August 11, 2009

TOPIC: Issues related to the recent Employ Florida Marketplace (EFM) Staging of version 10 that took place on August 6, 2009

Employ Florida Marketplace (EFM) Update

 The following information was provided to The Agency for Workforce Innovation by Geographic Solutions, Inc to inform the regions of issues related to the recent Employ Florida Marketplace (EFM) Staging of version 10 that took place on August 6, 2009, including job order office association and online resume issues.

Thank you.

AWI Information

AWI Release notes for August 6 Maintenance "staging" event

General Information based on OPC questions, phone calls, and changes 'hot fixed' since upgrade to version 10:

1. *The v 10 Job orders association with the region/office* is based on the job order WORKSITE zip if the job order was created by the employer. When the job order is created by staff then the job order will be associated with the region/office selected when staff logged into EFM or when staff log in and changes the job order (or views and clicks save rather than cancel when closing the job order). When investigating reported incidents, GeoSol noticed several temporary service agency employers who created multiple 'bogus' worksites for multiple cities but didn't use the proper zip code, resulting in job orders being associated with the "wrong" region. Note that a job search by region does pull region associated based job orders on work site zip code therefore employers who do this search the search results will appear to be 'wrong.' We suggest that staff reviewing new job orders check the following if they get other regions job orders before they submit an incident (OPC):

    a. Look at the staff section – did someone from your region view and 'save' a job order, assigning it incorrectly?

    b. Check the work site zip code and make sure it is correct. The system will automatically assign the correct city and county based on the zip code entered. BUT THE CITY MAY BE OVERWRITTEN ON EDIT OR BEFORE SAVED AND THE RULE DOES NOT RUN AGAIN.

c. If the job order ends up in the wrong region/office only someone with state admin privileges can change the region. RSO's can modify offices within the region if the staff does not have privileges to work in multiple offices.

2. *Resume on-line status*: Major revisions have been made to resumes since the upgrade due to customer issues raised in v 10.

   a. In version 9.2, a resume created by the wizard was considered complete ONLY when Education, Employment and at least one skill were completed. Version 10 added additional searchable records to the resume wizard.

   b. In version 10 the same rule applies PLUS additional searchable items

      i. Prior to 8/6/09, all additional searchable items were required for a resume to be considered complete (as requested by many customers, including some regional executive directors in Florida).

      ii. As of 8/6/09, only desired location, desired occupation and desired salary are required.

         1. As of 8/6/09, Desired Job Type, Drivers License and Job Skills are no longer required.

   c. A data alter will be "hot fixed" to production shortly to update the resume status to "complete" when all required elements are present. When an individual or staff assisting an individual view the resume and click the underline offline link at the upper right edge of the screen, the resume will be online. NOTE: we did not automatically make all complete resumes online because many have been "set to offline" by individuals for some reason and GeoSol did not want to override that status.

   d. If the offline link is clicked for an incomplete resume, a pop up will appear and a mini-wizard will display prompting the individual to 'complete' the resume. Please note that the wizard will display data from the background tables if they are created and the user must click "next" to save the record to save the data in the indresumes table.

   e. Cut and Paste resumes now need desired location, occupation and salary before they can be considered Complete and Online.

   f. View resumes with

      i. ACTIVE status will display complete resumes, whether online or offline.

      ii. PARTIAL status will display resumes that are not complete and therefore are offline by business rule. When viewed, click the offline link and it prompts for missing information for completion before setting online.

3. Data Updates completed or to be completed by 8/19/09

   a. Approximately 3.1 Million job search records were not recorded correctly in serviceplan over the past year. They have been added to the serviceplan and may result in improved WP performance.

b. Since upgrade to version 10, some 500 series codes were overwritten by the placement codes. The referral codes are being restored to serviceplan and may result in improved WP performance

c. AWI discovered approximately 200,000 WP applications with no recordable services that were in the denominator of the Data Validation file and could cause a gap of > 90 days between the application date and the first reportable service, potentially resulting in monitoring issues. On 8/1 a monthly proc began processing that will:

    i. Check for WP applications that only have a 003 service associated to it.

    ii. When found, the system will remove the service, participation and WP application.

    iii. Since this is fairly common, nearly 200,000 individuals now only have a registration. *This is not a bug.* Upon the next log in, they will see the 'welcome back' page and be prompted to answer the participation questions before proceeding. Staff assisting the individual will see the re-enrollment screen and once they update the participation question, they can directly add the participation enrollment service.

4. The following questions/reported issues have been resolved:

a. Assign Me not working when creating WIA application

b. Merge Employers

c. Services provided to Transitioning Service Members by a DVOP or LVER were resulting in a pop up "you are providing services to a non-veteran." Since TSMs are considered veterans for purposes of being served by DVOP/LVER, this was fixed.

d. What is the training site URL? https://training.geosolinc.com/100/vos12000000v100/. The same log ins and data from version 9.2 are there but GeoSol had to change the URL for the site.

e. "Why can't I make this young adult an ARRA youth?" In every case reviewed, the youth barrier was missing. Edits must be made via the wizard and 'next' clicked to rerun the business rules and reset eligibility. Editing via the view application/edit link does NOT rerun business rules.

5. Other changes (enhancements, changes and incidents not already "hot fixed") uploaded to production in 8/6 staging:

a. A warning now appears when attempting to close a WIA activity without an actual start date to improve data quality.

b. Registration office now displays on all individual summary pages.

c. Employers may now filter list of candidates by the distance from the worksite field.

d. Added an edit check on WIA application to check for US Citizens with a barrier of receiving refugee assistance (error message displayed and staff must correct data).

e. Added the ability to print key fields on all applicants or print key fields on all candidates in employer search pool.

f. Added applicant status to multiple selection functionality on job order statistics page.

g. Corrected the issue where some follow-ups displayed "Not Required" when they ARE required.

h. Resolved reported issue with activity closure for ARRA youth only activities

    i. If ONLY ARRA youth customer group, info on diplomas and credentials not required.

    ii. If co-enrolled with regular WIA youth, info on diplomas and credentials IS required.

i. OPC 104181 – Job orders viewed from referrals pending review were not displaying correctly has been resolved.

j. Can now hide address from contact information in resume.

k. OPC 106726 - "Bogus" email removed from all system alerts has been resolved.

l. AWI help desk reported issue where individual logging in got 'new message' pop up but no messages were displayed. This was resolved.

m. OPC 107038 - Admin site, user administration, administer individual now returns the record on ssn search.

6. Known issues under investigation that will be hot fixed when complete:

a. Some WP services are recording without an association to WP app – we will fix the GUI and do a data update.

b. Some WP services that display on activities page are not displayed on WP page view.