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Date: November 22, 2000

To: **Job Center Staff and Partners**

From: Dr. Richard A Gartner, Administrator

Subject: **Upcoming Staff Training Needs and Opportunities**

Statewide training of staff will begin in February 2001 related to the deployment of the following DWE Technology initiatives: Job Seeker Registration and WIA Case Management System; Enhanced Job Order System (JOS); Reports; Employer Record System (ERS); O*Net; and the Wisconsin Resume System. The actual systems implementation date for these projects is July 1, 2001. Training will be conducted for local staff and partners between February 1 and June 30, 2001.

In order to determine the number of staff requiring training in these systems prior to July 1, 2001, we are asking you to complete the attached form **by December 22, 2000** and **fax or mail to Julie Trimble**. Her fax number and address are on the form. Supervisors and managers, please ensure all your staff receive and respond to this memo.

Due to limited resources and time constraints, the division is giving priority to those staff members who will be directly affected by the system changes on July 1, 2001. When reviewing the attached "Synopsis of Upcoming Training Opportunities", please pay special attention to the "audience" descriptions to determine whether the training is a high priority and will require your attending a session(s) before July 1, 2001. Everyone who wishes to be trained, but does not need it by 7/1/01, will receive it as soon as all "high priority" staff has received training.

The simultaneous implementation of these initiatives has resulted in an unusually large amount of training in a relatively short period of time. Please take time to closely review the attached information and begin planning how it will impact you, your staff, and your Job Center. You may wish to use this memo to inform your staff of the upcoming events and to plan adequate office coverage during the training sessions. The training schedule will be distributed as soon as it is finalized.

Please note: The majority of this training is technical and computer based. **The division is in need of training sites throughout the state and would appreciate any suggestions on possible locations that are equipped for computer training.** I'm confident that by working together, we can ensure that we continue to provide exemplary service to our job seeker and employer customers.

We are gathering data on the non-technology based training that is anticipated for next year. In the next one to two months, you will receive a separate memo to aid you in planning for other training opportunities.

If you have any questions or concerns, please contact Paul Ramsden, DWE Training Coordinator, at 608/267-4278 or ramsdpa@dwd.state.wi.us. Thank you.

Brief Synopsis of Upcoming Training Opportunities

1. Training: Job Seeker Registration & WIA Case Management System.

Basic Info: Due to the requirements of the Workforce Investment Act (WIA), DWE will have a new job center management system in place by July 1, 2001. This system will be used for all WIA and Wagner Peyser reports and functions.

Audience: Any staff or partner performing direct employer or job seeker services will need to be trained in this system.

Timeframe: June, 2001.

Required: Yes.

2. Training: Enhanced Job Order System (JOS).

Basic Info: The JobNet Job Order system is being redesigned to offer more flexibility and better user interface, and ensure better connections between employers and Job Centers.

Audience: Any staff or partner who enters job orders or works with employers to help them direct enter orders.

Timeframe: May and June, 2001.

Required: Yes.

3. Training: Reports – (from the two systems listed above).

Basic Info: Both of the above systems will have report capabilities. The report functions work differently from those being used currently.

Audience: Any job center manager or other staff/partner that is responsible for reports will need to be trained.

Timeframe: May and June, 2001.

Required: Yes.

4. Training: Employer Record System (ERS).

Basic Info: ERS offers staff the ability to enter, track, and manage information regarding employers in their area. It also offers the ability to produce reports, lists and mail labels. The system will be linked directly to Job Order Redesign, and many of the functions work in a similar manner.

Audience: Any job center staff or partner who works with employers and/or expects to be trained in Job Order Redesign. **NOTE:** If you have taken ERS since July 2000, you don't need to repeat the class.

Timeframe: January – April, 2001.

Required: While not required, it is highly advisable that staff and partners who expect or need Job Order Redesign training first become proficient in ERS.

5. Training: O*Net.

- Basic Info:** O*Net will be replacing the Dictionary of Occupational Titles (DOT). It will be an inherent component of both Job Order Redesign and the Job Center Management Systems mentioned above. Additionally, O*Net offers current, updated, relevant information on occupational requirements, including knowledge, skills, and abilities (that could be helpful in framing effective job orders). It also offers valuable information on connecting job needs and accommodations to persons with disabilities.
- Audience:** Any job center staff or partner who works with employers and/or job seekers and expects to be trained in Job Order Redesign and/or Job Center Management System.
- Timeframe:** January – April, 2001.
- Required:** While not required, it is highly advisable that staff and partners who expect or need Job Order Redesign and/or Job Center Management System training first become knowledgeable in O*Net.

6. Training: Wisconsin Resume System.

- Basic Info:** DWE is investigating the creation of a Wisconsin resume system that will be linked to Internet JobNet. The system will be user friendly and will allow employers to conduct searches. It will be linked to America's Talent Bank in the same way JobNet currently links to America's Job Bank. There will be links from the Wisconsin Employment Connection and from JobNet.
- Audience:** Any job center staff or partner who works with employers and/or job seekers and could receive requests for assistance in posting or searching resumes.
- Timeframe:** April – June, 2001.
- Required:** No.

Training Needs Survey

Supervisors and Managers, Please ensure all of your staff receive a copy of this packet and respond by the dated indicated.

Please **complete and return this form to Julie Trimble by December 22, 2000** (DWE, 201 E Washington Ave, PO Box 7972, Madison, WI 53707 or **Fax: 608/267-9614**).

Name: _____

Agency: _____

Job Center: _____

Phone Number: _____

Email Address: _____

Please check all that apply. Column 1 is "high priority training that you must have prior to July 1." Column 2 is "low priority training that can wait until later in the summer."

	Column 1 High Priority	Column 2 Low Priority
Job Seeker Registration & WIA		
Case Management System	<input type="checkbox"/>	<input type="checkbox"/>
Enhanced Job Order System	<input type="checkbox"/>	<input type="checkbox"/>
Reports Training	<input type="checkbox"/>	<input type="checkbox"/>
Employer Record System	<input type="checkbox"/>	<input type="checkbox"/>
O*Net	<input type="checkbox"/>	<input type="checkbox"/>
Wisconsin Resume System	<input type="checkbox"/>	<input type="checkbox"/>

➤ If you need to brush up on your internet skills prior to the above training, check out the commercial vendors, the Tech Schools, etc., and take care of that need this winter.

We need your help! If you know of any computer training centers in your area, please list them below.

Site name	# of Computers in Room	Contact Name	Phone Number
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(1) _____

(2) _____

(3) _____