Employ Kentucky Operating System
Business Rules

This document contains the guiding principles regarding how agencies will use EKOS in the provision of their services. It is expected that all staff will adhere to these guidelines.

I. Customers

A. Customers

1. All Customers must be registered in EKOS.

2. Customers must be registered in EKOS prior to job referrals and/or services being provided.

3. If the Customers is not registered in EKOS, staff will enter the registration information into the Mediated Production site of EKOS or the Customers, utilizing Self-Registration, will input the required data for a registration into EKOS.

4. Staff must review the registration record for accuracy and completeness and make updates as appropriate.

5. The Customers registration Status must be active if the Customer is receiving activities or services from any agency. If this field is in 'Inactive' status, staff is to manually change the status field to 'Active'.

6. If the Customers is seeking employment, the Job Seeker Status must be Active. If this field is in Inactive Status, staff are to manually change the Job Seeker Status Field to Active.

7. "Failed to Report" and "Refused Job" are activities that must be reported in EKOS on a Customers record and must be reported to UI staff for Disputed Claims Investigator (DCI) to investigate.

8. When entering a new record for a customer, staff should enter a pseudo number when the customer social security number is not available. If this is used then staff must place a check mark in the "N/A" field that the customer record will not count in performance. ex: 999-71-1262

a) System = 3 9's

b) Your 2 digit office number

c) Customer's month and year of birth or last four digits of their social security number

II. Employer

B. Employer

1. The Federal Employer Identification Numbers (FEIN) is used to identify and validate employers. The FEIN is a unique nine-digit number assigned by the Internal Revenue Service (IRS) to business entities operating in the United States for the purposes of identification. This field is mandatory for all EKOS employer records

   a) To create a new employer record, first conduct a search by FEIN and then by employer name to determine whether the employer record is already in EKOS. There should be only one active record per FEIN.

   b) If there are duplicate employer records, and one of the records is an e3 record, the e3 record will always be your active record. If there is not an e3 record, inactivate the other record(s) with no job orders or activities. If the other record(s) have open job orders attached, inactivate the one(s) with the oldest job order. The system will allow staff to inactive an employer record with an open order. Staff will also need to manually add the employer contacts from the 'inactive' record(s) to the 'active' record if they do not already exist. Place a post a note on the employer record's comment section stating why it is being inactivated.

   c) When reviewing duplicate records never inactive the e3 record, this will result in locking out the e3 employer from their account.

2. Activities to an employer must be documented in the Employer Module using the 'Activity' button. If the specific activity is not available as a selection, staff should document information in comments with 'Post A Note'. Or contact the EKOS Team with a request to have that specific activity added to the activities list. This will give all agencies access to the history.

3. Up to 300 employer contacts can be added to an existing employer record. Employers may have multiple locations, each with their own contact.

4. When entering a new record for an independent contractor (as defined by UI auditors), we will use a pseudo FEIN number ex: 99-9701161

   a) System = 3 9's

   b) Your 2 digit office number

   c) Contractor's month and year of birth or last four digits of their social security number

5. FEIN is not required for independent contractors. Always put a 'Post A Note' that the employer stated they are not required to have a FEIN.

6. Prior to contacting an existing employer, review the employer record for recent activities and comments. After contacting the employer update the record as appropriate.

7. When entering an employer activity, add comments as appropriate.

III. Job orders

C. Job Orders

Federal Performance mandates the reporting of job orders and openings received. Therefore it is critical that all the business rules relating to the taking, writing and maintenance of job orders be followed.

As per the United States Public Laws, 107th Congress, Second Session document PL 107-288 (HR 4015), November 7, 2002, JOBS FOR VETERANS ACT.

“An Act to amend title 38, United States Code, to revise and improve employment, training, and placement services furnished to veterans, and for other purposes.”

“The term 'priority of service' means, with respect to any qualified job training program, that a covered person shall be given priority over non-veterans for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provision of law.”

1. Veterans Priority:

   a) All staff, not just Veteran staff, must maintain Veterans priority and those agencies that enter job orders **must ensure** that Veterans are accommodated.

   b) At the time a new job order is received and input into EKOS, staff/agency has the responsibility of performing Veterans priority search. If veterans matching the job order criteria are found, staff/agency is to initiate an IVR and/or contact the veteran.

2. Employers have a variety of options to post jobs in EKOS/AJE.

   a) Input job orders through e3 at e3.ky.gov.

   b) Input job orders directly into America’s Job Exchange (AJE).

   c) Contact a One-Stop Career Center or Local Office in-person, phone, fax, mail, and/or email. If an employer outside your service area or out-of-state, contacts you to list a job order, inform the employer that there is a One-Stop Center in his/her area. However, you are to take and input the job order if the employer prefers.

3. Agencies shall designate an assigned staff on each job order when it is written.

4. The assigned staff for a job order shall be contacted if there are questions or changes regarding the job order.

5. If it is discovered that the employer already has the same job listing(s), staff should inform the employer that a job order is currently open in the system and not duplicate the job order.

6. When entering a job order, staff should always complete the Referral Info tab. This is where staff will get the referral information to give to job seekers. The Hiring Contact on this tab may be different than the person listed on the Contact Info tab making it all the more important to complete the Referral Info tab. Any specific referral instructions are to be entered on this tab in the designated field. There is also other vital information about the job that is housed on this tab making screening applicants more efficient and referrals more appropriate.

7. A referral can only be made on an 'open' job order.

8. The referral method and hiring contact information are located on the Referral Info tab in the Job Order. This is where staff should get <u>all referral information</u> when referring job seekers on that order. There is a field on this tab that contains specific referral instructions for the job seeker along with the hiring contact and method.

9. Once you confirm that the customer meets the job order requirements and that they have a work history completed that reflects the years experience require by the employer, referrals may be made in person, by IVR, or telephone.

10. If an employer requests that an agency screen applicants based on factors that violate state or federal law, the employer must be told we will be unable to service that order. Applications containing questions that violate state or federal ADA and EEO laws will not be distributed by staff.

D. Job Order Maintenance

1. Assigned staff will ensure a match is performed on a new job order and continue on a weekly basis until the job order is filled or closed.

2. Staff that refers a job seeker to an employer that has a position listed in EKOS is required to enter a referral for that Customer into EKOS.

3. Staff must conduct a follow up with the employer to obtain placement results.

4. Follow up may be completed by phone, fax, email, or mail.

5. All job orders in 'referred' status must have follow-up the day after they are moved to 'referred' status.

6. All results must be posted on the job order 'Comments' Tab of EKOS.

7. Only assigned staff can make changes or updates to job orders.

8. These specific changes/updates should only be changed by designated staff:

    a) Referral

    b) Number of openings

    c) Status change and

    d) Contact method

9. If changes are necessary please notify the assigned staff

10. Always ‘Post A Note’ when demographic changes are made.

11. After the end of a quarter, when a job order is ‘Closed’ or ‘Filled’, they are not to be reopened if the employer makes the position available again, instead a new job order must be written for the position(s).

12. Archived job orders can only be used for duplicating a job order.

13. The number of Job Openings should not be lowered to make the openings match the placements. Federal Performance (9002E) is based on the ‘Number of Openings Received’.

14. Staffs are not to re-open a Job order that is in ‘Referred’, ‘Closed’, ‘Suspend’ or ‘Filled’ status to make a referral. Staff must first read Comments to see if any information regarding the status has been documented and/or contact the office or assigned staff who input the Job order.

15. The ‘Emp Req #’ field on the job order ‘Detail/General Info’ Tab is to be used to record a position number that may be assigned by an employer.

16. The ‘Employer Job Title’ field on the job order ‘Detail/General Info’ Tab is used to enter the title that the employer uses for the position they are listing. This title must not be discriminatory or gender specific.

17. If the Employer and/or Employer Contact have an email and/or Company URL, these should be listed on the job order and the Employer Registration.

18. Suppress job orders field: Job orders are to be checked “Yes” unless specified otherwise.

19. The ‘Source (State)’ field on the job order ‘Detail/General Info’ Tab has ‘Application Only, Full Service’ and ‘Job Fair’ as selections. This field is to be completed as appropriate.

20. The ‘Source (Fed)’ field on the job order ‘Detail/General Info’ Tab has ‘Employer Listing’, ‘Job Development’ and ‘Mandatory Listing’ as selections. This field is to be completed as appropriate.

21. The job order ‘Detail/Job Description’ Tab requires an entry of 5 to 4000 characters. ‘Word Spell Check’ must be used to check the correctness of spelling and grammar.

22. On the job order ‘Detail/Job Detail’ Tab, certain fields are not ‘green-dotted’ but should be completed to ensure better customer service.

a) Referrals Requested

a) Hours Per Week

b) Work Days

c) Shift

d) Experience Required

e) Starting Pay – Minimum, Maximum and Unit

f) Drivers License Class

g) Endorsements

h) Keyboarding Speed

i) Public Transportation

E. <u>FLC, H2A, and H2B job orders</u>

Field staff <u>should not be making any changes</u> to these job orders (Only Central Office Staff make changes to these orders). Field Staff <u>should</u> perform Matches and make Referrals on these orders as appropriate.

IV. Resumes received in response to Job orders

Offices shall have staff designated to receive, review and process resumes received in response to a Kentucky Job order listed in EKOS and AJE by contacting the customer in a timely manner to register within our system before a referral can be generated.

V. Staff Security Levels

a) Security levels will be based on job duties and training provided by the EKOS team only. When the initial request for EKOS security is received staff will be given the ability to add customer records and customer activities in the system. Once OET staff has attended “EKOS Basic” training they will receive the ability to insert employer records and attach job order referrals, if needed. Once WIA staff has attended “EKOS Basic” training they will receive the ability to attach services and service offerings to customer records, if needed. The EKOS security contact for the OET office/WIA Office will need to send an email to the EKOS Project Mailbox (ekos.project@ky.gov) if the additional access is needed after "EKOS Basic" training has been completed. The ability to enter job orders is only granted to any staff once they have completed "Job Order Writing" training, no additional email is required for this.

b) Security for new employees must be requested by office management on the EKOS Request form and submitted electronically to the EKOS Project Mailbox at ekos.project@ky.gov

c) Security updates for existing staff can be requested by submitting an email to the EKOS Project Mailbox at ekos.project@ky.gov

d) All staff that will input referrals for customers must be provided the appropriate training and security clearance level for this functionality.

VI. EKOS Help Desk

An EKOS Help Desk email box **Ekos.Project@ky.gov** is set to receive problems and/or questions regarding EKOS/e3, AJE and Self Registration and should not be emailed to individuals on the EKOS team. Inquiries/questions not pertaining to EKOS are to be forwarded to DTS Help Desk at 502-564-9216 or (toll free) 866-520-0002.

VII. Super Users (Point of Contact [POC])

All problems relating to EKOS should be reported by the POC established within each agency to the EKOS Help Desk at **Ekos.Project@ky.gov**.