

North Carolina JobLink Management Information System (MIS) User's Guide



NC Commission on Workforce Development
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Overview

The JobLink Management Information System (MIS) was created because of a need to be better able to track customers and activities in the JobLink Career Centers of North Carolina. Access to the information in the JobLink MIS database will improve the accountability of the state's workforce system and will strengthen the ability of staff and managers at both the state and local levels to make better decisions on client services and workforce delivery system improvements.

Computer System Requirements

- Any Personal Computer with Internet connectivity can be used to access the JobLink MIS.
- For best results use Internet Explorer Version 6.0 or higher or Netscape Version 4.79 or higher.
- The JobLink MIS screens are designed to be viewed at a display resolution of at least 800 X 600 pixels. When the resolution is less than 800 X 600, not all of the web page is visible. To change the resolution, from the opening Windows screen, click **Start**, **Settings**, **Control Panel**, **Display**, **Settings** and adjust the resolution to at least 800 X 600 pixels.

General Notes

- The JobLink MIS is simply the "gateway" database. It is designed to be only a "lobby area" computer application that will ultimately link to and feed information to the databases of the other workforce agencies. The JobLink MIS will capture only general information about customers that enter JobLinks across the state. When a client is provided a specific service by a particular program or funding stream, a record of that service will have to be keyed separately into the database of that particular funding stream, i.e., Vocational Rehabilitation, Workforce Plus, etc.

NOTE: Because the JobLink MIS is linked directly to the ESC database, there is no duplication of data entry. When a customer is entered into the ESC database, all necessary information can be exported into the JobLink MIS without additional data entry. We will work toward creating that same type of linkage with the databases of the other partner workforce programs/funding streams.

- The JobLink MIS has 2 separate web addresses; one for customer access and one for JobLink staff and management access.
 - Customer access website: <http://ncjoblinkmis.com>
 - Staff access website: <https://secure.ncjoblinkmis.com/jl/mis/staff/>

- The enrollment of a customer into the database can be done by the customer alone, by the customer with assistance from JobLink staff, or entered only by JobLink staff.
- Passwords have been provided for the 3 levels of access to JobLink MIS information;
 - the individual JobLink level, with access to only that JobLink's data.
 - the local Workforce Development Board level, with access to data from all JobLinks in that local WDB area.
 - the state level, with access to data from all JobLinks in the state.
- Each Local Area Director and each JobLink contact person has been given a username and temporary password for JobLink MIS access. Each of these managers has the responsibility of determining who in their respective offices should have access to the system. These managers can log on to the staff access screen, click **Staff Account Management** on the left side menu and enter and submit information for each individual that needs system access. Usernames and temporary passwords will then be sent to those individuals. **NOTE:** When setting up a new staff account, please use the ESC RACF ID as the preferred username, if the new JobLink MIS user has one.
- The top of each web page has a **Help** and **FAQ** (Frequently Asked Questions) menu selection that provides additional information on different segments of the JobLink MIS. Additionally, the **Documents** menu button on the staff access screens allow you to view the questions and answers that were generated during the period of JobLink MIS field testing.
- All questions marked with 2 asterisks must be completed.
- For demonstration and testing purposes, an additional customer and staff website has been created for the purposes of staff training and hands-on experience.

TEST Customer access address -
https://secure.ncjoblinkmis.com/mis/train_customer/index.aspx

TEST Staff access address -
https://secure.ncjoblinkmis.com/mis/train_staff/index.aspx

JobLink staff username - testjl Password - 1234
 WDB staff username - testwdb Password – 1234

Customer Access Screens

<http://ncjoblinkmis.com>

New User Enrollment

As a part of the initial enrollment and to create an account in the JobLink MIS, each customer must input identifying information and choose a 4-digit Personal Identification Number (PIN). Customers that have previously registered with the Employment Security Commission (ESC) for Unemployment Insurance benefits will be able to use the 4-digit PIN assigned to them by ESC.

- ? Click **Enroll** on the left side menu.
- ? Input personal data.
- ? Choose a reminder question.
- ? Input the appropriate answer to the reminder question.
- ? Input a 4-digit PIN.
- ? Re-enter the 4-digit PIN.
- ? Click **Create Account**.

NOTE: The PIN refers to the Personal Identification Number (PIN) that is assigned to customers when they register online for UI benefits at the Employment Security Commission. The customer can log into the ESC website using their SSN and PIN. The PIN's are perpetual, so even if a customer received a PIN five years ago, it is still maintained by ESC. The JobLink MIS application utilizes the ESC PIN processing facilities so that the customers do not have to remember two PINs. If the customer has a 4-digit PIN for ESC services, that is the PIN that should be used for the JobLink MIS. If the customer cannot remember the PIN, JobLink staff can reset the PIN from a staff access screen. The new PIN then becomes the PIN for both JobLink and ESC services purposes.

JobLink MIS and ESC database interface:

When a customer is being registered the JobLink MIS application queries the ESC mainframe database to see if there is any existing data for the customer. If so, the data is populated on the JobLink MIS screens in such fields as the address, phone number, email address, vet status, citizenship, etc.

When a new JobLink customer account is created, a number of the data elements are compared for accuracy with any information in the ESC database. When a customer is registered by a staff member and the date of birth or gender do not match what is in the ESC mainframe database, a verification screen will be displayed. This screen will state that the data entered does not match the ESC mainframe data, will show both sets of data for comparison purposes, and will have **Create Account** and **Cancel** buttons.

When you encounter this screen, please make sure that the SSN was entered correctly. If so, you can then verify that the date of birth and gender were entered correctly. If correct, select the **Create Account** button to proceed with the registration to override the ESC mainframe data with the data you entered and to use the other mainframe data such as address, citizenship, veteran's status, etc. Select the **Cancel** button if you see a problem and want to edit the data before trying to create the customer account again.

When a customer self-registers and the date of birth or gender do not match what is in the ESC mainframe database, a verification screen will be displayed also. This screen will only display the data they entered along with an explanation that it does not match

the mainframe data. The mainframe data will not be displayed to prevent unauthorized access to the name, date of birth and gender associated with a SSN. The screen will also have **Create Account** and **Cancel** buttons. When the customer encounters this screen they should make sure that the SSN was entered correctly. The customer should select the **Cancel** button if they see a problem and want to edit the data before trying to create their account again. If the data is accurate, they can select the **Create Account** button to proceed with the registration to override the ESC mainframe data with the data they entered. However, when the data entered did not match the mainframe data, none of the additional information, such as the address, will be displayed. The customer can register but they must enter all of the data themselves. This is to protect confidential customer data from unauthorized access.

No comparisons are made between the name entered and the name recorded on the mainframe. This is because the name could have changed due to marital status or the name could have been entered differently when a suffix is applied (e.g. Jones Jr. versus Jones, Jr.) or when the name contains an apostrophe (e.g. O'Neil versus Oneil). The JobLink MIS application accepts the name entered on the registration page as the correct name regardless of what was received from the mainframe. This is true for both customer self-registration and staff registration.

When a staff member registers a customer and does not enter a PIN, no check will be made to see if the customer's PIN has been revoked. It will not matter if the customer has a PIN or not, this will bypass any validation of the PIN. The customer may request a PIN at a later time if they want to access their account online.

When a customer self-registers they are required to enter a PIN. If the PIN does not match the PIN on the mainframe or if the PIN has been revoked (tried 3 times), the new PIN they choose automatically becomes their new PIN for both the ESC system and the JobLink MIS. Staff members can use the **Reset PIN** menu item (on the left side of the staff access screen) to enter the customer's SSN and a new PIN.

When a staff member registers a customer and enters a PIN, the PIN will automatically be reset to the value entered by the staff member if it is different from the existing PIN or if the PIN has a revoked status. This new PIN becomes the PIN for both the ESC system and the JobLink MIS. This will overcome the problem where the PIN entered does not match the PIN on the mainframe and the customer can't remember the PIN. It will also allow the registration process to continue without first requiring the staff member to reset the PIN manually.

Account Information - Contact Info

- ? Input all contact information.
- ? Click **Next**.

Account Information - Personal Info

- ? Choose proper ethnicity, gender, and race.
- ? Choose date of birth.

- ? Answer disability question.
- ? Answer highest grade completed.
- ? Degree and field of study are optional.
- ? Answer disclosure question. (NOTE: Answering NO or a failure to answer the disclosure question should have no impact on the provision of core JobLink services.)?
- ? Click **Next**.

Account Information - Citizenship

- ? Choose the appropriate answers.
- ? Click **Next**.

Account Information - Veteran Info

- ? Choose the appropriate answers. (There are 2 help screens at the bottom of the page.)
- ? Click **Next**.

Supplemental Information

- ? Collect additional customer info (optional). This information will not be shown on any of the reports. It can only be viewed by accessing a customer's account.
- ? Click **Request Services**.

Request Services

- ? Choose all of the JobLink services desired.
- ? Click **Update Services**.

This concludes the initial enrollment process. At the next visit(s) the customer makes to this or any other JobLink center, he/she will:

- ? input their Social Security number and PIN, and
- ? scroll through the personal information pages and make any necessary changes, and
- ? go to the Request Services page and choose all of the services desired during that particular visit.

Other Customer Screen Menu Choices

- **View History** – The customer may view the date and location of the last JobLink visit, as well as the services requested.
- **Change PIN** – The customer may change his/her Personal Identification Number.
- **Change Reminder** – The customer may change his/her reminder question and answer.

- **Register for Work** – The customer may register for work with the Employment Security Commission. Clicking this selection will take the customer out of the JobLink MIS.
- **Apply for UI Benefits** - The customer may apply for Unemployment Insurance benefits with the Employment Security Commission. Clicking this selection will take the customer out of the JobLink MIS.
- **Locate JobLink Center** – The customer may search for a particular JobLink Career Center. Clicking this selection will take the customer out of the JobLink MIS.

The customer should logout when the JobLink MIS session is completed.

Staff Access Screens

<https://secure.ncjoblinkmis.com/jl/mis/staff/>

The Staff screens allow JobLink Career Center Staff to:

- enroll customers and/or update their account information.
- register customers for services.
- record the services provided to customers.
- record the outcomes achieved by individual customers.
- generate reports that summarize customer services and outcomes.

JobLink Staff Logon

- ? Input user name and password
- ? Where the password allows the staff member access to multiple JobLink centers' data, the staff member will then select the correct JobLink database.

JobLink Staff Options

- **Customer Search** – by Social Security number or first and last name.
The Customer Search is used to locate the customer in the JobLink MIS database. If they are found, you can select their name in the search results and view their account information. You can then easily update their info, record services or record outcomes.
If the customer is not found with the customer search they will have to be registered first. Your staff can register the customer or you may want them to go use a public workstation in your office (if there is one) and self-register. After the customer is registered you can collect any supplemental information, request services, record services provided or record outcomes.
- **Manage Account** – Update customer information.
 - **Record Service** – Select **ALL** of the services provided to the customer. Comments are optional. NOTE: If no date is entered, the current date will show on the view customer history screen.
 - **Record Outcome** - Select **ALL** of the outcomes achieved by the customer.

Comments are optional. **NOTE:** If no date is entered, the current date will show on the view customer history screen.

- **Change SSN** – The JobLink contact person has the authority to change a customer’s Social Security Number, if it can be verified it was entered incorrectly. Any change in SSN will ONLY affect the JobLink MIS, no other (ESC) database will be effected.
- **Change Reminder** – With the customer’s approval, a customer’s reminder question can be changed.
- **Check Status** – This provides information on any error message displayed.
- **North Carolina Career Compass** – Allows staff to match customer with available jobs.
- **Register Customer** – Create an account for a new customer.
- **Generate Report** – customers served, outcomes, services, reasons, referrals, customer characteristics, services by staff, and services by zip code.
 - ? Select report
 - ? Select time period and other options.
 - ? Run report

NOTE: The reports are all based upon services provided or outcomes recorded. If you do not record a service or outcome for the customer, the customer will not show up on the reports. Customers that have only registered will not show up on any of the JobLink MIS reports. Requesting services, such as counseling, is not the same as providing a service and does not cause the customer to be listed on the reports either.

To see if a customer has been registered in the system, you can perform a Customer Search by either SSN or Name. If the customer has been registered their name will be returned in the search results. You can click on the customer name in the search results to view the account information. You can then select the View History menu item to display all of the reasons, services and outcomes recorded for the customer.

- **Change Password** – Change the JobLink staff person’s password for accessing the JobLink MIS.
- **Reset PIN** – Reset a customer’s Personal Identification Number (PIN) to a new value.
- **Documents** – Questions and answers that were generated during the period of JobLink MIS testing.
- **Staff Account Management** – The Local Area Director (or designee) or the JobLink Coordinator (or designee) may make changes to staff account access.
- **Staff Search** - The Staff Search page allows users to search for existing staff members from any office.

Staff should logout when the JobLink MIS session is completed.