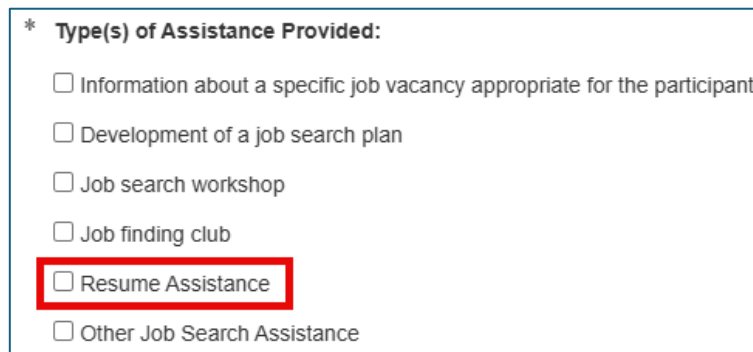# ASSET Technical Bulletin

ASSET Changes – Will be deployed on July 24, 2025

Services

- Changes to Staff-Assisted Job Search Activities & Referred to Employment services - There were several WIOA services with similar names and staff are not always clear on which to use in a given situation. Names and availability of some of these services were updated for more consistency in service usage across WIOA programs:
    - "Referral to Employer" and "Job Development" services were removed from all ASSET programs. Any historical services will still be visible and editable.
    - "Job Referral/Placement Assistance" was renamed to "Placement Assistance (Referred to Employment)."
    - Renamed "Resume Development" to "Resume Assistance." Removed this as a stand-alone service and added as an option under the Job Search Assistance umbrella service.

- Enhanced the service sorting on the service summary, so that staff have more consistency. Service Summary is now sorted within each program based on:
    - Actual open date DESCENDING on actual open date
    - Planned open date DESCENDING on planned open date
    - Within each of the above categories, results are sorted A-Z on service name.
    - Finally, after sorting on open dates and service names, sort within those groups is based on service creation timestamp.

- WAI services can now be saved without a close date or completion code, giving staff more flexibility.

Alerts and Notifications

1. Open Services Count - Incorrect Display of Closed Services
   - Services with an Actual Closed Date (across both WIOA and non-WIOA programs) will no longer be counted as open.
   - These closed services will no longer appear in the Open Services Count on the Dashboard or in the System Reports.
   - Historical exited programs and closed services are now excluded from open service metrics across all programs.

2. Employment Plan Review Due - TAA Program Fix
   - An issue was identified where services with an Actual Close Date, but no review days were still appearing in the Employment Plan Review Due tile and System Reports.
   - Services with an Actual Close Date & without any review days are considered closed and are no longer included in the review due metrics.

3. Performance Improvement – Monitoring Staff Tiles (RESEA Attendance Missing)
   - A performance issue was identified with the RESEA Attendance Missing tile under the Monitoring Staff section.
   - Users experienced data load delays of up to 3 minutes. This issue has been addressed, and performance has been significantly improved in the current release.

RESEA
- Staff members with any RES Special access roles (RES Admin; RES Call Center; RES Management; RES Staff) will be able to view the full SSN of RESEA participants on the Customers tab. The SSN field will use click-to-view functionality.
- The issue with Customer notes generating from RES Re-Employment plan having 01/01/0001 dates is fixed. The date of enrolled or attended sessions will be populated in the Note Date section.

TAA
- Training documentation alert will be created for Occupational classroom service in the TAA program and sent to the Program Career Planner when conditions are met.
  The alert can be cleared either manually or by adding Credentials to the Follow-up screen

- Invoice Supplier ID field now allows Alpha characters, so TAA Financial staff can enter appropriate supplier IDs.

Staff Requests
- PIN Merge staff requests - A message was added to warn staff if the same customer is present on other related requests:

Staff Request Details

Enter duplicate PIN   ADD DUPLICATE PIN

PIN	Customer Name	
15930	Millie Vanilli	⊖

Related PIN Merge request found

Customer with PIN **15930** is part of a PIN Merge Staff Request with ID 2423 in "Ready For Admin" status.

General

- Title 1 Youth program Fix - "Runaway" is now included as one of the values that sets the 'Income Level' filed calculation to "Low Income".

- Download of confidential documents is now available on details page, as well as the summary page for those with access.