

**Office of Employment & Training  
275 E. Main St. Frankfort KY**

**KCC BASIC SYSTEMS TRAINING  
LABOR EXCHANGE**

**Provided by KCC Support Team**

# **KCC BASIC SYSTEMS TRAINING** **LABOR EXCHANGE AGENDA**

Test sites: <http://focusassisttest.ky.gov> & <https://www.ekostraining.ky.gov>  
Username:tester1 Password:septest2014

- **Welcome – Housekeeping**
  - Introduction of Trainers / Trainees
- **Systems History & Overview of Resource Material**
  - EKOS Implemented: 2001 (Developed and paid for by DOL funds) (NaviSite)
  - AOSOS Governing Body: New York in the hosting State / Service Center; Consortium; Steering Committee and Scope Committee: KCC Support Team
  - Focus Suites Implemented: 06/2011 *Career* & 04/2012 *Talent-Assist* (Burning Glass Technologies)
- **AJE/JobCentral/Other interfaces**
  - Flowchart for system Interfaces

## **Focus Suites**

Test site: <https://focusassisttest.ky.gov>

- **Assist Home Page Overview**
  - Dashboard/Approval Queue Status
  - Approval Queues
    - Approve Referrals Overview
      - Tips
      - Staff Group Exercise (Production)
    - Approve Employers (Central Office Staff ONLY)
    - Approve Postings (Assist-Talent Training REQUIRED)
  - Assist Account Settings (Staff Preferences)
    - Change Password
    - Change Office
- **Assist Job Seeker Overview**
  - 
  - Search
  - Account Conversion
  - Build Resume

**KCC BASIC SYSTEMS TRAINING**  
**LABOR EXCHANGE AGENDA (Cont.)**

- **Focus Staff Exercise**
  - Converting a Job Seeker Account Exercise
    - **Go to Staff URL:** <https://focusassisttest.ky.gov/assist/>  
**Username: tester1 Password: septest2014**
    - **Assist Job Seeker**
    - **Seeker Search by SSN**
    - **Convert Old Username to Email and set account credentials**

<b>Convert a Seeker Account</b>	
UN/Email:	<i>Your Email</i>
Password:	<i>Create Password</i>
Security Answer:	
SSN:	<b>Provided</b>

- **Resume Building Staff Exercise**
  - “Build Up” a Resume using the Guided Path
- **Create a Jobseeker Account Staff Exercise in the Assist Module**  
**Go to Staff URL:** <https://focusassisttest.ky.gov/assist/>

<b>New Staff-Entered Account</b>	
UN/Email:	Your First Name MI Last Name @staffentered.com
Password:	<i>(Your Choice)</i>
Security Answer:	
SSN:	<b>DO NOT ENTER A SSN on this Exercise</b>

**KCC BASIC SYSTEMS TRAINING**  
**LABOR EXCHANGE AGENDA (Cont.)**

- **Resume Upload and Parsing Overview**
- **Resume Upload and Parsing Staff Exercise**
  - Edit each Job within the Work History
  - Ask the Wizard to Build Up My Job Description on each job
  - Complete guided path
  
- **Job Matching, Referrals, and Other Special Tools**
  - Staff Features Overview
    - Main Menu –Notes & Reminders – Log Activity
    - Add Activities
    - My Account (Seeker’s)
    - Logout of Seeker Record
  - Customer Features Overview
    - **Job Market**
      - Leads- Search –Insight
      - Recently Viewed Jobs
    - **Organizer**
      - Saved Jobs -Searches & Alerts
      - My Matches – My Referrals
    - **Resume**
      - View/Update – Email – Download
  
- **Staff Exercise**
  - Staff/Customer Features
  
- **Assist Employer Overview**
  - Search Employer
  - Manage your account
  - Manage Job Postings
  
- **Staff Exercise**

**Remember:** Staff will use their EKOS Username and Password to access the Focus Staff Module. Staff also will be able to change their EKOS Password and Office using the Focus Staff Module Staff Preferences functions on the Main Menu-Seeker Search page. These and other training materials also will be posted at:

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

# **KCC BASIC SYSTEMS TRAINING LABOR EXCHANGE AGENDA (Cont.)**

## **EKOS**

Test site: <https://www.ekostraining.ky.gov/>

Username: tester1 Password: septest2014

- **System Navigation**
- **Staff Module Overview**
  - Appointments/Preferences/Security
  - Handout on staff Module/Security
- **Help Module Overview**
  - Search for Match
- **Customer Search Overview**
  - Social & Name
  - All search tabs
- **Customer Detail Overview**
  - Mediated data fields
  - ONET
- **Services Module Common Measures Overview (*Outcomes & Enrollments*)**
- **Activities**
  - Categories of Activities
  - Definition of Customer Activities
  - Definition of Employer Activities
- **Customer Detail Features**
  - Resume
  - Schedule
  - IVR
  - Correspondence
  - IA Referrals
  - Post a Note
- **Staff Exercise**
  - Customer Detail Features
- **Lists**
  - Customer/Employer/Job Order
- **Employer Search**
  - All search tabs
- **Employer Detail**
  - Mediated data fields
- **Job Order Search**
  - All search tabs
- **Job Order Detail**
  - Mediated data fields
  - IVR
  - Job Order/ Employer Correspondence

# Kentucky Career Center Support Team

## Program Support Branch

Kentucky Career Center Support Help Desk

[KentuckyCareerCenterSupport@ky.gov](mailto:KentuckyCareerCenterSupport@ky.gov) (KCC MAILBOX)

Phone: 502-564-0871

KCC Support Website

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

Cabinet IT Help Desk (502) 564-9216 or 866-520-0002

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## **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 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

## Website Resources

### Test sites

EKOS & Focus test (username: tester1) (password: septest2014)

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

Focus/Talent

<https://focustalenttest.ky.gov>

Focus/Career

<https://focuscareertest.ky.gov>

Focus/Assist

<https://focusassisttest.ky.gov>

### Production Sites

EKOS Production

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

Focus/Talent Production

<https://focustalent.ky.gov>

Focus/Career Production

<https://focuscareer.ky.gov>

Focus/Assist Production

<https://focusassist.ky.gov>

### Miscellaneous Sites

America's Job Exchange

<http://www.americasjobexchange.com/>

Job Central

<http://www.JobCentral.com>

Labor Market Information

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

DOL Common Measures

<http://www.doleta.gov/performance>

ONET definitions

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

Zip code

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

EKOS Info Site: Business Rules, Training Schedules, Definitions, Customer and Employer Activities. Click link below

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

# Employ Kentucky Operating System (EKOS)/Focus Assist 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. Customers

1. All Customers must be registered in Focus Career.
2. Customers must be registered in Focus prior to job referrals and/or services being provided.
3. If the Customers is not registered in EKOS/Focus Assist, staff will enter the registration information into the Mediated Production site of EKOS or the Customers, utilizing Focus Career, 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 Customers registration Status must be active if the Customer 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' in Focus Assist.
6. If the Customers is seeking employment, the Job Seeker Status must be Active. If this field is in Inactive Status, staff should manually change the Job Seeker Status Field to Active in Focus Assist.
7. "Failed to Report" and "Refused Job" should be resulted out in the referral tab, located on the Job Order in EKOS. This must be reported to UI staff for Disputed Claims Investigator (DCI) to investigate.

## II. Employer

### B. 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 Focus Talent employer records
  - a) To create a new employer record, first conduct a search by Contact name, employer name, FEIN, or contact email address, to determine whether the employer record is already in Focus Talent. There should be only one active record per FEIN. Contacts will be listed separately.
  - b) If there are duplicate employer records, and one of the records is an Focus Talent 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.
  - c) When reviewing duplicate records never inactive the Focus Talent record, this will result in locking out the e3 employer from their account.
2. Activities to an employer must be documented in theEKOS 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'. Or contact the EKOS Team with a request to have that specific activity added to the activities list. This will give all agencies access to the history.
3. Up to 300 employer contacts can be added to an existing employer record. Employers may have multiple locations, each with their own contact.
4. 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.
5. Prior to contacting an existing employer, review the employer record for recent activities and comments. After contacting the employer update the record as appropriate.
6. When entering an employer activity, add comments as appropriate.

### III. Job Postings

#### C. Job Postings

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

As per the United States Public Laws, 107<sup>th</sup> 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.”*

#### 1. Veterans Priority:

- a) All staff, not just Veteran staff, must maintain Veteran Priority of Service.
- b) The new veteran priority process is fully automated in Focus/Suite. Staff will no longer need to run veteran matches in EKOS; however staff who currently work the referral queue must process veteran requests immediately to ensure veteran priority. Here is how the process will work now:
  1. A new job is posted in Focus/Talent.
  2. A match is run against all active veteran job seekers.
  3. A veteran priority job alert is sent to all active veterans who have a 3 stars or better match to the new job. All non-veterans will not be able to view the job for 24 hours.
  4. If no veterans match to the job with 3 stars or better, then all job seekers will immediately be able to view and refer to the job.
  5. If a staff is logged into a non-veteran job seeker’s account, they will still see all jobs. If they attempt to refer a non-veteran to a job that is still under veteran priority hold, they will receive the following popup message:

**Delayed Referral for Veterans Priority Hold**

This job is on a 24-hour hold to give Priority Service to highly qualified veteran applicants, in compliance with Title 38 requirements. This job posting will not display to non-veteran job seekers until the hold is automatically released. Your referral for this non-veteran candidate will be delayed briefly, then sent automatically to the job seeker. No further action is needed on your part.

Thank you for honoring our military service members.

Close

6. The referral contact details will be emailed automatically the following day. If the job seeker does not receive the email or is a staff-assisted seeker with a dummy email address, the details may be accessed 24 hours later from the My Referrals section by pulling up the job and clicking “Show Me How To Apply” and printing the details.
  
2. Employers have a variety of options to post jobs in Focus Career.
  - a) Input job postings through [focustalent.ky.gov](http://focustalent.ky.gov)
  - b) Input job postings directly into America’s Job Exchange (AJE).
  - c) 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.
  
3. Agencies shall designate an assigned staff on each job postings when it is written.
  
4. The assigned staff for a job posting shall be contacted if there are questions or changes regarding the job posting.
  
5. 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.
  
6. A referral can only be made on an ‘open’ job posting.
  
7. The referral method and hiring contact information will be shown when staff clicks “Show Me How to Apply” in the Job Posting. There will be a pop-up which will contain referral information. This information can be printed or emailed to the customer.
  
8. Once you confirm that the customer meets the job posting requirements and they have completed their registration in Focus Career with three jobs or ten years of work experience referrals may be made.
  
9. 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 posting. Applications containing questions that violate state or federal ADA and EEO laws will not be distributed by staff.

#### **D. Job Posting Maintenance**

1. Assigned staff will ensure a match is performed on a new job posting and continue on a weekly basis until the job posting is filled or closed.
2. Staff must conduct a follow up with the employer to obtain placement results.
3. Follow up may be completed by phone, fax, email, or mail. Employer will be prompted to post result when closing a job posting.
4. All results must be posted in the “Referrals” tab by selecting customer referral and clicking “Post Result”.
5. Only assigned staff can make changes or updates to job postings.
6. These specific changes/updates should only be changed by designated staff:
  - a) Number of openings
  - b) Status change
  - c) Contact method
7. If changes are necessary please notify the assigned staff
8. Add a note when changes are made.
9. When a job is ‘Closed’ or ‘Filled’, the job should not be reopened. If the employer makes the position available again, the job posting may be duplicated in Focus Talent.
10. 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.
11. 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.
12. The ‘Source (State)’ field on the job posting ‘Detail/General Info’ Tab has ‘Application Only, Full Service’ and ‘Job Fair’ as selections. This field is to be completed as appropriate in EKOS.
13. 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 in EKOS.
14. The job order ‘Detail/Job Description’ Tab requires an entry of 5 to 4000 characters. ‘Spell Check’ is offered and should be used when posting a job.

15. The following fields should be completed to ensure better referrals.

- 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

**E. FLC, H2A, and H2B job postings**

Field staff should not make changes to these job postings (Only Central Office Staff are authorized to make changes to these postings). Field Staff should refer customers on these orders as appropriate.

**IV. Labor Dispute**

Title 20: Employees' Benefits

CHAPTER V: EMPLOYMENT AND TRAINING ADMINISTRATION, DEPARTMENT OF LABOR

PART 652: ESTABLISHMENT AND FUNCTIONING OF STATE EMPLOYMENT SERVICES

Subpart A: Employment Service Operations

652.9 - Labor disputes.

(a) State agencies shall make no job referral on job orders which will aid directly or indirectly in the filling of a job opening which is vacant because the former occupant is on strike, or is being locked out in the course of a labor dispute, or the filling of which is otherwise an issue in a labor dispute involving a work stoppage.

(b) Written notification shall be provided to all applicants referred to jobs not at issue in the labor dispute that a labor dispute exists in the employing establishment and that the job to which the applicant is being referred is not at issue in the dispute.

(c) When a job order is received from an employer reportedly involved in a labor dispute involving a work stoppage, State agencies shall:

- (1) Verify the existence of the labor dispute and determine its significance with respect to each vacancy involved in the job order; and
  - (2) Notify all potentially affected staff concerning the labor dispute.
- (d) State agencies shall resume full referral services when they have been notified of, and verified with the employer and workers' representative(s), that the labor dispute has been terminated.
- (e) State agencies shall notify the regional office in writing of the existence of labor disputes which:
- (1) Result in a work stoppage at an establishment involving a significant number of workers; or
  - (2) Involve multi-establishment employers with other establishments outside the reporting State.

Web reference: <http://cfr.vlex.com/vid/652-9-labor-disputes-19658744>

Job orders will not be accepted for positions that are vacant due to a labor dispute, strike or lockout. When a job order is received from an employer reportedly involved in a labor dispute involving a work stoppage, staff shall verify that a labor dispute exists and determine if the position is involved in the labor dispute. If the position is not involved in the labor dispute, the job order can be written. If it is involved, the job order cannot be accepted.

When does a labor dispute exist? Clearly, a work stoppage, either a strike or lockout, triggers our policy. Can a labor dispute that has not resulted in a work stoppage trigger our policy? Yes, but it depends on the situation. These situations must be looked at on a case-by-case basis. There needs to be more than the possibility of a work stoppage. An actual event or action is needed. Rumors of a strike, knowledge that the labor contract has expired, or news media reports of difficult labor negotiations may not be sufficient to trigger our policy. Staff should consult with management or seek technical assistance in these situations before accepting or declining a job order.

Staff shall resume full job order taking services when they are sure that the labor dispute has been terminated.

Local Job Center staff should call Central Office to notify them of any labor dispute. The Central Office will notify the federal authorities if that is required by federal regulations.

When a job order is taken for a position NOT involved in the labor dispute, but at a company with a labor dispute, the following mandatory statement must be checked on the description tab of the job order: "This position is with a company currently involved with a labor dispute. This position is NOT part of the dispute and the person hired will NOT be replacing an employee involved with the labor dispute." Please note: Staffing agencies may be used to recruit replacement workers during the labor dispute. We cannot accept job orders that would recruit for positions affected by the labor dispute. For this reason, job order policy requires staffing agencies to provide the name of the work site company on all job orders. This information is placed in the staff comments section and must be kept confidential by staff.

## **V. Staff Security Levels**

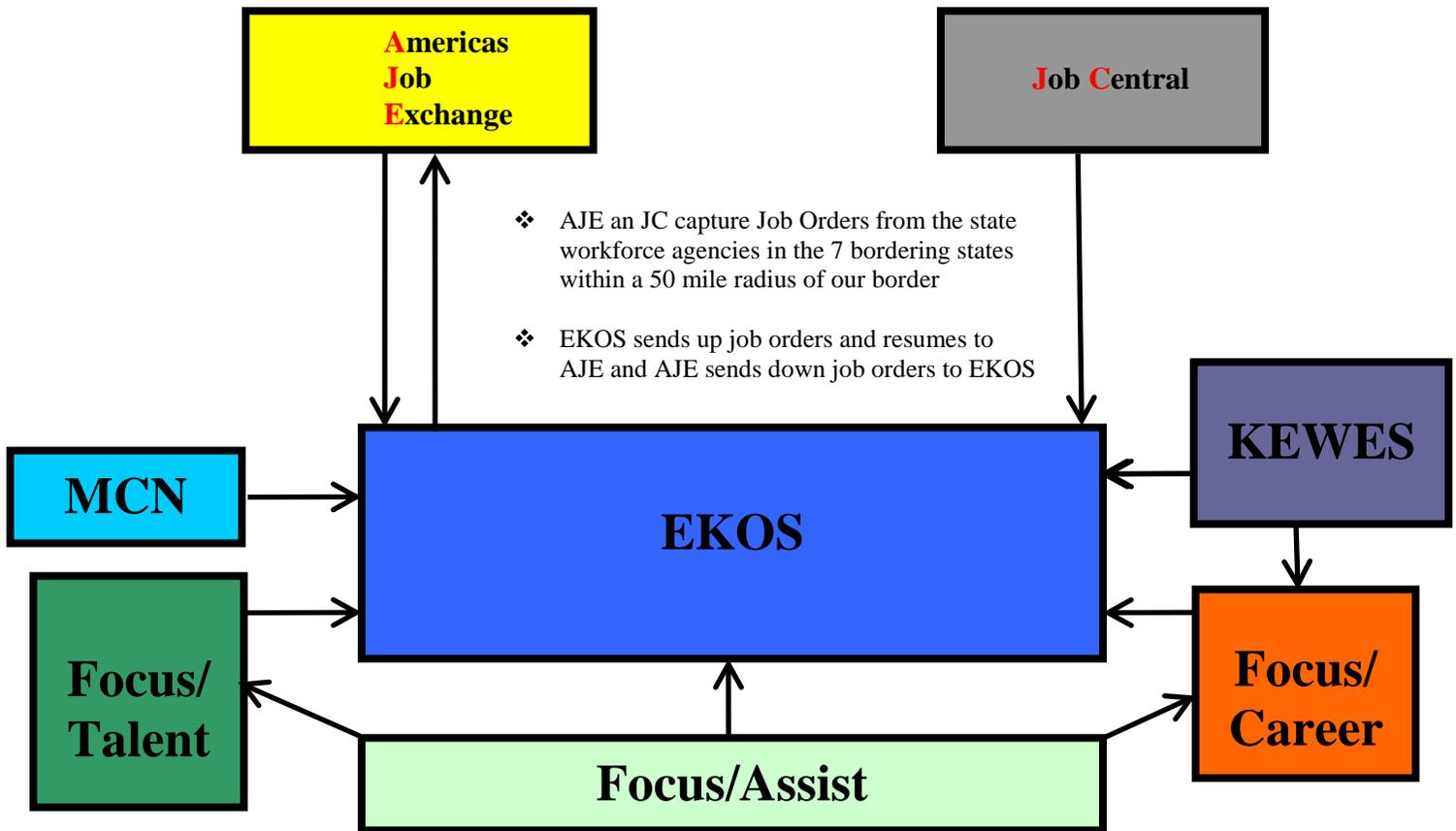
- a) Security levels will be based on job duties and training provided by the KCC Support team. When the initial request for EKOS/Focus security is received staff will be given the ability to add customer records and customer activities in the system. Once staff has attended “KCC Basic Systems” training their security level will be updated. Once WIA staff has attended “KCC Basic Systems” training they will receive the ability to attach services and service offerings to customer records. The security contact for the OET office/WIA Office should send an email to the KCC support mailbox ([KentuckyCareerCenterSupport@ky.gov](mailto:KentuckyCareerCenterSupport@ky.gov)) if additional access is required after “KCC Basic Systems” training has been completed. The ability to enter job postings is granted to staff after they have completed “Assist Talent (JOW)” training.
- b) Office Management will request security for new employees by submitting the EKOS request to: [KentuckyCareerCenterSupport@ky.gov](mailto:KentuckyCareerCenterSupport@ky.gov).
- c) Management will request security updates for existing staff by submitting an email to the KCC Support Mailbox at [KentuckyCareerCenterSupport@ky.gov](mailto:KentuckyCareerCenterSupport@ky.gov)

## **VI. KCC Help Desk**

Questions and/or issues concerning EKOS, Focus, Crystal should be emailed to:  
[KentuckyCareerCenterSupport@ky.gov](mailto:KentuckyCareerCenterSupport@ky.gov)

## **VII. Super Users (Point of Contact [POC])**

All problems relating to EKOS should be reported by the POC established within each agency to the KCC Support Help Desk at [KentuckyCareerCenterSupport@ky.gov](mailto:KentuckyCareerCenterSupport@ky.gov)



- ❖ AJE and JC capture Job Orders from the state workforce agencies in the 7 bordering states within a 50 mile radius of our border
- ❖ EKOS sends up job orders and resumes to AJE and AJE sends down job orders to EKOS

- ❖ Focus/Career – Job Seekers submit and update their resume, perform their job search, save their searches and create job alerts from this module
- ❖ Everyone who files an Unemployment Insurance claim through KEWES who are subject to work search will be linked to Focus/Career to complete their resume.

## Tips for Focus/Assist Referral Approval Queue

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- Work the oldest referrals first; ideally a customer will not have to go more than 2 business days without a response, quicker if possible. This is especially important because jobs may close quickly after the referral is done.
- Check Star Rating - Match rating - Does the system think this is a good applicant for the job? 4 or 5 star match is almost always a good fit. 3 stars and below you need more information.
- Review job requirements and compare to the customer's resume. A requirement will state that the customer "must" have the skill, credential, experience or education. Sometimes an employer will accidentally put a required certification as a "should", use best judgment (for example, CDL for truck driving, nursing certificate for RN, etc.) If the customer does not have a required item, deny the referral and explain why in the email message.
- When checking the customer's resume, some information may not be displayed. Log into EKOS if you aren't already logged in, so you can do a quick search of their record in EKOS by their email address (as their username) and find fields like driver's license and education level that are often requested by employers.
- If the customer's resume is not complete, deny the referral. When you send the denial email from the system, explain to the customer that they were unable to be matched due to an incomplete resume and they will need to update their resume before a referral will be approved. After updating their resume in Focus|Career, they may contact you back for referral if the job is still open.
- There are two other main reasons a job match may be low star or no star at all.
  - The job order may be very lacking in skills or description. In that case, the system is unable to match to the resume well. Use judgment, though in many cases it may be an entry level job, high number of openings, etc. and a referral would be fine.
  - The customer may be overqualified for the position. The system bases this on work histories of all the resumes in the system and the Internet, and calculates whether this is a common career path. (For example: neurosurgeon applying to a janitor position).
- If you are still unsure on whether to refer someone or not, especially in the overqualified scenario or poorly written job order listed previously, you will have to do some additional research. Open the customer's resume in Focus|Career and see if they are applying to appropriate jobs. Open the employer's job order in Focus|Talent and see how long the job has been open and how many applicants they already have. Using a combination of these factors, make a decision and if you have to deny, explain why in the email message.
- If you choose to deny a referral, always tell the customer the reason why in the email, and be specific. (For example: Your resume is not complete; the employer is looking for the following knowledge or skills set, license, education level or years of experience; etc.) List your contact information below your name so the customer can contact you if they have questions. If there are any concerns about revealing your personal contact information, or your office has a policy on external correspondence, remove your name and put your office's contact information. However, if there is question about why it was denied, the one who denied the referral is the best to answer those questions.
- If you try to approve or deny a referral request and you get the error message that a referral for this customer already exists, it is because Staff completed the referral in EKOS and not Focus|Assist. The work-around is to go to EKOS, delete the referral, and then go back to Focus|Assist and approve or deny the referral.
- If you try to approve or deny a referral request and you get the error message that the job is no longer active or closed, it may be that this was a request on a job that was migrated from E3 which had a set number of referrals, or the job closed before you were able to get to the referral in the queue. In either case, a daily process is being run to remove closed or inactive jobs from the system and they will no longer be in your approval queue the next day.

**Office of Employment & Training  
275 E. Main St. Frankfort KY**

**Pulling and Pushing Data – Where it Goes and When**

<b>F C PULLING Data from EKOS</b>	<b>F C PUSHING Data Back to EKOS</b>
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<b>Account Conversion Process &amp; Contact Tab</b>					
EKOS Field Name	Database Action to F C	F C Field Name	Re-inserts Record	Updates Record	F/C Database Populates EKOS With:
User Name	Populate/Convert	Username/Email	Real Time	Real Time	New Username/Email
Password	Populate/Hide	Password	No	No	N/A
Security Question	Do Not Pull/Reset	Security Question	No	No	Removing EKOS Custom Tab
Security Answer	Do Not Pull/Reset	Security Answer	No	No	Removing EKOS Custom Tab
SSN	Populate	SSN	Real Time	Real Time	SSN (New/Missing only)
First Name	Populate Contact	First Name	Real Time	Real Time	Updates First Name
MI	Populate Contact	MI	Real Time	Real Time	Updates MI
Last Name	Populate Contact	Last Name	Real Time	Real Time	Updates Last Name
Address 1	Populate Contact	Address 1	Real Time	Real Time	Updates Address 1
Address 2	Populate Contact	Address 2	Real Time	Real Time	Updates Address 2
City	Populate Contact	City	Real Time	Real Time	Updates City
State	Populate Contact	State	Real Time	Real Time	Updates State
Zip Code	Populate Contact	Zip Code	Real Time	Real Time	Updates Zip
County	Populate Contact	County	Real Time	Real Time	Updates County
Country	Populate Contact	Country	Real Time	Real Time	Updates Country
Phone	Populate Contact	Phone 1 (select)	Real Time	Real Time	Updates Primary Phone
Alternate Phone	Populate Contact	Phone 2 (select)	No	No	N/A
(No field)	N/A	Phone 3 (select)	No	No	No Collection of Phone 3
Fax	Do Not Pull	(No field)	No	No	No Collection of Seeker Fax
Email	Do Not Pull	Email Address	No	No	N/A
(No field)	N/A	Website	No	No	No Collection of Website

**F|C PULLING Data from EKOS**

**F|C PUSHING Data Back to EKOS**

**Wizard and Work History Tab**

<b>EKOS Field Name</b>	<b>Database Action to F C</b>	<b>F C Field Name</b>	<b>Re-inserts Record</b>	<b>Updates Record</b>	<b>F C Database Populates EKOS With:</b>
Employment Objective	Do Not Pull	(Do Not Display)	Real Time	No	Push from Options; if blank enter "Not Reported"
Employment Status	Populate	Status	Real Time	Real Time	Updates Employment Status
Desired O*Net	Do Not Pull	(Do Not Display)	Real Time	No	Auto-generates 999999999
Job Title	Populate Wizard	Job Title	Real Time	No	Re-inserts O*Net Title
Employer	Populate Wizard	Employer	Real Time	No	N/A
Address 1	Populate Wizard	Address 1	Real Time	No	Re-inserts Address1
Address 2	Populate Wizard	Address 2	Real Time	No	Re-inserts Address 2A
City	Populate Wizard	City	Real Time	No	Re-inserts City
State	Populate Wizard	State	Real Time	No	Re-inserts State
Country	Populate Wizard	Country	Real Time	No	Re-inserts Country
Start Date	Populate Wizard	Start Date	Real Time	No	Re-inserts Start Date
End Date	Populate Wizard	End Date	Real Time	No	Re-inserts End Date
Wage	Populate Wizard	Wage	Real Time	No	Re-inserts Wage
Pay Unit	Populate Wizard	Pay Unit	Real Time	No	Re-inserts Pay Unit

**F|C PULLING Data from EKOS**

**F|C PUSHING Data Back to EKOS**

**Education and Skills Tab**

<b>EKOS Field Name</b>	<b>Database Action to F C</b>	<b>F C Field Name</b>	<b>Re-inserts Record</b>	<b>Updates Record</b>	<b>F/C Database Populates EKOS With:</b>
School Status	Populate	School Status	Real Time	Real Time	Updated School Status
Highest Education Level	Populate	Education Level	Real Time	Real Time	Education Level
Degree	Populate	Degree/Diploma	Real Time	Real Time	Degree/Diploma
Course of Study	Populate	Major/Subject	Real Time	Real Time	Updated Course of Study /Major
Issuing Institution	Populate	School/University	Real Time	Real Time	Updates Issuing Institution
Completed	Populate	Completed	Real Time	Real Time	Updates Completion Date
State	Populate	State	Real Time	Real Time	Updates State
Country	Populate	Country	Real Time	Real Time	Updates Country
Certificate/ License	Populate	License/ Certification	Real Time	Real Time	Updates License/Certification
Issuing Institution	Populate	Issuing Organization	Real Time	Real Time	Updates Issuing Institution
Issue Date	Populate	Issue Date	Real Time	Real Time	Updates Issue Date
State	Populate	State of Issue	Real Time	Real Time	Updates State
Country	Populate	Country	Real Time	Real Time	Updates Country
Drivers License	Populate	Drivers License	Real Time	Real Time	Updates Drivers License
State (Issue)	Populate	Issue State	Real Time	Real Time	Updates State
Class	Populate	Type	Real Time	Real Time	Updates Class
Pass Transport	Populate	Pass Transport	Real Time	Real Time	Updates Pass Transport
Motorcycle	Populate	Motorcycle	Real Time	Real Time	Updates Motorcycle
School Bus	Populate	School Bus	Real Time	Real Time	Updates School Bus
Tank Vehicle	Populate	Tank Vehicle	Real Time	Real Time	Updates Tank Vehicle
Tank Hazard	Populate	Tank Hazard	Real Time	Real Time	Updates Tank Hazard
Doubles/Triples	Populate	Doubles/Triples	Real Time	Real Time	Updates Doubles/Triples
Air Brakes	Populate	Air Brakes	Real Time	Real Time	Updates Air Brakes
Languages	Populate	Languages (text)	No	No	Remove EKOS Custom Tab
Skills Text	Populate	Skills (text)	Real Time	No	Updates Skills; if blank enter "Not Reported"
(No field)	N/A	F C auto-generates Summary	Real Time	No	Inserts to Skills; up to 4000 characters; if blank, enters "Not Reported"

**Profile Tab**

<b>EKOS Field Name</b>	<b>Database Action to F C</b>	<b>F C Field Name</b>	<b>Re-inserts Record</b>	<b>Updates Record</b>	<b>F C Database Populates EKOS With:</b>
Birth Date	Populate	Birth Date	Real Time	Real Time	Updates Birth Date
Gender	Populate	Gender	Real Time	Real Time	Updates Birth Date
Ethnicity	Populate	Ethnicity	Real Time	Real Time	Updates Ethnicity
Race	Populate	Race	Real Time	Real Time	Updates Race
Citizenship	Populate	Citizenship	Real Time	Real Time	Updates Citizenship
Alien Reg. #	Populate	Alien Reg. #	Real Time	Real Time	Updates Alien Reg. #
Expires	Populate	Expires	Real Time	Real Time	Updates Expires
Permanent Resident	Populate	Permanent Resident	Real Time	Real Time	Updates Permanent Resident
Disabled?	Populate	Disabled?	Real Time	Real Time	Updates Disable?
Served in Military	Populate	Served in Military	Real Time	Real Time	Updates Served in Military?
Employment Status	Populate	Employment Status (Cross-edit WH)	Real Time	Real Time	Cross-checks Employment Status
Veteran Type	Populate	Type of Veteran	Real Time	Real Time	Updates Type of Veteran
From (date)	Populate	Start Date	Real Time	Real Time	Updates From
To (date)	Populate	End Date	Real Time	Real Time	Updates To
Planned Thru	Populate	Planned End	Real Time	Real Time	Updates Planned Thru
Transitioning Type	Populate	Transitioning Type	Real Time	Real Time	Updates Transitioning Type
Campaign Vet	Populate	Campaign Vet	Real Time	Real Time	Updates Campaign Vet
Service Disability	Populate	Service-Connected Disability	Real time	Real Time	Updates Service-Connected Disability
(No field)	N/A	Military Discharge	No	No	No Collection of Discharge
(No field)	N/A	Rank	No	No	No Collection of Rank
(No field)	N/A	Branch	No	No	No Collection of Branch
(No field)	N/A	MOS	No	No	No Collection of MOS
(No field)	N/A	Unit/Affiliation	No	No	No Collection of Unit/Affil.
<b>F C PULLING Data from EKOS</b>			<b>F C PUSHING Data Back to EKOS</b>		

### Preferences Tab

<b>EKOS Field Name</b>	<b>Database Action to F C</b>	<b>F C Field Name</b>		<b>Re-inserts Record</b>	<b>Updates Record</b>	<b>F/C Database Populates EKOS With:</b>
*Preferred Wage	Populate	Preferred Wage		No	No	Updates Preferred Wage
*Pay Unit	Populate	Pay Unit		No	No	Updates Pay Unit
*Work Week	Populate	Work Week		No	No	Updates Work Week
*Duration	Populate	Duration		No	No	Updates Duration
*Overtime	Populate	Overtime		No	No	Updates Overtime
* Shift Preference	Populate	Shift Availability		No	No	Updates Shift Availability
*Geographic Availability	Populate	Geographic Availability		No	No	Updates Geographic Availability
*Zip Codes	Populate	Zip Codes		No	Real Time	Updates Zip Code
*Radius	Populate	Radius		Real Time	Real Time	Updates Zip Code
*States	Populate	States		Real Time	Real Time	Updates States
*Countries	Do Not Pull	(No field)		No	No	Do Not Use Country Search
Confidential and Internet Resume	Populate	Make Resume Searchable		Real Time	Real Time	Updates Seeker Preference for Confidentiality/Data Suppression

# Office of Employment & Training

## 275 E. Main St. Frankfort KY

### SECURITY AND STAFF MODULE

**Individual security levels for each module appear in the bottom right corner of your screen.**

**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.
  - Delete – authority to delete information/records (highest level of security)
  - Add – (a.k.a. Insert) authority to add new information/records
  - Change – (a.k.a. Update) edit existing information/records
  - View – (a.k.a. Select) view information/records (view or higher is granted Search authority)
  - None – none of the above
- **TAB LEVEL SECURITY** - imposes restrictions on specific window pages (tabs) that user can access.
  - Unavailable pages (tabs) are grayed-out. When these are grayed out staff do not have access to perform the function.

**STATUS BAR** – at the bottom of page, displays the user logged in, the office, tab security level 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. If the offices you work in are not listed in your “Change Office To” drop down list the EKOS security contact for your location needs to email [KentuckyCareerCenterSupport@ky.gov](mailto:KentuckyCareerCenterSupport@ky.gov) and request the additional offices to be added in your preference choices.  
*(There is an Activity Report that shows individuals staff activities and an Employer Activity Report)*

**III. PASSWORD** – Password should be changed every month or quarter for security purposes.

## COMMON MEASURES AT-A-GLANCE

### ADULT MEASURES

#### Entered Employment Rate (EER)

*Measure: Of those who are not employed at participation, the percentage of individual's employer in the 1<sup>st</sup> quarter after program exit*

- Includes only those not employed at participation.
- 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.

#### Employment Retention Rate (ERR)

*Measure: Of those who are employed in the first quarter after the exit, the percentage employed in the 2<sup>nd</sup> and 3<sup>rd</sup> quarter after exit*

- Of those employed in the 1<sup>st</sup> 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.

#### 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 the total earnings in the third quarter after the exit quarter divided by the number of adult participants who exited during the quarter.

**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 and become employed in first quarter after exit.
2. Employment Retention (ERR) those employed in first quarter after exit quarter, the percentage of adult participants employed in 2<sup>nd</sup> and 3<sup>rd</sup> quarters after exit
3. Average Earnings (AE) those adult participants who are employed in the 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> quarters after the exit quarter.

**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 in a year)

- (1) **EE** – (Entered Employment, How many people went to work) Not employed at participation, the number of adult participants who are employed in the 1<sup>st</sup> 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
  - Deceased
  - Relocated to Mandated Residential Program

**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)**

## EKOS Kentucky Operating System (EKOS) Reportable Participant Activities & Definitions

### **Employment and Training Reportable Activities:**

There are some Common Measures Enrollment activities included in the Employment and Training Category. However not all activities listed in this category will generate a Labor Exchange Enrollment for your participant.

### **Jobs For Veterans Activities:**

Labor Exchange Reportable Activities:

There are specific activities that must be reported for your participants to ensure they are registered with Employment Services and are enrolled in Labor Exchange federal performance measures and Common Measures. These activities are all those identified as Common Measures Enrollment.

### **Labor Exchange Non Common Measures Enrollment Reportable Activities:**

Another category of activities listed in the Labor Exchange Category that do not generate a Labor Exchange Enrollment for your participant is the Self-Service activities and others identified in this category. However, these activities do allow for reporting and tracking that can be used for State and local reporting and should be reported for your participants.

### **State Specific Activities:**

Activities included in the State Specific Category allow for reporting and tracking of One-Stop activity and/or for specific Program related activities. Reporting these activities will not generate a Labor Exchange Enrollment for your participant.

### **Trade Act:**

The TAA program helps workers who have lost their jobs as a result of foreign trade. The TAA program offers a variety of benefits and services to eligible workers, including job training, income support, job search and relocation allowances, a tax credit to help pay the costs of health insurance, and a wage supplement to certain reemployed trade-affected workers 50 years of age and older.

### **WIA CORE:**

If you have any questions or problems relating to reporting activities for participants please contact the KCC Support Team at [KentuckyCareerCenterSupport@ky.gov](mailto:KentuckyCareerCenterSupport@ky.gov)

**To View Participant Activities Definitions Click on Link Below**

<http://my.edcabinet.ky.gov/EKOSNewsletters/EKOSParticipantActivities0508.pdf>

**To View Employer Activities Definitions Click on Link Below**

[http://my.edcabinet.ky.gov/EKOSNewsletters/Definitions\\_Employer\\_Activities\\_May07.doc](http://my.edcabinet.ky.gov/EKOSNewsletters/Definitions_Employer_Activities_May07.doc)

**Activities Summary: Auto-generated v. Manual Logging for Job Seeker Self-Service and Staff Administrative Modules**

**Auto-generated Activities** log automatically when triggered by specific actions. These will log to individual Staff ID and to the Office ID number. The list below reflects those activities that will log **ONLY ONCE in a 24-hour period, per individual staff member, serving a specific customer.**

<b>Trigger Generates</b>	<b>Resulting Activity</b>	
Seeker logs into system	Self-Service Systems (Non-OSOS)	
Seeker clicks "Leads"	Workforce Information Self-Service (LMI)	
Seeker clicks "Job Alerts"	Workforce Information Self-Service (LMI)	
Seeker clicks "Insight"	Workforce Information Self-Service (LMI)	
Staff edits/makes any change to seeker resume	Resume Preparation Staff-Assisted	
Staff clicks seeker "Leads"	Workforce Information Staff-Assisted (LMI)	
Staff clicks seeker "Job Alerts"	Workforce Information Staff-Assisted (LMI)	
Staff clicks seeker "Insight"	Workforce Information Staff-Assisted (LMI)	
<b>Auto-generated Activities Logging on Other Triggers</b>	<b>How Many?</b>	<b>Criteria</b>
Seeker clicks "Show Me How to Apply" – for AJE-Job Central and other external referrals	Unlimited per day	Generates Interstate Referral
Seeker clicks "Show Me How to Apply" – for KY Order Referral	Unlimited per day	Check Local Office Policy for Number of Referrals Per Day, Per Seeker
Seeker clicks "Show Me How to Apply" – for Self-Referral	Unlimited per day	Only on 4 and 5-Star Matches
Seeker job matches	Unlimited, but?	Only on 4 and 5-Star Matches

<b>In addition to the automated triggers, staff may select activities manually activities from drop-down in Focus Assist (staff administrative module). Staff must be in a seeker's record to add activities.</b>	<b>How Many?</b>	<b>Criteria</b>
FTR Call-in	Unlimited per day	Check Local Office Manager Policy
FTR Profiling Orientation	Unlimited per day	Check Local Office Manager Policy
Job Search, Assistance, Counseling	Unlimited per day	Check Local Office Manager Policy
Job Search Workshop	Unlimited per day	Check Local Office Manager Policy
Kentucky Employ Network	Unlimited per day	Check Local Office Manager Policy

Orientation - Other	Unlimited per day	Check Local Office Manager Policy
Profiled Case Management	Unlimited per day	Check Local Office Manager Policy
Referred to Adult Ed	Unlimited per day	Check Local Office Manager Policy
Referred to Job Corps	Unlimited per day	Check Local Office Manager Policy
Referred to Supportive Services – Non-Partner	Unlimited per day	Check Local Office Manager Policy
Referred to Supportive Services – Partner	Unlimited per day	Check Local Office Manager Policy
Referred to WIA	Unlimited per day	Check Local Office Manager Policy
Referred to WIA Adult	Unlimited per day	Check Local Office Manager Policy
Refused Referral	Unlimited per day	Check Local Office Manager Policy
Resume Preparation Assistance	Unlimited per day	Check Local Office Manager Policy
Referral to Training - Other	Unlimited per day	Check Local Office Manager Policy
Referral to Testing (This applies to Work Keys and NCRC)	Unlimited per day	Check Local Office Manager Policy
UI Eligibility Review – ERP	Unlimited per day	Check Local Office Manager Policy
UI Information	Unlimited per day	Check Local Office Manager Policy
UI Reemployment Service - Orientation	Unlimited per day	Check Local Office Manager Policy
UI Rights Interview	Unlimited per day	Check Local Office Manager Policy
Workforce Information Services – Staff-Assisted LMI	Unlimited per day	Check Local Office Manager Policy

**IMPORTANT:** The Activities List above below in the new Focus|Assist Staff Administration module **for your convenience** and represents the most common selections that staff make when performing labor-exchange activities. The full Activities list remains in EKOS and staff may select from either place.

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

FROM 01/01/2009 TO 02/18/2009

LOCAL OFFICE :  
 Staff Name:

	Total	Female	Male	Male over 21	Profiled UI	Veterans					Minority	Migrant	Disability	Disadv	Dislocated Worker	Welfare	Youth
						Vet Total	Vietvet	Disab Vet	Special Disabled	Other Elig							
<b>Labor Exchange</b>																	
<b>Assessment</b>	4	2	2	2	2	4	0	0	0	0	3	0	1	0	0	0	0
Assessment Interview, Initial Assessment	4	2	2	2	2	4	0	0	0	0	3	0	1	0	0	0	0
<b>Case Management</b>	4	2	2	2	2	4	0	0	0	0	3	0	1	0	0	0	0
Assigned Case Manager (Vets Only Service)	4	2	2	2	2	4	0	0	0	0	3	0	1	0	0	0	0
<b>Informational/Self-Service</b>	46	4	42	42	34	46	11	4	4	0	35	0	10	0	1	0	0
Utilizing Resource Rooms	46	4	42	42	34	46	11	4	4	0	35	0	10	0	1	0	0
<b>Job Search Assistance</b>	102	14	87	87	70	102	27	22	6	0	62	0	16	0	1	0	0
Job Development Contact	59	6	53	53	40	59	16	15	4	0	35	0	9	0	0	0	0
Workforce Information Services Staff Assisted (LM)	43	8	34	34	30	43	9	7	2	0	27	0	7	0	1	0	0
<b>Match</b>	426	16	409	409	332	426	117	60	24	0	287	0	81	2	0	2	0
Match	426	16	409	409	332	426	117	60	24	0	287	0	81	2	0	2	0
<b>Other Reportable Services</b>	70	9	60	60	49	70	20	19	3	0	43	0	10	0	0	0	0
Other reportable services (ES, DVOP, LVER)	70	9	60	60	49	70	20	19	3	0	43	0	10	0	0	0	0



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

FROM 01/01/2009 TO 02/18/2009

LOCAL OFFICE : .....

Job Search Results

	Total	Female	Male	Male over 21	Profiled UI	Veterans					Minority	Migrant	Disability	Disadv	Dislocated Worker	Welfare	Youth
						Vet Total	Vietvet	Disab Vet	Special Disabled	Other Elig							
<b>Job Referral</b>	170	58	112	105	107	24	6	2	3	0	106	0	25	3	1	0	10
Interstate Job Referral	70	32	38	36	38	6	1	0	3	0	42	0	11	1	0	0	2
Referred to Job FT Regular (Over 150 Days)	63	19	44	43	44	16	5	2	0	0	42	0	10	2	1	0	4
Referred to Job FT Short-Term (1 - 3 Days)	5	2	3	2	4	0	0	0	0	0	3	0	1	0	0	0	1
Referred to Job FT Temporary (4 - 150 Days)	15	4	11	11	10	2	0	0	0	0	7	0	1	0	0	0	0
Referred to Job PT Regular (Over 150 Days)	8	1	7	5	3	0	0	0	0	0	6	0	0	0	0	0	2
Referred to Job PT Temporary (4 - 150 Days)	9	0	9	8	8	0	0	0	0	0	6	0	2	0	0	0	1
<b>New Customer</b>	159	62	97	84	6	10	6	6	0	0	125	0	9	2	0	0	25
New Job Seeker - Staff Assisted	159	62	97	84	6	10	6	6	0	0	125	0	9	2	0	0	25