



UPDATE

“An information exchange for the Department for Workforce Investment”
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EMPLOYKY UPDATE Training DeskAid

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Reminders

- For security purposes staff should periodically change their password.
- The web server link is always up-to-date because the data on it comes straight from the server.
- The Outbound IVR Logs are now located at [\\Desco\Personnl](#) then click on the *Public Share* sub-folder then on the *Outbound IVR Log* folder.
- Did you know that the County field on the Customer Module / General Information Tab may be blank if the customer entered EKOS through KEWES?

Resolved Issues

The punctuation is now being retained at the end of a sentence when a 'Post A Note' is saved to the Comments Tab.

Current Issues

- WIA records without a Common Measures Parent are not populating the Wia_logging Table properly.
- Staff Detail - Referral In tab is not displaying the 'Referral From' office in all cases.
- When an enrolling service for a Common Measures enrollment is deleted, the enrolling office does not change to next enrollment office.

Clarification

- A Follow-Up service should only be entered AFTER the system has soft-exited the participant or a hard exit was entered for exclusion reasons. The actual follow-up service date must be greater than the exit date.

Question and Answers

(Q) Can I type an ONET Title into the text field instead of clicking on the ONET Title Button on the Work History Tab?

Q & A's continued in col. 2

Q & A's continued from col. 1

(A) No. Staff should make the ONET Title selection by clicking on the ONET Title button. If the title is not located within the ONET Title codes, the customer will be reported on a federal report incorrectly. This field will be reported with a blank value because the reports submit the corresponding ONET Title code number only not the name that appears in the text field.

(Q) If I enter a pseudo SSN into EKOS will this have an impact on the various program performance measures?

(A) Yes. When you enter a pseudo SSN and place a checkmark in the 'N/A' field, the customer will be removed from Performance.

(Q) Can I search EKOS for customer's that are 55 or older?

(A) Yes. Click on Customer Search / Programs Tab then select 'Individuals 55 or older' in the drop down list located within the Programs & Public Assistance Section. The search results will return any customer that has indicated 'Yes' beside the 'Individuals 55 or Older' field on the Customer Module / Add'l Info Tab / Programs/Public Assistance Section.

(Q) What does 'Confidential' mean on the Customer Module / Gen Info Tab?

(A) When this is checked along with 'Internet Resume' the customer's contact information will not be displayed on AJB.

ABOUT THIS PUBLICATION

Produced by the Office for Employment and Training, EmployKY UpDate is intended to be an information exchange for continuous training on EKOS for all users. Submit topics and tips you think may assist other users to Michele Belcher at 606-433-7721 or email to: michele.belcher@ky.gov or ekos.project@ky.gov. Previous issues of this newsletter can be viewed/printed on the Cabinet website at: http://my.edcabinet.ky.gov/EKOS%20Newsletters/employky_update_newsletters.htm.