

SCOTI
Labor Exchange
Policy Guidance Training

Introduction

This two day training session will familiarize participants with the requirements of the Wagner-Peyser Act and related legislation as well as specific Rules and Policy Guidance related to the use of SCOTI LE, and the occupational coding structure the system is based upon.

Agenda – Day 1

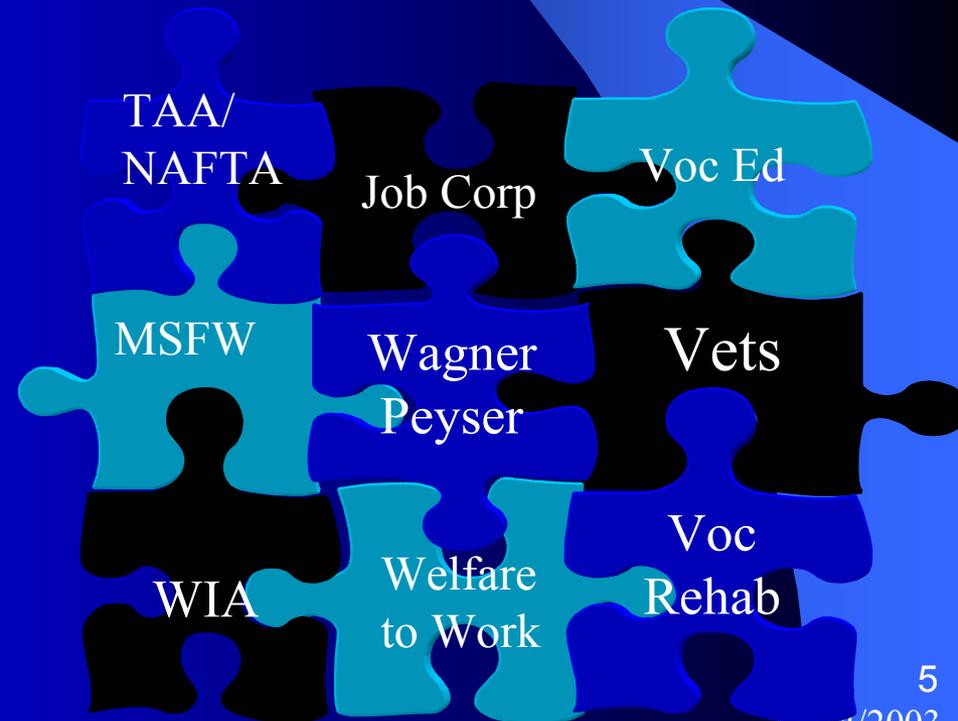
- Introduction to the SCOTI automated system
- Wagner Peyser 101
- Registering Job Seekers
- Taking Job Orders
- Working Job Orders in a One-Stop environment
- System Monitoring and Accountability
- Role assignments within One-Stop environment
- Performance Standards and Measures

Agenda – Day 2

- Finish/review of Day 1
- Standard Occupational Coding
- The World of O*NET

Overview

- The Wagner-Peyser program is a mandated One-Stop partner under the Workforce Investment Act (WIA).



Overview

- The One-Stop system envisions a partnership in which Wagner-Peyser Act labor exchange services are coordinated with other activities provided by partners in a One-Stop setting.



Overview

Current Federal regulation requires that One-Stop Centers have the capacity to:

- Assist job seekers in finding employment (job registration)
- Assist employers in filling jobs (job order taking process)
- Facilitate the match between job seekers and employers
- Participate in a system for clearing job orders between the states; and
- Meet the work test requirement of the State unemployment compensation law

Vocabulary

- SCOTI - Sharing Career Opportunities and Training Information
- SCOTI LE – The Wagner-Peyser funded Labor Exchange module of SCOTI.
- O*NET – The Occupational Information Network
- SOC - Standard Occupational Classification coding system

Vocabulary

- ETA – The Employment and Training Administration of the US Department of Labor
- DVOP – Disabled Veteran Outreach Program
- LVER – Local Veterans Employment Representative
- SDP – Service Delivery Point

Topic One - SCOTI

- The SCOTI system is an online automated system consisting of different modules.
- The WIA module is used by WIA staff to track and report on WIA participants.
- The LE (Labor Exchange) module is used to register job seekers, enter employer job orders and match job seekers to available job openings. It also provides a self-service component for job seekers and employers.

Topic Two – Wagner-Peyser 101

Topic Two – Wagner-Peyser 101

- Wagner–Peyser is a term often used to describe the programs and activities of the national system of state Employment Services. In Ohio you may have heard the terms Job Service, Labor Exchange, or simply ES. These all refer to the services provided and funded under the Wagner-Peyser Act.

Topic Two – Wagner-Peyser 101

- The Wagner-Peyser Act became law in 1933. It established a nationwide public employment service. This program is a federally funded labor exchange developed to match employers with qualified workers.

Topic Two – Wagner-Peyser 101

- Changes in coordination and funding have occurred as a result of amendments to the Wagner-Peyser Act, but the labor exchange service (bringing together individuals seeking employment and employers seeking workers) continues as the basic purpose and mandate of the Wagner-Peyser programs.

Topic Two – Wagner-Peyser 101

Everything you always wanted to know about the Employment Service can be found in the Code of Federal Regulations (CFR), Volume 3, Part 652-

**ESTABLISHMENT AND
FUNCTIONING OF STATE
EMPLOYMENT SERVICES**

Topic Two – Wagner-Peyser 101

Scope of Services

According to the Federal Code of Regulations (CFR) Part 652...

At a minimum, each State shall administer a labor exchange system which has the capacity:

Topic Two – Wagner-Peyser 101

- (a) To assist jobseekers in finding employment;
- (b) To assist employers in filling jobs;
- (c) To facilitate the match between jobseekers and employers;
- (d) To participate in a system for clearing labor between the States, including the use of standardized classification systems issued by the Secretary, under section 15 of the Act; and
- (e) To meet the work test requirements of the State unemployment compensation system.

Topic Two – Wagner-Peyser 101

There are some specific requirements and prohibitions related to Wagner-Peyser Labor exchange activities.

Topic Two – Wagner-Peyser 101

Labor Disputes

State agencies shall make no job referral on job orders

- (a) 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.

Topic Two – Wagner-Peyser 101

Labor Disputes – cont.

- (c) When a job order is received from an employer reportedly involved in a labor dispute involving a work stoppage, ...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.

Topic Two – Wagner-Peyser 101

Labor disputes – cont.

- (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.

Topic Two – Wagner-Peyser 101

Veterans Preference

The basic requirements are outlined in 20 CFR,
Chapter IX,
Part 1001 – Services To Veterans
and
Title 38, U.S.C.
And

The Jobs for Veterans Act, Public Law 107-288

Topic Two – Wagner-Peyser 101

Veterans Preference – Basic Services

... Each State ... shall provide maximum employment and training opportunities to eligible veterans and eligible persons with priority given to disabled veterans and veterans of the Vietnam-era, by giving them preference over non-veterans in the provision of employment and training services available at the SDP involved. Services are those activities or efforts including but not limited to registration, counseling, referral to supportive services, job development, etc., which are directed to help applicants find jobs or training.

Topic Two – Wagner-Peyser 101

Veterans Preference – Job Referrals

In making referrals of qualified applicants to job openings and training opportunities, to provide maximum employment and training opportunities under 38 U.S.C., Labor Exchange staff should observe the following order of priority:

- (1) Special disabled veterans;
- (2) Campaign badge veterans;
- (3) Disabled veterans (other than special disabled veterans);
- (4) Other veterans;
- (5) Eligible persons; and
- (6) Non-veterans.

Topic Two – Wagner-Peyser 101

The passage of The Jobs for Veterans Act (P.L. 107-288) gives veterans “priority of service” in all employment and training programs “directly funded, in whole or in part” by the U. S. Dept. of Labor.

Ohio enacted similar legislation in 1990, O.R.C., Section 5903.11, which established veterans priority of service for any federally funded programs administered by the State for employment and training.

Topic Two – Wagner-Peyser 101

Requirements of the Federal Contractors Job Listing (FCJL) Program

Topic Two – Wagner-Peyser 101

Federal Contractors Job Listings (FCJL)

Any contract in the amount of \$25,000 or more entered into by any department or agency ... shall contain a provision requiring affirmative action to employ and advance in employment qualified special disabled veterans, veterans of the Vietnam era, recently separated veterans, and any other veterans who served on active duty during a war or in a campaign or expedition for which a campaign badge has been authorized.

Topic Two – Wagner-Peyser 101

Federal Contractors Job Listings (FCJL) – cont.

The provisions of this section shall apply to any subcontract entered into by a prime contractor in carrying out any contract for the procurement of personal property and non-personal services (including construction) for the United States.

Topic Two – Wagner-Peyser 101

Federal Contractors Job Listings (FCJL) – cont.

... each such contractor (shall) undertake in such contract to list immediately with the appropriate local employment service office all of its employment openings except that the contractor may exclude openings for executive and top management positions, positions which are to be filled from within the contractor's organization, and positions lasting three days or less, and ... each such local office shall give such veterans priority in referral to such employment openings.

Topic Two – Wagner-Peyser 101

Compliance with UI Work Test

Topic Two – Wagner-Peyser 101

UI Work Test

Staff funded under the Wagner-Peyser Act must assure that:

- (1) UI claimants receive the full range of labor exchange services available under the Act that are necessary and appropriate to facilitate their earliest return to work;
- (2) UI claimants requiring assistance in seeking work receive the necessary guidance and counseling to ensure they make a meaningful and realistic work search; and
- (3) UI program staff receive information about UI claimants' ability or availability for work, or the suitability of work offered to them.

Topic Two – Wagner-Peyser 101

UI Work Test - continued

State UI law or rules establish the requirements under which UI claimants must register and search for work in order to fulfill the UI work test requirements.

Topic Two – Wagner-Peyser 101

UI Work Test - continued

Ohio law requires that all claimants must be available for work as defined by the UC Director.

However, not all UI claimants are required to be included in the labor exchange match.

Topic Two – Wagner-Peyser 101

UI Work test - continued

Those on temporary lay-off are generally required to be available for work with the employer who laid them off.

Those who receive employment services through hiring halls are required to seek employment through the hiring hall.

Those that are in approved training (approved by the Office of UC) are expected to be in training and not available to accept a job.

Topic Two – Wagner-Peyser 101

UI Work Test - continued

Although these groups are not required to be included in the active labor exchange match, they still must be registered with UI and be available for suitable work and if they refuse there may be a UI eligibility issue. For example, if the individual with a return to work date is offered suitable work by his prior employer, he must accept it or lose eligibility for benefits. If the individual in training completes his training but is still unemployed he would continue to be registered but his work search requirement would be changed to include him in the active match group.

Topic Two – Wagner-Peyser 101

Wagner-Peyser in the One-Stop

Non-W/P staff may provide W/P services, but they may not charge against the program. The One-Stop operator may provide guidance to a state merit-staff employee under the Act.

Personnel matters, including compensation, personnel actions, terms and conditions of employment, performance appraisals, and accountability of merit-staff employees funded under W/P, remain under the authority of the State agency.

Topic Three – Registering Job Seekers

Topic Three – Registering Job Seekers

Job seekers do not have to register to use the SCOTI LE system but the services available to them will be limited:

- 1) They will only have the capacity to view limited details of employer job listings.
- 2) They can make use of the job hunting resource links provided in SCOTI.

Topic Three – Registering Job Seekers

Any job seeker who is qualified to work in the United States may register for work, without regard to place of residence, current employment status, or occupational qualifications.

Topic Three – Registering Job Seekers

The process of registration involves gathering a variety of information (personal, occupational and demographic) about the job seeker and entering the information into the SCOTI LE system.

Topic Three – Registering Job Seekers

Job seekers can register in either of two ways:

Self-service – by accessing the SCOTILE system online and completing the registration process themselves. This will create a user account for the individual.

or

Staff Assisted – the job seeker meets with Labor Exchange staff who register the job seeker into the SCOTILE system.

Topic Three – Registering Job Seekers

When registering in SCOTI LE job seekers may choose not to provide:

- Contact information
- Social Security number
- Responses to EEO questions

They can still be registered even if they do not provide this information.

Topic Three – Registering Job Seekers

Job seekers are encouraged to identify all of their occupational experience and work skills. This allows for the maximum opportunity for referral to possible employment.

Job seekers may, however, choose to seek work in an occupation for which they have no prior experience.

Topic Four – Taking Job Orders

Topic Four – Taking Job Orders

Employers can list job openings either of three ways:

Self-Service

or

Bulletin Board/Open Display

or

Staff Assisted

Topic Four – Taking Job Orders

Self-Service

Employers can go online to SCOTI LE, create an account and list their available job openings by creating a job order. They have options as to how the job order is displayed in the system and whether or not job seekers using SCOTI online will be able to see any or all information about the job opening.

Topic Four – Taking Job Orders

Self-Service – cont.

Once a job order is entered online it is automatically uploaded to the administrative area and One-Stop center matching the zip code of the employer. The order should then be matched by the One-Stop to job seekers in the SCOTI LE database. A report is sent daily to all One-Stops that have had a job order uploaded for their zip codes.

Topic Four – Taking Job Orders

Self-Service/Bulletin Board – Open Display

Another method of self-service entry for the employer is the bulletin board job order. If the employer has already registered and has a system ID he can list job openings, complete with wage, job, and contact information for open display to registered job seekers who access SCOTI online.

Topic Four – Taking Job Orders

Self-Service/Bulletin Board – Open Display

The Bulletin Board does not require any action or involvement by One-Stop staff. The labor exchange process takes place directly between the job seeker and the employer. Job seekers with or without a SCOTI account can go online and view the B/B anytime. Employers with a SCOTI account can list and manage their B/B job openings themselves.

Topic Four – Taking Job Orders

Staff Assisted

Employers may call or visit a One-Stop facility and have staff take the information and create a job order.

Topic Four – Taking Job Orders

An employer must have a Federal Employer Identification Number (FEIN) or State UC Identification Number (UCAN) in order to be served.

In the case of non-business employment (ex: a homeowner who wants to hire someone to do temporary clean up) a pseudo FEIN number should be used. In the example above it would be appropriate to enter the homeowner's Social Security Number in place of an FEIN.

Topic Four – Taking Job Orders

As mentioned earlier, Labor Exchange cannot accept a job order which will directly, or indirectly aid in the filling of a job opening which is vacant because of a strike, lock out, or labor dispute involving a work stoppage.

Topic Four – Taking Job Orders

Denial of Service to Employers – Restrictive Job Orders

Labor Exchange staff cannot accept job orders which are discriminatory in nature.

If a job order discriminates against any job seeker because of race, color, religion, sex, national origin, age or disability, the employer will be informed that the order cannot be accepted unless the specification which discriminates is withdrawn.

Topic Four – Taking Job Orders

Restrictive Job Orders – cont.

If the employer refuses to withdraw the specification, the job order should be brought to the attention of the Labor Exchange supervisor/manager. They will advise the employer that referrals, and all other services, shall be suspended until the discrimination issue is resolved.

Topic Four – Taking Job Orders

Restrictive Job Orders – cont.

While a job order may not contain discriminatory terms, the overall content of the job order may reveal an intent to discriminate and should be considered along with the use of any specific term.

All job order information should focus on the job seeker's qualifications or requirements that can be justified by business necessity.

Topic Four – Taking Job Orders

Restrictive Job Orders - cont.

Generally speaking, the employer must be able to show that any specification or requirement can be justified or supported as a bona fide occupational qualification.

Topic Four – Taking Job Orders

Job Orders In Violation of Federal, State or Local Laws

No worker should be recruited for employment if the wages, hours or other conditions of work offered are in violation of federal, state or local laws or are substantially less favorable to the individual than those prevailing for similar work in the locality.

Topic Four – Taking Job Orders

Job Orders Specifying Wages That Do Not Meet Minimum Wage Requirements

Orders specifying wages in violation of federal, state or local minimum wage laws will not be serviced.

Ohio law excepts private households, religious institutions, and many small employers and certain occupations.

Topic Four – Taking Job Orders

Orders Involving Referral of Minors

When an orders is taken which may involve the referral of minors subject to school attendance and child labor laws, referrals will be made only in accordance with such laws.

Topic Four – Taking Job Orders

Orders Reflecting Commission, Incentive or Other Pay Schedules

SCOTILE requires an hourly wage rate. To accommodate the job matching process, staff should work with the employer to agree upon an approximate hourly rate equivalent. The specific pay schedule (commission, etc.) should then be noted in the Job Summary section of the job order.

Topic Four – Taking Job Orders

Orders Pre-designating Applicants to be Referred

When an employer requests that certain workers be referred on any basis except occupational specifications, such as when names of certain individuals are given, or when all former employees are specified, staff must inform the employer that no referral activity can be made. Service can only be provided if the employer agrees to interview and consider any qualified applicants who are referred.

Topic Four – Taking Job Orders

Orders Involving a Charge for Filling a Job

When an order is received which would result in a charge being made to the worker, staff must inform the employer (or the agent recruiting for the employer) that no action may be taken by Labor Exchange staff to select or refer workers to the job opening.

Topic Four – Taking Job Orders

Working with Temporary Help or Private Employment Agencies

Such agencies can offer legitimate job opportunities to individuals and have right to list their job openings provided certain conditions are met. Private agencies must have a legitimate job opening for which they are recruiting, they must indicate who the actual employer is, and no fee may be charged to the job seeker. In the case of temp agencies where the agency may be employing individuals to perform work for another business, staff must ensure that the temp agency is the legal employer of record.

Topic Five – Working Job Orders in A One-Stop Environment

Topic Five – Working Job Orders in A One-Stop Environment

Identifying and selecting job seekers for referral to a job opening begins with an analysis of the job order to determine the specific worker qualifications being sought by the employer and the most effective method to locate and refer qualified job seekers.

Topic Five – Working Job Orders in A One-Stop Environment

Types of Job Orders

- Apprenticeship
- Casual Labor
- Domestic
- Regular
- Job Development
- Mass Recruitment
- Statistical
- Alien Certification

Topic Five – Working Job Orders in A One-Stop Environment

Apprenticeship

Both private employers and union organizations seeking to recruit candidates offer apprenticeship opportunities. These opportunities combine elements of both jobs and training with the key component of paid work. Apprenticeship provides important access for our job seeker customers to the skilled trades. It also broadens the number and kinds of applicants who may apply for the training to the benefit of both apprenticeship committees and employers.

Topic Five – Working Job Orders in A One-Stop Environment

Casual Labor/Domestic

Orders for casual labor openings or domestic are used for short-term jobs that occur on an irregular or intermittent basis for a business. Example: A trucking company needs help unloading a semi-truck or a homeowner needs some cleanup help.

Job orders must meet the same minimum requirements as any other job order. The employment must meet applicable state and federal laws.

Topic Five – Working Job Orders in A One-Stop Environment

Regular Job Orders

If employers indicate a need for confidentiality of their identifying information, the SCOTI LE system provides three levels of disclosure. They are:

- 1) Full disclosure
- 2) Partial disclosure
- 3) None

Topic Five – Working Job Orders in A One-Stop Environment

1) Full disclosure

Means all the employer information is displayed on the public web site

Topic Five – Working Job Orders in A One-Stop Environment

2) Partial disclosure

Means the employer information will not be displayed except for the worksite county, and the job seeker must contact the staff at the local One-Stop Center to receive more information

Topic Five – Working Job Orders in A One-Stop Environment

3) None (no disclosure)

Means only One-Stop Center staff can view these job orders, and these orders cannot be displayed on the Internet nor extended to America's Job Bank

Topic Five – Working Job Orders in A One-Stop Environment

Suppressing job order information protects legitimate employer needs for confidentiality. It should be used judiciously, as it is counter productive to the effectiveness of a self-service system. Some job seekers may avoid applying when the employer name is not listed.

Staff should treat suppressed job orders with care so as not to reveal the name of the employer nor any other identifying information to job orders

Topic Five – Working Job Orders in A One-Stop Environment

Job Development Orders

Orders that result from individual job development for a job seeker.

Mass Recruitment

For use when an employer wishes to do a mass recruitment.

Topic Five – Working Job Orders in A One-Stop Environment

Statistical

For use when a job seeker has been hired by an employer who had listed a job opening which has since been closed and the individual was not part of the original referrals.

Alien Labor Certification

These job orders can only be entered by Central Office staff from the Foreign Labor Certification Unit.

Topic Five – Working Job Orders in A One-Stop Environment

Self-Service Job Order Entry

To be available on SCOTI LE Online, a job order must be identified as “partial” or “open” display, depending on the employer’s preference for disclosure of information.

Topic Five – Working Job Orders in A One-Stop Environment

Self-Service Job Order Entry – cont.

Partial display orders do not include the employer's contact information. Job seekers interested in partial display orders must contact authorized One-Stop staff.

Topic Five – Working Job Orders in A One-Stop Environment

Self-Service Job Order Entry – cont.

Open display orders do contain employer contact information, and these orders do allow the user to contact the employer directly.

Topic Five – Working Job Orders in A One-Stop Environment

The next step is

Job Order Match Processing

Topic Five – Working Job Orders in A One-Stop Environment

Job Order Match Processing

In order to effectively run a job match, three variables must be entered on the Desired Employment screen for a job seeker. The job match is run on code, location and wage. The correct code must be used to get a good job match.

Topic Five – Working Job Orders in A One-Stop Environment

Job Order Match Processing – cont.

The employer order is matched from the Job Match screen on the Employer Menu and using the button “Run Match” to conduct the match. The job referral process begins after the match pool is created. Each applicant in a job order match pool must be reviewed in order of priority.

Topic Five – Working Job Orders in A One-Stop Environment

Job Order Match Processing – cont.

In the match pool veterans and claimants are automatically prioritized for selection and notification in the following order:

- 1 - Veteran Status
- 2 - UI Claimant Status
- 3 - Date of least recent referral
- 4 - Numerical Order by SSN

Topic Five – Working Job Orders in A One-Stop Environment

Job Order Match Processing – cont.

The Veteran Status category is automatically prioritized as follows:

- 1 - Special Disabled Veteran
- 2 - Campaign Badge Veteran
- 3 - Disabled Veteran
- 4 - Other Veteran
- 5 - Eligible Person (spouse or dependent)
- 6 - Non-Veteran

Topic Five – Working Job Orders in A One-Stop Environment

The final part of the process is
Selection and Referral

Topic Five – Working Job Orders in A One-Stop Environment

Job Referral

The process by which a registered job seeker is referred to a specific job opening on a job order, and the referral is entered against the job order. This is the heart of the Labor Exchange process. Identifying and selecting job seekers for referral to a job opening begin as applicants are processed in the match pool.

Topic Five – Working Job Orders in A One-Stop Environment

Job Referral – cont.

One-Stop staff responsible for reviewing the job seeker's duties on the Employment History screen must capture information regarding the job seeker's skills. The job seeker's duties are a required part of the match variables. The Duties text box allows for text to be entered that will describe duties to match the employer's requirements. The closer the job seeker's duties align with the employer's job requirements the more likely a match will be made.

Topic Five – Working Job Orders in A One-Stop Environment

Job Referral – cont.

All job orders taken by One-Stop staff start in “O” for Open status. Any office can work an Open status job order in the SCOTI LE system. The match pool must be worked in the order presented from the top down. Because veterans always have priority, the system will not allow a veteran to be bypassed in the match pool without a decision documented on the Notification and Referral screen in the SCOTI system.

Topic Five – Working Job Orders in A One-Stop Environment

Job Referral – cont.

Job seeker qualifications are compared with job requirements. Qualifications may include work experience, training, job-related personal characteristics, skills that require extensive training or practice, pertinent knowledge and the physical capacity to perform the essential functions of the job.

Topic Five – Working Job Orders in A One-Stop Environment

Job Referral – cont.

Steps in the process ...

A determination must be made on whether a job seeker is qualified to meet the employer's minimum worker qualifications. This involves what is referred to as the “last minute match.”

Topic Five – Working Job Orders in A One-Stop Environment

Job Referral – cont.

Steps in the process ...

The first job seeker in the match pool must be selected to compare the job seeker's Duties on the Notification and Referral screen with the employer's requirement of Desired Skills on the same screen. This comparison will allow One- Stop staff to determine if the job seeker can be notified for referral.

Topic Five – Working Job Orders in A One-Stop Environment

Job Referral – cont.

Steps in the Process ...

If the job seeker is selected, the preferred method of contact/notification is to call them by telephone.

Review the employer's referral instructions, including methods of contact, contact person and driving directions, as appropriate.

Topic Five – Working Job Orders in A One-Stop Environment

Job Referral – cont.

Steps in the Process ...

Ensure that the job seeker has the necessary pre-employment skills (completing an employment application; preparing a resume; interviewing) to adequately represent his/her qualifications to the employer.

Topic Five – Working Job Orders in A One-Stop Environment

Job Referral – cont.

Steps in the process ...

Provide the job seeker with a printed referral or introduction card or letter to give to the employer.

Finally, record the referral against the job order in accordance with established SCOTI system procedures.

Topic Six – System Monitoring and Accountability

Topic Six – System Monitoring and Accountability

The SCOTI LE system is a tool to assist in the Labor Exchange process. Whether it is successful depends in large part on how well it is used and whether it is used properly.

There are a number of reports available from SCOTI which are useful in daily monitoring of system activity.

Topic Six – System Monitoring and Accountability

The State of Ohio is required by the Federal Government to report accurate data and to record activities and services on job seekers registered in the SCOTI L/E system. ODJFS has the responsibility of ensuring accuracy, uniformity and comparability in the reporting of statistical data derived from the SCOTI LE system. The SCOTI LE system will be monitored by both Ohio Department of Job and Family Services, Office of Research Assessment and Accountability staff and staff from the Veterans Services Office.

Topic Six – System Monitoring and Accountability

The monitoring of the SCOTI LE system will occur through a set of reports that will be available to the staff conducting the monitoring task. There will be a number of reports available in SCOTI LE for both routine and audit purposes.

Most of the reports mentioned will be available to One-Stop managers.

Topic Six – System Monitoring and Accountability

Routine Reports

These include job order reports, activity reports and other reports that will indicate performance. The specific reports in SCOTI LE are:

- Job Order Activity Summary
- Labor Exchange System Activity Report
- Veterans Statistical Report
- Summary of Applicant Characteristics
- Veterans Registration Report
- New Job Orders

Topic Six – System Monitoring and Accountability

Routine Reports

Job Order Activity Summary

This report is available in year to date and weekly format. It is available by local office and/or One-Stop center.

- Employers' name and telephone number;
- Job order number
- Date order taken
- O-Net code
- Total match records (veteran/non-veteran)
- Number of openings/date of last match ...(more)

Topic Six – System Monitoring and Accountability

Routine Reports

Job Order Activity Summary – cont.

- Referrals wanted by employer
- Referrals made (veteran/non-veteran)
- Date last contact was made
- Number of unverified referrals
- Number of placements (veteran/non-veteran) and last referral date
- Number of notifications made (veteran/non-veteran)
- Access code of the job order and station/desk code of order writer

Topic Six – System Monitoring and Accountability

Routine Reports

Labor Exchange System Activity Report

This report is available in year to date, statewide totals and weekly format. It is available by local office and/or One-Stop center.

- Number of job seekers registered both full or partial registrations
- Number of job orders entered (full or partial)
- Number of matches ran (job seeker and job order)
- Number of referrals made and number of placements

Topic Six – System Monitoring and Accountability

Routine Reports

Veterans Statistical Report

Available in year to date, statewide totals and weekly format. It is available by local office and/or One-Stop center. It contains the numbers and percentages of veterans, disabled veterans and campaign ribbon veterans who have been:

- Assigned additional classifications
- Counseled
- Tested
- Provided job development
- Referred to supportive services
- Provided other reportable service ... (more)

Topic Six – System Monitoring and Accountability

Routine Reports

Veterans Statistical Report – cont.

- Referred to training
- Referred to jobs
- Placed in Jobs
- Recorded as having obtained employment
- Provided some reportable service
- Provided no service by program year beyond initial application or renewal
- Placed in jobs from mandatory listing

Topic Six – System Monitoring and Accountability

Routine Reports

Summary of Applicant Characteristics

This report contains O*NET category summary information for the year.

Topic Six – System Monitoring and Accountability

Routine Reports

Veterans Registration Report

This report is available by local office and/or One-Stop center. It contains the number of veterans registered in each local office or One-Stop center by:

- SSN
- Telephone number
- Veteran status
- Gender
- Dates of service
- Applicant status
- Last reportable service date
- Staff station desk number
- Case management

Topic Six – System Monitoring and Accountability

Routine Reports

New Job Orders Report

This report is available in year to date, statewide totals and weekly format. by local office, county and/or One-Stop center. It contains the following information on new job orders:

- Job order number
- Order source
- O*NET code
- Number of openings
- Minimum and maximum wages
- Employer name
- Order type
- O*NET title

Topic Six – System Monitoring and Accountability

Audit Reports

There will be two types of audit reports - the Sample Report and the Trigger Report. These reports will only be available to ODJFS monitoring staff. These reports are under development and we expect to have them completed by the end of the year.

Topic Six – System Monitoring and Accountability

Audit Reports

Sample Report

This report will be used to monitor Labor Exchange performance. It will draw a sample of job seekers registered in a One-Stop center. Monitoring staff will view details on registration to assess quality of service provided and accuracy of the job seeker service record. Monitors will also be able to look at such things as proper referral procedures and following required veteran preference order when working match pools.

Topic Six – System Monitoring and Accountability

Audit Reports

Trigger Report

This report will record all occasions when an unexpected event occurs. Examples of unexpected events are a job order with a one-to-one ratio for referrals to openings, or job orders that show no matches run.

Topic Seven – How SCOTI LE Assigns Roles in a One-Stop Environment

Topic Seven – How SCOTI LE Assigns Roles in a One-Stop Environment

As the labor exchange function is performed in the One-Stop using SCOTI LE, the One-Stop may conduct its business practices differently. One-Stop staff and managers will have different roles and levels of access to SCOTI LE that will allow for different functionality.

Topic Seven – How SCOTI LE Assigns Roles in a One-Stop Environment

In the One-Stop there will be SCOTI LE “roles” that One-Stop staff may assume. The One-Stop partners in the local One-Stop will decide which of their staff should be assigned which role. The One-Stop must then complete form 7078 (which should be available online) to request ODJFS assign the specific roles.

Topic Seven – How SCOTI LE Assigns Roles in a One-Stop Environment

These roles include:

- One-Stop Staff
- One-Stop Manager
- Labor Exchange Staff
- Labor exchange Manager
- Veteran Staff
- Veteran Program Manager
- WIA Case Manager
- WIA Case Manager Supervisor
- WIA Office Manager

Topic Seven – How SCOTI LE Assigns Roles in a One-Stop Environment

When job seekers visit the One-Stop center, they may receive service from the receptionist or another staff member designated with the responsibility to begin the individual's registration in SCOTI LE, or to update the job seekers application (the update or renewal must be completed every 120 days to remain active for job matching).

This staff member may have an access role described as “One-Stop Staff.”

Topic Seven – How SCOTI LE Assigns Roles in a One-Stop Environment

The One-Stop Manager access will allow the manager to provide oversight on the work of the One-Stop staff through reports which will be made available upon request and/or by accessing the reporting component of SCOTI LE.

Topic Seven – How SCOTI LE Assigns Roles in a One-Stop Environment

The Labor Exchange Manager may have full administrative access to the SCOTI LE system for the purpose of managing the workload of various One-Stop staff assigned Labor Exchange functions. The administrative duties may include monitoring, reporting and reviewing One-Stop staff productivity.

Topic Seven – How SCOTI LE Assigns Roles in a One-Stop Environment

The Labor Exchange staff person may have access to major components in SCOTI LE to complete functions such as job registration, registration updates, job order entry and match run, and the referral process on job orders. The Labor Exchange staff person will also have access to reports pertinent to their assigned function.

Topic Seven – How SCOTI LE Assigns Roles in a One-Stop Environment

The Veteran Staff will have access to basic entry screens for the job seeker and job order screens for the employer. The Veteran staff will have access to additional screens for the purpose of case management for veterans in training and will be able to run reports to review veterans productions statistics.

Topic Seven – How SCOTI LE Assigns Roles in a One-Stop Environment

The Veterans' Program Manager will have access to screens necessary for the management of the program requirements for veterans, including regional and statewide reports.

Topic Eight – Performance Standards and Measures

Topic Eight – Performance Standards and Measures

The One-Stop delivery systems must meet the challenge of accountability. The U.S. Department of Labor has established labor exchange performance measures, data collection and reporting requirements, and expected levels of performance. This quarterly reported information aids Congress, the States, the business community and other partners and stakeholders in assessing the value of labor exchange services for our customers.

Topic Eight – Performance Standards and Measures

The roadmap for the data collection and the reporting process to support the labor exchange performance measurement system is the ET Handbook No. 406 (ETA 9002 Data Preparation Handbook) and the VETS 200 Report and Specifications. There are five sections of the ETA 9002, divided into three distinct areas of services, outcomes, and job openings received.

Topic Eight – Performance Standards and Measures

ODJFS is required to report to USDOL employment outcomes of job seekers, including veterans, and job seeker and employer customer satisfaction scores.

Information on individuals who are registered job seekers with SCOTI LE is required to be reported.

Topic Eight – Performance Standards and Measures

For purposes of the ETA 9002 Report, total registered job seekers is defined as the number of job seekers who complete registration or receive a service with the labor exchange during a reporting period consisting of four consecutive calendar quarters. Job seekers receiving staff-assisted services funded under Wagner-Peyser must be registered.

Topic Eight – Performance Standards and Measures

Job openings will be reported according to the date they were listed with SCOTI LE.

Job openings initially listed with America's Job Bank and then imported into SCOTI LE will be included in the count of job openings.

Topic Eight – Performance Standards and Measures

Ohio has adopted the performance standards that are established by the US Department of Labor (DOL). When the state's performance standards have been determined by DOL we will issue the standards to the local One-Stop Centers.

Topic Eight – Performance Standards and Measures

There are four Performance Measures that apply to the public labor exchange funded by Wagner-Peyser:

- Job Seeker Entered Employment Rate (JSEER)
- Job Seeker Employment Retention Rate (JSERR)
- Job Seeker Customer Satisfaction
- Employer Customer Satisfaction

Topic Eight – Performance Standards and Measures

Job Seeker Entered Employment Rate (JSEER)

$$\text{JSEER} = \frac{\text{Number Entered Employment with a new employer}}{[\text{Number New Registered Job Seekers} - \text{Number Employed or Re-employed with Same Employer}]}$$

Topic Eight – Performance Standards and Measures

Elements of the JSEER measure are defined as:

Entered Employment with a New Employer:

The number of job seekers who, in the first or second quarter following the registration quarter, earned wages from a new employer if the job seeker was not previously employed, or earned wages from a different employer than that from which the ... job seeker earned wages in the quarter prior to the registration quarter

Topic Eight – Performance Standards and Measures

JSEER –cont.

Registered Job Seekers:

Job seekers who registered with the labor exchange during the registration quarter; job seekers who were re-registered after their registration year expired; job seekers who were not formally re-registered, but who engaged in a labor exchange activity after their registration year expired.

Topic Eight – Performance Standards and Measures

JSEER –cont.

Employed or Re-employed with Same Employer:

Those job seekers whose only wages earned in the first and second quarter following registration were exclusively with the same employer from which wages were earned in the quarter prior to the registration quarter.

Topic Eight – Performance Standards and Measures

JSEER –cont.

Registration Quarter:

The calendar quarter in which a job seeker completed an initial registration with the labor exchange or in which a previously registered job seeker began a new registration year.

Topic Eight – Performance Standards and Measures

JSEER –cont.

For the JSEER measure a successful employment outcome is recorded for a job seeker who enters employment with a new employer, whether or not the job seeker was employed at time of registration. An unsuccessful outcome is recorded if the job seeker does not enter employment with a new employer during the measurement period (one year). Job seekers who remain employed exclusively with the same employer during the measurement period are excluded from the count.

Topic Eight – Performance Standards and Measures

Job Seeker Employment Retention Rate at Six Months (JSERR)

Retained Employment Two Quarters after Entered Employment with a New Employer (age 19 and over)

JSERR =

Entered Employment with a New Employer (age 19 and over)

Topic Eight – Performance Standards and Measures

Elements of the JSERR measure are defined as :

Retained Employment Two Quarters after Entered Employment with a New Employer (age 19 and over):

The number of registered job seekers age 19 and older at time of registration who earned wages in the second quarter following the quarter in which they Entered Employment with a New Employer.

Topic Eight – Performance Standards and Measures

JSERR – cont.

Entered Employment with a New Employer (age 19 and over):

The number of registered job seekers age 19 and older at time of registration who, in the first or second quarter following the registration quarter, earned wages from a new or different employer than that from which the registered job seeker earned wages in the quarter prior to the registration quarter.

Topic Eight – Performance Standards and Measures

JSERR – cont.

For the JSERR measure, a successful employment retention outcome is recorded for job seekers, age 19 or over at time of registration, who were determined to have entered employment according to the Job Seeker Entered Employment Rate measure, and who were found through the wage record matching to be employed in the second quarter following the quarter in which they first were determined to have entered employment.

Topic Eight – Performance Standards and Measures

Job Seeker Customer Satisfaction

The job seeker customer satisfaction score is a weighted average of job seeker ratings on each of three questions regarding overall satisfaction, and is reported on a 0-100 point scale. The score is a weighted average, not a percentage. States are required to obtain at least 500 valid responses and job seekers should be contacted within 60-90 days of the date of registration. The surveys must be phone interviews. For data collection on this measure ODJFS will be utilizing the same vendor who currently collects the WIA customer satisfaction data.

Topic Eight – Performance Standards and Measures

Employer Customer Satisfaction

The results of the American Customer Satisfaction Index (ACSI) used to measure employer customer satisfaction under WIA also is used to measure employer's satisfaction with labor exchange services. Accordingly, States are encouraged to conduct one survey of employers to measure their satisfaction with One-Stop employer services to meet both the WIA and Labor Exchange employer customer satisfaction measurement requirements.

Topic Eight – Performance Standards and Measures

Employer Customer Satisfaction – cont.

States must achieve at least 500 completed interviews. The States must do random sampling. The interviews must be conducted by phone. The surveys should be done on a rolling basis throughout the program year. Employers should be contacted within 60 days of the completion of the service (or 30-60 days after a job order has been listed where no referrals have been made). Ohio will be utilizing the same vendor for data collection of this measure.

Topic Eight – Performance Standards and Measures

The VETS 200 Report is a subset of the ETA 9002 data. The data reported is the same data elements as the ETA 9002, but this information only applies to the activities of the Local Veterans Employment Representative (LVERs) and Disabled Veteran Outreach Program (DVOP) staff.

Topic Eight – Performance Standards and Measures

Sanctions

DOL standards are based on a 3 year average of the performance reported by all states. July 1, 2003 – June 30, 2004 is the first year for counting performance, and it is a hold-harmless year in which there will be no penalty for failure to meet the standards. There must improvement each year thereafter, or financial sanctions may be imposed, including ineligibility for incentive funds and a 5% reduction in the Wagner-Peyser allocation for the following year.

The End

Thank You For Your Participation!