

WISCONSIN DEPARTMENT OF WORKFORCE DEVELOPMENT

2015-2017 MOA

ELEMENT 6 – NARRATIVE

DATA AND INFORMATION COLLECTION AND MAINTENANCE

The EO Officer is able to retrieve and cross reference data from the ASSET reporting system by accessing specific data fields with demographic and training activity information. This reporting system allows the EO Officer to conduct an analysis of the data for EO monitoring and evaluation. The ASSET's User Guide Manual is illustrated below with active hyperlinks. The User Guide Manual illustrated below provides an overview of the system. The Users' Guide Overview is provided in Chapter 1 of the ASSET Users' manual.

The Case Management Functions section provides a detailed description of each of the case management functions, including how the worker uses ASSET to document the services and develop customer information necessary for program management and federal reporting. Detailed information about case management functions can be found in the Asset Users' Guide. The content of the Asset Users' Guide can be accessed from the index in Chapter 3 of the ASSET Users' Guide.

For purposes of compliance with 29 C.F.R Part § 29.3, a participant or registrant for services for data collection purposes is considered at the point which he or she submits personal information in response to a request by the funding recipient for such information. They are defined as:

Participant: An individual who has been determined eligible to participate in the program and has received a staff-assisted service funded by that program either in a physical location (e.g., a Job Center or affiliate site) or remotely through electronic technologies.

Registrant: An individual who is in the process of being determined eligible for the WIA Title 1 Adult, Dislocated Worker or Youth Programs. Registrants may utilize online self-service tools and may receive informational services and Design Framework youth program services prior to becoming a participant.

Recipients, including local EO Officers, have been instructed regarding data collection and record-keeping as well as the requirement to maintain a complaint log. Recipients were also advised of the requirement to inform DET and the Civil Rights Center (CRC) of any administrative enforcement action taken against them on the basis of discrimination. Since 2007, Wisconsin has not received any WIA Discrimination complaints.

All program participant data collected by the DET is retained for a period of no less than three years from the close of the applicable program year. Discrimination complaints records are retained for a period of three years from the date of resolution of the complaint or until the resolution of any complaints or outstanding litigation connected

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with the complainant's participation, if 3 consecutive years have already passed. Complaint logs are reviewed during compliance reviews and when required under an appeal action. Complaint logs contain the name and address of the complainant, the basis for the complaint, a description of the complaint, filing and other pertinent dates and a dispositional statement where the issues have been resolved. The EO Officer reviews complaint files during on-site compliance monitoring reviews to ensure the appropriate information is being maintained and that the complaint logs accurately reflect what actions were taken. In accordance with the DET Workforce Programs Guide, grantees must inform DET, in writing, of any sanction imposed or any referral to other agencies for prosecution.

Participant records are maintained by the grantee and services are tracked electronically in ASSET. Requirements for confidentiality are included in the ASSET Security procedures under Chapter 1-2. Access to ASSET is granted by the Department of Workforce Development. The Division of Employment and Training is responsible for setting up and monitoring access to the DET systems. System users are provided with logon and passwords for accessing the system as described in Chapter 1-3.

To access demographic data, the case manager uses a unique PIN that is automatically generated when an individual completes a registration on JobNet or by case manager input. The Data Warehouse is the repository for customer data, particularly registrant and outcome information. In the event a report is required to review outcomes by demographic categories, this information would be accessed through the Data Warehouse.

The DET WIA Policy Manual provides the requirements for records retention. The grantee must comply with the Wisconsin Open Records Statute and the Freedom of Information Act with the following exceptions: Grantees are not required to disclose the home address or home telephone number of program participants, and the grantee may not release any individual's social security number. UI collects demographic (race, age, sex etc.) information on all claimants, as part of the claims taking process.

Asset User Guide Manual and Index - Overview

<http://dwd.wisconsin.gov/asset/manual/default.htm#intro>

Chapter 1 - Introduction

This chapter of the Guide covers all the information about becoming an ASSET user and other details about the system

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Chapter 1 (All Sections)

- 1-1 Overview
 - 1-2 DET Security Procedures for ASSET Access
 - 1-3 ASSET Sign On
 - 1-4 Changing Your Password
 - 1-5 System Time Out
 - 1-6 ASSET Staff Information
 - 1-7 ASSET Staff Search Function
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Chapter 2 - Overview

The Overview chapter is to familiarize the ASSET user with the structure of the ASSET and how to move through the system.

Chapter 2 (All Sections)

- 2-1 Presentation of ASSET Information
 - 2-2 Navigation within ASSET
 - 2-3 Organization of Program Information
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Chapter 3 - Case Management Functions

The purpose of this chapter is to provide the ASSET user with the detailed description of each function in Case Management, including how the worker uses ASSET to documents the services and customer information necessary for program management and federal reporting

Chapter 3 (All Sections)

- 3-1 Structure of System Functions
 - 3-2 Manage Customer
 - 3-3 Manage Employment
 - 3-4 Manage Assessments
 - 3-5 Manage Employability Plans
 - 3-6 Manage Programs
 - 3-7 Manage Services
 - 3-8 Manage Exits
 - 3-9 Manage Follow-Up
 - 3-10 Manage Customer Notes
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Chapter 4 - Other Functions

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This chapter explains the policy and process to be used when submitting data change requests to ASSET and the process for matching an ASSET customer to job orders listed on Job Center of Wisconsin (JCW)

Chapter 4 (All Sections)

- 4-1 Staff Requests
 - 4-2 ASSET Job Matching Function
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Chapter 5 - System Reports

Available in ASSET are reports that run in real-time. The list below provide instructions, by topics, on accessing those real-time reports.

Chapter 5 (All Sections)

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|---------------------------------------|---------------------------------------|
| 5-1 Customer Summary Report | 5-11 Case Load Report |
| 5-2 Customer Notes | 5-12 Employment Plan |
| 5-3 Customer Employment History | 5-13 UI Participant Report |
| 5-4 Veterans Report | 5-14 Supplemental Data Report |
| 5-5 Case Managed Veterans | 5-15 TAA Financial Plan |
| 5-6 Youth Individual Service Strategy | 5-16 Workshop Roster |
| 5-7 Ineligible Youth Participants | 5-17 TAA Waiver Deadline |
| 5-8 Exit Warning Report | 5-18 Literacy/Numeracy Warning Report |
| 5-9 Exited Report | 5-19 TAA Work Authorization Expired |
| 5-10 Case Managed DOC/CDP | |
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Appendices

- Appendix 01 - Frequently Asked Policy Questions about ASSET Fields and Reporting Requirements
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Exit ASSET

When you have completed using ASSET, click on the "Exit ASSET". This closes the ASSET application and returns a page with a link to the DWD homepage. You may either click on this link or close the browser from this page. As a good security practice,

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closing the browser is the preferred way to ensure that you have completely left the ASSET system.
