

# Career Connect Updates

June 27, 2019

# Agenda



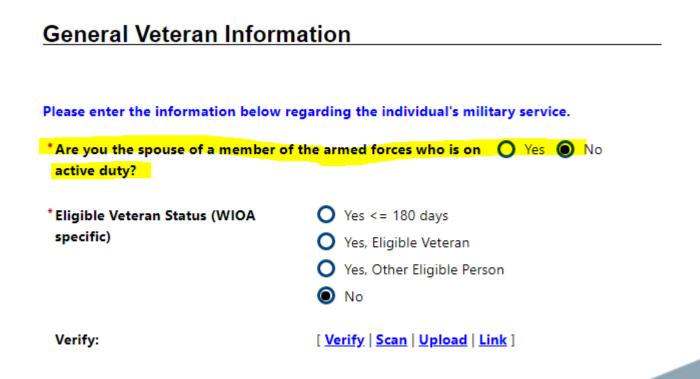
- Improved WIOA Application Format
- New & Improved Shared Placement Procedure
- Coming Soon: Auto password reset
- New & Updated Resources:
  - Lit/Num Procedure
  - 1N/1E Procedure
  - Report Guide



- Formatting changes <u>only</u>
- Cleaner look & feel
- More helpful error messages
- Add case notes from within the application
- Less data on the Participation screen



- New question on Veteran screen:
  - This is for Dislocated Worker categories 7 & 8 & does not qualify the applicant for priority of service.
  - This is NOT for "Qualified Spouse"





Qualified Spouse is defined as:

You are a **Qualified Spouse**, if you are the spouse of a veteran who has a 100% service-connected disability, who died from a service-connected disability or has been missing in action, has been captured or has been detained by a foreign power for more than 90 days.

Use "Yes, Other Eligible Person" for Qualified Spouse & verify.

Please enter the information below regarding the individual's military service.

*Are you the spouse of a member of t active duty?	he armed forces who is on 🔘 Yes 📵 No
* Eligible Veteran Status (WIOA specific)	Yes <= 180 days Yes, Eligible Veteran Yes, Other Eligible Person
	O No
• Verify:	[ Verify   Scan   Upload   Link ]



- New Application should be available on Fri. 6/28 or Mon. 7/1
- Please report any issues to the Help Desk as soon as you find them (<u>helpdesk@chicookworks.org</u>)

**WIOA Application Demonstration** 

## New & Improved Shared Placement



- Effective July 1, 2019
- New, dedicated "Shared Placement" service (replaces "Job Referral & Placement" for shared placements)
- Only added when the customer has been placed
- Active service that transfers to IWDS as Job Referral & Placement
- Procedure available at: <u>https://workforceboard.zendesk.com/hc/en-us/articles/360029587491-NEW-Shared-Placement-Procedures</u>

#### **Shared Placement Demonstration**

#### **Automatic Password Reset**



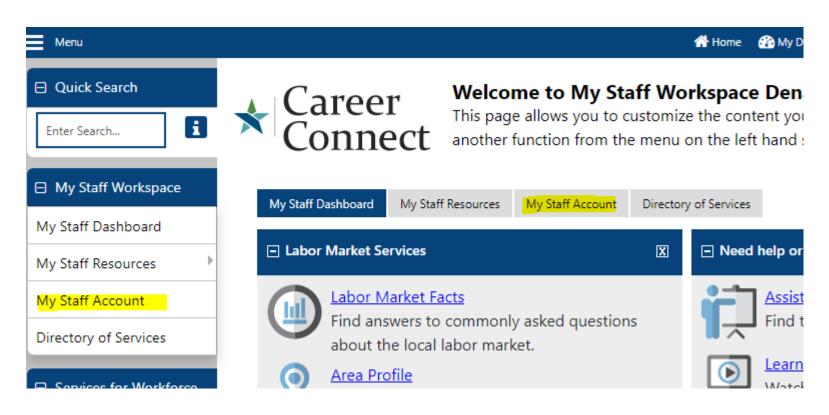
Coming Soon: staff will be able to request an automatic Career Connect password reset instead of contacting the help desk:

- Must add a security question & response to your account
- Make sure that your email address is updated in CC
- No specific roll-out date yet

**Account Update Demonstration** 



# 1) Upon login, go to "My Staff Account" using either link



**Login Information** 

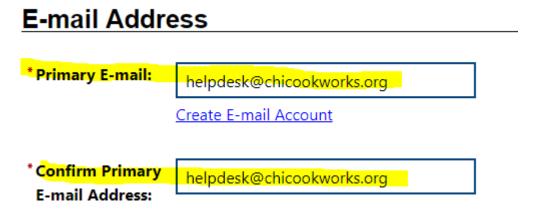


# 2) Select your Security Question & Response

User Name:	4532
Login Name:	DALKHATIB
Password:	<u>Change password</u>
	Last Changed: 6/3/2019 1:34:34 PM, Dena Al-Khatib
*Security Question:	What is your pet's name?  ▼
*Security Question	Rex
Response:	



3) Scroll down & check your email address. If it is incorrect, update it with your **work** email address. (You can update any of your contact info.)





4) Scroll to the bottom of the page & click "Update Account". You will receive a message that your account has been updated.



## New Resources on Help Desk



- New 1N (NDWG) & 1E (Statewide Additional Rapid Response) Eligibility & Service Procedures: <a href="https://workforceboard.zendesk.com/hc/en-us/articles/360029586971-NEW-1N-1E-Eligibility-Service-Procedure">https://workforceboard.zendesk.com/hc/en-us/articles/360029586971-NEW-1N-1E-Eligibility-Service-Procedure</a>
- Updated Lit/Num Procedure with instructions for entering TABE 11/12: <a href="https://workforceboard.zendesk.com/hc/en-us/articles/115006352528-UPDATED-6-19-2019-Educational-Functioning-Level-for-Measurable-Skills-Gain-Formally-Literacy-Numeracy-">https://workforceboard.zendesk.com/hc/en-us/articles/115006352528-UPDATED-6-19-2019-Educational-Functioning-Level-for-Measurable-Skills-Gain-Formally-Literacy-Numeracy-</a>
- Updated Reporting Guide: <a href="https://workforceboard.zendesk.com/hc/en-us/articles/115002782311-UPDATED-Case-Management-BSR-Report-Guide">https://workforceboard.zendesk.com/hc/en-us/articles/115002782311-UPDATED-Case-Management-BSR-Report-Guide</a>
- Updated Income Table: <a href="https://workforceboard.zendesk.com/hc/en-us/articles/360001560432-UPDATED-6-13-2019-Income-Guidelines">https://workforceboard.zendesk.com/hc/en-us/articles/360001560432-UPDATED-6-13-2019-Income-Guidelines</a>

## **Questions & Support**



New Help Desk email address:

helpdesk@chicookworks.org

Help Desk website is still:

https://workforceboard.zendesk.com/hc/en-us