

**TO: Workforce Investment Board**

**DATE: 03/27/03**

**FROM: WIB Staff**

**For Action**

**For Information**

**Meeting Notes**

**SUBJECT:** CWA Regional One-Stop Community  
Universal (Core) Services Tracking System Pilot Project

**PROPOSED MOTION(S):** Information Only.

**DISCUSSION:** The Department of Labor approached the California Workforce Association to request their assistance in developing a pilot project in California to track customer usage of the One Stop. The Central California Regional One Stop Communities (Kern/Inyo, Tulare, Kings, Fresno, Madera, Merced, Stanislaus, San Benito, San Joaquin County LWIA's ) were asked to consider embarking on the pilot project. The members of the Regional One-Stop community felt that tracking of core services was an issue DOL planned to impose in the future. This pilot may assist DOL in determining the extent and feasibility of tracking core services.

A planning session was held and work groups were formed for the project. The Practitioner's Work Group met to develop the common data elements for the Universal Service Tracking System Pilot Project. The group determined that the purpose of this universal tracking system would be to track customer usage of the One Stop. It was recommended that this tracking system not incorporate the individual partner's performance measurement since the tracking system would be too cumbersome. Consensus of the group was that it would be wise to track basic information only. The group agreed that the value of a universal service tracking system rests entirely upon an electronic, client based/client generated system. There would need to be additional funds and staffing to purchase and operate this system. The client generated system could be through a kiosk system, swipe card system or computerized system based on a password.

A customer is defined as an individual who receives services at a One-Stop Center, an affiliated center, or at another location. A customer is also an individual who attends a mass job recruitment or job fair provided by a One-Stop Center at the Center or another location.

**Basis Data Elements:**

1. Customer Name
2. Address

3. Phone Number
4. Message Number
5. Social Security Card Number (optional)
  - a. Cannot be mandatory to receive universal services
  - b. Customer self-attestation (Social Security card will not be requested)
6. Date of first visit

### **One Stop System Report (Core Elements)**

The core service elements to be collected have become an issue with the pilot project. The Practitioner's group was asked to meet again on March 24. Each representative will come with the ability to make decisions for their county. The issues are the following:

- 1) What activities the Practitioners Work Group recommends to be tracked
- 2) What will a customer be able to self-enter on the system? This question goes back to the conversation at the last Universal Pilot Project meeting regarding security and confidentiality. How secure do we need this system to be? This question does effect how the system is constructed. So in order to proceed, the technicians will need this question answered by our next full meeting on March 26, 2003.

The WIA Regulations include (1) Eligibility (2) Outreach, intake, orientation (3) Initial assessment (4) Employment Statistic Information/Job Skill Requirements and Demand Jobs (5 ) Performance information on eligible training providers (6) Performance Information on the local One Stop delivery system (7) Supportive Services/Referrals (8) UIB filing information (9) Welfare to Work eligibility assistance (10) Resource Room Usage (11) Internet browsing (job, information & training searches) (12) Internet accounts (Career Kit, Personnel Kit) (13) Initial Development of an Employment Plan (14) Talent Referrals (15) Workshops and job Clubs or (16) other services.

**ATTACHMENT(S): none**