CertLink Partner Agencies
User Guide

Table of Contents

Overview

How to Use This Guide

Navigation

This user guide provides several ways of moving through topics.

- **Top Navigation Menu:** Organizes topics into main sections. A drop-down item with an arrow next to it indicates that there is further content on that topic.

  When viewing the guide in a reduced screen size, such as a tablet or phone, the top navigation changes to a hamburger menu (three horizontal lines) in the right-hand corner.

- **Side Menu:** Offers a quick way to move through topics.
- **Search Bar:** Searches all topics in the user guide and provides a glossary definition of the search term if available. It accepts Boolean phrases (e.g., AND, OR).
- **Breadcrumbs:** Displays your location within the user guide, linking to previous parent topics. Breadcrumbs show which part of the menu you are in and its parent page(s).
- **Topic Toolbar:** Displays back and forward arrows to move to the previous or next topic; the list button expands or collapses all drop-down text on the page.

Links

A variety of links display throughout the text to provide additional information or navigation. They will appear similarly, as the text will be underlined and in a darker color. These links could be to screenshots, other websites, or a cross-

reference to another section of the user guide. Please see below for further information.

- **Screenshots:** Screenshots display the menu, page, or action the text is referring to. Click the link to load the image on the same page. Click **Back** in your browser to return to the previous page.
- **Links to other websites:** These links will include references to the website within the sentence or paragraph. Click the link to load the website in a new window. Click **x** in the upper right-hand corner of the new window to close that website.
- **Cross-references:** A cross-reference will take you to the corresponding section of the user guide. Cross-reference links display as lime green when you hover over them with your mouse. Click the link to load the section of the user guide in a new window. Click **x** in the upper right-hand corner of the new window to close that page.

Tips

- Click on the CertLink logo to return to the home page.
- Some text and screenshots vary based on your state and role.
- Images do not reflect real user data.
- The footer displays the date the guide was last updated.

About the WOTC Program

The Work Opportunity Tax Credit (WOTC) is a federal tax credit available to employers who hire individuals from eligible target groups with significant barriers to employment. WOTC CertLink is an online system that allows employers and employer consultants to apply for and manage WOTC applications, certifications, and allows state workforce agencies (and other participating agencies) to administer the WOTC program. Agency users include data entry, conditional certification, and WOTC management users, as well as users from other participating agencies that issue conditional certifications.

WOTC applications can only be approved if the employee meets the criteria for one or more WOTC target groups. The IRS and United States Department of Labor (USDOL) have defined these target groups and their criteria. For more information about the WOTC program, visit the USDOL website, www.-doleta.gov.

Needs Letters

When WOTC officers determine that supporting documentation is necessary to approve a WOTC certification application, they issue a Needs Letter, listing the items the employer or consultant must submit for application approval.

Certifications

Employer applications that meet WOTC eligibility requirements are awarded a WOTC certification. There are two types of certifications: normal certifications and conditional certifications.

Certification (IRS 8850 Form and ETA 9061 Form)

In the normal process for certification, the employer or consultant uses information provided by the job applicant to complete and submit the IRS 8850 form. Next, the employer or consultant completes and submits the ETA 9061 form.

Conditional Certification (IRS 8850 Form and ETA 9062 Form)

As an incentive for employers to hire persons meeting the eligibility requirements for at least one WOTC target group, participating agencies provide these potential employees with Conditional Certifications. During this process, the information for an ETA 9062 form is completed by a WOTC participating agency. The ETA 9062 form takes the place of the ETA 9061 form that employers are normally required to complete for a WOTC application. The employer or consultant still needs to complete the IRS 8850 form.

CertLink

The CertLink online system allows employers and employer consultants to apply for and manage WOTC applications, certifications, and allows state workforce agencies and other participating agencies to administer the WOTC program.

Roles

Within CertLink there are five user roles with various privileges and security access.

WOTC Manager

WOTC staff with the authority to read, create, update, and delete data with in CertLink. The WOTC Manager role has access to all reports, including the Federal reports. A WOTC Manager-only role can search and view only the applications assigned to them or unassigned and can only view their activity in the activity reports.

Program Manager

- The highest level of access to the system. This privilege includes access to all other WOTC management activity logs, the ability to run Federal reports, and the ability to change other users' passwords. It is recommended that only one user, the actual WOTC Program Manager, have Program Manager access.

Allow Status Override

- The additional privilege to change a WOTC certification's status.

Data Entry

WOTC staff with the access to create and update applications and run the General Reports.

Employer

Employers have access to search for Certification Applications, print electronic certificates, denials, and needs letters.

Allow Batch Updates

- An additional privilege that can be given to the employer so that they can submit batch files.

Add New Applications

- An additional privilege that can be given to the employer so that they can submit new applications in CertLink.

Employer Consultants

Have Employer Representative Declarations to act on behalf of an employer and can submit certification applications, print certificates, denials, and needs letters on behalf of the Employer they are representing.

Allow Batch Updates

- An additional privilege that can be given to a consultant so that they can submit batch files on behalf of the employer.

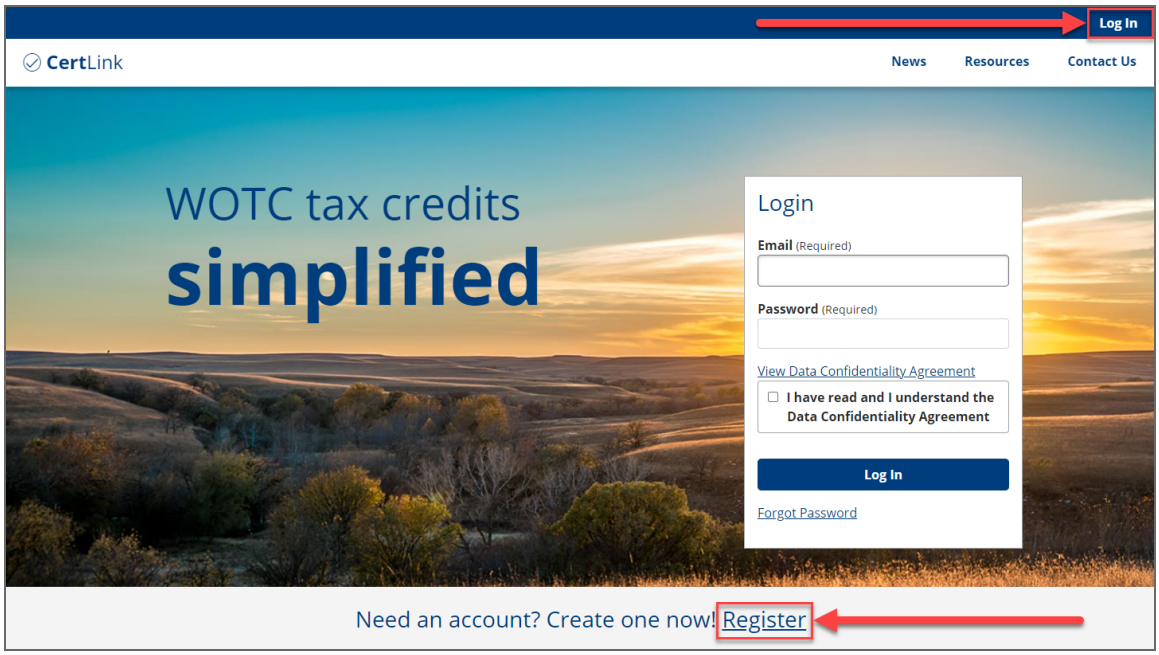
Conditional Certificates

WOTC partner agencies can search for existing Conditional Certifications that they have previously entered and create Conditional Certificates for their clients.

Registering for a User Account

 WOTC Manager login credentials are provided by email from AJLA–TS. Click the link provided in the email, or copy and paste it into your browser and click **Enter**.

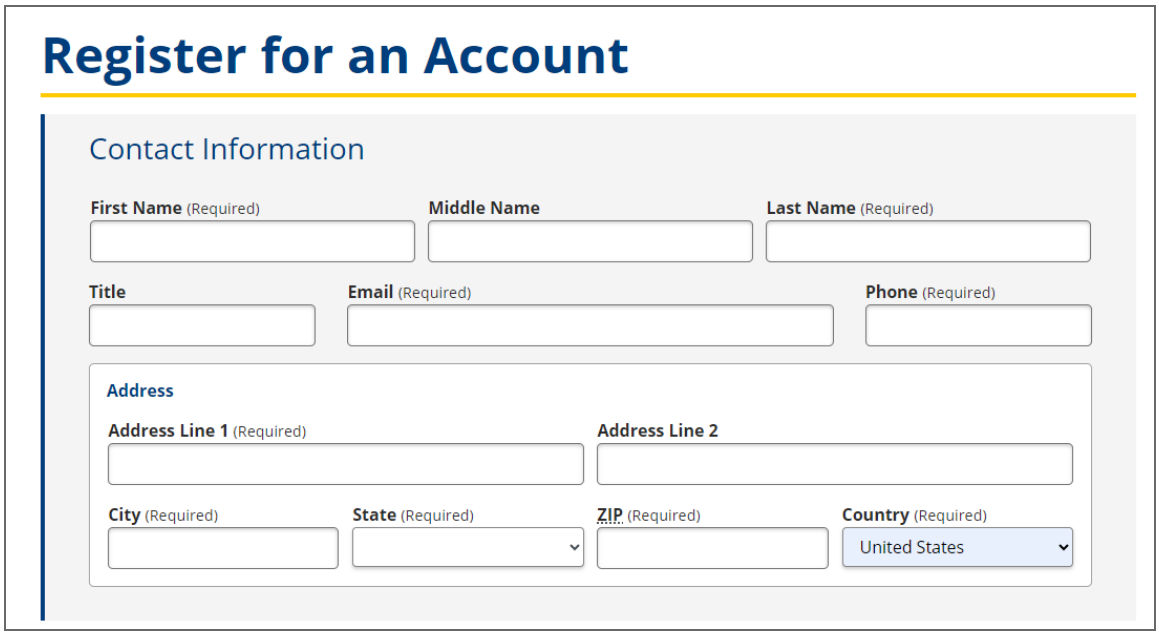
1. On the CertLink home page, click **Log In**, then click **Register as a new user?** at the bottom of the page. The Register for an Account page displays.



> You can also click **Register** beside "Need an account? Create one now!" under the banner photo to go directly to the Register for an Account page.

2. In the Register for an Account page, enter your contact information in the fields shown, set a security question, security question answer, and password, then click **Register**. A confirmation message displays and a link to confirm your email is sent to the email you provided. Once you have successfully

confirmed your email, you can access the system.

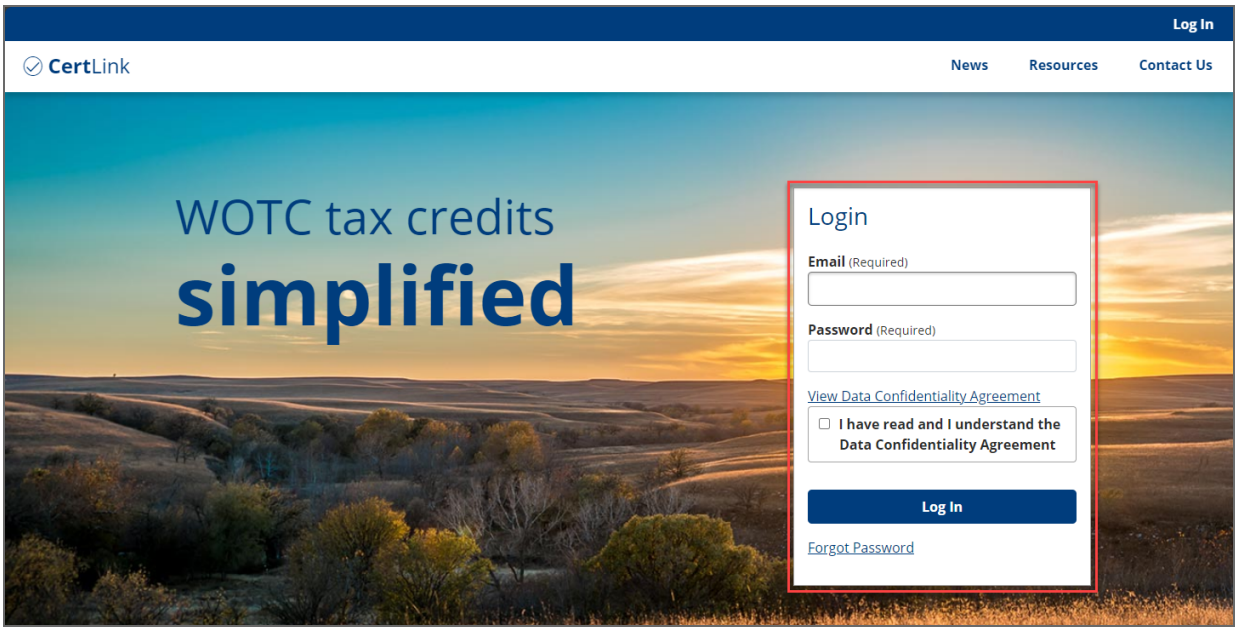


The email you provide is your username for the system.

3. Log into your email account and click the link in the email to confirm your CertLink account registration, then navigate back to the CertLink home page.
4. For information on logging in to the system or retrieving a forgotten password, go to **Logging In**.

Logging In

To log in, enter your **Email** and **Password** in the fields displayed, select the checkbox beside **I have read and I understand the Data Confidentiality Agreement**, and click **Log In**. Your home page displays.

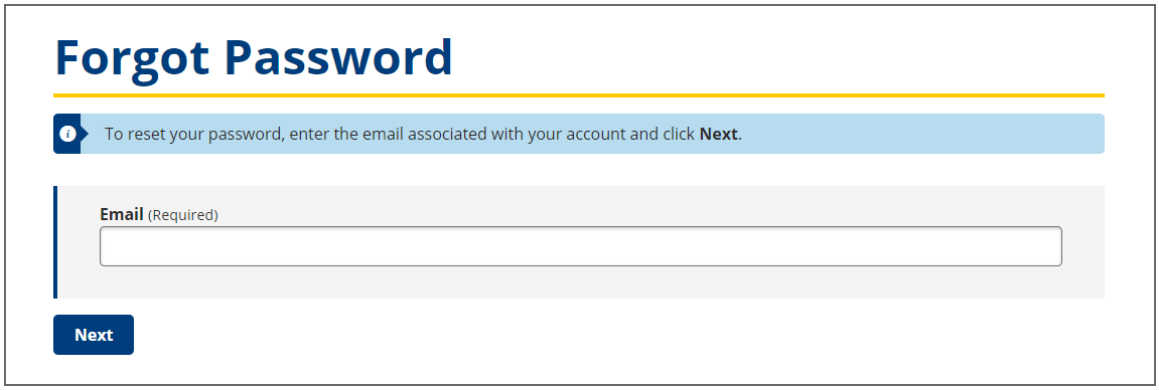


If you have forgotten your password, see the next section.

After five incorrect password attempts, your account is locked for ten minutes.

Retrieve Forgotten Password

1. If you have forgotten your password, click **Forgot Password** below Log In. The Forgot Password page displays.



2. Enter the email associated with your account in the **Email** text box and click **Next**.

3. You are directed to a new Forgot Password page that displays your email address and fields for your **Security Question** and **Security Answer**. Enter the answer to your security question and click **Submit**., enter a new password, confirm the password and click **Reset Password**.

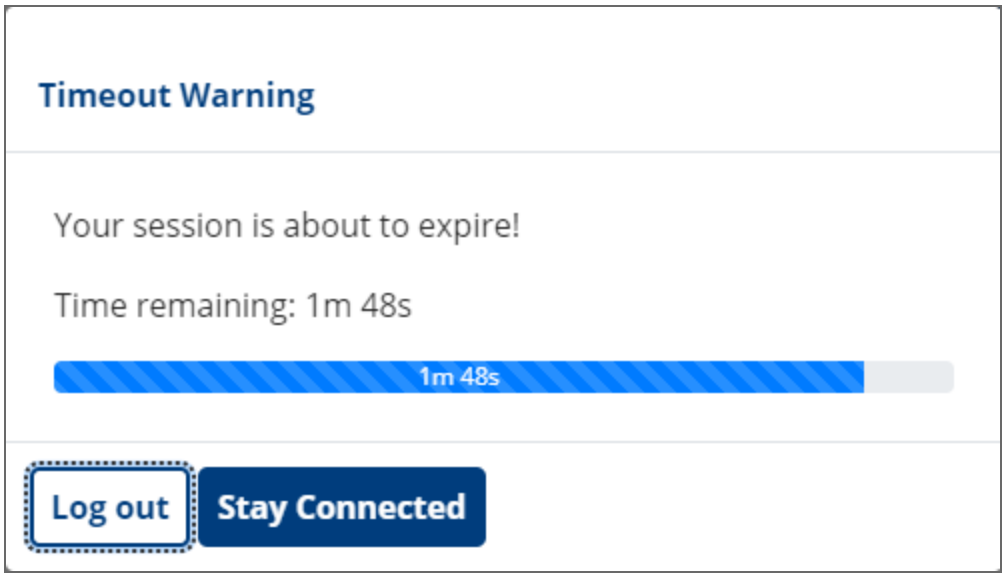

Your password must contain at least 6 alpha numeric characters, at least 1 number (0 to 9), and at least 1 character (a to z). A password strength indicator is visible below the password field to help you create a strong password.

4. A confirmation message displays on the Forgot password confirmation screen that says “Please check your email to reset your password.” Click the link in your email to be directed back to the Login page.
5. Enter a new password and confirm it, then click **Login**. An account reset confirmation screen displays. Click **Login** to return to the home screen.
6. Enter your email and password in the fields that display, select the checkbox beside “I have read and I understand the Data Confidentiality Agreement.”, and click **Log In**. Your home page displays.

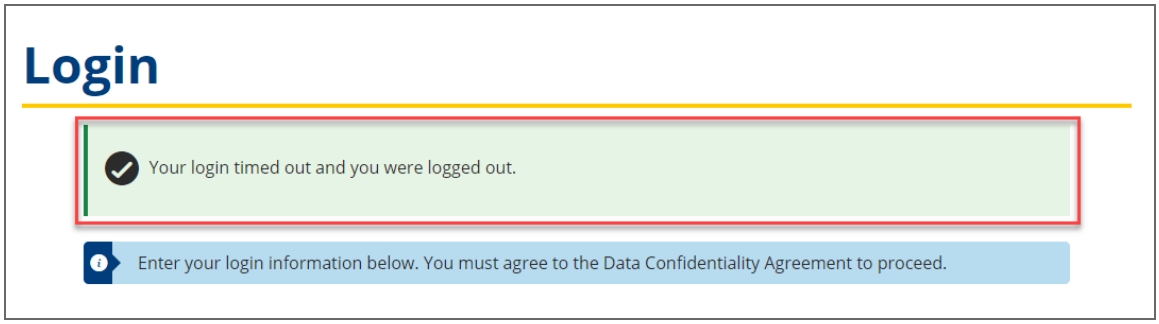
System Timeout

When any logged in user is idle for a state-specified amount of time, the system displays a Timeout warning. The user is given the option to continue their session or log off. In case the user forgot to sign out of their account or does not click Stay Connected in the time allotted, the system automatically logs out of the current session.

1. A timeout warning displays.



2. To continue using the system, click **Stay Connected**. You may also select **Log Out** to disconnect your current session.
3. If you have exceeded the allotted time, the home page appears with a validation message at the top.



Getting Started

System Navigation

The CertLink system provides several ways to access the features of the system.

Top Navigation Menu

The top navigation menu provides links to several features which are common among all users.

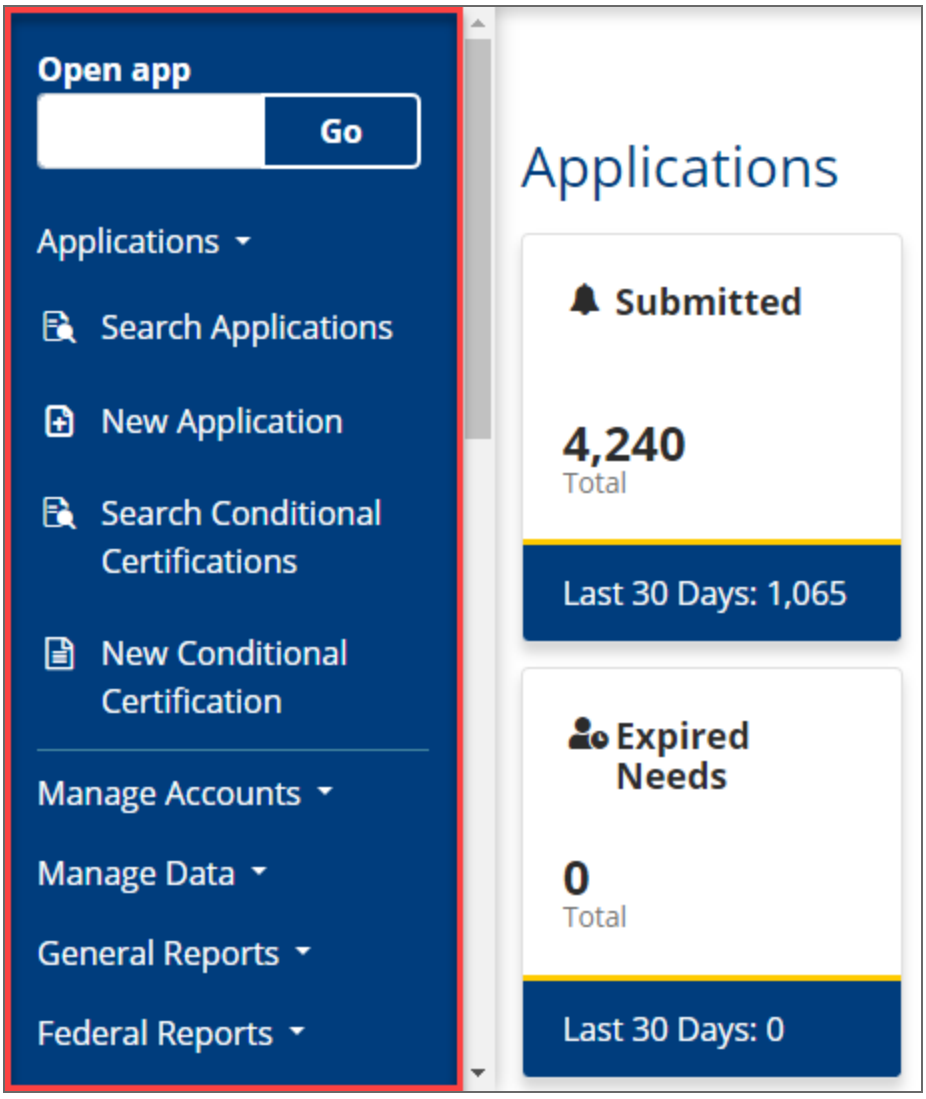
- **User Name/Role Display:** The system displays your user name and assigned user role.
- **Home Link:** The home link takes you back to the dashboard for your user. The dashboard has quick links that are specific to your user role. For more information about this topic, see Dashboard section. (link to Dashboard section of user guide)
- **My Profile:** My Profile is the area of the system where you can manage your user information, change password or change security questions. For more information about this topic, see My Profile section. (link to My Profile section of user guide)
- **Help:** At any time that you need to review this help guide, you can select the Help link and the help guide will open in a new window.
- **Log Out:** Select Log Out to be signed out of the system.

Side Menu

The Side Menu (also referred to as the sidebar) displays links to features that are specific to your user role. If there are a large number of menu options for

your user role, then the options may be organized together using an expanding menu. The expanding menu is indicated using a downward-facing arrow. Select the menu title, or press enter while it is selected to open or close the menu.

If there is a feature that you are expecting to find in the Side Menu, but it is not available, this is likely due to the role that has been assigned to your user. Contact the Manager for your Employer or Consultant company or WOTC staff if there are issues with your assigned role.



Partner Agency Dashboard

The Partner Agency Dashboard allows you to quickly view a variety of Application Totals as well as any News or WOTC Upcoming Events. The side menu also has links to Search Applications.

Some of the information displayed on the Dashboard may not be visible to all users.

Applications

The Applications section on the Partnering Agencies Dashboard provides selectable title cards for each application status. To search for any applications included in those groups, select the corresponding title card. The title cards that display include: Employer Draft, Letters, Pending WOTC, Appealed, Approved, Closed, Denied, and Rescinded.

1. Select the corresponding title card for the type of application you are searching. The Search Applications page displays.

   To search only matching applications for the last 30 days, select **Last 30 Days** at the bottom of the title card, then proceed through the remaining instructions.

3. Enter any other search criteria to narrow down your search, then select **Search**. The Search Results display directly below the Search Criteria.
4. To save this file offline, select **Download Excel File**. The Excel file is then downloaded to your desktop and can be saved directly to your desktop or any other folder on your computer.
5. To begin a new search for that particular status or type of application, select **Reset Search** or **Home** to return to the Partner Agency Dashboard.

Management

The Management section to the right of Applications includes selectable title cards that allow you to view the total number of employers, total active users, total consultants, and total conditional certifications in the system. To search for any applications included in these groups, select the corresponding title card.

1. Select the corresponding title card for the type of user or certification you are searching. The Manage Users page displays for Total Employers, Total Active Users, and Total Consultants. The Search Conditional Certifications page displays for Total Conditional Certifications.
    - Under Total Employers, select **Employer Applications** at the bottom of the title card to search only pending employer applications, then proceed through the remaining instructions.
    - Under Total Active Users, select **New Users Last 30 Days** at the bottom of the title card to search only new users for the last 30 days, then proceed through the remaining instructions.
    - Under Total Conditional Certifications, select **Expired Conditional Certifications** at the bottom of the title card to search only expired conditional certifications, then proceed through the remaining instructions.
2. Enter any other search criteria to narrow down your search, then select **Search**. The Search Results display directly below the Search Criteria.
3. To begin a new search , select **Reset Search** or **Home** to return to the WOTC Manager Dashboard.

News

- **Scheduled Events:** Any events related to the WOTC staff or workforce centers are listed under this heading.
- **WOTC Upcoming Events:** Any events specific to WOTC are listed under this heading.

- **Batch Processing:** Submit multiple WOTC applications at the same time using a CSV file. This feature is only available upon request. If you have a high volume of applications and IT staff to set up the necessary structures for Batch Import, contact your WOTC representative. Refer to Batch Applications for instructions on how to access and use this feature.

Side Menu

The side menu on the Employer Dashboard includes links to Search Applications, Add Application, Print Letters, Search Conditional Certifications, Batch Applications, Batch Documents, Search Employers, New Employer, or Add Access.

- **Search Applications:** Search for an application completed by the employer.
- **Add Application:** Begin the completion and submission process for a new job candidate.
- **Print Letters:** Search, sort and print letters issued by the State WOTC program.
- **Search Conditional Certifications:** Search for a conditional certification completed by a partner agency.
- **New Employer:** Add an Employer to CertLink.
- **Add Access:** Add Employer or Consultant Access to CertLink.

My Profile

You have the ability to update your profile information through the My Profile page. On this page you can change your username (email address), password, security question and answer and your contact information by selecting the links on the page.

The My Profile page is found by by clicking **My Profile** in the top navigation menu at the top. The Profile page automatically displays.

Change Password

Periodically, you are required to change your password for security purposes. Go to your My Profile page and click the Password tab. Enter your email address, your old (current) password, your new password, and the new password again for confirmation in the corresponding fields. Click **Update Password**.

Change Security Question

If at any time you need to update your Security Question or Security Answer, go to your My Profile and click the Security Question tab. Select the security question you are updating from the drop-down list. Enter the new Security Answer and confirm it in the corresponding fields, then click **Update Security Question**.

Using Search Forms/Results Tables

Many of the pages in our data-rich environment rely on the use of search forms and table displays. Read this section to learn more about the features of filtering and managing tables in our system.

Search Criteria

The top part of a search page allows you to enter your desired criteria or add filters to a form. The Search Criteria is grouped together in light blue.

Required/Minimum Fields

Few of our search criteria forms require specific fields, but most of them benefit from specifying at least one criteria of the available to help filter the results.

Date Fields

Dates must be formatted in mm/dd/yyyy format. If you enter a date in a different format, then the system will attempt to reformat it in mm/dd/yyyy format. Start Date and End Date values can be used to specify a date range.

Search Criteria Action Buttons

The search button is used to load/reload the search results. The reset search button will clear all values from the Search Criteria.

Search Results

Table Controls

The table controls appear above and below the table, within the search results section. Some controls are standard to all tables, and others appear depending on the type of page you are on. The controls help you to further adjust the data that appears in the table.

- **Manage Columns** is a dropdown button that allows you to control the visibility of the columns. Click the button to open the dropdown. Deselect a checkbox to hide the corresponding column. Select a checkbox to show the corresponding column. Actions columns and identifying columns cannot be hidden.
- **Reset to Default Columns** will reset the values of visible/hidden columns to the default settings.
- **Download Excel File** downloads all of the records in your current search results (filters applied). Only columns that are not hidden will download into the file.
- **Show # Entries** allows user to control how many entries show on a page of results at a time. 25 is the default, and 100 is the maximum.
- **Search** is a wildcard search field that searches the current search results across all of the columns.
- **Page Controls** allow you to go to the next and previous pages of the search results. If there are multiple pages of results then it will give you options to jump to the first (“1”) and last pages.

Sorting

Sorting is available in the search results table by clicking on the column header you wish to sort by. Click again to reverse the direction of the sort for that column (ascending or descending).

Saved Values

Our system saves your search criteria, so that if you sign out or go to a different part of the system and come back, then your previous criteria will still be entered into the search fields. This is done using a technical process called “caching”. When you click Reset Search all search field values will be reset and the cache will be cleared.

The **Manage Columns** settings for hidden and shown values are retained while you are logged in, but once you log out those values will be reset.

Table Action Buttons

The first column of every table is the Action column. These are typically either links to another page to view or edit detail information or they sometime pre-form an action such as deleting a record or downloading a file. Sometimes what actions you see in the column are dependent on your user’s permissions or the status of the record.

Partner Agencies

Conditional Process Overview

A Conditional Certification is issued to job-ready applicants who are tentatively eligible as a member of a target group under WOTC. Conditional Certifications are created by partner agencies for employees that fit the criteria for these target groups. When a candidate presents a Conditional Certification document, it can be used to enter their information in the system.

Once a conditional certification is sucessfully saved within the system, the Conditional Certification (ETA Form 9062) and Federal Bonding Voucher (FBP Voucher) are printed and supplied to the applicant to help them in their job search.

The following instructions outline the conditional certification application process. Not all of these pages may be used, depending on the information you are entering for the conditional certification. To view full details about a step in the application entry process, select the page name.

1. On the Partner Agency Menu page, select **New Conditional Certification** from the side menu. The New Conditional Certification page displays.
2. Complete the **Add/Edit Conditional Certifications**.
3. Upload documents necessary for the application on **Add/Edit Conditional Certifications**.
4. Print the **Add/Edit Conditional Certifications**.
5. Print the **Add/Edit Conditional Certifications**.

Add/Edit Conditional Certifications

Adding New Conditional Certifications

Partner Agencies can enter new Conditional Certification on for their clientele who are eligible as a member of a target group under WOTC. Once the

Conditional Certifications is entered, the Certification can be used by the applicant to seek employment.

1. Select **New Conditional Certification** in the side menu.
2. Complete the fields in the New Conditional Certification. The table below provides descriptions of the fields listed on the New Conditional Certification page.

New Conditional Certification	
Field	**Description**
Applicant	
Social Security Number	Enter the Social Security number of the employee.  Once entered and saved, the Social Security number is partially masked and displays only the last 4 digits.
First Name	Enter the first name of the employee.
Middle Name	Enter the middle name of the employee, if applicable.
Last Name	Enter the last name of the employee.
Suffix	Enter the suffix to the employee's name, if any. (e.g., Jr, Sr, III).
Date of Birth	Enter the employee's birth date or select the calendar icon to choose a date.
Phone	Enter the employee's phone number if it differs from what is provided on the IRS 8850 form.

Field	Description
Address Line 1	Enter the employee's residential address.
Address Line 2	Enter the additional address details for the employee's residential address, if any.
ZIP	Enter the ZIP code for the employee's residential address. Once the ZIP code is entered, the City, County, State, and Country fields automatically populate with information based on the ZIP code. Currently, both the United States and Canadian ZIP/Postal codes are supported.
City	Enter the city for the employee's residential address if it was not automatically populated.
State	Select the U.S. state or Canadian province for the employee's residential address from the drop-down list if it was not automatically populated. The State drop-down list includes codes for U.S. territories (e.g., American Samoa and Puerto Rico).
Eligibility	
Target Group	Select the Target Group from the drop-down list.

<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td></td><td>
<table>
<tr><th colspan="2">Ex-Felon Information</th></tr>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Correction's ID</td><td>Enter the Correction's ID if it is known.</td></tr>
<tr><td>Prison</td><td>Select the name of the Prison from the drop-down list. Once selected, the Prison Address is automatically populated on the Conditional Certification.</td></tr>
<tr><td>Conviction Date</td><td>Enter the date of the ex-felon's conviction if known or select the calendar icon to choose a date.</td></tr>
<tr><td>Release Date</td><td>Enter the date of the ex-felon's release if known or select the calendar icon to choose a date.</td></tr>
</table>
</td></tr>
<tr><td>Eligibility Date</td><td>Enter the Eligibility Date or select the calendar icon to choose a date.</td></tr>
<tr><th colspan="2">Agency Only</th></tr>
<tr><td>Initiating Agency</td><td>Select the agency that initiated the conditional certification from the drop-down list.</td></tr>
<tr><td>Agency Type</td><td>Select the type of agency from the choices below.</td></tr>
</table>

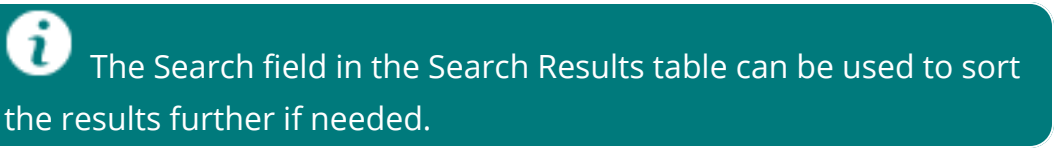
Field	Description
	• Participating Agency (PA) • State Workforce Agency (SWA)

3. Select **Save** to save the Certification or select **Discard Changes** to clear the form and discard the information without saving.
    a. If the information is correctly entered, the page displays a confirmation message, an information text box with the Employee Name, Certification Number, Social Security number (partially masked, with only the last 4 digits visible, the Date Entered, and the Status of the conditional certification, and navigation options for **Add New**, **Conditional Cert**, or **FBP Voucher**.
    b. If there are errors on the page, an error message displays with the errors listed.
4. If you have documents to add to the application, select the **Documents Letters** tab.
    a. Enter the description of the document in the Document Description field.
    b. Select **Browser** and follow your browser process to upload the pdf document. The Document record displays in the Attached Documents list.
5. Select the **Application Submission** tab to return to the Conditional Certification - Application Submission page.
6. Select **Conditional Cert** on the Conditional Certification - Application Submission page to create the pdf of the Conditional Certification (ETA Form 9062).
7. Select **FBP Voucher** to create the pdf of the Federal Bonding Voucher.

Search Conditional Certifications

Conditional Certifications that are entered by you can be located using the Search Conditional Certifications page.

1. Select **Search Conditional Certifications** from the side menu.
2. On the Search Conditional Certifications page, use the search criteria to filter for the Conditional Certification you are searching for. You can use one field or multiple fields to search for the Conditional Certification.
3. Select **Search.** The results display in the Search Results table at the bottom of the page.



Glossary

A

ADARE

Administrative Data Research and Evaluation. ADARE is the Administrative Data Research and Evaluation alliance of nine state partners covering 43 percent of the U.S. civilian labor force. Each state partner has negotiated data sharing agreements with state agency owners of pertinent administrative data. These agreements permit controlled access to administrative data sources for authorized research and evaluation purposes that do not disclose the identity of individuals or business entities. Historical data series are routinely updated on established schedules. Together, the nine alliance partners and their state agency colleagues comprise a reliable and rapid-response capability to conduct research and evaluation studies of immediate policy relevance based on a high standard of objective scholarship.

AFDC

Aid to Families with Dependent Children. AFDC was established by the Social Security Act of 1935 as a grant program to enable states to provide cash welfare payments for needy children who had been deprived of parental support or care because their father or mother was absent from the home, incapacitated, deceased, or unemployed. All 50 states, the District of Columbia, Guam, Puerto Rico, and the Virgin Islands operated an AFDC program. States defined "need," set their own benefit levels, established (within federal limitations) income and resource limits, and administered the program or supervised its administration. States were entitled to unlimited federal funds for reimbursement of benefit payments, at "matching" rates that were inversely related to state per capita

income. States were required to provide aid to all persons who were in classes eligible under federal law and whose income and resources were within state-set limits.

ASCII

American Standard Code for Information Exchange

ATAA

Alternative Trade Adjustment Assistance. Trade Adjustment Assistance (TAA) and Alternative Trade Adjustment Assistance (ATAA) help trade-affected workers who have lost their jobs as a result of increased imports or shifts in production out of the United States.

B

BFOQ

Bona Fide Occupational Qualification. An employment decision or request based on age, sex, national origin or religion based on a finding that such characteristic is necessary to the individual's ability to perform the job in question. Since a BFOQ is an exception to the general prohibition against discrimination on the basis of age, sex, national origin or religion, it must be interpreted narrowly in accordance with the Equal Employment Opportunity Commission regulations set forth at 29 CFR parts 1604, 1605 and 1627.

Blind ad self-service

Employer provides an email address, creates a job order that suppresses the company identifying information: company name, address, phone, and fax number. JobSeeker views description of job duties, essential job functions, job information, and other details. Only the employer e-mail address is available for job seekers to contact the employer.

BRAC

Defense Base Closure and Realignment Commission

C

Call-In

Program staff notify the job seeker of a scheduled appointment, referral, or service related to a program activity.

Caseload

A group of enrolled job seekers who receive primary assistance from a specific case manager in order to participate in program activity.

Census Tract

A particular community defined for the purpose of taking a census. Usually these coincide with the limits of cities, towns or other administrative areas and several tracts commonly exist within a county. In unincorporated areas of the United States these are often arbitrary, except for coinciding with political lines.

CESER

Center for Employment Security Education and Research. NASWA also provides education, training, research, and consulting services through its subsidiary, The Center for Employment Security Education and Research (CESER). CESER is dedicated to improving state and federal government services to the nation's workers and employers. CESER emphasizes providing training and other services to member states.

Client

An individual or company who have been determined eligible for and enrolled in a program and/or approved for services in order to receive a specified regime of prescribed services and benefits.

Co-Registration

Job seeker eligible for and enrolled in two or more programs.

Cold Fusion

Web application framework. These pages have the older look and feel of AJL, including flyout menus. Look for "cfm" ath the end of the URL of AJL pages to determine if the page is Cold Fusion (e.g., ajla.net/k-s/casetracking/jobseeker/jsm_caseload_dsp.cfm)

CSBG

Community Services Block Grant. The Community Services Block Grant (CSBG) is a federal, anti-poverty block grant which funds the operations of a state-administered network of local agencies. This CSBG network consists of more than 1,100 agencies that create, coordinate and deliver programs and services to low-income Americans in 96 percent of the nation's counties.

CSS

Client Status Sheet

D

DDBI

Distributed Database Index. An index of all SSNs for which wages have been reported to WRIS participating states.

DOT

Dictionary of Occupational Titles. The Dictionary of Occupational Titles, the reference work published by the USES which contains brief, non-technical definitions of U.S. job titles, distinguishing number codes, and worker trait data.

DVOP

Disabled Veterans Outreach Program. Program provides funding through State Employment Security Agencies to support dedicated staff positions to develop and provide employment and job training opportunities for disabled and other qualified veterans.

DWG

Dislocated Worker Grants

E

EDVRS

Enterprise Data Reporting and Validation System. To confirm the accuracy of the WIA Annual Report data (ETA 9091) or to generate the ETA 9091 output data which could then be uploaded directly into the Department's reporting software, the Enterprise Business Support System (EBSS). States also had the option to generate the WIA Quarterly Report (ETA 9090) using this software. States are responsible only for uploading four quarterly WIASRD files into EDRVS annually. The system will automatically generate the ETA 9090 (Quarterly Report) and ETA 9091 (Annual Report), which States will be responsible for certifying. These quarterly submissions will also constitute a consolidated quarterly WIASRD submission in that individual record files will no longer be required to be uploaded into both DRVS and EBSS. The fourth quarter submission will constitute the previous annual WIASRD submission and will be used to compute the Annual Report (ETA 9091) and the data element validation sample.

EES

Economic and Employment Support. To protect children and promote adult self-sufficiency.

EIN

Employer Identification Number. An EIN is a nine-digit number (for example, 12-3456789) assigned to sole proprietors, corporations, limited liability companies (LLC), partnerships, estates, trusts, and other entities for tax filing and reporting purposes.

Employer

A business that has created an employer account, agreed to the Employer Use Policy, and has been verified as a viable business entity with the intent of utilizing the system to recruit potential employees. Business may be a government, non-profit, or for profit entity.

Enrollment

An act of making an eligible job seeker a program participant.

ESL

English as a Second Language

ETA

Employment and Training Administration. The Employment and Training Administration (ETA) administers federal government job training and worker dislocation programs, federal grants to states for public employment service programs, and unemployment insurance benefits. These services are primarily provided through state and local workforce development systems.

ETA 9002

Employment and Training Administration (US Department of Labor) 9002. The five sections comprising the ETA 9002 reporting instructions are divided into three distinct areas: services (9002 A and B), outcomes (9002 C and D) and job openings received (9002 E). The common measures introduce new concepts for measuring performance of the labor exchange function, including the concept of participant, the concept of program exit using a “soft” exit, and the concept of exiter.

ETP

Eligible Training Provider. The Workforce Investment Act (WIA) of 1998 requires training providers to apply to a Local Workforce Development Board (Board) for certification to receive WIA/WIOA funds.

F

FCJL

Federal Contract Job Listing

FEDES

Federal Employer Data Exchange System. Federal Employment Data Exchange System (FEDES) is a pilot initiative funded by the Office of Performance and Technology, Employment and Training Administration in the U.S. Department of Labor to test whether state-specific needs can be satisfied so group efficiencies can be realized.

I

IAWP

International Association of Workplace Professionals. Hereafter referred to as IAWP, is a professional association of employees in workforce development.While comprised predominantly of employees in state and federal workforce development agencies, there are increasing numbers of new members from private enterprises, public non-profits & educational organizations. Most of the membership is located in state and provincial chapters in the United States and Canada, but there are also a large number of members in international chapters, principally in Japan, Republic of China, Mexico, Turks and Caicos Islands, Senegal, Nigeria, Latvia, Lithuania, Poland, Russia/Kaliningrad and Ukraine/Lviv. As such, IAWP is recognized as an international non-profit, non-government organization with official observer status at meetings of the International Labour Organization in Geneva, Switzerland.

ICON

Interstate Communications Network. A nationwide telecomm system used by SUIAs to transmit information for unemployment insurance and

related program purposes. ICON is the infrasctructure used by WRIS to allow for the exchange of Wage data.

IEP

Individualized Employability Plan, or Individualized Education Program. The purpose of this guidance is to assist educators, parents, and state and local educational agencies in implementing the requirements of Part B of the Individuals with Disabilities Education Act (IDEA) regarding Individualized Education Programs (IEPs) for children with disabilities, including preschool-aged children. (This guide does not address the development of Individualized Family Service Plans (IFSP) for infants and toddlers.)

INS

Immigration & Naturalization Service. Included among the immigration benefits the USCIS oversees are: citizenship, lawful permanent residency, family- and employment-related immigration, employment authorization, inter-country adoptions, asylum and refugee status, replacement immigration documents, and foreign student authorization.

ITA

Individual Training Account

J

JIS

Job Information Service. A unit or an area within a JS local office where applicants primarily, on a self-service basis or with minimum professional help, can obtain specific and general information on where and how to get a job.

Job Seeker

A client who has created a job seeker account and is seeking employment.

JS

Job Service. The nationwide system of public employment offices, funded through the United States Employment Service (USES) as grantee State agencies, and the various offices of the State agencies.

JSVG

Jobs for Veterans State Grants

L

LE

Labor Exchange. JobCentral National Labor Exchange is a service of Direct Employers Association, a nonprofit consortium of leading U.S. corporations, in alliance with the National Association of State Workforce Agencies (NASWA). The Association's online services also include Direct Employers.com, an Internet search engine dedicated exclusively to employment. In accordance with its corporate by-laws, the business and affairs of the Association are managed by a board of directors consisting of member company representatives. Daily operations are managed by an executive director and operations staff at the direction of the president and board of directors. The Association's purpose is to develop and manage the JobCentral National Labor Exchange and related Internet systems and software to help employers increase labor market efficiency and reduce recruiting costs.

LEP

Limited English Proficiency. LEP.gov promotes a positive and cooperative understanding of the importance of language access to federally conducted and federally assisted programs.

LVER

Local Veterans' Employment Representative. Program provides funding through State Employment Security Agencies to support dedicated staff

positions to provide job development, placement, and support services directly to qualified veterans.

LWIB

Local Workforce Investment Board. The LWIB is responsible for implementing and overseeing a local workforce delivery system responsive to area conditions. As required by the WIA, the membership of the LWIB consists of representatives from business, education, rehabilitation services, public assistance agencies and public employment services. Members of the LWIB represent organizations, agencies, or other entities and in compliance with the WIA, at least 51% of its members are from private businesses. The membership of the LWIB represents the seventeen county area.

M

MIC

Migrant Indicators of Compliance. Program description: Funds support high quality education programs for migratory children and help ensure that migratory children who move among the states are not penalized in any manner by disparities among states in curriculum, graduation requirements, or state academic content and student academic achievement standards. Funds also ensure that migratory children not only are provided with appropriate education services (including supportive services) that address their special needs but also that such children receive full and appropriate opportunities to meet the same challenging state academic content and student academic achievement standards that all children are expected to meet. Federal funds are allocated by formula to SEAs, based on each state's per pupil expenditure for education and counts of eligible migratory children, age 3 through 21, residing within the state.

MSFW

Migrant Seasonal Farm Worker. A migrant farmworker, a migrant food processing worker, or a seasonal farmworker.

N

NAFTA

North American Free Trade Agreement. The North American Free Trade Agreement (Spanish: Tratado de Libre Comercio de América del Norte (TLCAN), French: Accord de libre-échange nord-américain (ALENA)) is the trade bloc in North America created by the North American Free Trade Agreement (NAFTA) and its two supplements, the North American Agreement on Environmental Cooperation (NAAEC) and The North American Agreement on Labor Cooperation (NAALC), whose members are Canada, Mexico, and the United States. It came into effect on January 1, 1994 and (as of 2007) it is the largest trade bloc in the world in terms of combined purchasing power parity GDP of its members.

NASWA

National Association of State Workforce Agencies. The National Association of State Workforce Agencies (NASWA) is an organization of state administrators of unemployment insurance laws, employment services, training programs, employment statistics and labor market information and other programs and services provided through publicly-funded state workforce systems.

NEG

National Emergency Grant. National Emergency Grants (NEG) are discretionary awards by the Secretary of Labor that temporarily expand service capacity at the State and local levels through time-limited funding assistance in response to significant dislocation events. Significant events are those that create a sudden need for assistance that cannot reasonably be expected to be accommodated within the ongoing

operations of the formula-funded Dislocated Worker program, including the discretionary resources reserved at the State level.

O

Office

A public worksite offering specific program services.

Office Rep

A staff member within an office.

OSSY

Out-of-School Youth

P

PACIA

Performance Accountability & Customer Information Agency. The Agency designated by the Governor to be reponsible for coordinating the state's program for assessing state and local program performance, and evaluating training provider performance as required by the WIA.

PBP

Program Budget Plan. The annual planning document for the SESA required by Sec. 8 of the Wagner-Peyser Act containing the SESA's detailed planning, programming and budget for carrying out employment security activities. For the purpose of JS regulations, this definition shall be restricted to the employment service portion of the PBP.

PIRL

Participant Individual Record Layout

Privilege

Privileges control access to different Admin functions in AJL. Privileges are assigned to roles based on that role's responsibilities. (e.g., the Resource Manager role would likely have the privileges to manage_customizable_content and manage_events)

Program

A funded activity which contains a specific set of eligibility criteria for determining the level of job seeker participation and provides a defined set of available services. Funding sources may be public and/or private and include: LE, WIA, SCSEP, TAA, RES, SRS, MSFW, and related activities.

R

R/TAA

Reemployment Trade Adjustment Assistance

REA

Reemployment and Eligibility Assessment

Registration

A process to determine individual eligibility for specific programs and services by providing a specific set of demographic descriptors or statistics.

RES

Re-Employment Services

RESEA

Reemployment and Eligibility Assessment

Role

Roles granted to staff from the Admin tab (e.g., Site Administrator, Resource Manager) are different than the roles granted on Cold Fusion pages (e.g., Case Manager, Supervisor, Director) during account creation.

Roles on the Admin tab are customizable groupings of privileges (job functions). These roles can be created and customized with specific privileges to fit the responsibilities of any staff person.

Ruby on Rails

Web application framework. Rails pages have the new look and feel and do not include flyout menus. Look for an "r" in the URL of an AJL page to determine if the page is Cold Fusion or Rails (e.g., ajla.net/k-s/r/employers/1145926)

S

SCSEP

Senior Community Service Employment Program. The Senior Community Service Employment Program (SCSEP) is a community service and work based training program for older workers. It was authorized by Congress in Title V of the Older Americans Act of 1965 to provide subsidized, part-time, community service work based training for low-income persons age 55 or older who have poor employment prospects. Through this program, older workers have access to the SCSEP services as well as other employment assistance available through the One-Stop Career Centers of the workforce investment system.

ServiceLink

Servicelink is a web-based One-Stop management application that allows case managers to track and report information required under WIA (Adult, Youth, Dislocated Worker, Rapid Response, Rapid Response Additional Assistance, Statewide 15% Activities, and National Emergency Grant) , NAFTA-TAA, Labor Exchange, Re-Employment Services, Senior Community Services Employment Program (SCSEP) and other related programs.

SESA

State Employment Service Agency. The State agency which, under the State Administrator, contains both the State Employment service agency (State agency) and the State unemployment compensation agency.

SIC

Standard Industrial Classification.The Standard Industrial Classification Codes that appear in a company's disseminated EDGAR filings indicate the company's type of business.. The Standard Industrial Classification was replaced by the North American Industry Classification System (NAICS) starting in 1997, but several data sets are still available with SIC based data. Both SIC and NAICS classify establishments by their primary type of activity.

SMSA

Standard Metropolitan Statistical Area. A metropolitan area designated by the Bureau of Census which contains (1) at least one city of 50,000 inhabitants or more, or (2) twin cities with a combined population of at least 50,000. State shall include the fifty States, the District of Columbia, Guam, Puerto Rico, and the Virgin Islands.

Snapshot

A program staff view of critical job seeker contact and/or demographic information at the time of a program enrollment.

SOC

Standard Occupational Classification. The 2000 Standard Occupational Classification (SOC) system is used by Federal statistical agencies to classify workers into occupational categories for the purpose of collecting, calculating, or disseminating data. All workers are classified into one of over 820 occupations according to their occupational definition. To facilitate classification, occupations are combined to form 23 major groups, 96 minor groups, and 449 broad occupations. Each broad occupation

includes detailed occupation(s) requiring similar job duties, skills, education, or experience.

Staff-Managed

A job order which has either a casetracker assigned or staff assistance requested.

SUIA

State Unemployment Insurance Agency. The state agency that holds wage data.

Suppressed Order

Employer contact information on the job order such as: company name, address, phone and fax number are hidden from the public by employer choice and may be available to authorized program staff. Job description of duties, essential functions, job information, and other job information are viewable by the public. Employer email address is viewable by the public on self service job orders. Job Seeker must be registered with Job Service in order to be referred to a staff assisted job order.

T

TAA

Trade Adjustment Act. The TAA Reform Act: Repeals NAFTA-TAA, consolidating that program into TAA (Workers certified for NAFTA-TAA under petitions received before November 4, 2002; however, will continue to receive NAFTA-TAA services for as long as their eligibility lasts.) Expands eligibility to more worker groups, increases existing benefits available and provides tax credits for health insurance coverage assistance; Increases timeliness for benefit receipt, training and rapid response assistance; Legislates specific waiver provisions; Establishes other TAA programs.

TEGL

Training and Employment Guidance Letter

TRA

Trade Readjustment Allowances. Trade Readjustment Allowances are income support to persons who have exhausted Unemployment Compensation and whose jobs were affected by foreign imports.

U

USES

United States Employment Service. The component of the Employment and Training Administration of DOL which was established under the Wagner-Peyser Act of 1933 to promote and develop a national system of public job service offices.

V

VETS-200

The VETS-200 and the ETA 9002 B & D reports are produced by LMEA with data found in the SKIES automated system using the reportable activity identified in the LVER and DVOP Programs. These reports reflect the numbers of veterans who receive services from ESD. Such as Veterans who have received Campaign Badges, who are transitioning, female, special disabled, newly separated and disabled veterans. The report also reflects what kinds of services were provided.

VR&E

Vocational Rehabilitation and Employment

W

Wagner-Peyser

The Wagner-Peyser Act of 1933 established a nationwide system of public employment offices known as the Employment Service. The Act was amended in 1998 to make the Employment Service part of the One-Stop services delivery system.

WBA

Weekly Benefit Amount. This is the amount of benefits you will be paid for any week in your benefit year.

WIA

Workforce Investment Act. In 1998, Congress passed the Workforce Investment Act (WIA), replacing the Job Training Partnership Act (JTPA) as the largest single source of federal funding for workforce development activities. WIA was to create a universal access system of one-stop career centers, which would provide access to training and employment services for a range of workers, including low-income adults, low-income youth, and dislocated workers.

WIASRD

Workforce Investment Act Standardized Record Data. Annual report of participant and exiter demograhic, participation, exit and outcome information

WIB

Workforce Investment Board. Directs funding to workforce development programs and oversees local American Job Centers.

WIN

Work Incentive Program. The employment and training program under part C of title IV of the Social Security Act, administered by a State agency

(such as the State employment service) or another public or nonprofit private agency.

WIOA

Workforce Innovation and Opportunity Act

WISPR

Workforce Investment Streamlined Reporting. WISPR (Workforce Investment Streamlined Performance Reporting) is a single comprehensive reporting system, replacing the current reporting requirements of 7 ETA programs. It is scheduled to replace the current reports beginning PY 2009 – July 1, 2009. It reports on the Workforce system not just programs within the system.

WOTC

Work Opportunity Tax Credit

WRIS

Wage Record Interchange System. The Wage Record Interchange System (WRIS) is a clearinghouse for state wage data that allows states to track the wage records of individuals who have participated in state workforce investment programs, then subsequently left the state, for performance reporting purposes. By participating in WRIS, states have a more robust picture of the effectiveness of their workforce investment programs, and are able to report more comprehensive outcomes against their performance measures.