



DWD Issuance 31-2009

Issued: June 30, 2010

Effective: July 1, 2010

Subject: NGCC Core Service Reporting

1. Purpose: To provide policy on the consolidation/integration of reportable services in Toolbox.
2. Background: Each reportable Employment Exchange service funded by the Wagner-Peyser Act is equivalent to one of the Core services allowable by the Workforce Investment Act Adult and Dislocated Worker program. In order to facilitate the transition to the Next Generation Career Center, these services have been consolidated into one integrated set of reportable services in Toolbox.
3. Substance:

Staff can now report WIA Core services on a customer's record without completing the *Application, Eligibility, Enrollment, Employment Plan, and Activating Case Management* in Toolbox. The combined WIA and Labor Exchange services are either automatically or manually posted on the *Seeker Information* screen and displayed in the *Services Provided* area of that screen. This is the only manner of reporting Core-level services because they have been removed from the *Employment Plan* in Toolbox.

If a customer receives one of these integrated services, it will be reported to both the Labor Exchange and WIA federal reports as follows:

Labor Exchange Service = WIA Core Service:

 - Assessment *or* Testing-Assessment = 100 Initial Assessment
 - Job Search Activity = 101 Job Search and Placement Assistance
 - Job Referral = 102 Job Referral
 - Job Development = 103 Job Development
 - Job Search Workshop/Club = 104 Workshops and Job Clubs
4. Action: WIB Directors must ensure this information is immediately distributed to all Career Center staff.
5. Contact: If you have questions regarding this issuance, please contact Steve Reznicek, Quality Assurance Manager, 573-522-3015, Steve.Reznicek@ded.mo.gov

6. Reference: None
7. Rescissions: None
8. Attachments: None



Julie Gibson
Director

DWD Issuance 31-2009: NGCC Core Service Reporting, Attachment 1

Questions and Answers:

Q: Under **Labor Exchange Service=WIA Core Service** which services are automatic and which services are manual and what action causes them to become a service on a record?

A: The Assessment or Testing Assessment=100 Initial Assessment is an automatic service and is entered whenever staff click the , make a change to any of the tabs, and save the record.

The Job Search Activity=101 Job Search and Placement Assistance can either be an automatic or manual service. This service becomes automatic when staff performs a job search which leads to a referral on a job order. If a job search is performed and no referral to a job order is posted, staff will go to “Options”, select “Seeker Services”, select “Job Search Activity”, and click the “Save” button.

The Job Referral=102 Job Referral is automatic and occurs whenever staff refers a job seeker to a job order.

The Job Development=103 Job Development is a manual service and found in the seeker notes section of Toolbox. To enter a job development staff will select a job seeker, click the , click the + Add button, select “Job Development” from the list of values (LOV), enter the employer’s name on the subject line, enter the name of the person staff spoke with and any other pertinent information, enter a follow-up date (if needed), and click the Save button.

The Job Search Workshop/Club=104 Workshops and Job Clubs is an automatic service. When staff enters a job seeker in a workshop and then indicates the seeker attended the workshop, the seeker will receive a service and it will be indicated on the seeker info screen. (To enter a job seeker in a workshop, please see the workshop desk aid found on WorkSmart.)