

Recruiting, Placing, and Tracking Customers in Subsidized Jobs/ OJT & Work Experience

| Staff Responsibility | WIT | TWIST | FAMS | System Communication |
|---|--|-------|------|---|
| <p data-bbox="197 217 537 245"><u>EC, PSR, ESD RECRUITER</u></p> <p data-bbox="138 326 583 578"><u>Staff who perform orientations for UI customers & staff who work with TANF and NCP tagged customers</u> must be aware of all OJT openings and discuss these positions with customers who meet the posting qualifications:</p> <ol data-bbox="138 691 583 1052" style="list-style-type: none"> 1) Customers profiled as new UI recipients (RRES) 2) Customers outreached for orientation as extended unemployment benefit recipients (REA) 3) Customers on the weekly TANF active list 4) Customers tagged in TWIST as Noncustodial Parents (NCP) | <p data-bbox="619 217 831 358">Do a text search for OJT in WIT to get a list of all OJT postings</p> | | | <p data-bbox="1713 217 1780 245"><u>ESD</u></p> <p data-bbox="1459 326 2032 431">ESD staff will attach a page to the daily new job postings that will list all OJT postings and mark the new ones.</p> <p data-bbox="1459 509 2039 615">Managers and supervisors must assure that staff noted in column one receives this report daily.</p> |

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| <p align="center">ESD/CO STAFF</p> <p><u>Discuss OJT openings with likely eligible, qualified candidates</u></p> <ol style="list-style-type: none"> 1) Explain the position requirements 2) <u>If the candidate is interested and qualified</u>, refer the customer to the job posting and provide the customers with the information on how apply. 3) Explain to the customer that once they have applied for the position, an ESD Recruiter will contact them to discuss the job. 4) Explain to the customer that they may be asked by the ESD Recruiter to submit a financial aid application. | <p align="center">ESD/CO STAFF</p> <p><u>Enter a WIT contact</u> for the customer on the job posting when the customer is:</p> <ol style="list-style-type: none"> 1) Qualified 2) Interested <p>Staff assures the WIT application is good quality</p> | <p align="center">ESD/CO STAFF</p> | <p align="center">ESD/CO STAFF</p> <p align="center">*</p> | <p align="center">ESD/CO STAFF</p> |

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| ESD RECRUITER | ESD RECRUITER | ESD RECRUITER | ESD FULFILLMENT SPECIALIST | ESD STAFF |
| <p>The <u>ESD Recruiter</u> talks to the <u>customer</u> about the job and decides:</p> <ol style="list-style-type: none"> 1) The job is not a good fit so does not refer the customer for an interview or 2) The job is a good fit so refers the customer to interview with the employer and 3) Tell the customer that we need a financial aid application because WFS supports the employers training on the job 4) Give the customer, or direct her/him, to the financial aid application, tell her/him to complete page 4 & 5 & return the FA application to you 5) Tell the customer you will send the application to the call center and someone from our employer service office will call the customer within the next day to discuss the employer's requirements and arrange an interview 6) Mark the application Section A "other" followed by the letters OJT 7) Maintains contact with the employer to confirm candidate results and employer's continuing needs | <p>Manages the posting to include entering the most accurate result in WIT for <u>all</u> candidate contacts on the posting</p> | <p><u>Update TWIST</u> record in "Intake Common"</p> <p>Enter a counselor note to include the date you received and submitted the application Include a short summary of your conversation and the customer's interest in OJT</p> <p><i>EX: Submitted application to the call center on XX date and forwarded the customer to the employer for consideration or why not</i></p> <ul style="list-style-type: none"> • | <p>Enter a <u>FAMS pre-commitment</u> for \$2000 on the same day you forward the FA application to the call center (<i>the same day you get the application</i>)</p> <p>* OJT wage support is an employer subsidy. It does not count toward the limits on financial aid for WFS customers</p> | <p><u>Forward the FA application</u> to the call center on the same day you receive it.</p> <p>Make sure that the application indicates the customer's interest in OJT in the first section (A) of the application</p> |

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| <p style="text-align: center;">CALL CENTER STAFF</p> <p><u>Receives and reviews</u> the application no later than one day after the call center receives it.</p> <p>Gathers & electronically files eligibility information available in our data bases</p> <p>Contacts TANF and NCP customers to establish eligibility for WIA to ensure continued eligibility for OJT in the event TANF or NCP eligibility is lost while participating in OJT</p> <p>Notify ESD of TANF or NCP eligibility while waiting for proof of WIA eligibility</p> <p><i>Note:</i> ESD will forward employer's I-9 information after hire for use as proof of WIA eligibility in case we are unable to obtain the documents.</p> | <p style="text-align: center;">CALL CENTER STAFF</p> <p>Verifies receipt of UI and Extended benefits using mail lists and symbols</p> | <p style="text-align: center;">CALL CENTER STAFF</p> <p>Verifies:</p> <ul style="list-style-type: none"> • Receipt of TANF-NCP /participation • Selective Svc registration <p>Enters counselor note stating :</p> <ul style="list-style-type: none"> • approval of FA for OJT • method of proof • progress on receipt of documentation <p><i>EX: Tagged TANF left message asking for Dr. License and SS card Confirmed draft registration...</i></p> <p>Open TWIST program detail</p> <ul style="list-style-type: none"> • Assign customer not assigned to level 3 ESD, Cici Choi • add one day "Job Search" (12) <p><i>Documents used to establish eligibility are as follows:</i></p> <ol style="list-style-type: none"> 1) WIA-DLW internal UI documents – nothing more is necessary if establishing WIA – DLW for UI recipients, exhausters 2) TANF/NCP - established in TWIST by CO 3) WIA – A <ul style="list-style-type: none"> • TANF receipt is proof of WIA income eligibility also need • appropriate proof of age, • I-9 docs for authorized to work selective service note | | <p style="text-align: center;">CALL CENTER STAFF</p> <p>Within 1 business day of application receipt sends email to ESD Recruiter at ojtprogram@wrksolutions.com</p> <p>Identify customer by TWIST ID and tell the recruiter the customer is/is not eligible for OJT. Name the eligible fund source/s available to the customer.</p> <p><i>EX:</i> <i>TWIST ID 123456 OJT eligible- DLW</i></p> |

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| <p align="center">ESD STAFF</p> <p><u>Facilitates direct deposit forms</u> for employers as part of contract implementation</p> <p><u>Copies of customer’s I-9 documents</u> during customer orientation to provide WIA eligibility for WIA to call center staff</p> <p><u>Tracks the customer progress,</u> work hours, & the employer invoice amounts by visiting monthly with the employer/employee and collecting monthly time sheets and/or payroll information. Record monthly progress in counselor notes.</p> | | <p align="center">CO TRACKING STAFF</p> <p>Confirms or adjusts TWIST hours based on employer payroll information forwarded by ESD</p> | <p align="center">ESD FULFILLMENT SPECIALIST</p> <p>Move the customer who goes to work for the OJT employer from FAMS “pre-commitment” to “commitment” using the expected funds necessary for a successful customer</p> <ol style="list-style-type: none"> 1) Enter TWIST Employment Plan 2) Add TWIST service OJT (96) or OJT NEG(197) <p>Close the pre-commitment and leave the customer’s TWIST record open for any customer who is not hired.</p> | <p align="center">ESD STAFF</p> <ol style="list-style-type: none"> 1) Forwards I-9 information to call center for inclusion in customer file and documentation of additional fund source eligibility 2) Enters OJT payroll information into net suite for direct deposit payment to the employer 3) Submits time sheets to career office tracking units at ncidatamaintenance@wrksolutions.com and csctracking@wrksolutions.com to allow units to confirm work hours for customers required to cooperate |

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| <p align="center">TRACKING UNITS</p> <p>Tracking units must <u>check each day to determine if TANF applicants in OJT subsidized positions have been denied TANF</u></p> | | <p align="center">TRACKING UNITS</p> <ul style="list-style-type: none"> • Set up a TWIST Web Report #1 (Active List) filtering by Fund 90 (TANF Applicant). • Run the Active List daily and retrieve the extract. • Filter by Activity Number (Service Activity #3) or Activity Name (On-the-Job Training). • Look in TIERS to determine customer's eligibility. | | <p align="center">TRACKING UNITS</p> <ul style="list-style-type: none"> • Send list of customers no longer eligible to call center at helena.leday@wrksolutions.com and csc@wrksolutions.com |

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| <p align="center">CALL CENTER STAFF</p> <p><u>Check for continuing eligibility</u> under another fund source if customer working in OJT position loses eligibility for TANF or NCP</p> <p>Works to establish new eligibility if we were unable to do this in earlier steps</p> | | <p align="center">CALL CENTER STAFF</p> <p>Move TWIST services to the new fund source when the customer eligibility changes.</p> | <p align="center">FAPO</p> <p>Changes customer fund source according to directions form call center</p> | <p align="center">CALL CENTER STAFF</p> <p>Notify Payment office at faoff@wrksolutions.com to change fund source charged for this customer</p> <p>Notify ESD at ojtprogram@wrksolutons.com if the customer is no longer eligible under any fund source</p> |
| <p align="center">PSR</p> <p><u>Explain reporting requirements</u> to TANF customers entering OJT positions.</p> <ul style="list-style-type: none"> • Customers may continue to receive TANF and OJT wages but must report hours worked weekly. • Tell the customer to report her work hours to you each week. <i>She does not need supervisor signatures on her reported hours, as you will get a monthly payroll from ESD.</i> | | <p align="center">CO TRACKING STAFF</p> <p>Enters weekly hours in TWIST</p> | | |

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| <p><u>True up costs</u> if the customer does not use the full commitment</p> | | <p>Close TWIST OJT service when we are no longer reimbursing the employer for training this customer</p> | <p>Remove any unspent commitments when invoice or payroll related to the customer is marked as “last payment”</p> | <p>Mark “last payment” on any invoice or customer record on the invoice if the employer will no longer be reimbursed under the contract or for the customer</p> |