and Training office at [local-office-phone]
 (kcc_1024e) for important information regarding [option]
 (KCC_1024c) Thank you.

Action: [local-office-name] Look up local office and local office phone based on Office Code passed in from the input file
 [option] Look up option based on option passed in from the input file
 [local-office-phone] Read and play back local office phone number from database. If a phone number is provided in the import file, then play that number instead of the number in the database.
 Go to 100

Step: 25

Phrase: kcc_1025.wav Hello! We’re calling from Toyota Motor Manufacturing, Inc. Kentucky, in Georgetown, Kentucky.

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Because you recently applied for a production team member position at Toyota, we want to inform you that we've implemented a new application system. If you are still interested in employment, you will need to reapply through the new system.

Applications will be accepted for twelve days from August 1, 2005 to August 12, 2005.

This new system is easy to access and simple to use. You may apply by phone or on-line. The phone number to apply is 1-888-TMMK-992 or you may go on-line to the Central Kentucky Job Center website. That web address is: w-w-w-dot-c-k-y-j-o-b-s-dot-com

We will continue to fill most production team member positions by hiring from the production temporaries working at TMMK, but a small number of openings will be filled with hires through the new system.

We will repeat the numbers for you. Please get a pencil and paper, and jot down the phone number and web address.

The phone number to apply is 1-888-TMMK-992. The web address is w-w-w-dot-c-k-y-j-o-b-s-dot-com. Please remember that the application line will only be open from August 1, 2005 through August 12, 2005.

The Job Center offices in Louisville, Georgetown, Lexington, Danville, Morehead and Richmond will also be able to provide this information.

Thank you again for your interest and good luck in all your employment endeavors.

Step: 26

Phrase: [Check time of call. If AM, play **(KCC_GoodMorning)** "Good morning". If PM, play **(KCC_GoodAfternoon)** "Good afternoon".]
(KCC_1026a) This is your Kentucky Office of Employment and Training. You have filed a Kentucky Unemployment Insurance claim. Additional information is required.
(KCC_1026b) Please contact our office at
 [local-office-phone]
(KCC_1026c) by the close of the next business day. Thank you.

Action: [local-office-name] Look up local office and local office phone based on Office Code passed in from the input file
 [local-office-phone] Read and play back local office phone number from database. If a phone number is provided in the import file, then play that number instead of the number in the database.

Action: Go to 100

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Step: 27

Phrase: [Check time of call. If AM, play (KCC_GoodMorning) “Good morning”. If PM, play (KCC_GoodAfternoon) “Good afternoon”.]
 (KCC_1027a) This is your
 [local-office-name]
 (KCC_1027b) calling with a reminder of your upcoming meeting with your WIA counselor at
 [time]
 (KCC_1027c) If you have any questions in regards to this appointment or if you need to reschedule please contact your WIA counselor. Thank you.

Action: [local-office-name] Look up local office and local office phone based on Office Code passed in from the input file
 [option] Look up option based on option passed in from the input file
 [local-office-phone] Read and play back local office phone number from database. If a phone number is provided in the import file, then play that number instead of the number in the database.
 [time] Use standard phrases to play back the time according to the option selected:

OPTION	Time
0020000	8:00AM EST
0030000	8:30AM EST
0040000	9:00AM EST
0050000	9:30AM EST
0060000	10:00AM EST
0070000	10:30AM EST
0080000	11:00AM EST
0090000	1:00PM EST
0810000	1:30PM EST
0110000	2:00PM EST
0120000	2:30PM EST
0820000	3:00PM EST
0140000	3:30PM EST
0150000	4:00PM EST
0840000	4:30PM EST
0850000	5:00PM EST
0970000	5:30PM EST

Note that EKOS wants the times read as (for example): “eight thirty a m eastern standard time”.

Go to 100

Step: 28

Phrase: [Check time of call. If AM, play (KCC_GoodMorning) “Good morning”. If PM, play (KCC_GoodAfternoon) “Good afternoon”.]
 (KCC_1027a) This is your
 [local-office-name]
 (KCC_1028a) With the end of the semester reminder for you to bring in your grades and schedule to continue your progress in the WIA program. If you have any questions in regards to this message, please contact your WIA counselor. Thank you.

Action: [local-office-name] Look up local office and local office phone based on Office Code passed in from the input file
 [option] Look up option based on option passed in from the input file
 [local-office-phone] Read and play back local office phone number from database. If a phone number is provided in the import file, then play that number instead of the number in the database.
 Go to 100

Step: 29

Phrase: [Check time of call. If AM, play (KCC_GoodMorning) “Good morning”. If PM, (KCC_GoodAfternoon)play “Good afternoon”.]
 (KCC_1027a) This is your
 [local-office-name]
 (KCC_1029a) calling with a reminder of your upcoming WIA orientation next
 [day].
 (KCC_1029b) If you have any questions in regards to this appointment or if you need to reschedule please contact your WIA counselor. Thank you.

Action: [local-office-name] Look up local office and local office phone based on Office Code passed in from the input file
 [option] Look up option based on option passed in from the input file
 [local-office-phone] Read and play back local office phone number from database. If a phone number is provided in the import file, then play that number instead of the number in the database.
 [day] Use standard phrases to play back the day of the week according to the Option selected:

OPTION	Day
0170000	Monday
0180000	Tuesday
0980000	Wednesday
0200000	Thursday
0210000	Friday

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Go to 100

Step: 30

Phrase: [Check time of call. If AM, play **(KCC_GoodMorning)** “Good morning”. If PM, play **(KCC_GoodAfternoon)** “Good afternoon”.]
(kcc_1030a) The
 [local-office-name]
(KCC_1030b) Is attempting to contact a
 [option]
(KCC_1030c) at this number who is receiving services through our office. Please have
 the
 [option]
(KCC_1030d) contact our local office at
 [local-office-phone]
(KCC_1024c) Thank you.

Action: [local-office-name] Look up local office and local office phone based on Office Code
 passed in from the input file
 [option] If Option Code = 0690000, then say “WIA Participant”. If Option Code = 0700000
 then say “TIA Participant”
 [local-office-phone] Read and play back local office phone number from database. If a
 phone number is provided in the import file, then play that number instead of the number
 in the database.
 Go to 100

Step: 35

Phrase: **(KCC_096a)** This is your Kentucky Office of Employment and Training. The [local
 office]
(KCC_096b) ...of Employment and Training is attempting to contact a job seeker at this
 number who is registered with our office. You are invited to a Job Fair on April 25, 2007
 from 9:00 am until 2:00 pm at the Kentucky National Guard Armory located at 2729
 Crittenden Drive near the Kentucky State Fairgrounds gate number 4. Employers will be
 offering a variety of professional, skilled and semi-skilled labor jobs. Thank you.

Action: Go to 100

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Step: 100
Phrase: None
Action: End Application

LOCAL OFFICE ID	LOCAL OFFICE NAME	LOCAL OFFICE PHONE #
KY0069	Ashland (kcc 1169)	606-920-2024
KY0088	Bardstown (kcc 1188)	502-348-2709
KY0055	Bowling Green (kcc 1155)	270-746-7425
KY0064	Corbin (kcc 1164)	606-528-3460
KY0057	Covington (kcc 1157)	859-292-6666
KY0081	Florence (kcc 1181)	859-371-0808
KY0065	Danville (kcc 1165)	859-239-7411
KY0075	Elizabethtown (kcc 1175)	270-766-5115
KY0059	Frankfort (kcc 1159)	502-564-7046
KY0085	Georgetown (kcc 1185)	502-863-2402
KY0073	Glassgow (kcc 1173)	270-651-2121
KY0066	Harlan (kcc 1166)	606-573-9403
KY0068	Hazard (kcc 1168)	606-435-6038
KY0053	Henderson (kcc 1153)	270-826-2746
KY0052	Hopkinsville (kcc 1152)	270-889-6509
KY0060	Lexington (kcc 1160)	859-246-2000
KY0056	Louisville Dixie (kcc 1156)	502-595-4762
KY0099	Louisville Preston (kcc 1199)	502-595-3098
KY0072	Madisonville (kcc 1172)	270-824-7562
KY0051	Mayfield (kcc 1151)	270-247-3857
KY0062	Maysville (kcc 1162)	606-564-3347
KY0074	Middlesboro (kcc 1174)	606-248-2792
KY0067	Morehead (kcc 1167)	606-784-7538
KY0054	Owensboro (kcc 1154)	270-687-7297
KY0050	Paducah (kcc 1150)	270-575-7000
KY0071	Pikeville (kcc 1171)	606-433-7721
KY0070	Prestonsburg (kcc 1170)	606-886-2396
KY0061	Somerset (kcc 1161)	606-677-4124
KY0063	Winchester (kcc 1163)	859-737-7793
KY0078	Campbellsville (kcc 1178)	270-789-1352
KY0082	Richmond (kcc 1182)	859-624-2564
KY0083	Mt. Sterling (kcc 1183)	859-498-4418
KY0098	Murray (kcc 1198)	270-753-0977
KY1056	Louisville 6 th and Cedar	502-595-4762
KY1115	Carrollton (kcc 1115)	502-732-4602
KY1356	Ft Knox (kcc 1356)	502-624-5337
KY1756	LaGrange (kcc 1756)	502-222-1581
KY1156	Louisville Dixie (kcc 1156)	502-448-6681
KY1158	Nicholasville (kcc 1158)	859-885-9713
KY0058	Nicholasville (kcc 1158)	859-885-9713
KY1856	Shelbyville (kcc 1856)	502-633-5045
KY1656	Shepherdsville (kcc 1656)	502-955-8272
KY2256	Louisville Nia Center (kcc 2256)	502-574-1175

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WIA and TAA Offices

Local Office Id	Local Office Name	Phrase Id	Phone Number
KYF002	Ashland One Stop Workforce Investment Act	KCC_KYF002	6069202024
KYTRBC	Bell County Job-Sight and Bell-Whitley Community Action Agency Workforce Investment Act	KCC_KYTRBC	6063373044
KYG047	Johnson County Workforce Investment Act	KCC_KYG047	6067896515
KYG054	Floyd County Workforce Investment Act	KCC_KYG054	6068862929
KYGO50	Pikeville County Workforce Investment Act	KCC_KYGO50	6064322775
KYG059	Magoffin County Workforce Investment Act	KCC_KYG059	6063492217
KYG060	Big Sandy Area Community Action Program - Roy F. Collier Community Center Workforce Investment Act	KCC_KYG060	6062983217
KYA006	Hopkinsville Workforce Investment Act	KCC_KYA006	2708896509
KYF001	Buffalo Trace Area Development District Workforce Investment Act	KCC_KYF001	6065646894
KYA008	Central City Workforce Investment Act	KCC_KYA008	2703385939
KYA004	Murray Workforce Investment Act	KCC_KYA004	2708097080
KYH007	Liberty Workforce Investment Act	KCC_KYH007	6067879117
KYI001	Richmond Workforce Investment Act	KCC_KYI001	8596242564
KYI002	Georgetown Workforce Investment Act	KCC_KYI002	5028632402
KYI003	Danville Workforce Investment Act	KCC_KYI003	8592397411
KYTRCC	Clay County Job-Sight Workforce Investment Act	KCC_KYTRCC	6065985127
KYH010	Clinton County Workforce Investment Act	KCC_KYH010	6063878082
KYH006	Adair County Workforce Investment Act	KCC_KYH006	2703846335
KYE001	Covington One Stop Workforce Investment Act	KCC_KYE001	8592926666
KYG055	Daniel Boone Development Council Workforce Investment Act	KCC_KYG055	6062874484
KYH011	Department for Community Based Services - Cumberland County Workforce Investment Act	KCC_KYH011	2708642556
KYF003	Fivco Area Development District Workforce Investment Act	KCC_KYF003	6067395191
KYE002	Florence One Stop Workforce Investment Act	KCC_KYE002	8593710808
KYE014	Florence One Stop Annex Workforce Investment Act	KCC_KYE014	8593716230
KYF005	Gateway Area Development District Workforce Investment Act	KCC_KYF005	6066746355
KYG062	Morgan County Gateway Workforce Investment Act	KCC_KYG062	6067434141
KYH024	Green County Adult Learning Center Workforce Investment Act	KCC_KYH024	2709325936
KYG070	Harlan County Community Action Agency - Harlan Campus Workforce Investment Act	KCC_KYG070	6065731506
KYG071	Harlan County Community Action Agency - Cumberland Campus Workforce Investment Act	KCC_KYG071	6065893121
KYA007	Job-Net Career Center Workforce Investment Act	KCC_KYA007	2708219966
KYG048	Kentucky Communities Education Opportunity Center - The Thompson Center Workforce Investment Act	KCC_KYG048	6065462639
KYH015	Laurel County Workforce Investment Act	KCC_KYH015	6068647391
KYG072	Lawrence County Workforce Investment Act	KCC_KYG072	6066384949
KYB002	Lincoln Trail Career Center Elizabethtown Workforce Investment Act	KCC_KYB002	2707665115
KYB003	Lincoln Trail Career Center Bardstown Workforce Investment Act	KCC_KYB003	5023482709
KYB004	Lincoln Trail Career Center Leitchfield Workforce Investment Act	KCC_KYB004	2702594912
KY8801	Lincoln Trail Career Center Lebanon Workforce Investment Act	KCC_KY8801	2706926870
KYG057	Letcher, Knott, Leslie, and Perry County Community Action Council Workforce Investment Act	KCC_KYG057	6066722155
KYG056	Letcher, Knott, Leslie, and Perry County Community Action Council Workforce Investment Act	KCC_KYG056	6067853322

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KYG058	Letcher, Knott, Leslie, and Perry County Community Action Council Workforce Investment Act	KCC_KYG058	6066334458
KYA003	Mayfield Career Center Workforce Investment Act	KCC_KYA003	2702473857
KYF004	Maysville One Stop Workforce Investment Act	KCC_KYF004	6065643347
KYH003	McCreary County Workforce Investment Act	KCC_KYH003	6063767512
KYG051	Breathitt County Middle Kentucky River Workforce Investment Act	KCC_KYG051	6066662369
KYF007	Morehead Gateway One Stop Center Workforce Investment Act	KCC_KYF007	6067847538
KYF006	Mount Sterling Workforce Investment Act	KCC_KYF006	8594984418
KYG053	Elliott County Northeast Workforce Investment Act	KCC_KYG053	6067384731
KYG052	Carter County Northeast Workforce Investment Act	KCC_KYG052	6062864443
KYA002	Paducah Career Center Workforce Investment Act	KCC_KYA002	2705757000
KYG028	Perry County Job-Sight Workforce Investment Act	KCC_KYG028	6064363161
KYG009	Pike County Job-Sight and Big Sandy – Community Action Program Workforce Investment Act	KCC_KYG009	6062182108
KYH002	Somerset Career Center Workforce Investment Act	KCC_KYH002	6066774124
KYH012	London Office Workforce Investment Act	KCC_KYH012	6068643997
KYH013	Rockcastle County Adult Learning Center Workforce Investment Act	KCC_KYH013	6062562001
KYH016	Russell County Learning Center Workforce Investment Act	KCC_KYH016	2708668435
KYH005	Campbellsville Career Center Workforce Investment Act	KCC_KYH005	2704652335
KYFFFF	Maysville Workforce Investment Act	KCC_KYFFFF	6065646894
KYH009	Wayne County Trade-way Center Workforce Investment Act	KCC_KYH009	6063480075
KY6108	Wayne County Office of Employment and Training Monticello Workforce Investment Act	KCC_KY6108	6063486050
KYH019	Whitley County Adult Learning Center Workforce Investment Act	KCC_KYH019	6065491989
KYA009	Workforce Transition Center Workforce Investment Act	KCC_KYA009	2702472300

Deleted: 10/28/2008

OPTION	RELATED FIELD – CALL SCRIPT
0010000	Call the Local Office (kcc_1001)
0100000	Administrative Support (kcc_1210)
0130000	Cleaning and Grounds Maintenance (kcc_1213)
0160000	Clerical, Secretarial or Office (kcc_1216)
0190000	Community and Social Services (kcc_1219)
0220000	Computer or Information Technology (kcc_1222)
0250000	Construction (kcc_1225)
0280000	Education or Training (kcc_1228)
0310000	Engineering or Architectural (kcc_1231)
0340000	Farming, Fishing or Forestry (kcc_1234)
0370000	Food or Lodging (kcc_1237)
0400000	Health Services (kcc_1240)
0430000	Maintenance, Repair or Installation (kcc_1243)
0470000	Legal or Compliance (kcc_1247)
0500000	Management (kcc_1250)
0530000	Media or Arts (kcc_1253)
0560000	Personal Services (kcc_1256)
0590000	Physical, Life or Social Science (kcc_1259)
0620000	Production or Manufacturing (kcc_1262)
0650000	Protective Services (kcc_1265)
0680000	Sales (kcc_1268)
0710000	Sports or Recreation (kcc_1271)
0740000	Transportation or Material Moving (kcc_1274)

OPTION	APPLICANT TYPE
0770000	Veteran (kcc_1277)
0800000	Unemployment Insurance Claimant (kcc_1280)
0830000	UI Case Managed (kcc_1283)

OPTION	OPTION
0860000	Interview Appointment (kcc_1286)
0870000	Job Fair (kcc_1287)
0880000	Testing Appointment (kcc_1288)
0890000	Case Management (kcc_1289)
0900000	On-Site Employer (kcc_1290)
0910000	Job Readiness Workshop (kcc_1291)
0920000	Unemployment Insurance Claim (kcc_1292)
0930000	Job Application (kcc_1293)
0940000	Work Registration (kcc_1294)

OPTION	APPLICANT TYPE
0950000	Toyota Motor Manufacturing, Inc. Kentucky
0960000	Temporary Job Fair Message

Deleted: 10/28/2008

OPTION	OPTION
0730000	Additional Claim Information Required
0750000	End of Semester Reminder

OPTION	WIA Counselor Meeting
0020000	WIA Counselor Meeting at 8:00AM EST
0030000	WIA Counselor Meeting at 8:30AM EST
0040000	WIA Counselor Meeting at 9:00AM EST
0050000	WIA Counselor Meeting at 9:30AM EST
0060000	WIA Counselor Meeting at 10:00AM EST
0070000	WIA Counselor Meeting at 10:30AM EST
0080000	WIA Counselor Meeting at 11:00AM EST
0090000	WIA Counselor Meeting at 1:00PM EST
0810000	WIA Counselor Meeting at 1:30PM EST
0110000	WIA Counselor Meeting at 2:00PM EST
0120000	WIA Counselor Meeting at 2:30PM EST
0820000	WIA Counselor Meeting at 3:00PM EST
0140000	WIA Counselor Meeting at 3:30PM EST
0150000	WIA Counselor Meeting at 4:00PM EST
0840000	WIA Counselor Meeting at 4:30PM EST
0850000	WIA Counselor Meeting at 5:00PM EST
0970000	WIA Counselor Meeting at 5:30PM EST

OPTION	WIA Orientation
0170000	WIA Orientation on Monday
0180000	WIA Orientation on Tuesday
0980000	WIA Orientation on Wednesday
0200000	WIA Orientation on Thursday
0210000	WIA Orientation on Friday

OPTION	Attempted Contact
0690000	WIA Participant
0700000	TAA Participant

Acknowledgment - All parties agree that this document, Appendix O Version 1.18, contains a full description of the Interactive Voice Response script as defined by the Commonwealth of Kentucky and GovConnect. All parties additionally agree that major changes to this document after sign-off may result in project and implementation delays and/or additional costs. Application development cannot be scheduled until this acknowledgment is signed.

**Commonwealth of Kentucky
Project Manager**

**GovConnect
Project Manager**

Signature

Signature

Sharon Buchanan

Printed Name

Jake Mazur

Printed Name

Title

Project Manager

Title

Date

Date

New Offices Request

LOCALOFFICECODE	LOCALOFFICE	LOCALOFFICEPHRASE	LOCALOFFICEPHONENUMBER	CHANGE TO	CHANGE REQUEST DATE	CHANGE COMPLETE DATE
KY5201	Fort Campbell		2707984293	ADD NEW	3/26/2008	
KY1456	Riverport		5029333045	ADD NEW	3/26/2008	
KY1956	Louisville Job Bank		5025954111	ADD NEW	3/26/2008	
KY2656	Veterans Center		5026341916	ADD NEW	3/26/2008	
<p>The old phrase kcc_1156 needs to be deleted and a new one recorded for the new office name and this phone number needs to be used instead of the old one.</p>						
KY1156	Interlink Veteran Outreach		5025954187	ADD NEW	3/26/2008	
KY7202	JobNet Career Center		2708219966	ADD NEW	3/26/2008	
KY7203	Muhlenberg County Advancement Center		2703383654	ADD NEW	3/26/2008	
KY7802	Russell County Learning Center		2708666733	ADD NEW	3/26/2008	
KY0076	Jackson		6066664402	ADD NEW	3/26/2008	
KY0077	Whitesburg		6066333154	ADD NEW	3/26/2008	
KY6402	McKee		6062873573	ADD NEW	3/26/2008	
KY6401	London		6063302115	ADD NEW	3/26/2008	
KY2956	Salvation Army OET	Use the existing Local Office Phrase kcc_1199	502-595-3098	ADD NEW	6/10/2008	
KY3256	Louisville JFVS OET	Use the existing Local Office Phrase kcc_1199	502-595-3098	ADD NEW	6/10/2008	
KY0015	Jefferson Community and Technical College		5025954131	ADD NEW	3/26/2008	
KY0016	JCTC at the CREW Center		5022134520	ADD NEW	6/5/2008	
KY0023	JCTC at the Nia Center		5025744100	ADD NEW	6/5/2008	
KY0022	JCTC at Jewish Family and Vocational Services		5024526341	ADD NEW	6/5/2008	
KY0017	JCTC, Southwest		5022137376	ADD NEW	6/5/2008	
HY0019	JCTC at Riverport		5029333045	ADD NEW	6/5/2008	
KY0018	JCTC at Bullitt County		5029569131	ADD NEW	6/5/2008	
KY0020	JCTC at Shelby County Campus		5022133612	ADD NEW	6/5/2008	
KY0021	Youth Opportunities Unlimited		502-574-4197	ADD NEW	6/5/2008	
KYC002	Bullitt County Adult Education		502-955-7721	ADD NEW	6/5/2008	

Current Office Listing In FDGS Database

Office I.D.	Name	L.O. Phrase	Phone
KY0015	Carrollton	kcc_1115	5027324602
KY0050	Paducah	kcc_1150	2705757000
KY0051	Mayfield	kcc_1151	2702473857
KY0052	Hopkinsville	kcc_1152	2708896509
KY0053	Henderson	kcc_1153	2708262746
KY0054	Owensboro	kcc_1154	2706877297
KY0055	Bowling Green	kcc_1155	2707467425
KY0057	Covington	kcc_1157	8592926666
KY0059	Frankfort	kcc_1159	5025647046
KY0060	Lexington	kcc_1160	8592462000
KY0061	Somerset	kcc_1161	6066774124
KY0062	Maysville	kcc_1162	6065643347
KY0063	Winchester	kcc_1163	8597377793
KY0064	Corbin	kcc_1164	6065283460
KY0065	Danville	kcc_1165	8592397411
KY0066	Harlan	kcc_1166	6065739403
KY0067	Morehead	kcc_1167	6067847538
KY0068	Hazard	kcc_1168	6064356038
KY0069	Ashland	kcc_1169	6069202024
KY0070	Prestonsburg	kcc_1170	6068862396
KY0071	Pikeville	kcc_1171	6064337721
KY0072	Madisonville	kcc_1172	2708247562
KY0073	Glasgow	kcc_1173	2706512121
KY0074	Middlesboro	kcc_1174	6062482792
KY0075	Elizabethtown	kcc_1175	2707665115
KY0078	Campbellsville	kcc_1178	2707891352
KY0081	Florence	kcc_1181	8593710808
KY0082	Richmond	kcc_1182	8596242564
KY0083	Mt. Sterling	kcc_1183	8594984418
KY0084	Ft Knox	kcc_1356	5026245337
KY0085	Georgetown	kcc_1185	5028632402
KY0088	Bardstown	kcc_1188	5023482709
KY0098	Murray	kcc_1198	2707530977
KY1056	Louisville 6th and Cedar	KCC_1056	5025954762
KY1156	Louisville Dixie	kcc_1156	5024486681
KY1356	Louisville 6th and Cedar	kcc_1199	5025953098
KY1656	Shepherdsville	kcc_1656	5029558272
KY1756	LaGrange	kcc_1756	5022221581
KY1856	Shelbyville	kcc_1856	5026335045
KY2256	Louisville Nia Center	kcc_2256	5025741175
KY6108	Wayne County Office of Employment and Training Mo	KCC_KY6108	6063486050
KY7101	Pike County JobSight	kcc_7101	6062182106
KY8080	OET Frankfort/Central Office	kcc_8080	5025647456
KY8801	Lincoln Trail Career Center Lebanon Workforce Invest	KCC_KY8801	2706926870
KYA002	Paducah Career Center Workforce Investment Act	KCC_KYA002	2705757000
KYA003	Mayfield Career Center Workforce Investment Act	KCC_KYA003	2702473857
KYA004	Murray Workforce Investment Act	KCC_KYA004	2707613903
KYA006	Hopkinsville Workforce Investment Act	KCC_KYA006	2708896509
KYA007	Job-Net Career Center Workforce Investment Act	KCC_KYA007	2708219966
KYA008	Central City Workforce Investment Act	KCC_KYA008	2703385939
KYA009	Workforce Transition Center Workforce Investment Ac	KCC_KYA009	2702472300
KYB002	Lincoln Trail Career Center Elizabethtown Workforce	KCC_KYB002	2707665115
KYB003	Lincoln Trail Career Center Bardstown Workforce Inve	KCC_KYB003	5023482709
KYB004	Lincoln Trail Career Center Leitchfield Workforce In	KCC_KYB004	2702594912

Current Office Listing In FDGS Database

KYE001	Covington One Stop WorkforceInvestment Act	KCC_KYE001	8592926666
KYE002	Florence One Stop WorkforceInvestment Act	KCC_KYE002	8593710808
KYE014	Florence One Stop AnnexWorkforce Investment Act	KCC_KYE014	8593716230
KYF001	Buffalo Trace Area Development District Workforce	KCC_KYF001	6065646894
KYF002	Ashland One Stop Workforce Investment Act	KCC_KYF002	6069202024
KYF003	Fivco Area Development District Workforce Investme	KCC_KYF003	6067395191
KYF004	Maysville One StopWorkforce Investment Act	KCC_KYF004	6065643347
KYF005	Gateway Area DevelopmentDistrict Workforce Investm	KCC_KYF005	6066746355
KYF006	Mount SterlingWorkforce Investment Act	KCC_KYF006	8594984418
KYF007	Morehead Gateway One Stop Center Workforce Investm	KCC_KYF007	6067847538
KYFFFF	Maysville WorkforceInvestment Act	KCC_KYFFFF	6065646894
KYG009	Pike County Job-Sight and Big Sandy – CommunityAct	KCC_KYG009	6062182108
KYG028	Perry County Job-Sight Workforce Investment Act	KCC_KYG028	6064363161
KYG047	Johnson County Workforce Investment Act	KCC_KYG047	6067896515
KYG048	Kentucky Communities EducationOpportunity Center-	KCC_KYG048	6065462639
KYG051	Breathitt CountyMiddle Kentucky River Workforce I	KCC_KYG051	6066662369
KYG052	Carter County Northeast Workforce Investment Act	KCC_KYG052	6062864443
KYG053	Elliott County Northeast Workforce Investment Act	KCC_KYG053	6067384731
KYG054	Floyd County Workforce Investment Act	KCC_KYG054	6068862929
KYG055	Daniel Boone Development Council Workforce Investm	KCC_KYG055	6062874484
KYG056	Letcher, Knott, Leslie, and Perry CountyCommunity	KCC_KYG056	6067853322
KYG057	Letcher, Knott, Leslie, and Perry CountyCommunity	KCC_KYG057	6066722155
KYG058	Letcher, Knott, Leslie, and Perry CountyCommunity	KCC_KYG058	6066334458
KYG059	Magoffin County Workforce Investment Act	KCC_KYG059	6063492217
KYG060	Big Sandy Area Community Action Program - Roy F. C	KCC_KYG060	6062983217
KYG062	Morgan County Gateway Workforce Investment Act	KCC_KYG062	6067434141
KYG070	Harlan County Community Action Agency - Harlan Cam	KCC_KYG070	6065731506
KYG071	Harlan County Community Action Agency - Cumberland	KCC_KYG071	6065893121
KYG072	Lawrence County Workforce Investment Act	KCC_KYG072	6066384949
KYGO50	Pikeville County Workforce Investment Act	KCC_KYGO50	6064322775
KYH002	Somerset Career Center Workforce Investment Act	KCC_KYH002	6066774124
KYH003	McCreary County Workforce Investment Act	KCC_KYH003	6063767512
KYH005	Campbellsville Career Center Workforce Investment	KCC_KYH005	2704652335
KYH006	Adair County Workforce Investment Act	KCC_KYH006	2703846335
KYH007	Liberty Workforce Investment Act	KCC_KYH007	6067879117
KYH009	Wayne County Trade-way Center Workforce Investment	KCC_KYH009	6063480075
KYH010	Clinton County Workforce Investment Act	KCC_KYH010	6063878082
KYH011	Department for Community Based Services - Cumberl	KCC_KYH011	2708642556
KYH012	London Office WorkforceInvestment Act	KCC_KYH012	6068643997
KYH013	Rockcastle County Adult LearningCenter Workforce I	KCC_KYH013	6062562001
KYH015	Laurel County Workforce Investment Act	KCC_KYH015	6068647391
KYH016	Russell County Leaning Center Workforce Investment	KCC_KYH016	2708668435
KYH019	Whitley County Adult LearningCenter Workforce Inve	KCC_KYH019	6065491989
KYH024	Green County Adult LearningCenter Workforce Invest	KCC_KYH024	2709325936
KYI001	Richmond WorkforceInvestment Act	KCC_KYI001	8596242564
KYI002	Georgetown Workforce InvestmentAct	KCC_KYI002	5028632402
KYI003	Danville WorkforceInvestment Act	KCC_KYI003	8592397411
KYI005	Central KY Job Center - Lexington	KCC_0005	8592583140
KYTRBC	Bell County Job-Sightand Bell-Whitley Community Ac	KCC_KYTRBC	6063373044
KYTRCC	Clay County Job-Sight Workforce Investment Act	KCC_KYTRCC	6065985127

Modification Request and Tracking

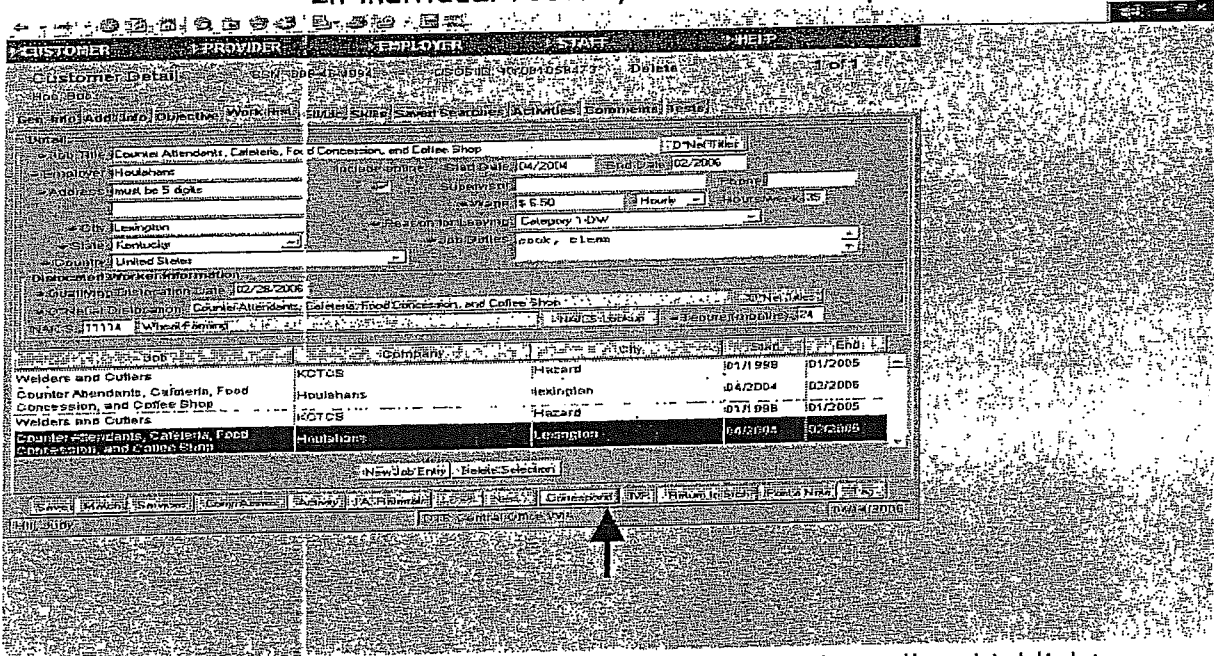
Ledger	LOCALOFFICECODE	LOCALOFFICE	LOCALOFFICEPHRASE	LOCALOFFICEPHONENUMBER	CHANGE TO	OET	CHANGE REQUEST DATE	FDGS	COMPLETE DATE
Delete					Delete		3/12/2008		
Change					Delete		3/12/2008		
	KY0056	Louisville	kcc_1156	5025954762	Delete		3/12/2008		
	KY0099	Louisville Suburban	kcc_1199	5025953098	Delete		3/12/2008		
	KY1158	Nicholasville	kcc_1158	8598859713	Delete		3/10/2008		
	KY1356	FLKnox	kcc_1356	5026245337	Delete		3/12/2008		
	KYA004	Murray Workforce Investment Act	KCC_KYA004	2708037080	2707613903		2/29/2008		
	KYF005	Gateway Area Development District Workforce Investm	KCC_KYF005	6066746355	Delete		3/26/2008		
	KY1756	LaGrange	kcc_1756	5022221581	Delete		3/26/2008		
	KYG047	Johnson County Workforce Investment Act	KCC_KYG047	6067896515	6067893641		3/26/2008		
	KYGO50	Pikeville County Workforce Investment Act	KCC_KYGO50	6064322775	6062182108		3/26/2008		
	KYG054	Floyd County Workforce Investment Act	KCC_KYG054	6068692929	6068862948		3/26/2008		
	KYG055	Daniel Boone Development Council Workforce Investm	KCC_KYG055	6062874484	6063644484		3/26/2008		
	KYH012	London Office Workforce Investment Act	KCC_KYH012	6068643997	6063302115		3/26/2008		
	KY0098	Murray	kcc_1198	2707530977	2707613903		3/26/2008		
	KYH002	Somerset Career Center Workforce Investment Act	KCC_KYH002	6066774124	6066760759		3/26/2008		
	KYH012	London Office Workforce Investment Act	KCC_KYH012	6068643997	6063302115		3/26/2008		
	KYH019	Whitley County Adult Learning Center Workforce Inve	KCC_KYH019	6065491989	6065495009		3/26/2008		
	KYF003	Fivco Area Development District Workforce Investme	KCC_KYF003	6067395191	6069291366		3/26/2008		
	KY1056	Louisville 6th and Cedar	KCC_1056	5025954762	5025954003		3/26/2008		
	KY2256	Louisville Nia Center	kcc_2256	5025741175	5025954100		3/26/2008		
	KY1356	Louisville 6th and Cedar	kcc_1199	5025953098			3/12/2008		
	KYA002	Paducah Career Center Workforce Investment Act	KCC_KYA002	2705757000	2705757000		6/4/2008		
	KYA003	Mayfield Career Center Workforce Investment Act	KCC_KYA003	2702479857	2702479857		6/4/2008		
	KYA004	Murray Workforce Investment Act	KCC_KYA004	2707613903	2707613903		6/4/2008		
	KYA006	Hopkinsville Workforce Investment Act	KCC_KYA006	2708896509	2708896509		6/4/2008		
	KYA007	Job-Net Career Center Workforce Investment Act	KCC_KYA007	2708219966	2708219966		6/4/2008		
	KYA008	Central City Workforce Investment Act	KCC_KYA008	2703365939	2703365939		6/4/2008		

Office Name needs to be changed on your spreadsheet 2 to reflect Louisville Preston not Louisville 6th and Cedar. The local office phrase kcc_1199 is correct. Paducah Career Center Mayfield Career Center Career Discovery Center Breathitt Career Center JobNet Career Center Career Advancement Center

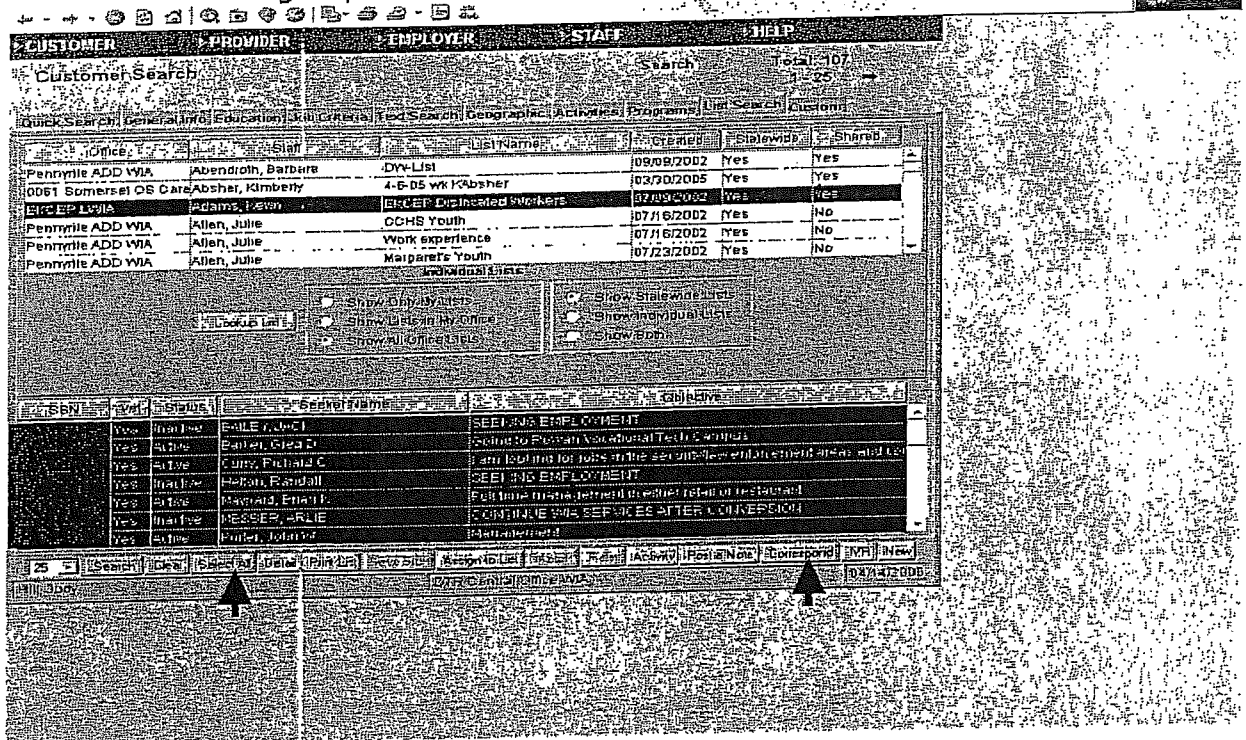
CORRESPONDENCE FUNCTION IN EKOS

These are the steps to create correspondence from Word Templates for individual(s) and/or employer(s).

In individual record, click on correspond.



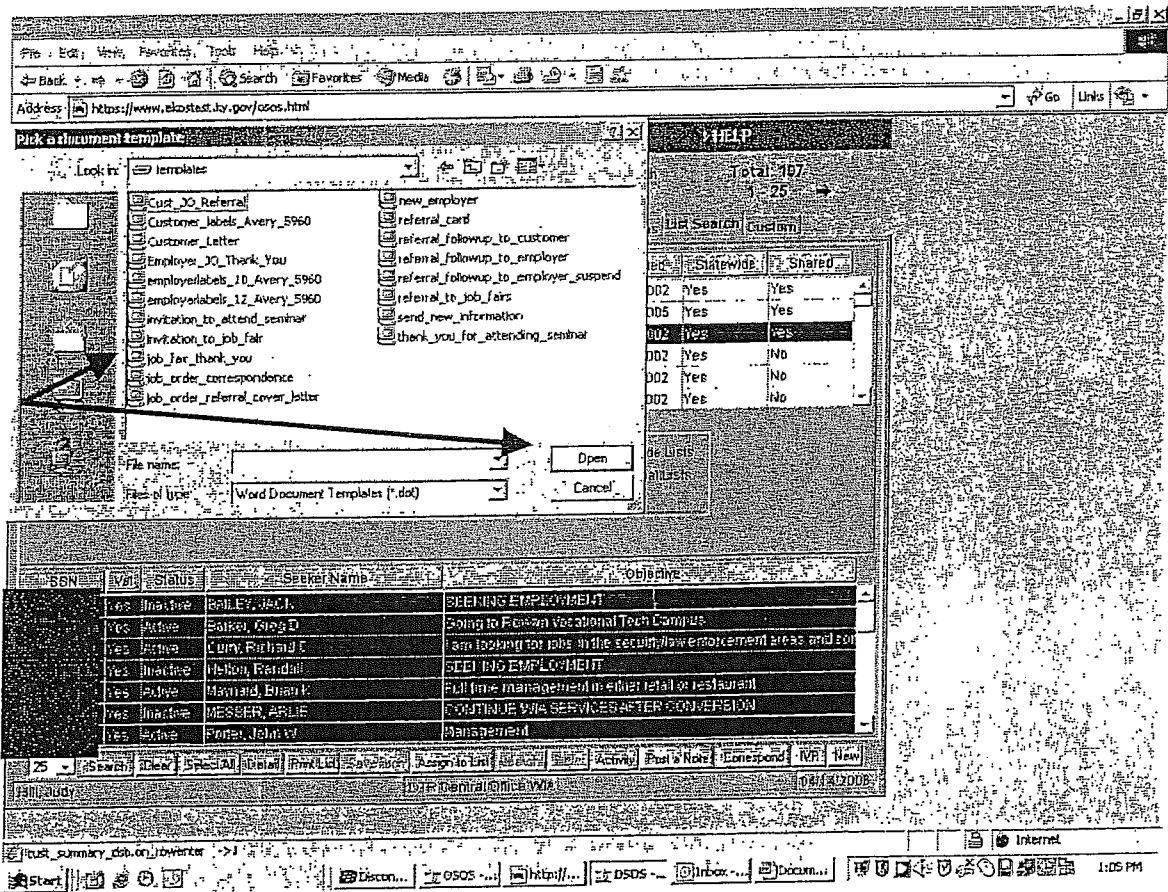
Or for a group of individuals or employers, select all to highlight.



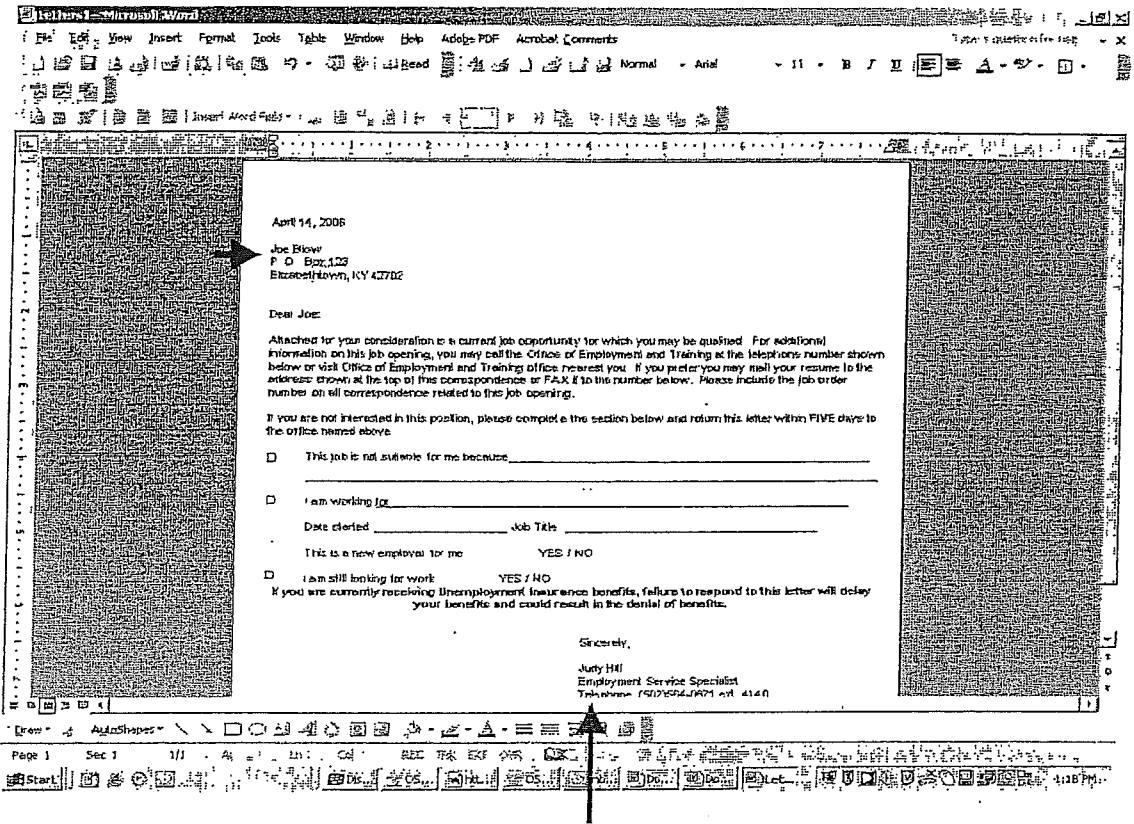
In the open dialog box, Look in: Local Disk: (C) - EKOSPRODV - MediatedSW - Correspondence - Templates

In correspondence file, there will be 19 templates. You must have EKOS program loaded on your computer. If not and you go directly through server, you must load the templates on your C-drive. Can be personalized and saved to your C local drive. You may also develop other templates and request they be added to EKOS.

Click on the template you want to use and click Open.



There are two basic types of templates; employers and individuals. Make sure your data being merged corresponds with the same type template.



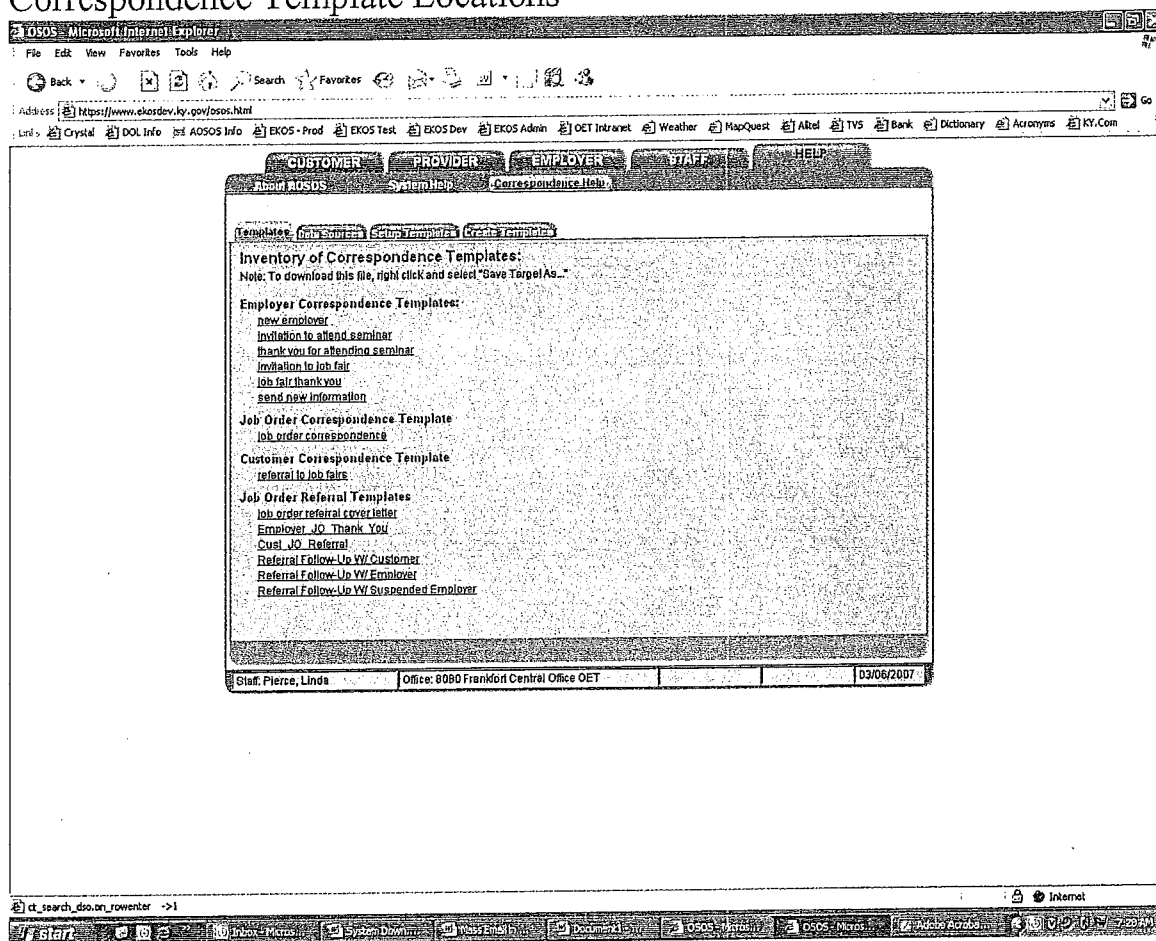
If template has office or staff person's information, it pulls the office and staff who entered the first enrolling service or activity. If you are not listed on the employer/customer record, you can delete the date fields and personalize the template.

Mass Email in EKOS

EKOS provides the ability to send mass emails via Microsoft's mail merge option. This feature is available for Employers, Job Contacts, Customers, and Providers. The **Correspond** button, located at the bottom of the window, allows you to generate customer correspondence. EKOS exports data required by Mail Merge. Microsoft Word allows the generated correspondence to be printed, faxed, and/or emailed, as necessary.

To use this feature, your computer must have Microsoft Word installed. Also, you must have the Word templates downloaded to your machine. These templates can be downloaded using the Install option of EKOS which locates the templates to the C:\ekosprodv\MediatedSW\Correspondence - Templates. The install feature will require that you have administrative privileges associated to your user account on the machine you are operating. If you are not able to do the installation, the templates are still accessible for use and can be found on the Correspondence help tabs, as seen in screenshots below.

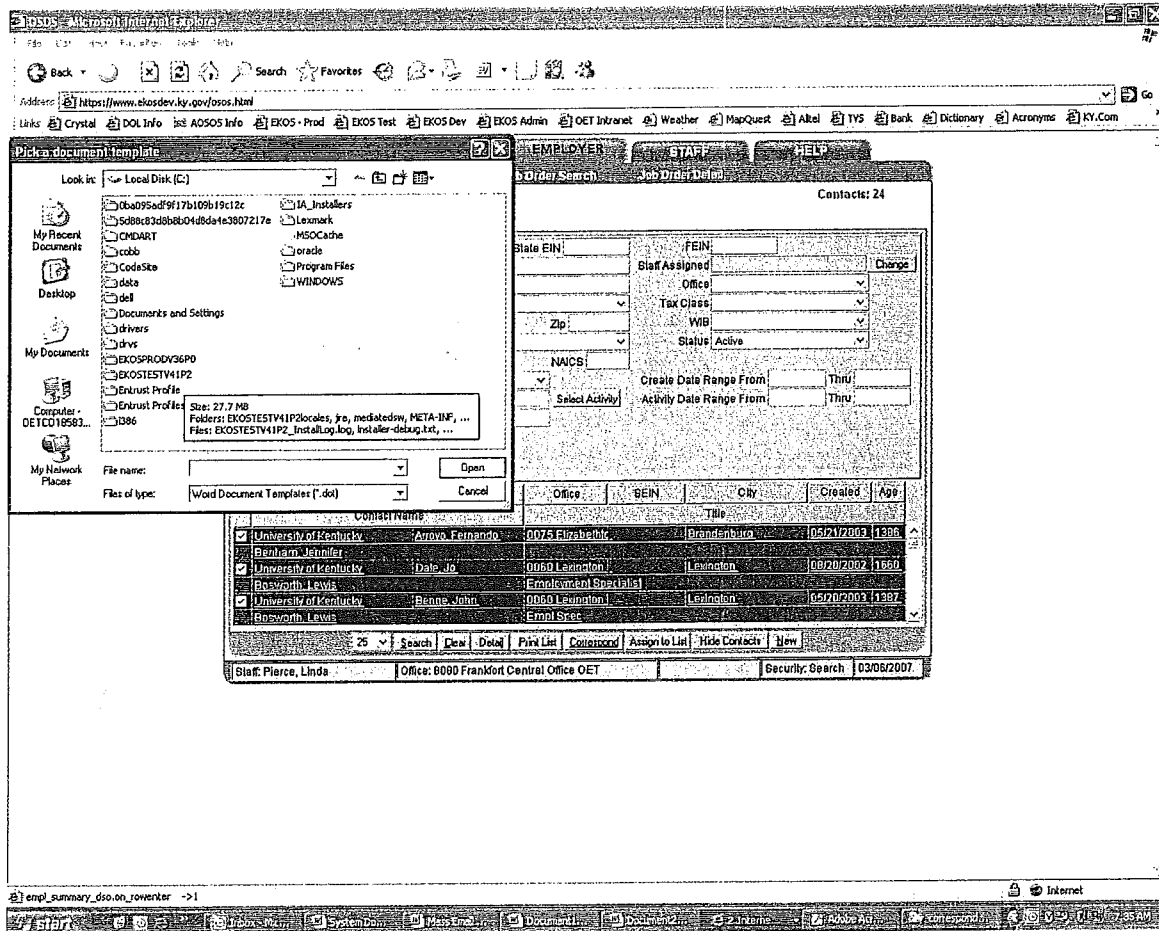
Correspondence Template Locations



Corresponding using email

1. Perform a customer, employer, provider, or job contact search and sort your search results as desired.
2. Select the list entries for the contacts to whom correspondence will be sent.

- Click the **Correspond** button at the bottom of the Search window.
- After correspondence has been initiated, the Pick a Document Template pop-up window will appear, and you will need to browse to the proper location, defaulted to C:\EKOSTESTV41P2\mediatedsw\correspondence.



- Click on the template file (it will become highlighted to indicate that it is selected) and click the **Open** button. Microsoft Word will start (if necessary) and display the selected template.

If necessary, modify the displayed template as desired.

NOTE

Some AOSOS correspondence templates contain text that is enclosed within single angle brackets (e.g., <text>). This text must be replaced manually, either before or after performing Mail Merge. This data is not part of the exported AOSOS data source.

- From the Microsoft Word click on the mail merge icon.

Document1 - Microsoft Word

File Edit View Insert Format Tools Table Window Help

Type a question for help

75%

Times New Roman 12 B I U

Insert Word Field

Merge to E-mail

March 6, 2007

employer_contacts_first_names> employer_contacts_last_names>
employer_contacts_title>
employer_data_company>
employer_contacts_addr_1>
employer_contacts_addr_2>
employer_contacts_city>, employer_contacts_states> employer_contacts_zip>

Dear employer_contacts_first_names:

I have enclosed some information that I hope will be of benefit to you and your organization. Please feel free to contact us with any questions regarding the enclosed information or any other questions you have about Job Service, Reemployment Insurance or other topics.

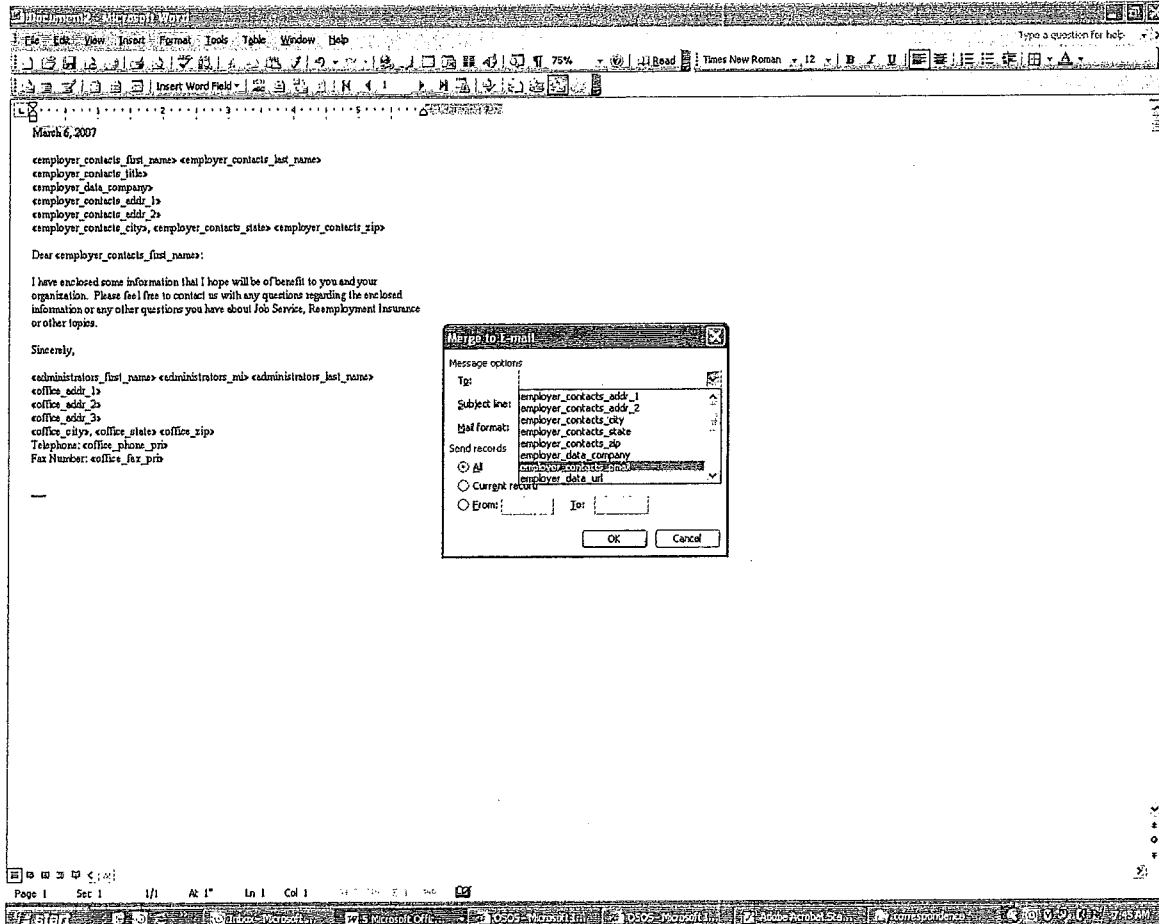
Sincerely,

administrator_first_names> administrator_mib> administrator_last_names>
office_addr_1>
office_addr_2>
office_addr_3>
office_city>, office_states> office_zip>
Telephone: office_phone_prio
Fax Number: office_fax_prio

Page 1 Sec 1 1/1 At 1" In 1 Col 1

Microsoft Office Word 2003 Microsoft Office Word 2003 Microsoft Office Word 2003

7. Click the **Merge** button. The Merge pop-up window will appear.



8. If necessary, click on the arrow button () in the **Merge to:** field and select **New document** from the drop-down list.

8. In the **Records to be merged** field, select the **All** radio button.

9. Select the **Don't print blank lines when data fields are empty** radio button.

10. Click the **Merge** button. A new Microsoft Word document will be created based on the selected template, populated with data imported from EKOS and automatically imported to your email program and sent to selected contacts.

Sent Items - Microsoft Outlook

File Edit View Tools Actions Express Help

Type a question for help

Mail

Favorite Folders

- Inbox (4)
- Unread Mail
- For Follow Up
- Sent Items

All Mail Folders

- Mailbox - Adams, Kevin A (OET-FK)
 - Deleted Items (19)
 - Drafts
 - Inbox (4)
 - Junk E-mail
 - Outbox
 - quarantine
 - Sent Items
 - Sync Issues
 - Search Folders
- Archive Folders
 - Deleted Items
 - Sent Items
 - Search Folders
- Mailbox - WFD EKOSPROJECT
 - Deleted Items
 - Drafts
 - Inbox (2)
 - ACOSOS
 - Crn Job
 - Greg
 - In Progress
 - Judy
 - Kevin
 - Linda
 - Michele
 - Resolved
 - Resolved WIA
 - S. Buchanan
 - S. Burchett (1)
 - Train-the-Trainer
 - Junk E-mail
 - Outbox
 - quarantine
 - Sent Items
 - Search Folders

Sent Items

To	Subject	Sent	Size
Phillips, Lyda K (OET...	Email Test	Tue 3/6/2007 7:48 AM	5 KB
'Stephanie.Vessel@u...	Email Test	Tue 3/6/2007 7:48 AM	4 KB
'garnett@uky.edu'	Email Test	Tue 3/6/2007 7:48 AM	4 KB
'GARNETT@UKY.EDU'	Email Test	Tue 3/6/2007 7:48 AM	4 KB
'Lewis.Bosworth@uk...	Email Test	Tue 3/6/2007 7:48 AM	4 KB
'stephanie.vessel@u...	Email Test	Tue 3/6/2007 7:48 AM	4 KB
'stephanie.vessel@u...	Email Test	Tue 3/6/2007 7:48 AM	4 KB
'youch@engr.uky.edu'	Email Test	Tue 3/6/2007 7:48 AM	4 KB
'yocrods@emaill.uky...	Email Test	Tue 3/6/2007 7:48 AM	5 KB
'lewis.bosworth@uky...	Email Test	Tue 3/6/2007 7:48 AM	4 KB
'marty.jacks@uky.edu'	Email Test	Tue 3/6/2007 7:48 AM	4 KB
'caite.hendricks@uky...	Email Test	Tue 3/6/2007 7:48 AM	5 KB
'cross2@emaill.uky.edu'	Email Test	Tue 3/6/2007 7:48 AM	4 KB
'therzh@uky.edu'	Email Test	Tue 3/6/2007 7:48 AM	5 KB
'lktqm@emaill.uky.e...	Email Test	Tue 3/6/2007 7:48 AM	5 KB

Date: Today

Email Test

Adams, Kevin A (OET-FK)
 To: 'caite.hendricks@uky.edu'

March 6, 2007

Caitie Hendricks
 University of Kentucky
 103 Scovel Hall
 Lexington, KY 40506

Dear Caitie:

I have enclosed some information that I hope will be of benefit to you and your organization. Please feel free to contact us with any questions regarding the enclosed information or any other questions you have about Job Service, Reemployment Insurance or other topics.

Sincerely,

Lyda K Phillips
 Department For Workforce Investment
 OET% Central KY Job Center
 1055 Industry Rd., 2nd Floor
 LEXINGTON, KY 40505-3823
 Telephone: (859)425-2180

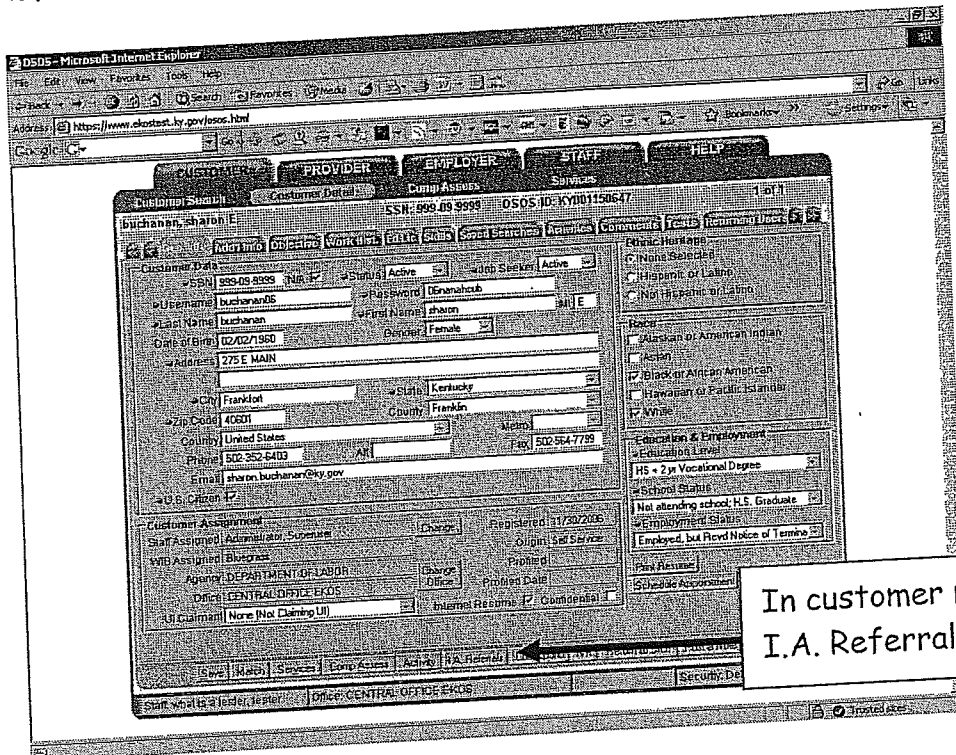
150 Rems

Online

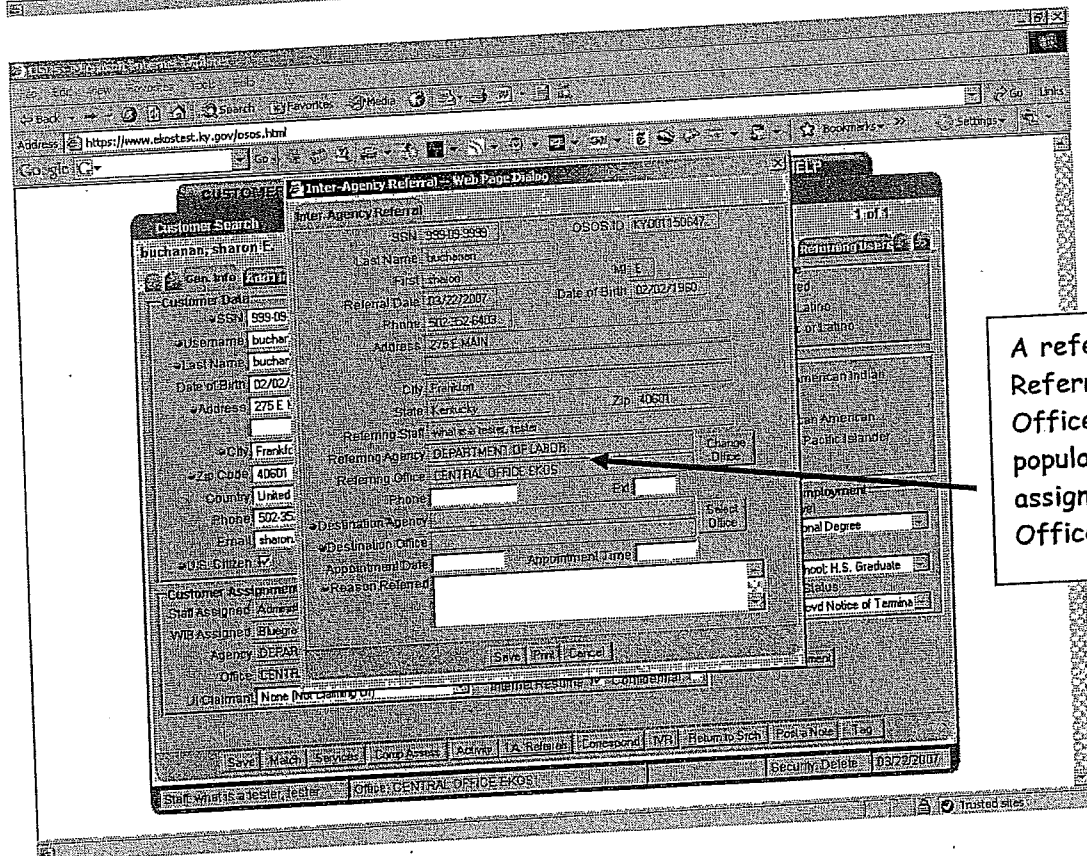
WARNING: If testing the mass email feature, be aware that emails WILL BE SENT to the selected contacts, which may cause much confusion.

INTER-AGENCY REFERRALS IN EKOS

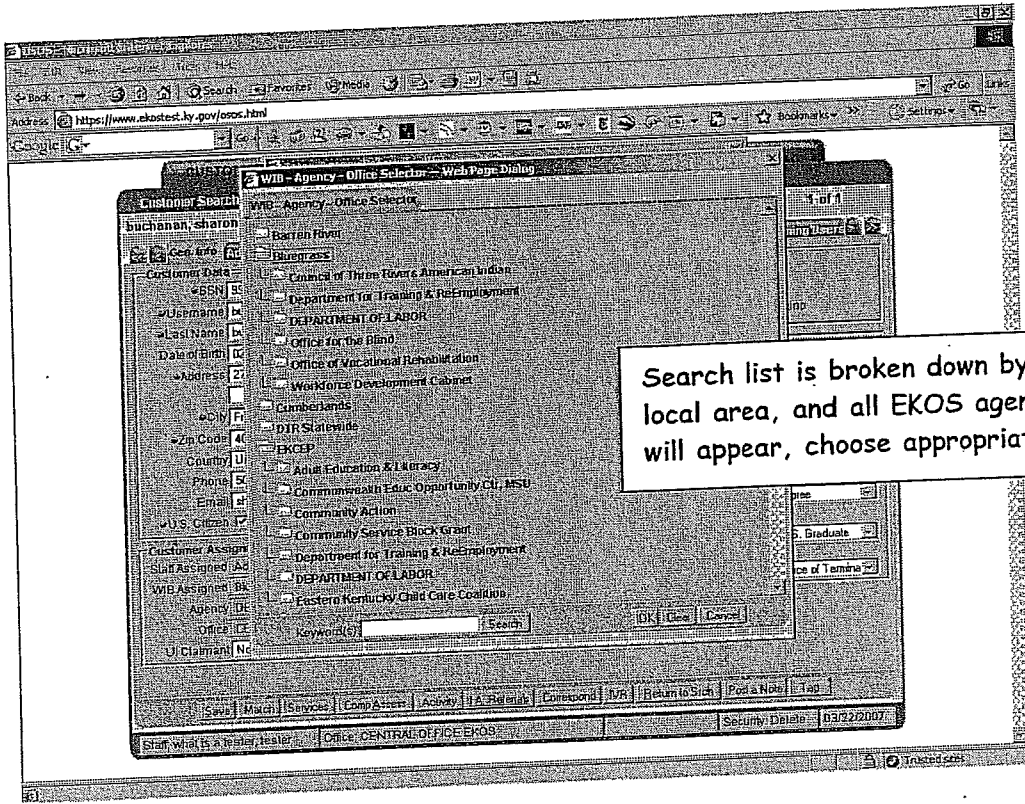
Referrals can be sent to other partner agencies that have access to EKOS:



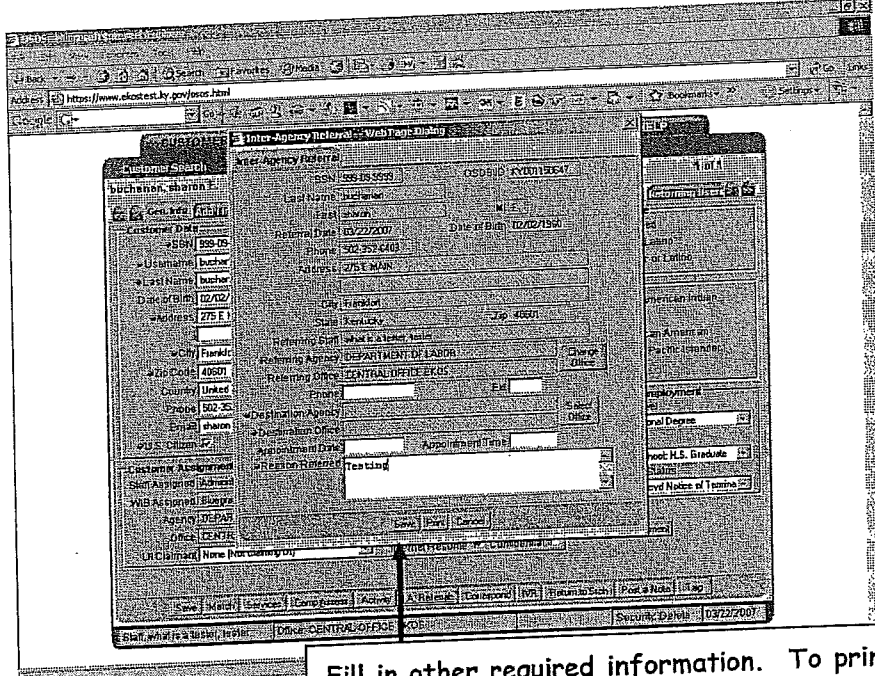
In customer record, click on I.A. Referral Button



A referral screen will appear. Referring Staff, Agency and Office will automatically be populated by agency you are assigned to. Click on "Select Office".



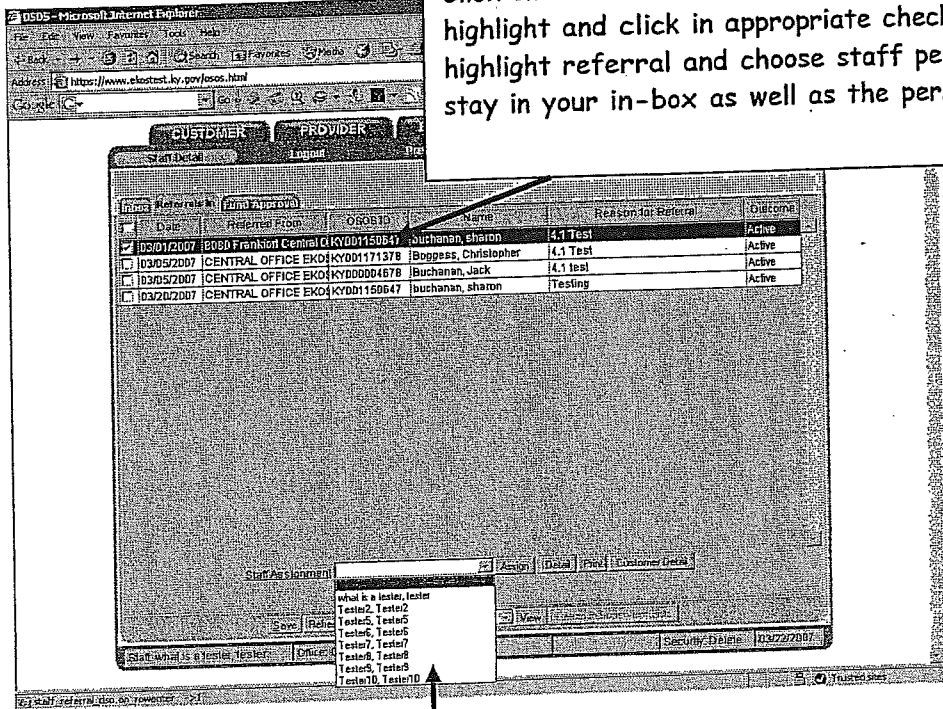
Search list is broken down by WIB. Click on specific local area, and all EKOS agencies within that LWIA will appear, choose appropriate agency and click OK.



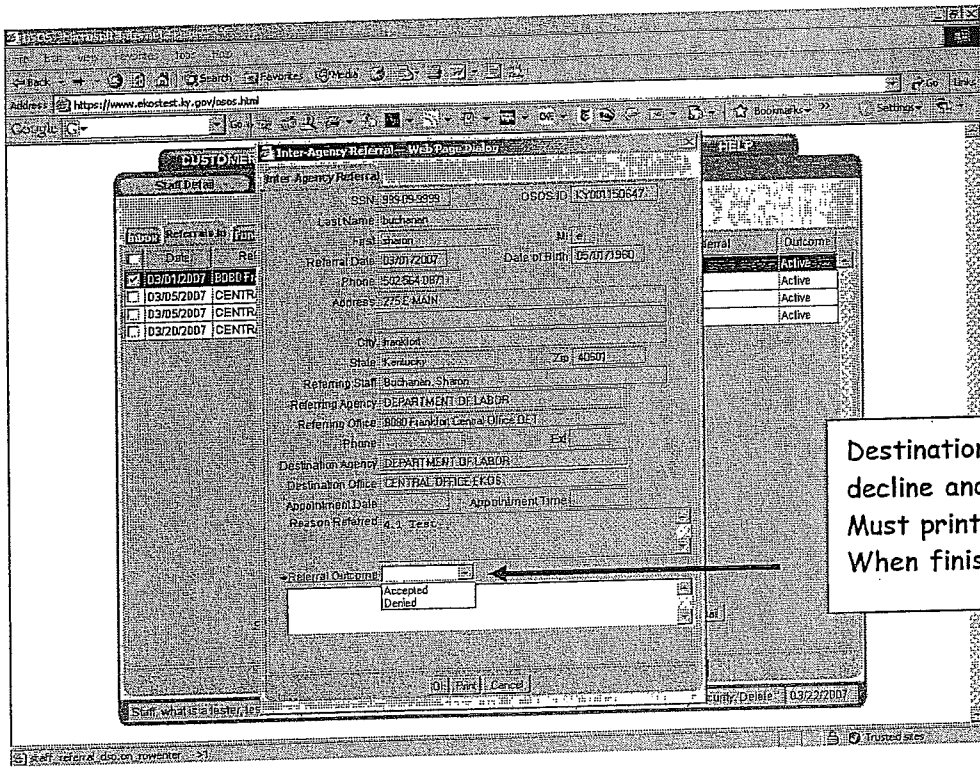
Fill in other required information. To print copy, click on print. To send, click save. Referral will be sent to each staff person assigned to the destination agency.

When logging onto EKOS, staff should go to Staff Detail and check "Referrals In" box each day.

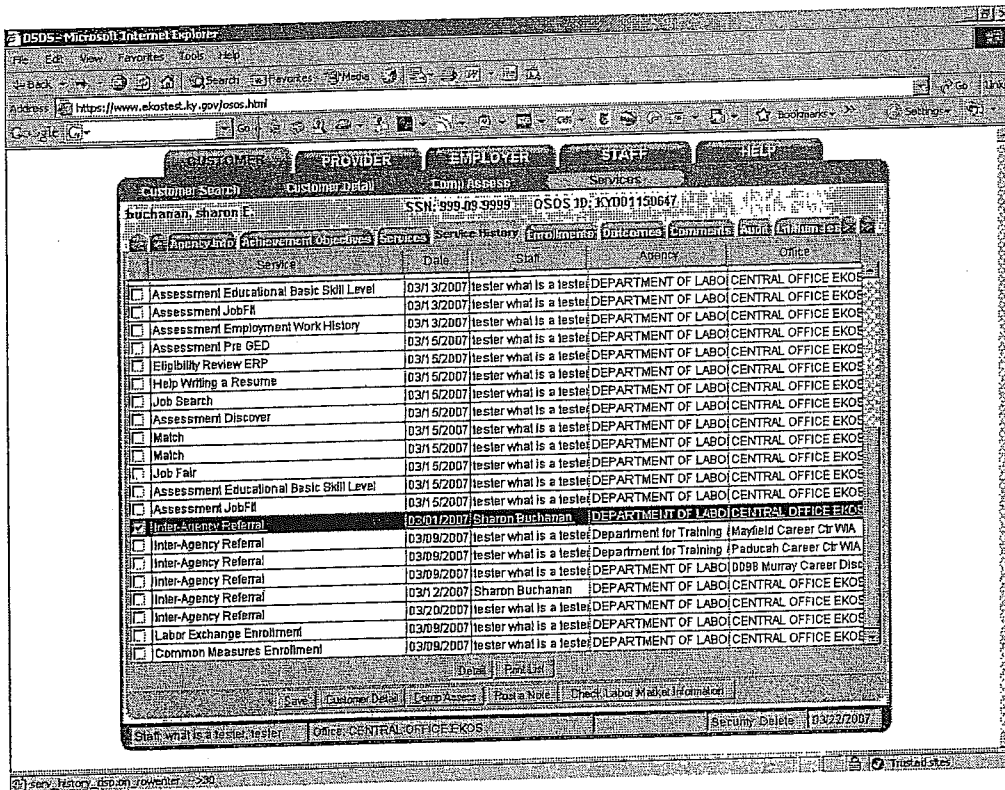
Click on the Refresh Button to view the new referral. To view referral highlight and click in appropriate check box. To assign staff person, highlight referral and choose staff person from drop-down box. Will stay in your in-box as well as the person assigned.

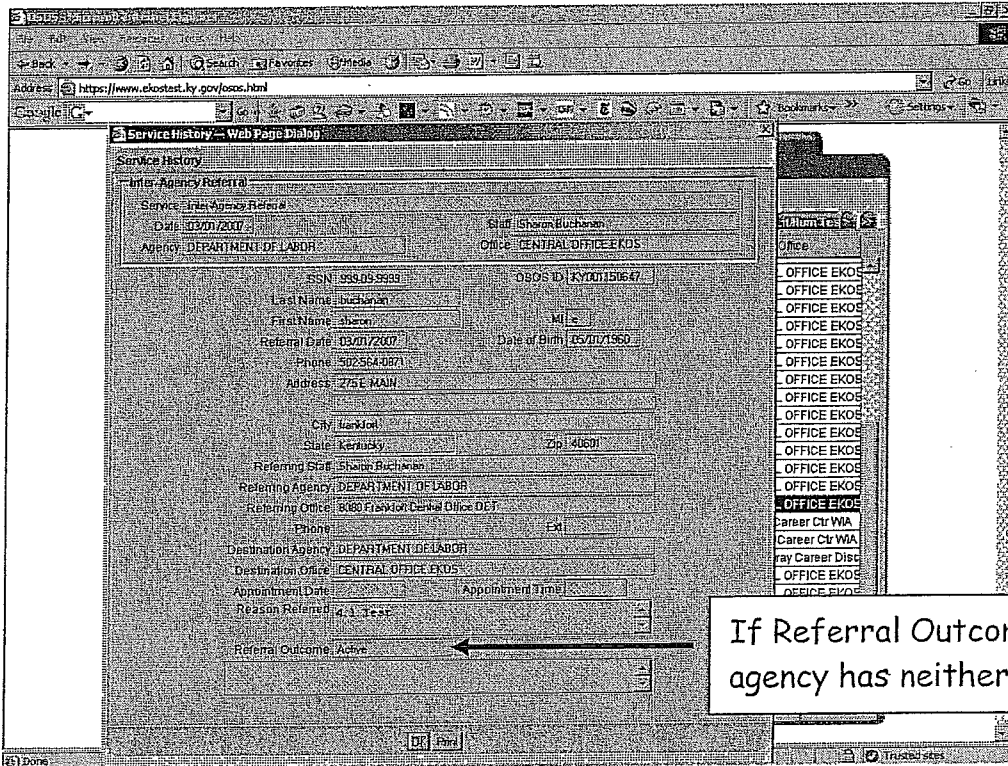


To assign the referral to the appropriate staff click on drop down and choose staff and click on "Assign"



To view inter-agency referrals for customer, go to Services Module - Service History Tab. To view referral click in the appropriate box then click Detail.





REMINDER: The inter-agency referral IS NOT an activity for referral. If you want to set an activity for referral to an agency, must enroll customer into an activity using the "Activity Button" at bottom of customer detail or comp assessment module.

CUSTOMER MATCH AND REFERRAL

Matches and Referrals can be made from the Customer Record or the Job Order Record.

1. On the Customer Detail screen, click on the Match Button, which will take You to the Job Order Search screen. The Customer's data will be carried over to the Job Order Search Screen, this data can be changed in the search if desired.
2. Click on the Search Button, all matching Job Orders will be presented in the Lower half of the screen.
3. Click in Select All Checkbox and then the Detail Button. The Next Arrow and Back Arrow can be used to page through the listing. With each Job Order that you wish to refer the Customer click on the tag button. (the button will change to Untag when you have clicked on it.)
4. Once all matching Job Orders are tagged click on the Return to Search (all tagged job orders will be highlighted)
5. Click on the Match Button. "Jobs Matched" will flash in upper right-hand corner.

Notify Customer of Match prior to Referring them to the Job. (via Correspondence, IVR, Telephone Call, Email)

6. Go to Job Order Detail click on "Matches Tabs" click the appropriate Customer and click the "Refer Button". "Job Referred" will flash in upper right-hand corner.
7. Click on Correspondence Button and perform merge and print and send Job Referral Letter.

Referring a Customer on a Job

Referrals can be made from the Customer Record and/or from the Job Order Record.

To refer from the Customer Record:

1. On the Customer Detail screen, click on the Match Button, which will take you to the Job Order Search screen. The Customer's data will be carried over to the Job Order Search screen, this data can be changed in the search if desired.
2. Click on the Search Button, all matching Job Orders will be presented in the lower half of the screen.
3. Click in Select All Check Box and then the Detail Button. The Next Arrow and Back Arrow can be used to page through the listing. With Each Job Order that you wish to refer the Customer on click on the Tag Button (the button will change to Untag when you have clicked on it.).
4. Once matching job orders are tagged click on Return to Search (all tagged job orders will be highlighted)
5. Click on Match Button

LISTS I: ASSIGNING A SEARCH GROUP TO NEW/EXISTING LIST

Lists can be used to keep track of customer(s) interested in/referred to a specific employer, case management load, veterans, summer applicants, etc. On each Search page (Customer, Job Order and Employer) the last Tab is the List Search.

- To assign a search group to a new or existing list
- After performing your search for clients SELECT ALL or SELECT INDIVIDUALS you wish to assign to you list
- Click the ASSIGN TO LIST button
 - THEN-
- Click the NEW LIST button
- Assign a name to your list (one that you will remember)
- Click the Save button
 - OR-
- Or select the appropriate criteria and lick on LOOK-UP LIST
- Select the list you want to assign the customers to by highlighting
- Click on SELECT and the customers will be assigned to that list

LISTS II: ASSIGNING TO AN EXISTING LIST FROM CUSTOMER RECORD

Lists can be used to keep track of customer(s) interested in/referred to a specific employer, case management load, veterans, summer applicants, etc. On each Search page (Customer, Job Order and Employer) the last Tab is the List Search.

- To assign an individual to an existing list go to the Customer Detail Module, Additional Information Tab
- Click on ASSIGN TO LIST button under CUSTOMER LIST PARTICIPATION
- Select the list you want to assign the customer to by highlighting
- Click on SELECT and the customer will be assigned to that list

LISTS III: DISPLAYING AND PRINTING NAMES ON LIST

Lists can be used to keep track of customer(s) interested in/referred to a specific employer, case management load, veterans, summer applicants, etc. On each Search page (Customer, Job Order and Employer) the last Tab is the List Search.

- To display the names on a list go to CUSTOMER SEARCH and click on LIST SEARCH tab
- Select appropriate criteria and click on LOOK-UP LIST
- Highlight the list to display and click on SEARCH BUTTON
- Click on the PRINT LIST button at the bottom of the page to print

LISTS IV: DELETING FROM A LIST

Lists can be used to keep track of customer(s) interested in/referred to a specific employer, case management load, veterans, summer applicants, etc. On each Search page (Customer, Job Order and Employer) the last Tab is the List Search.

- To delete a customer from a list go to the Customer Detail Module, Additional Information tab
- Select the list by highlighting
- Click on REMOVE button
- Web Dialog box will read "do you want to delete this customer from the selected list?" Click OKAY button
- Click SAVE button

- To delete more than one customer from a list
- Go to CUSTOMER SEARCH and click on LIST SEARCH tab
- Select appropriate criteria and click on LOOK-UP LIST
- Highlight the list to display and click on SEARCH BUTTON
- Select the customers to be deleted and click on DETAIL
- Follow the instructions above
- Click on NEXT to go to the next selection

Employer Records

We need to correct our database as much as possible by July 1, 2007 when E3 is implemented.

The new employer portal for Kentucky, E3, will use FEIN (Federal Employer Iden. Numbers) for processing and verifying employers. It is now mandatory that you add this field to all new EKOS employer records. Per management, you will also need to add this to existing records as you work with them between now and July. You will need to ask the employer for this number.

It is also available on UI Program 42 but this search can be tricky. Example: The KY Fried Chicken in Inez is listed as Angela's Food on UI 42. Angela's Food is the legal name. No where on the record do you see any reference to KY Fried Chicken. (If you search by Kentucky Fried Chicken in UI 42, you will get a large number of FEIN numbers for various franchises.)

By asking for the FEIN, you will also know when it is necessary to add a new employer record in EKOS or if you just need to add another contact to the existing record. IF the FEIN is already used for a corporation and they are simply adding another location, you just add a new contact page. EKOS will allow 300 employer contacts per employer record.

Do a search in EKOS for KY Fried Chicken; then search for KFC; then search for Kentucky Fried Chicken. You will see the many ways this record has been entered.

If several KFC's are owned by the same franchise, they should have one employer record. This information is needed for EEO reports provided from EKOS to employers for EEO audits.

If they currently have 2 records, inactivate the record with no job orders or activities. If both have open job orders attached, inactivate the one with the oldest job order. The system will allow you to inactive an employer record with an open order. You will also need to manually add the employer contacts from the "inactive" record to the "active" record if they do not already exist on that record. Place a post a note on the employer record's comment section stating why it is being inactivated.

When entering a new record for an independent contractor (as defined by UI auditors), we will use a pseudo number ex: 99-9701161

System = 3 9's

Your 2 digit office number

Contractor's month and year of birth

(This is the same process we use for customer pseudo numbers)

FEIN is not required for independent contractors. Always put a Post A Note that the employer stated they are not required to have a FEIN.

Managers and Directors,

e3.ky.gov is now a live site, open and ready for business. We have already received several employer registrations and job orders! We want to provide you with a few quick reminders.

Access e3 at: <https://e3.ky.gov>

Staff Username: Your EKOS username.

Staff Password: Your EKOS password.

All OET and LWIA staff who use EKOS should log in to e3.ky.gov each day.

Staff Responsibilities:

Account Review (AR) – Designated OET staff will validate new user (employer) accounts in their Pending User Registration queue.

Job Post Review (JPR) – Designated OET and LWIA staff will view /approve pending job posts in their Pending Job Post queue.

OET Managers – Ensure that employer registrations and job posts are processed in a timely manner and will unlock a record as necessary.

LWIA Directors – Ensure that job posts are processed in a timely manner.

Status Controllers – Ensure that pending denial and out-of-state user registrations are processed timely. Review and process or forward pending job posts from out-of-state employers.

General Staff – All EKOS users may view e3 User Accounts, user Briefcase / Job Post to assist employers.

Designated e3 staff will receive a message in their Outlook mailbox from e3admin@ky.gov when a new user registration or job post is received in their queue.

Other Important Information:

America's Job Exchange may be accessed at <http://www.americasjobexchange.com/>.
Job Central may be accessed at <http://www.jobcentral.com/>.

For Assistance:

Email the Ekos.Project@ky.gov for questions regarding policy or basic e3 functionality;
Email GailB.Hiley@ky.gov for questions regarding your e3 generated email messages, records appearing in your queue or problems with hyperlinks;

Call the DTS Help Desk at 502-564-9216 if you need to reset your EKOS – e3 password or if you have technical problems.

JOB ORDER MATCH/REFERRAL

Click on the "Match" Button from the Job Order Detail

Customer Search Record opens

Job Order criteria comes over into Customer Search Record

Change necessary criteria

Click "Search" Button

Click in Select All Checkbox and then the "Detail" Button

Use the Next and Back Arrows to view Customer Records

Tag corresponding Customer Records

Click on "Return to Search" Button

"Jobs Matched" flashes in upper right hand corner (appx 2 seconds)

Go to Job Order Detail - Matches Tab

Click appropriate Customers that have been matched

Send - IVR, Correspondence, Phone call - Put a "Post-A-Note"

Click "Refer Button"

Summary Page EMPLOYER

EEO Report -



EK Employer Number :	KY000
Start Date :	12/01/2004
Ending Date :	12/15/2004

Date Printed : 12/08/2004

#5050

Referrals	Ethnicity										Age				Disability
	White	Black or African American	Hispanic or Latino	Alaskan or American Indian	Asian	Hawaiian or Pacific Islander	Other	Under 16	16 - 21	21 - 40	40 and above	Male	Female	Veterans	
177	149	22	0	1	0	0	5	0	6	113	58	148	29	37	50

Report Summary Page with Totals in each column

65

Send Requests to:
EKOSPROJECT at ky.gov

TRAINING EVALUATION

Subject: _____ Date: _____

Trainer(s) _____

Did this training meet your expectations?
Circle Yes or No and respond

Yes **NO** *Please explain how and why*

What was the most **interesting** part of the training?

What was the most **important** new information that you learned?

What **improvements** would you suggest for this training?

How long have you worked for the agency?

Rate the quality of the presentation of material by the instructor(s)

Low-----High

1 2 3 4 5

Comments on Instructor(s)

Additional Comments:

EKOS Support Team
Office of Employment & Training
Research & Statistics Branch
Program Management & Evaluation Section

Ekos.Project@ky.gov
502-564-0871 phone
502-564-7459 fax

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michele.belcher@ky.gov

All current and previous issues of the EKOS newsletter along with a list of the customer and employer definitions can be found at:

http://my.edcabinet.ky.gov/EKOS%20Newsletters/employky_update_newsletters.htm

IT HELP DESK (502) 564-9216 or 800-520-0002

EKOS BASIC AND PERFORMANCE TRAINING

Test site: www.ekostest.ky.gov Username:tester1 Password:july2004

Welcome – Housekeeping

- Introduction of Trainees
- **EKOS History**
- **AJE/JobCentral/Other interfaces**
 - Flowchart for EKOS Interfaces
- **Self Service**
 - Job Search
 - Save Search
 - Job Scout
- **Self Registration**
 - Review Home page options
- **Exercise**
 - New self-registration
- **Staff Module**
 - Appointments/ Reminders/ Preferences
 - Handout on staff Module/Security
- **Explore – HELP module**
 - Search for Match
- **Customer Search**
 - Name and Social
 - All search tabs
- **Customer Detail**
 - Mediated data fields
 - ONET
 - Internet Resume flag
- **Activities**
 - How activities effect Common Measures Performance
 - Categories of Activities
 - Definition of Customer Activities
 - Definition of Employer Activities
 - Crystal Activity Report
- **Common Measures**
- **Services Module** (*Outcomes, Enrollments & Service History*)
- **Comp Assessment** (*Overview*)

- **Customer Detail Features**
 - Resume
 - Schedule
 - IVR
 - Correspond
 - IA Referrals
 - Post a Note
 - Matches
- **Exercise**
 - Customer match
- **Lists**
 - Customer/Desired Employer
- **Employer Search**
 - All search tabs
- **Employer Detail**
 - Mediated data fields
- **Job Order Search**
 - All search tabs
- **Job Order Detail**
 - Mediated data fields
 - Match
 - IVR
 - Correspond
 - Referral
- **Exercise**
 - Job Order match
- **EEO Reports**