

The logo features the word "MISSOURI" in a blue, serif, all-caps font. Below it, the words "Toolbox 2.0" are written in a green, cursive script font. The text is centered within a white rectangular box with a blue border. In the background of the white box is a faint, light blue outline of the state of Missouri.

MISSOURI
Toolbox 2.0

9002 Seeker Services

Why do we need to utilize 9002 Seeker

- To show what 9002 Seeker Services have been provided to the customer.
- We report 9002 Seeker services we provide to customers on the federal report.
- 9002 Seeker Services provided extend participation in common measures programs.

There are two ways 9002 Seeker Services are captured in Toolbox 2.0

- Automatically
- Manually

Automatic 9002 Seeker Services

- These are captured automatically based off an action by staff in the Toolbox 2.0 system.

Countable Automatic 9002 Seeker Services

- Assessment- Created when creating or editing an assessment in Toolbox
- AutoMoConnections- Created when a job seeker accesses Mo Connections through their jobs.mo.gov account
- AutoOptimalResume- Created when a job seeker selects the Optimal Resume button in jobs.mo.gov

Countable Automatic 9002 Seeker Services-con't

- **CR 101 Remediation**- Created when a job seeker uses the remediation piece of Career Ready 101. This is loaded into Toolbox through a nightly batch job. The staff person who verified the job seekers date of birth in membership will get credit for this service
- **Initial Assessment**- Created after a job seeker has completed the Initial Assessment. This service will be shown three times in seeker services, once for each assessment. The staff person who verified the job seekers date of birth in membership will get credit for this service

Countable Automatic 9002 Seeker Services-con't

- **Job Referral**- Created when staff refer a job seeker to a job or the job seeker refers themselves to a job
- **JobsMoGov Self Job Search**- Created when the job seeker logs into their account and selects the search button
- **Placed in Training**- Created when staff place a job seeker into a training level service on the Employment Plan

Countable Automatic 9002 Seeker Services-con't

- **Referred to Other Services**- Created when staff provide a service referral (house icon)
- **Referred to WIOA Services**- Created when the job seeker completes the Membership/Welcome Screens and staff have verified the customer's date of birth. This is the service that triggers the WIOA Adult Career Enrollment

Countable Automatic 9002 Seeker Services-con't

- **Self-Service LMI**- Created when a job seeker clicks on the Missouri's Hot Jobs button in their account
- **Staff Assisted LMI**- Created when the LMI button is clicked on the Assessment or the Employment Plan
- **Testing-Assessment**- Created when a knowledge test is entered into Toolbox (A+ icon)

Countable Automatic 9002 Seeker Services-con't

- Testing-Proficiency- Created when a proficiency or clerical test is entered into Toolbox (A+ icon)
- Workkey Assessment- Created when a Workkeys test score is uploaded into Toolbox by ACT

Countable Automatic 9002 Seeker Services-con't

- **Workshop- Career & Skills Assessment-**
Created when staff result a job seekers as having attended a workshop listed in this category. Staff only have 14 days to result workshops. The staff person who refers the job seeker to the workshop will receive the credit for this service

Countable Automatic 9002 Seeker Services-con't

- **Workshop- Career Advancement & Enhancement**- Created when staff result a job seekers as having attended a workshop listed in this category. Staff only have 14 days to result workshops. The staff person who refers the job seeker to the workshop will receive the credit for this service

Countable Automatic 9002 Seeker Services-con't

- **Workshop- Educational & Personal Skills Upgrade** -Created when staff result a job seekers as having attended a workshop listed in this category. Staff only have 14 days to result workshops. The staff person who refers the job seeker to the workshop will receive the credit for this service

Countable Automatic 9002 Seeker Services-con't

- **Workshop- Job Search**- Created when staff result a job seekers as having attended a workshop listed in this category. Staff only have 14 days to result workshops. The staff person who refers the job seeker to the workshop will receive the credit for this service

Non-Countable Automatic 9002 Seeker Services

- These are captured automatically based off an action by staff in the Toolbox 2.0 system. These Services do not extend participation in Workforce Programs

Non-countable Automatic 9002 Seeker Services-con't

- ETT Meeting Service- Created when the Attended ETT field is changed from a N to a Y
- Jobs Self Registration- Created when a job seeker completes their basic Job.mo.gov registration

Non-countable Automatic 9002 Seeker Services-con't

- **Membership**- Created when the job seeker completes the Membership/Welcome Screens and staff have verified the job seeker's date of birth. Credit is given to the staff person who verified the job seeker's date of birth
- **Staff-Entered Record**- Created when staff enter a job seeker record through Seeker Entry

Non-countable Automatic 9002 Seeker Services-con't

- UI Weekly Claim- Created when the job seeker files their weekly unemployment claim

Countable Manual 9002 Seeker Services

- These are captured manually in Toolbox and are entered by selecting the Options Menu then Seeker Services

Countable Manual 9002 Seeker

- Career Guidance- Used when no other 9002 Seeker Service fits. Can be used when providing overview of a specific program or to record staff interaction when the only reason the job seeker was communicating with staff was to sign up for a workshop. **SHOULD NOT** be used if you just hand a job seeker a list of services or list of workshops

Countable Manual 9002 Seeker Services- con't

- **DVOP IEP**- Only used by the DVOP. Used by DVOP when they create or update the IEP for a veteran they are serving
- **DVOP Interview Prep**- Only used by the DVOP. Used by DVOP when they provide interview assistance to a veteran they are serving

Countable Manual 9002 Seeker Services- con't

- **DVOP Resume Prep**- Only used by the DVOP. Used by DVOP when they assist a veteran with their resume
- **Federal Bonding**- Used when providing information to job seeker about the Federal Bonding program. The Federal Bonding program is a no cost, job incentive, intended to help influence the hiring of “job seekers” and the promotion of “employee’s” considered as “at risk”

Countable Manual 9002 Seeker Services- con't

- **Financial Aid Information**- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not provided under WIOA.

Countable Manual 9002 Seeker Services- con't

- **Job Development**- Used when there is no job order for the position in Toolbox/jobs.mo.gov and staff secures an interview with an employer for a job seeker. A service note must be entered after the use of this service. Desk aid for Job development can be found at https://worksmart.ded.mo.gov/apps/detail_view.cfm?MenuID=6&CategoryID=176&ID=1

Countable Manual 9002 Seeker Services- con't

- **Job Search Activity**- Used when a job search does not result in a job referral. May also be used when assisting a job seeker that is job searching on another job seeking site or when assisting with completion of a job application
- **MO Connections**- Used when staff assist a job seeker with MO Connections

Countable Manual 9002 Seeker Services- con't

- **Non-WIA Training**- Used when a job seeker is participating in a training program that is not being funded by WIA
- **Onet**- Used when assisting a job seeker with using onetonline.org
- **Optimal Resume**- Used when staff assist a job seeker with Optimal Resume

Countable Manual 9002 Seeker Services- con't

- **Outreach and Intake**- Used when providing orientation to information and other services available through the one-stop delivery system.
- **Provide LMI Information**- Used when providing a job seeker with Labor Market Information

Countable Manual 9002 Seeker Services- con't

- **Referred to WIOA Services-Manual-** Only to be used in the event of a catastrophic failure of the Membership/Welcome Screens. Staff will be directed when to use this service by the State DWD Central Office or WIB Staff
- **Resume Assistance-** Used when staff assist a job seeker with their resume

Countable Manual 9002 Seeker Services- con't

- **RJS Orientation**-Used when staff provide orientation to RJS program
- **RJS Assessment**-Staff enter this service when they complete or review a RJS customer's Career Ready 101 assessment.
- **RJS Job Search Review**-Used when staff review a RJS customer's job search.
- **RJS LMI Career Information**-Used when staff provide LMI or verify that LMI was provided to a RJS Customer.

Countable Manual 9002 Seeker Services- con't

- **Unemployment Compensation Assistance**-Used when Career Center staff provides “meaningful” assistance to an individual seeking assistance in filing a claim for unemployment
- **Workkeys Test**- Used when a job seeker is going to take the NCRC. Using this service creates a unique number identifier that is used to create the job seeker’s login to take the NCRC

Non-countable Manual 9002 Seeker Services

- These are captured manually in Toolbox and are entered by selecting the Options Menu then Seeker Services. These Services do not extend participation in Workforce Programs

Non-countable Manual 9002 Seeker Services

- **WIA Follow up**- Used when a WIA Adult Career or WIA Dislocated Worker Career participant needs assistance after exit
- **Partnership-Project Xcel**-Only used by designated staff to identify individuals enrolled in the Missouri Customer Service Partnership

Questions

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