

2013 AJLA Annual Conference Meeting Minutes

San Francisco, CA

July 23-26, 2013

Attendees: Leslie Abramowitz (MA), Jay Bassett (AR), Mike Beene (KS), Hal Bingham (NV), Gideon Blustein (IL), Christine Bohannon (AJLA-TS), Barry Butler (DE), Crystal Caison (IL), Robyn Coman (OK), Margaret Dearmon (AR), Shane Dittman (AJLA-TS), Jon Eller (OK), Cheryl Foster (ID), Joe Francis (AJLA-TS), Tina Geckles (AL), Tammy Goodnight (NV), Lars Hansen (ID), Paula Jo Jesser (ND), Shelly Jones (KS), Lily Kersh (AR), Stacey Laing (DE), Brett Lundberg (AJLA-TS), Lori Lutz (ND), Melanie Manry (AJLA-TS), Monnica May (DE), John McAllister (ID), Eileen Michelinie (DE), Sandy Monaco (AR), Marilyn Nicolls (AZ), Renee Olson (NV), Lynda Parven (NV), Tomasz Pawelko (IL), Robin Ross (OK), Shalonda Sanders (OK), Glenn Sergeant (AR), Connie Sharp (OK), Susan Simmons (ID), Thomas Smith (DE), Nancy St. Clair (NV), Debra Stover (AZ), Mary Wilson (AR) **Via Conference Call:** DeAnn Dickinson (NV)

Tuesday, July 23

- Welcome from the Chair
 - Jon Eller, Chair welcomed the group.
 - Meeting minutes were reviewed and approved with one correction for spelling of Count Basie. Motion made by Robyn Coman (OK) and second by Glenn Sergeant (AR).
 - Request to silence cell phones.
 - Also, there is a reception this evening from 5-7 in the room next door. AJLA has a surprise to unveil at the reception to celebrate the 25th Anniversary.
 - AJLA is celebrating our 25th Anniversary. Jon gave a brief overview of the evolution of AJLA beginning from AWTS. After receiving a grant and with the assistance of NASWA, AJLA was formed with a number of participating states: ID, KS, MO, NB, NM, OK, and VT. The result has proven to be successful as AJLA has survived 25 years.
- Steering Committee Meeting
 - Jon called to order the steering committee meeting.
 - Chair's award was presented to Leslie Abramowitz (MA) for his continued service with reporting for WIA and Labor Exchange. Leslie has been an active member of the consortium for many years and has been a vital contributor throughout the years. Congratulations. Les thanked the group.
 - Nomination of Steering Committee Members was discussed. The nomination form is available on the website: www.ajla.net > AJLA Steering Committee > Documents. Nominees will need to have the appointing authority signature and forms should be returned to AJLA.
 - Sub-Committee Selection allows for an opportunity for sub-committee members to switch the sub-groups for which they may need to attend. Please email or notify AJLA if this applies to you. Along those lines, the Executive Committee is in effective for another year.

- AJLA/AJLA-TS FY 2013 Status Report, FY 2014 Work Plan, and FY 2014 Budget Summary was reviewed. If you have questions, please take this opportunity to ask. NASWA will receive the final documents in August.
- Review and Approval of Steering Committee Handbook Updates were discussed. The changes have been made in Red Mine as follows:
 - Reduced trackers to two items.
 - Mandates will be driven by due dates for release determination.
 - Critical problems will be classified as a Work Stoppage.
 - Request Type and Tracker have been consolidated into one field.
 - Tickets will now be averaged via Red Mine based on state's placement of new tickets in the Enhancement Voting section of Red Mine.
 - Robyn Coman (OK) motioned for approval; Lars Hansen (ID) seconded; in favor, all; opposed, none.
- Open Issues none.
- Old Business
 - The Winter Meeting location is being narrowed down to Montgomery or Mobile, AL for the first week in December.
- New Business
 - Looking for ideas for location of the next Annual Conference. Suggestions were Coeur d'Alene, ID and Las Vega, NV for one of the last two weeks in July.
 - The location picked will need to be centrally located to a USDOL Region in order to incorporate speakers.
- Annual Conference Evaluations were discussed. Please make sure you submit your evaluations so that changes/improvements can be made.
- Adjournment: Shalonda Sanders (OK), motioned for adjournment of Business Meeting; Debra Stover (AZ) seconded; in favor, all; opposed, none.
- AJL Sub-Committee Meetings (See sub-committee meeting minutes for details.)
- Blast From the Past – Brett Lundberg (AJLA-TS)
 - To honor the 25th Anniversary of the first AJLA Conference back in 1988, AJLA-TS staff put together a short challenge for all.
- Strengthening Our Core – Christine Bohannon (AJLA-TS) shared strategies and philosophies in creating a stronger core with AJLA.
 - All team members of AJLA attended a team building exercise, which purpose was to identify where the team's weaknesses and strengths lie. This exercise proved we needed to improve communication to both internal and external customers.
 - Because we are dedicated to providing a great product, we took this team building session very seriously in hopes this would strengthen our core.
 - The vision is simple, we are focused on providing you with a network of workforce development organizations while providing an outstanding product, technical support, and training through collaborative efforts with a network of states. Together we are

working together to reduce the cost, risk, and time associated with implementing workforce development systems.

- AJL – 12.4 Preview – Shane Dittman (AJLA-TS) provided a preview of the most current release.
 - There were over 150 tickets incorporated in 12.4 Release. Among them were the following changes, which you will likely be interested in:
 - Added forgot your username to landing page.
 - Added Career Readiness Certificate option to the job order screen.
 - Added a Consolidated Service and Training Plan.
 - For certain security levels, added ability to delete wages.
 - Added Primary Case Tracker on the Enrollments Detail Page.
 - Notes have been ordered from newest to oldest and the function buttons have been added to the top of the pages.
 - When a self-service employer views the inactive job order list the Job Title will now be the link to the closed job order.
 - Type of Contact has been added to the Notes Screens as a mandatory field.
 - On FiscalLink, the “Budget Change Confirmation” page will display when a budget has been modified. It will ask the user to confirm or cancel changes. This will prevent unnecessary instances of users only needing to view a budget and to avoid placing it into pending status for approval when no changes were made. Please note, budget entry functionality is not changing. This is merely an edit check to ensure changes made to the budget are intended.
 - The Participant Group will display on the payment screen. The participant group is tied to the service for which payment is being made. If the participant group on the service is changed, the new participant group will display. It will not display on the voucher. It does not involve any changes on the ASC files.
 - On the BSS, no functionality changes...only new display of 3 program years.
 - This feature allows for a report to be run based on the other grant funds entered in the Enrollment Details section of ServiceLink.
 - Added a Consolidated Expenditure Report
 - Feature is open to Regional Directors or above for the purposed of turning on/off funding streams to specific offices. The default is set to allow for all funding streams in all offices. This will allow directors to be able to more appropriately secure funding streams driven by each office.
 - Code change only to merely accommodate tax revisions and primarily applies to TRA and RTAA. Revises the existing TRA and RTAA payment tax withholding calculations for Federal and State taxes. Amounts withheld are rounded to the nearest dollar.
 - For Employer updates, primary/subordinates employers allow for employers to have parents and children companies sharing FEIN numbers. The key is the primary’s username must be shared to the subordinate in order for the relationship to be created. Primary would then be able to post jobs for subordinates, but not without the subordinate creating the relationship via the

primary username association. This removes the distinction of self-service vs. staff assisted designation for employer accounts.

- Approval of Employers did not change. However, offices will be responsible for approving staff assisted job postings. Account privileges will be limited to the zip to office mapping so that the user only sees what is applicable within their own office(s).
 - Employers will be able to view their original account (primary) and any (subordinates). Again, employers will no longer have a distinction of “Self Service” or “Staff Assisted”, but rather the job postings will have the distinction. Staff can access “My Employers” and view the “pending” link for job order pick up for postings within the county to zip mapping. If an employer is a primary, access is available to create job postings for subordinates; however, this will appear in the subordinate’s job list vs. the primary.
 - Job Order Maintenance has been added for staff and employers to add or remove job orders.
- AJL Reporting Sub-Committee Meetings (See sub-committee meeting minutes for details.)

Wednesday, July 24

- Opening Remarks – Jon Eller (OK)
- Welcome to San Francisco – Miquel “Mick” Penn, Program Manager, Mission Hiring Hall, Inc.
 - The unemployment rate is 5.2% right now here in San Francisco.
 - Partnerships are vital in the recovering of the workforce.
 - History of the Mission Hiring Hall: it’s a 42 year old organization designed to combine social and workforce challenges for San Francisco residents in search of employment. Formerly the Economic and Social Justice Hall, the organization was born out of major district partnerships including Chinatown, South Market (SoMa), Fisherman’s Wharf to promote aggressive employment opportunities. In 1990, the organization became part of the quasi state agency name the San Francisco Redevelopment Agency. Businesses were encouraged to come into the agency and utilize services to assist with recruitment and training efforts. Once this agency was dissolved, the organization began working with city agencies and progressed to what the Mission Hall is today.
 - The partnerships promoted the sustainability for rise of employment to 20% and more so, 30% increase in city projects. Residents were given entry level opportunities for the disadvantaged by taking part in programs supported by the Mission Hiring Hall.
 - Today, the Mission’s goal is founded on these promotion efforts and lives by promoting respect for clients and employers. Hope and dignity can be experienced within employment thereby fostering economic growth and development.
- Explore San Francisco – Janet Hudsel, Concierge Assistant, The Tuscan Inn.

- Packets are available and being passed around and include some of the following information about attraction and events here in our beautiful city:
 - Tower Tours
 - American Cup – Sailing Race
 - San Francisco Giants
 - Farmer’s Market will be held on Thursday
 - Musicals: Beach Blanket Avalon & 50 Shades of Grey, the Musical
 - Julian McCullough – Performing at Punchline
 - Gold Dust and Pier 23 on the Wharf has Jazz
 - San Francisco Cuisine: Swiss Louie, Scoma’s, Elioti’s, Hanna Zen (Pier 39), Bistro Boudin, and Buena Vista (Coffee)
 - Twilight tour bus leaves 6 pm on Thursday and travels from Golden Gate to Treasure Island
 - Streetcar Fair is \$2-\$6
 - PTS Municipal Street Car tickets can be purchased at Walgreens.
- Keynote: Trends in Workforce Development – Virginia Hamilton, Regional Administrator (USDOL/ETA Region 6)
 - Virginia welcomed all to region 6, where all of the best states are located. She started out as an Employment Services Office back in 1976, then went to an Economic Development office front desk services and from there to UI claims to JTPA, and now is the Regional Administrator. So, what was originally just a job has turned into a career in helping individuals get jobs.
 - Tom Perez began on Monday as the new USDOL Secretary. He spent 15 minutes visiting with all of the Region Administrators. In his talk with me, he talked about creating more opportunity.
 - Eric Seleznow is the Acting Assistant Secretary of ETA and continues to communicate the interests of ETA through the Regional Administrators.
 - Federal Funding for the Workforce Centers is a challenging subject. As we all know the domestic budget is not growing. There is no increase expected in allocations for formula. Certainly, we are advocates for greater funding down the road, but there is no funding to sustain the needed increase. So, what can we do to be more productive with less financial resources:
 - Develop real partnerships with MOU’s being secondary
 - Review State and Local Area responsibilities
 - Review integration for your states
 - Foster real partnerships between Community Colleges, LWIB’s, State Board, Employers to serve customers better
 - Share data...we are all using different data to report the same things.
 - Avoid random acts of job placements; assess if the proper assessments are being made to make a good placement
 - Industry focus has to be inclusive of serving individuals with barriers not interested in those particular industries

- Accommodate those visiting the workforce centers
 - Promote Career Pathways
 - Improve credentials as this continues to be a priority
 - Make real connections with UI, ES, and LWIBs...a little can go a long way here
 - Require all individuals receiving UI are required to visit a workforce center within two weeks of filing
 - Create evidence based practice...we want to see evidence that what you proposed is going to work
 - Study and research and provide translation to plain English even with it being a challenge
 - Catalog research and create opportunity for training programs
 - Take advantage of other funding opportunities such as TAACCCT; currently have 2 rounds funded and 3rd and 4th rounds are forthcoming
 - Condense curriculums to meet needs of the client
- Design of Technical Assistance for Upcoming Year
 - Fiscal training will be provided in person to fiscal staff
 - Performance management will be forthcoming next year
 - Sector strategies and skill building
 - Technical assistance on career pathways
 - Connection of UI and Workforce Systems directives and assistance
 - GED will be going away and states will have options, which will need to be passed along to Workforce Centers as replacement options
 - Meet & greet for states to consider leverage resources to strategically align funding
 - Performance measures and analyzing measures by means of a dashboard concept
 - Service redesign to focus on individual to focus on better serving customers
 - Potential of dislocated worker revamp as a result of interviews with workforce centers, state staff, and local area staff. Considering the client creating case management profile instead of staff.
 - Radio clips to be customized for nation use
 - Prototype using Affinity more than it is used now for peer learning
 - Show increased outcomes and personal satisfaction as a result of changes incorporated
- ETA Reporting and Validation Updates – Denise Dombek, Regional Performance Specialist, USDOL/ETA Region 6
 - Leadership
 - As Virginia stated, Thomas Perez is the new Secretary of Labor, Seth Harris is the Deputy Secretary, Eric Seleznow is the ETA Deputy Assistant Secretary and Acting Assistant Secretary and finally, Gerri Fiala is ETA Deputy Assistant Secretary.

- Support continues to be provided by all of the leadership who are truly interested in the success of these programs.
 - EDRVS
 - LERS PY2012 reports and validation due 8/31/13
 - WIA PY2013 1st Qtr Rpts due 11/14/13 with validation scheduled to use DRVS for PY2012 and DRVS upload results due February, 2014
 - Data Validation
 - PY2012 WIA Data Validation will be placed in DRVS with the existing report validation process. LERS will be placed in e-DRVS using the new system processes.
 - PY2013 plan is to utilize one system (e-DRVS), which no longer uses a separate procedure, but rather allows completed individual records submission
 - LERS Data Validation process includes:
 - Pull DEV Sample
 - Generate Reports
 - Submit Reports to EBSS
 - Upload DEV results to e-DRVS
 - Certify/Submit Reports in EBSS
 - Les Abramowitz (MA) suggested the certifying and submission process to EBSS should contain the validation in e-DRVS.
 - WIA Data Validation process includes:
 - PY2012 Data Validation in DRVS vs. e-DRVS
 - Process changes following all edit checks and reports available for PY2012
 - WIA PY2013 Reporting process includes:
 - Pull DEV Sample
 - Generate reports and Submit to EBSS (one step)
 - Certify/Submit Reports in EBSS
 - Upload DEV results to e-DRVS
 - TAA Data Validation was reinstated for FY2013 and will be available in EBSS after 10/1/13
 - To coordinate with WIA, follow the process below:
 - Upload results by 2/1/14
 - TAA DEV will be based on report qtr ending 6/30/13, 3rd Qtr FY, which corresponds with 4th Qtr PY
 - User Guide is in development
 - WIASRD
 - Modified WIASRD is planned with e-DRVS to accommodate WISPR
 - TEGL should be forthcoming on this
 - Modified record layout is forthcoming
 - New data elements for the 9090/9091 reporting include:

- Veterans
 - Credentials
 - Those that receive training
 - Outcomes by service level
 - Youth Special Population
 - NAICS Codes
- E-DRVS will produce the 9090/9091 file following the 45 days after the qtr end
- Additional Qtrly Submissions due 75 days following end of 4th Qtr, but only if data has changed allowing for an optional process to resubmit the annual 9091
- LERS
 - New data elements include:
 - Credentials
 - Additional Wage cohorts
 - Veterans (Covered Entrants, TAP, Homeless)
 - Two reports added:
 - 9002F
 - 9002 EUC
 - New 406 Handbook is available at www.doleta.gov
 - Point of Entry guidance is forthcoming and will include definition.
 - The point at which a Covered Person (Veteran and/or Eligible Spouse) enters the workforce services.
 - Applies to in-person and electronic access
 - State and/or Local Areas must determine point of entry
 - EUC/REA/RES
 - Initiative requiring UI claimants to report in person RES/REA
 - TEGL 20-11 EUC data requirements may already be collected and reported with beginning or transitioning specific tiers on/after 3/23/12
- Credentials
 - President Obama's goal is that every American completes one year of post-secondary
 - US leads the world in percentage of college graduates
 - Ideals are to restore economic competitiveness or labor market projections on skill demands
 - By end of PY2011, goal was to increase credential attainment by 10%
 - By 9/30/13, increase by 10% the number of exiters who receive training and earn an industry recognized credential
 - With these goals, it is vital the credentials are reported.
 - Credentials can be obtained during participation or up to three quarters after exit and requires staff follow-up
- Literacy/Numeracy Gains Youth Measure
 - Workgroup is being organized to review specification and definitions

- Simplify measure
 - Exit based vs. period of participation based
 - State participation will be encouraged
 - Upcoming Guidance
 - WIA Performance Reporting System (TEGL in clearance)
 - PY2012 Performance Reporting and Data Validation Timelines
 - TEN is in clearance
 - TEGL 28-11, change 1 should be used as a guide
 - PY2012 Annual Report (TEGL in clearance)
 - Emphasis on Veterans
 - Customer Satisfaction Requirements
 - LERS Tutorial
 - TEN being prepared and will be available online
 - PY2012 Upcoming Due Dates
 - 4th Qtr Rpts/DEV LERS due 9/4/13
 - 4th Qtr Rpt WIA due 8/15/13
 - 4th Qtr WIASRD due 9/16/13
 - Annual Report – Data Tables and Narrative due 10/1/13
 - Data Element Validation due 2/3/14
- National Labor Exchange: A Partnership That Works - Charlie Terrell, Operations Manager DirectEmployers NLX
 - Collaborative efforts are being made between SWA and NLX for job search and special groups.
 - NLX partners with NASWA, which is a non-profit organization that works on behalf of States and territories. NLX and NASWA exchanges data via agreement
 - DirectEmployer is also a non-profit organization founded by employers
 - Largest partners are NASWA, NACE, & USDOL
 - NLX provides employers with an employer network
 - An electronic job search engine, which provides unduplicated job listings, SWA job boards, and direct navigation
 - Creation of NLX
 - 2007 the decision was made to take America's Job Link offline
 - The regulations were still in effect for One-stop career centers to provide outreach and have a SWA job bank.
 - Large multi-state employers had a multitude of regulations, all with different procedures
 - NLX was born out of the need for a centralized job bank
 - There are 47 SWA's uploading jobs & 42 pick-up and place jobs on our boards
 - Job Central
 - US.Jobs was formerly known as JobCentral
 - JobCentral has approximately 110,000 searches/month

- Monster has approximately 450,000 searches/month
 - US.Jobs has approximately 1.2 million searches/month
 - NLX changed the brand to the behavior of the job seeker
- Employers
 - 650 Employers Direct Pay for Funding of NLX
 - Indexing is done nightly
 - Members are distributed to partners
 - Federal Contractors feed to LVERs/DVOPs
 - Open to syndicated partners
 - NLX supports recruitment and compliance needs
 - Compliance reports are available
 - State Reporting Tools are Available As Well
- Direct Traffic Analytics
 - Job Seeker Analytics
 - States & Employers now have reporting available for direct traffic
 - Draw information from NLX which is employer specific (example: number of Job Seekers sent for employers postings)
- Disability Syndication Partners
- Social Jobs Partnership
 - Facebook
- Partnerships (cover 3000 partners daily files)
- Legislative Drivers
 - EEO, AA, D & I
 - Regulatory directives
- Technology Drivers
 - Powering Talent Acquisition
 - Job Seeker Behavior
 - Social Media
 - Mobile Technology
- Where are job seekers searching?
 - Job Boards
 - Company Websites
 - Mobile Applications
 - Email
 - Tweets
 - Facebook
- What search engine is used?
 - State Job Boards are not marketed well
 - Microsites are most common: .jobs, only jobs, Veterans.jobs & disability.jobs
- AJLA is currently working with NLX to provide files for return receipts of job indexing to satisfy FCJL regulations.

- Legislative Update – Marc Katz, Director of Congressional, Intergovernmental, and Public Affairs, National Association of State Workforce Agencies (Via Conference Call)
 - Budget & Appropriation
 - 3/1/13 Sequestration was implemented
 - 3/27/13 Congress Resolved Funding
 - 4/10/13 President submits FFY2014 Budget
 - Fall, 2013 Congress addresses extension of debt ceiling
 - Senate Appropriations
 - 7/11/13 Labor HHS Ed passed Senate, but not to House, yet
 - Senate Bill
 - WIA increased to \$85.6 Million
 - Vets increased to \$37 Million
 - REA/RES remained \$80 Million
 - Statewide Activities increased admin from 5% to 7.5%
 - ES \$30 Million RES long term UI
 - BLS Accurate labor data questions
 - UI Program Integrity – requires report by Secretary
 - Senate Outlook
 - Funding consolidated into CR
 - House \$121.8 Billion; Senate \$165.6 Billion
 - House assumes sequestration; Senate continues to ignore
 - Senate table Appropriations, UI
 - Sequestration EUC
 - Expires 12/31/13
 - Another round sequestration cuts due October 1st to begin with fiscal year 2014
 - NASWA
 - Allow states to propose plans to reach targets
 - Change percentages reduction amounts
 - Permit states to end EUC
 - WIA Sequestration
 - Requires 5% across board cut to all programs
 - WIA funded on program year
 - Sequestration impact
 - Forces states to do more with less
 - Training programs in danger of being cut
 - Youth & WP
 - Reduction in funding can be spread over 15 month period
 - Reauthorization of WIA Act
 - Introduced today 7/24/13
 - House passed a version back on 3/13/13 to consolidate funds
 - Discussions up for Comment
 - Provide 15% for WIA Set-Aside

- Reallocation between programs
 - Increase funding to OSY to 60%
 - Maintain WP Services
 - RES shortened durations
 - Governor’s evaluation LWIBS on 2 year timeframes; particularly concerned on why carryover is reduced from 20% to 10%
 - Maintain Rapid Response
 - Maintain State Oversight of One-Stop
 - Increases OJT Reimbursement 50% to 75%
 - Concerns with Workforce Innovations replication of grants
 - Expand roles of business representatives in Governor’s structures
 - Maintaining business majority on Workforce Boards
 - Concerns Governor should appoint chair not via election
 - Maintain POS
 - Vets/Spouses includes definition
 - Other
 - Secretary appoints member WIAC
 - Supplemental Survey
 - VPL 03-13
 - Challenges/Opportunities
 - Restore WIA Set-Aside to 15%
 - Sequestration
 - RES/REA
 - UI Admin Funding
- Questions
 - Vermont asked about cuts for vets when no cuts were reported? Marc will look at the bill and follow-up with Brooke
- Product Development Preview – Joe Francis, Development Manager AJLA-TS
 - Joe gave an overview of the improvements being made with development processes.
 - Code is streamlined, with simplified management regression tests and smarter development scheduling
 - Bottom Line: Fast Progress
 - Ongoing Improvements with requirements being done earlier with shorter release times reflecting less inventory.
 - Official hotfix process will be formalized with fewer needed in releases
 - Technical improvements are being made including:
 - Ticket clean up
 - Code Improvement
 - Better testability
 - Modernization
 - Best Practices

- Search Engine Optimization
 - Better places with more pages shown
 - JobLink jobs will be indexed directly to Google
- Social Sharing
 - Linked to social networking sites like Facebook and LinkedIn
 - Job Order links will be available to share through social networks
 - Released in 12.4
- Embedded Videos
 - Ability to upload and embed videos
 - Flexible formats
 - No bandwidth concerns
 - Upload from the page to embed on
 - Transferring to Ruby on Rails for hosted pages only (Resume Builder included)
 - 12.4 Released with Rails Environment
- Future Projects
 - More SEO
 - Notifications
 - Porting
 - Updated Look
- Notifications
 - Move email notices into a service layer
 - Next step is to add text message
 - Future options with Facebook, Twitter, Google+, etc.
- Porting
 - Continue port with Ruby on Rails
 - Resume Builder
 - Continue with Self Service
 - Modern backend without baggage
 - Accelerated Development
- Updated Look
 - Modern, use-ability, mobility
 - Simpler to customize per customer
 - Concurrent with porting process
 - Mobile support
- Fresh APIs
 - From mixed to modern
 - Rest API w/JSON
 - Documented and test
 - Customized with proxies outside of core

- **Booster**
 - Support application for JobLink
 - Wrapper for 3rd party API's
 - API speed enhancements
 - **Analytics**
 - Who uses our sites?
 - What technology do they have?
 - What parts get used?
 - Better decisions
 - **Ticket Updates**
 - Currently have 81 tickets assigned to AJLA Customers
 - 80 days return rate from 103 days, so progress is occurring
 - **Next Steps**
 - Need to be apprised of who will want the resume builder with 12.4?
 - What is the process for the modules being converted to Ruby on Rails?
 - Meeting next week will answer this.
 - Also, EngineX not Apache is used for Ruby on Rails, which requires less hardware than Cold Fusion
 - Mobility continues to improve with our Mobile App, however an App in the App Store is not planned at this time
- **Sector-Based Job Training Programs: A Panel Discussion – Janan Howell, Senior Workforce Development Specialist; Patrick Mitchell, TechSF Program Manager; Chase Torres, CityBuild Employment Liaison, San Francisco Office of Economic and Workforce Development**
 - Panel groups posed perspective of sector initiatives for Construction, Health Care, Hospitality, and Information/Communications Technology relating to OEWD's Sector Strategies.
 - Sector strategies are designed to meet the demands of sustainable and upcoming industries by providing a skilled workforce to employers while expanding upon employment opportunities.
- **Closing Remarks – Jon Eller (OK)**
 - Reminder about evaluations

Thursday, July 25

- **How to Promote AJL to Stakeholders – Gideon Blustein, Deputy Director, Illinois Department of Employment Security; Barry Butler, Information Systems Support Specialist, Delaware Department of Labor; Stacey Laing, Employment and Training Administrator, Delaware Department of Labor**
 - Gideon began with suggested states promote AJL by highlighted advantages for the HR Solutions:
 - Available at no cost
 - Microsites such as JobsforArmyVets

- Consider displaying online ads on Google and YouTube to redirect interested customers to your site
 - Stacey provided statistics on the utilization of focus groups in DE.
 - DE asked 4 focus groups to review the quality of the resume builder. The general consensus pointed to significant improvements needed. The employers were a vital part of the formulation of a new resume builder as our stakeholders.
 - AJL staff met with us for a period of two weeks to come up with a design plan and development of the new Resume Builder.
 - Following a couple of weeks of testing, the product was ready to roll out on a pilot basis. Because staff had been a part of the testing process, the training was much easier to front line staff.
 - AJL was able to provide a user friendly comprehensive resume builder for DE to meet the requirements of the management as well as assist in meeting the requirement of client's resumes in DJL.
 - Employer's feedback proved to be very positive following the change to the new builder. Employers liked the consistent look of the resumes coming from clients. Clients also liked the ability to build a resume easily by selection.
 - Barry followed with stating it is important to keep all stakeholders aware of changes being implemented in the systems in order to continue to serve customers well.
 - Virtual Client Services – Mike Beene, Director Employment Services, Kansas Department of Commerce; Jon Eller, Program Manager, Oklahoma Employment Security Commission; Thomas Smith, Director, Delaware Department of Labor, Division of Employment and Training
 - Mike stated that with tough economic times, Kansas had to get creative with the way we deliver services. A demonstration of the HD connection to the Topeka Workforce Center in Kansas was provided. Mike said, Kansas had some real challenges with rural areas and continuation of services with facing layoffs of staff and office closures. Commerce invested in a high definition system at 12 locations across the state to better serve client remotely through a virtual services model.
 - Each unit comprises of monitors, computer and camera equipment and can project up to 12 locations at a time on a single connection. There is also a capability to push content. Workforce centers utilize this virtual tool to provide Workshops and other services. The equipment works as long as an IP address is available to call in. Connections have been readily available from center to center as well as through Community Colleges, High Schools, Libraries, Employers and Vocational Technical Education locations as well.
 - There was an initial investment of around \$500,000 in order to provide units to the locations. Each individual unit cost was around \$35,000 and Kansas leveraged resources with WIA, WP, and Registered Apprenticeship to fund the project. Kansas has experienced over \$250,000 in cost savings from implementation with avoiding travel costs associated with services.
 - Tom Smith (DE) shared change is coming and will demand a leaner workforce.

- Virtual services provide a means for allowing fewer resources while generating the greatest value to customers.
 - When resume builder was implemented, DE was faced with some hard times. We needed a tool that was user friendly and time efficient. As a result, DE was able to cut staff involvement significantly. Community ranked this resume builder 4 out of 5 to be very effective and user friendly.
 - Jon Eller (OK) shared views of utilizing program tools such as a CRC to assist with streamlining services.
 - Oklahoma uses WorkKeys or KeyTrain as a career readiness tool.
 - Career Readiness tools have proven to be a great checklist to assist in gauging potential services needed for an individual from the beginning of services.
- ReportLink Revealed – Melanie Manry, Business Analyst AJLA-TS
 - Melanie Manry provided a demonstration on ReportLink functionality.
 - 90% complete at this point.
 - AJL continues to work on integration of WIASRD changes to ReportLink.
 - Functionality is going to follow the DART basis.
- Vets Update – Rebecca Klein, VETS Program Specialist, USDOL/VETS, San Francisco Regional Office provided a brief Veteran Update.
 - State Agencies’ Jobs for Veterans State Grant (JVSG) Program
 - VPL 03-13 released
 - Formula funding levels for JVSG is conservative for upcoming FY2014 budgets
 - 8/7/13 Due to DVET
 - 9/23-27/13 States notified of approval of award
 - LERS Reports enhanced by OMB last August
 - DRVS difficulties have delayed report submission and certification
 - SWA and JVSG performance measures were not renegotiated for PY2012, but will be for PY2013
 - PY2013 Veteran Performance Measures Negotiation
 - Some changes have been incorporated in JVSG funded staff measures
 - Same EER, ERR, AE measures for Veterans and other persons eligible as well as disabled veterans
 - Weighted measures based on veteran provided intensive services by DVOP’s
 - LVER’s continue to provide outreach to employers and businesses in review process, but not negotiated as of yet.
 - New Priority of Service Reporting Items include Median Earnings, reported but not negotiated.
 - VPL Issued in July regarding Performance Measures Negotiation
 - States held to same standards as PY 2011-2012
 - Grant Specific measures reflect DVOP/LVER statutory duties in compliance with VOW and POS requirements

- Timeframe
 - Negotiations to 8/16/13
 - State Memo to DVET by 8/19/13
 - DVET to RAVET by 8/23/13
 - RAVET Acceptance by 9/6/13
 - Approval notices by 9/6/13
 - LVER Specific Performance has been eliminated for EER, ERR, AE
 - UNTEER
 - Standard of performance equal to 90% of the National Entered Employment Rate (EER) for Veterans and eligible persons.
 - Calculated following the end of PY2013
 - Will be part of the review process for determination of State PY EER for Veteran deficiencies and CAP will be required.
 - UNTEER rule at 20 CFR 1001 applies to all State agencies receiving WP and JVSG funding
 - DVET/FPO will consider difference with State's PY EER to the UNTEER
 - BLS annual unemployment data will be considered
 - Other relevant measures such as on-site review findings, desk audits, consultations with other agencies of DOL
 - Corrective Action Plan (CAP) will include technical assistance continued to be provided by DVET/FPO; monitoring of POS compliance; review EER quarterly to monitor progress on CAP; consideration of lag in reporting EER's using WRIS data
 - VRAP
 - Up to 99,000 can be trained in high demand occupations
 - Must be between 35-60 years of age
 - Not in training within 6 months to prior application
 - Unemployed
 - Currently: 128,244 Applied, 111,847 Approved, 56,686 Entered Training, 8,752 Completed or Terminated Training
 - Last Application date is 10/1/13 with final stipends issued 3/31/14
 - Final trainees will exit on/or before 9/30/15
 - Reporting
 - Outreach Contacts
 - Services/Results Provided
 - Reporting is every 30 days to ensure contacts are made and returned results as one of the 5 codes allowable for response
 - Quarterly Reporting is cumulative thru 9/30
 - Upcoming VETS
 - Intergovernmental Veteran's Portal with Universal Access to review programs, benefits, services and resources

- Expansion of 3 additional touch points for TSMs
- The Perks of Paperless – Shelly Jones, System Reporting Analyst, Kansas Department of Commerce; Robyn Coman, WIA Program Supervisor, Oklahoma Department of Commerce
 - **Discovery of Need to Reduce Paper Production:** Kansas embarked on some very tough times as did many states in PY2010. Because we were serving so many clients and generating more paper files during this stimulus driven economy, many Office Managers and Provider Partners, statewide, asked for Commerce to look at other options for document storage. Each request received contained a common factor, the need to reduce paper production. From this a task force was developed at the state Workforce Services Division level to research ways of improving the burden of paper files in the offices.
 - **Task Force Development:** The task force was comprised of a variety of individuals with a vested interest including, but not limited to, state training coordinator, systems reporting analysts, program managers for both WIA and WP and a variety of AJL staff. The task force began meeting early in PY2011 and was able to
 - **Project Goals:**
 - Research methods of paper reduction
 - Review data validation policy to identify any areas for paper reduction from a policy perspective
 - Research possibilities of an electronic system to store data required program-wide
 - Develop proposed resolution
 - Prepare cost analysis for recommendations
 - Original proposal included incorporation of the electronic storage within **KANSASWORKS** for both convenience and to avoid duplication of effort in collected supporting documentation
 - Total cost of the project was approximately \$48,000.00
 - \$24,000 for storage trays managed by AJLA to hold the information
 - \$33,800 for portable scanners and software for local area staff.
 - **Project Approval:** Offer recommendations to management for decision making and approval to move forward
 - **Timeline:** Recommendation was approved in early late October, 2008.
 - Robyn provided a demonstration of the functionality of the document uploaded from a user perspective.
 - **Purpose:** Some documents may be used to validate more than one data element. The birth certificate is an excellent example. For example, not only can it be used for Date of Birth, but also for Eligible to Work in the United States if it is a U.S. birth certificate. If you needed to verify family size, the client's birth certificates and family member's birth certificates may also be used for that. The system has been programmed to know exactly what element/eligibility criteria each document can validate.
 - **Implemented by State Policy:** The document uploader and virtual signature were implemented in July 2011 for the Adult, Dislocated Worker, TAA and NEG programs.

This was done with the issuance of State policy requiring all source documentation for data validation and general program eligibility be scanned and uploaded on every new participant. The processes for self-attestation documented by virtual signature for core service is also outlined in the policy. Files that were started as paper files would remain paper files.

- **Programming the Uploader:** Care was taken to make sure the naming of the source documents in the uploader exactly matched what the document was called in the policy. The policy also gave front line staff step by step directions for each data element upload.
- **Overcoming physical barriers:** Barriers had to be addressed prior to implementation
- The partnership between the Labor Exchange and WIA programs in Oklahoma was a big help. The Oklahoma Employment Security Commission made sure that each workforce center had a printer that was capable of scanning multiple documents. All staff, regardless of their program affiliation had the ability to use the scanners. Some WIA service providers or boards chose to purchase scanners for each employee. Issues with individual scanners had to be resolved.
- **Convincing Staff it was a good idea:**
 - Staff don't like change. Numerous complaints.
 - Just more work
 - Don't see the advantage
 - Don't trust the system
 - Still required to maintain paper files
 - Why change
 - Every one of these complaints had to be and were addressed.
- **Policy Workgroups:** We use workgroups to set all policy in Oklahoma. These workgroups consist of state level staff, local board staff, workforce supervisory staff and most importantly front line staff. This sets the basis for a feeling of ownership, not only of the writing of a policy but for the implementation of the policy. The workgroup that developed the policy were very excited for Oklahoma to implement something new. We like to have "firsts" in Oklahoma. Example is DOL allowing a case note to verify DOB at the core service level now and this was our only finding on our DV audit. All policies in our state are reviewed by an executive committee of the Governor's council and then put out for a 30-day. All comments are addressed in the final policy.
- **Staff Training:** Comprehensive integrated front line staff training was done on-site statewide. I conducted the sessions and each session included a member of the policy workgroup from the area in addition to supervisors and directors. It was important for staff to see the state staff and the local staff presenting the changes together. The sessions were informal and open discussion was encouraged the processes were demonstrated showing staff how to use the state policy for step by step guidance. There was a lot of discussion about how to organize the uploading process on their individual desktops. Concerns about losing documents were addressed and staff were encouraged to keep copies of the uploaded documents on their own computers until

they were comfortable with the process. The reasoning for the decision to go paperless was explained and it was made very clear during the training sessions that state staff realized this was totally new and errors were to be expected. The uploader in Service Link was designed to allow easy fixes for errors that are made.

- **Benefits:**
 - **Reduction of Paper Files:** Staff can scan directly to the system without creating a paper copy for a hard copy file.
 - **Reduction of Staff Time:** Staff are able to perform the functions from within the system they are working. With scanners and the proper software, staff are more focused on the customer's needs and can reduce time at the copier.
 - **User-friendly:** Document up-loader appears on the front screens, so easily accessible to staff for any client within their security level.
 - **Cost Effective:** Because the documentation is stored electronically, reduction of paper and staff costs prove to be economical and worth the initial investment.
 - **Resource for Data Validation Efforts:** Regulatory Compliance staff can access documentation in a quick and easy manner when performing data validation functions.
 - **Data Integrity & Customer Confidentiality Protection:** Staff and Customers can be confident all sensitive information is being properly stored and is protected by the highest security levels. And, because the documentation is not hard copy there is much less room for critical information to be left in the open.
- Exploring the Future of Work – Devin Fidler, Research Director, Technology Horizons, Institute for the Future
 - Emerging technologies are creating new ways to get things done...consider this there are more transistors in the world now than grains of rice.
 - Sites such as Green Goose have designed tools to utilize the internet to track things in your home like the use of the kids' toothbrush or TV usage.
 - Other companies that are built around this model are:
 - UBER – a company using an app to provide cab service based on where you want to go.
 - LIFT – similar to UBER, but people are utilizing their own car to provide cab service simply by sending a request thru the app.
 - Groupon, Airbnd, Indiegogo and IFTF are all examples of this model.
 - To achieve this, companies should consider activating, deactivating, and reconfiguring resources. It's all about shuffling to get people where they need to be through techniques like "crowd sourcing"; big jobs, little people.
 - ODesk and EGlance are online temp agencies designed to assess with interactive job and assessment boards.
 - Task Rabbit is a connection city by city.
 - Soylent using software to do the work of a manager such as bullet point, crowd source, and initiate series of information to create a letter.
 - Video was shown, "Where are we today?"

- Sites developed like Pulse Point (a firefighter’s app) allows 911 dispatchers to reach paramedics within blocks of a medical emergency, just by notification via a mobile application.
 - Response time is of the essence, so the app behaves in that all registered with the app will receive pings within 6 blocks of the emergency as long as the app is running.
 - So, are jobs the way we are going to continue to think about with regards to work? As business needs change, so do the jobs and demands for certain skills in the workplace. In some instances, the work may appear to have little change, whereas, in other the work may be emerging in new ways.
 - Of course, there are always risks with internet business, such as scams, hackers, etc. It is important to consider all risks, but the benefit outweighs what the risks might yield.
- Closing Remarks – Jon Eller (OK)
 - Reminder the Conference Surveys can be completed and turned in at the table at the front of the room, please.
 - Thank you to all of our speakers and presenters and especially AJLA for coordinating a great meeting.
- AJLA Annual Business Meeting
 - Jon Eller (OK) called meeting to order.
 - Roll call was skipped at this time.
 - Reading and approval of minutes from last meeting. Barry Butler (DE), motioned; Jay Bassett (AR) seconded; in favor, all; opposed, none.
 - Open Issues
 - Jay asked for clarification on HCTC cancellation and the impact as it relates to the TAA program. Will anyone be attending the conference call? If so, could they follow up with Jay? Shelly Jones (KS) indicated some of the Kansas TAA staff will be attending and she would forward the information to him.
 - Conference evaluations are in the packets and will need to be completed by the end of the conference. These are used to make improvements at the meetings, so please turn them in.
 - Old Business – None
 - New Business – None
 - Motion to adjourn AJL Sub-committee meeting Robyn Coman (OK), motioned; Shelly Jones (KS) seconded; in favor, all; opposed, none.

Friday, July 26

- Sub-Committee Report Outs:
 - JobLink Committee
 - Shalonda Sanders reported on JobLink discussions.
 - 11 tickets were discussed.

- States will be looking at the outstanding tickets on Red Mine to re-prioritize according to previous vote.
 - Reminder, rate outstanding tickets by 5/17/13.
 - Also, new enhancements for consideration of vote at the annual conference will need to be submitted by 10/15/13.
 - Reporting Committee
 - Discussions regarding the changes to the WIASRD with a due date of 11/15/13 for the new data element reporting. WIASRD is also expired and continues on an ICR which extends thru 5/16/13. New WIASRD will be WISPR compatible.
 - WIA reporting will be maintained on DART for a period of time following the change to e-DRVS.
 - Melanie Manry provided a ReportLink demonstration.
 - WOTC – Kansas has asked AJL to host the database for WOTC. This will likely become part of the rewrite.
 - TAA data validation is coming back. TAPR will be going back to 10 quarters instead of 9 quarters.
 - E-DRVS challenges are still occurring, but AJL was able to match data to DART and will continue to provide testing, but this was a positive look to the future.
 - Joe Francis (AJLA-TS) will provide ReportLink specifications and limits to committee members.
- Winter Meeting
 - With the assistance of the Alabama folks we will be holding the Winter Meeting in Mobile, AL. Brooke will be in communication with Peggy/Dave to begin planning. Dates will likely be 1st or 2nd week in December. Nancy St. Clair (NV) motioned; Jay Bassett (AR) seconded; in favor, all; opposed, none.
- Old Business:
 - None
- New Business:
 - Reminder for all new enhancements to be considered at the next meeting, please have them submitted by 10/15/13 or approximately 45 days prior to Winter Meeting.
 - Crystal Caison (IL) motioned to adjourn. Lars Hansen (ID) seconded; in favor, all; opposed, none.