



ServiceLink

SERVICELINK UNLEASHING THE POWER OF YOUR DATA

ServiceLink is a powerful Internet-based one-stop client management system that allows case managers and interviewers to provide and track services, manage caseloads, and report results required under WIA, Welfare-to-Work, TAA, Labor Exchange, and other workforce-related programs.

ServiceLink Advantages:

ServiceLink provides a standardized process for entering client data, recording services, conducting client transactions, reporting critical program data, measuring program performance, and following clients through the workforce development system network. ServiceLink provides case managers and other staff the tools to:

- Capture education level, employment history, interests, skills, and goals as universal demographics.
- Identify and record supportive service needs and employment barriers.
- Assess employment strengths and weaknesses.
- Determine program-specific eligibility based on demographics.
- Create employment, service, and training providers.
- Locate and select service and WIA-approved training providers based on performance.
- Create on-line, printable, employer-searchable resumes.
- Refer clients among one-stop partners.
- Share client information among system users.
- Record client services.
- Facilitate client job searches, job developments, job referrals, and placements.
- Create complete case details, including notes.
- Manage and monitor caseloads.

ServiceLink's client registration and case management is fully integrated with JobLink's comprehensive self-service and staff-assisted employer services.

- Create and manage employer job openings.
- Search resumes for employer-specific job opportunities.
- Maintain employer records.
- Initiate and track job developments.
- Conduct skill-gap analyses to match job-seeker skills to employer-identified skill needs.
- Result job referrals and record job placements.
- Manage active employer job opportunities.

ServiceLink functions as a catalyst for timely implementation and reporting of WIA and Labor Exchange program-related mandates, with on-line reporting functions for immediately accessible information, at any time:



- Access automated federal WIA, ETA 9002, and VETS 200 reports, and the data behind them.
- Provide authorized federal agencies with EEO-related data.
- Create and maintain customized management.
- Capture wage record information and track job retention.

ServiceLink establishes security settings that allow only appropriate program staff immediate access to client program-specific information, while allowing universal access to client information that can be shared between programs and workforce providers.

ServiceLink provides the power for maximum utilization of your data to serve customers.

Coming Soon: a built-in Fiscal Management System to track and report participant expenditures and control budgeting.

Systems Developed and Designed by Workforce Professionals for Workforce Professionals!

Additional information on ServiceLink may be obtained by e-mailing ajladesk@ajla.net or calling the America's Job Link Alliance – Technical Support at 1-800-255-2458.