

Navigating and Coordinating Workforce Services



America's One-Stop Operating System (AOSOS)

**Connecting Employers with Clients
Creating Opportunities for Success**

America's One-Stop Operating System

The America's One-Stop Operating System (AOSOS), is a universal case management and reporting system that was initially designed and built by a partnership of federal, state, and local workforce professionals with over \$25M in federal grant funds.

AOSOS is a comprehensive job matching, case management and reporting system for workforce and economic development professionals who work with employers and job seekers providing seamless services, assessment, referrals and tracking.

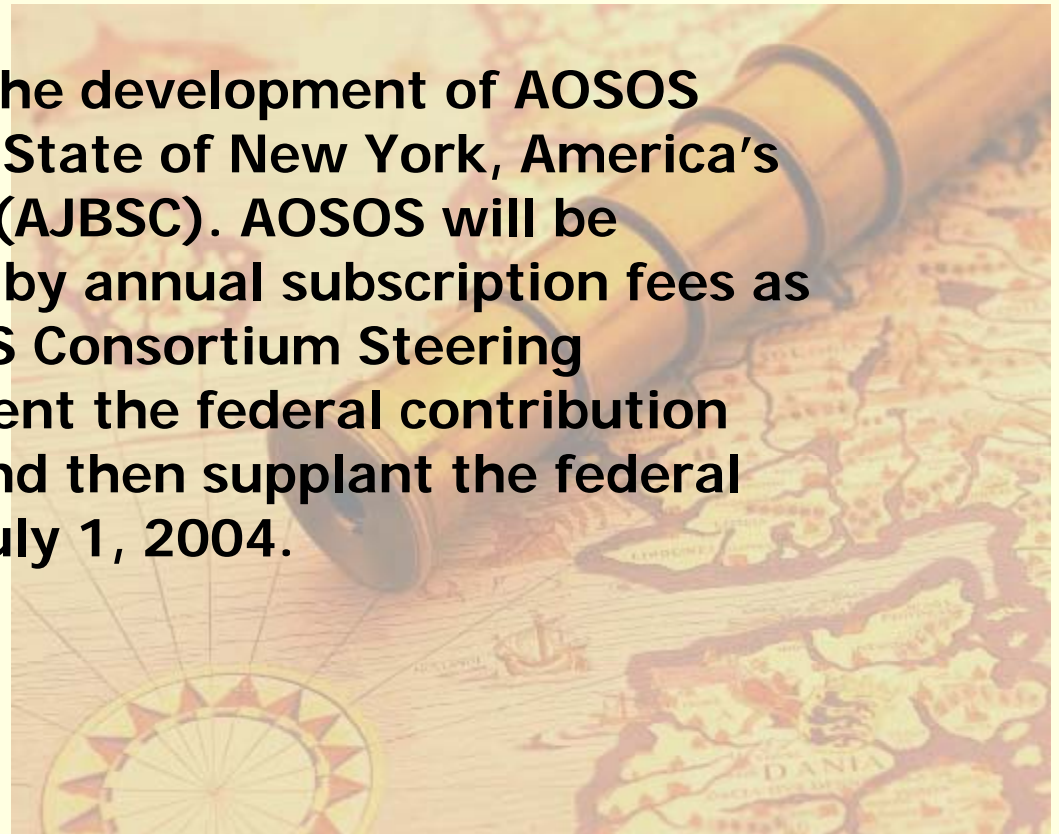
AOSOS helps states and Workforce Investment Boards to effectively and efficiently meet all USDOL/ETA-mandated reporting requirements, including Common Measures.

The multi-agency, multi-program system provides access to a web-based system with robust security features, supports an unlimited number of partners and programs and their unique business and reporting needs, thus meeting federal, state and local needs with easy adaption to support any number of program types.

America's One-Stop Operating System History

- February 7, 2000, United States Department of Labor, advised AJBSC that the President's 2001 budget, contained \$3 million for AOSOS.

The USDOL/ETA funded the development of AOSOS through a grant with the State of New York, America's Job Bank Service Center (AJBSC). AOSOS will be supported and enhanced by annual subscription fees as established by the AOSOS Consortium Steering Committee that supplement the federal contribution through June 30, 2004 and then supplant the federal contribution beginning July 1, 2004.



Why Nevada chose AOSOS

- AOSOS best met the State's technology and was compatible with other applications using an Oracle database.
- The initial development and maintenance were 100% federally funded and the license and source code were available at no cost, which was the most cost effective system choice.
- AOSOS provided and continues to provide the State with the opportunity to participate in the specification and development of the system (AOSOS Consortium).



Nevada Programs that use AOSOS

- Labor Exchange (Wagner-Peyser), WIA, Veterans, MSFW, TAA/NAFTA and community Colleges. Nevada has two Local Workforce Investment Boards (LWIBs) which consist of:
 - In Northern Nevada - 1 LWIB, 1 One Stop, 5 Affiliate One Stops and 10 Partners
 - In Southern Nevada - 1 LWIB, 1 One stop, 10 Affiliate One Stops and 6 Partners



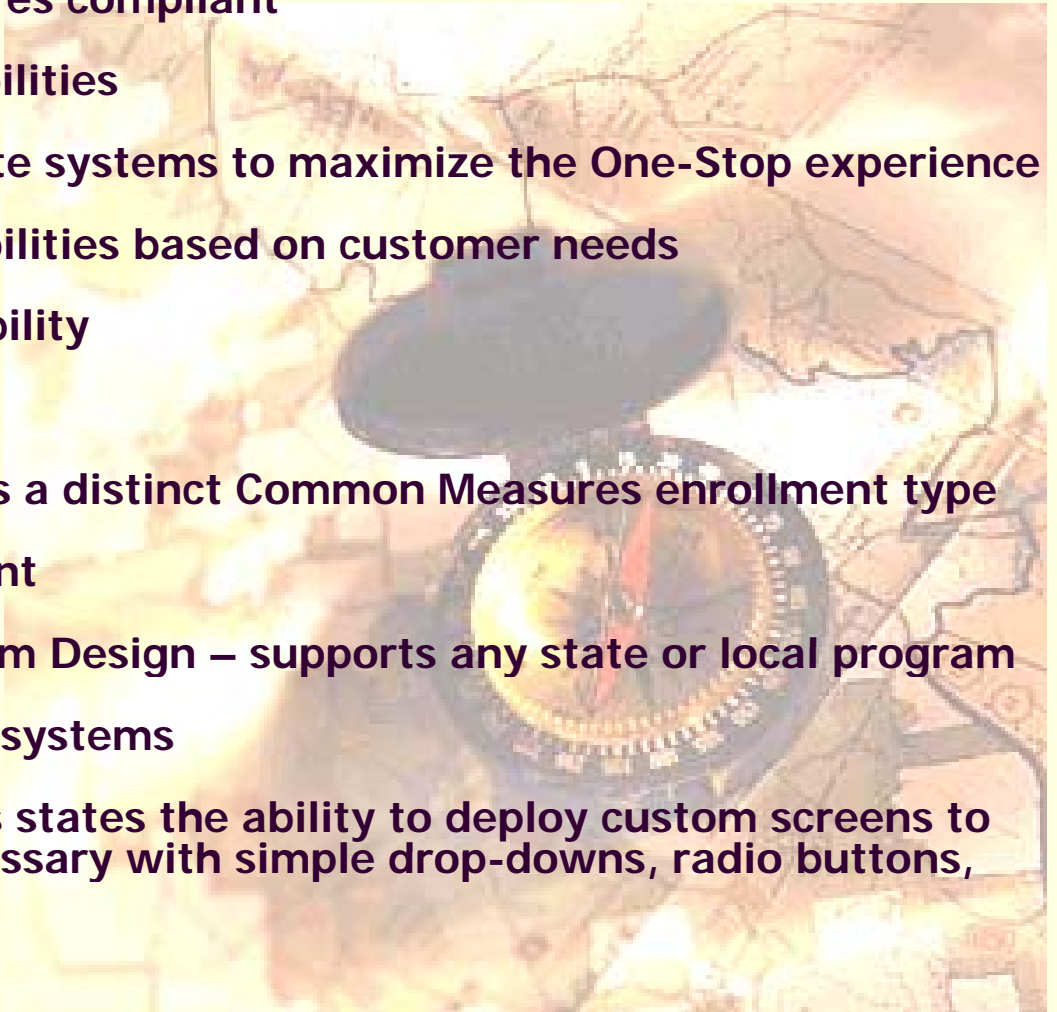
Maintenance and support of AOSOS in Nevada

- 4 liaison user staff for system administration;
 - System testing,
 - Training, Reporting,
 - New Development/Enhancements,
 - 2 HelpDesk staff
 - Technical Assistance
 - User administration and security oversight
- IT Staff;
 - 2 Oracle DBAs;
 - 1 Oracle Discoverer reporting tool administrator;
 - 1 API gateway interface programmer;
 - 2 AOSOS application programmers; and
 - 1 applications team lead staff.



AOSOS Features

- **WISPR and Common Measures compliant**
- **Self-Service reporting capabilities**
- **Integrates with existing state systems to maximize the One-Stop experience**
- **Planning and tracking capabilities based on customer needs**
- **Inter-Agency Referral Capability**
- **Correspondence Templates**
- **Creates, tracks and manages a distinct Common Measures enrollment type**
- **Flexible security management**
- **Mutli-Agency / Multi-Program Design – supports any state or local program**
- **Easy to interface with other systems**
- **Administrative module gives states the ability to deploy custom screens to collect any information necessary with simple drop-downs, radio buttons, text, and formatted fields.**



Case Management Features

- **Universal Registration and Case Management**
- **Comprehensive Assessment**
- **Job Matching, Referrals & Placements**
- **Employment Plans & Goal Tracking**
- **WIA Eligibility Determination**
- **Service Delivery & Outcomes Tracking**
- **Partner Agency Referrals**
- **Notification and Correspondence**
- **Case Manager Notes**
- **Employer Relations and Service Tracking**
- **Job Order Management and Tracking**
- **Appointments and Reminders; to assist Staff with Follow-up and Monitoring**



State Enhancements

- Nevada has added the collection of data for additional programs such as RSP and REA and state programs to AOSOS.
- AOSOS interfaces with Unemployment Insurance and Vocational Rehabilitation.



Adult Employment Retention - Exiters

** WRIS wages not included **

PY08 Target: 78%

Beg Exit Date : '07/01/2006'

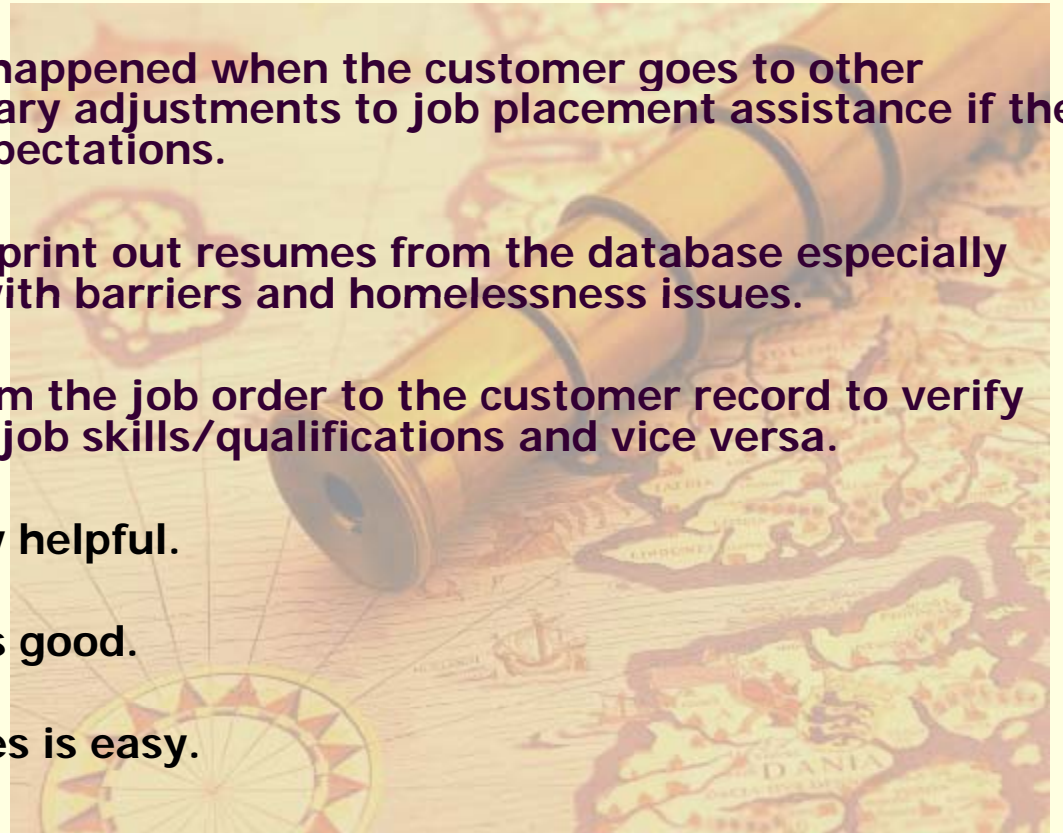
End Exit Date : '06/30/2007'

				Exiters	Empl 23 QAE	Empl Pct
Statewide	Enrolling WIB Name	Enrolling Agency Name	Enrolling Office Name			
Statewide				683	539	78.9%
	Nevadaworks			204	168	82.4%
		JOIN INC.		195	160	82.1%
			JOIN ADMINISTRATIVE OFFICE	4	3	75.0%
			JOIN CARSON JOBCONNECT	26	23	88.5%
			JOIN ELKO JOBCONNECT	15	12	80.0%
			JOIN ELY JOBCONNECT	16	14	87.5%
			JOIN FALLON JOBCONNECT	12	11	91.7%
			JOIN RENO JOBCONNECT	43	36	83.7%
			JOIN SPARKS JOBCONNECT	46	38	82.6%
			JOIN WINNEMUCCA JOBCONNECT	33	23	69.7%
		NEVADAWORKS		9	8	88.9%
			NEVADAWORKS	9	8	88.9%
	Southern Nevada Local WIB			479	371	77.5%
		BRIDGE COUNSELING ASSOCIATES		143	121	84.6%
			BRIDGE COUNSELING ASSOCIATES	103	86	83.5%
			BRIDGE HENDERSON JOBCONNECT	40	35	87.5%
		CHR INC.		89	72	80.9%
			CHR INC.	75	62	82.7%

What Our Users have to Say!

The Positives

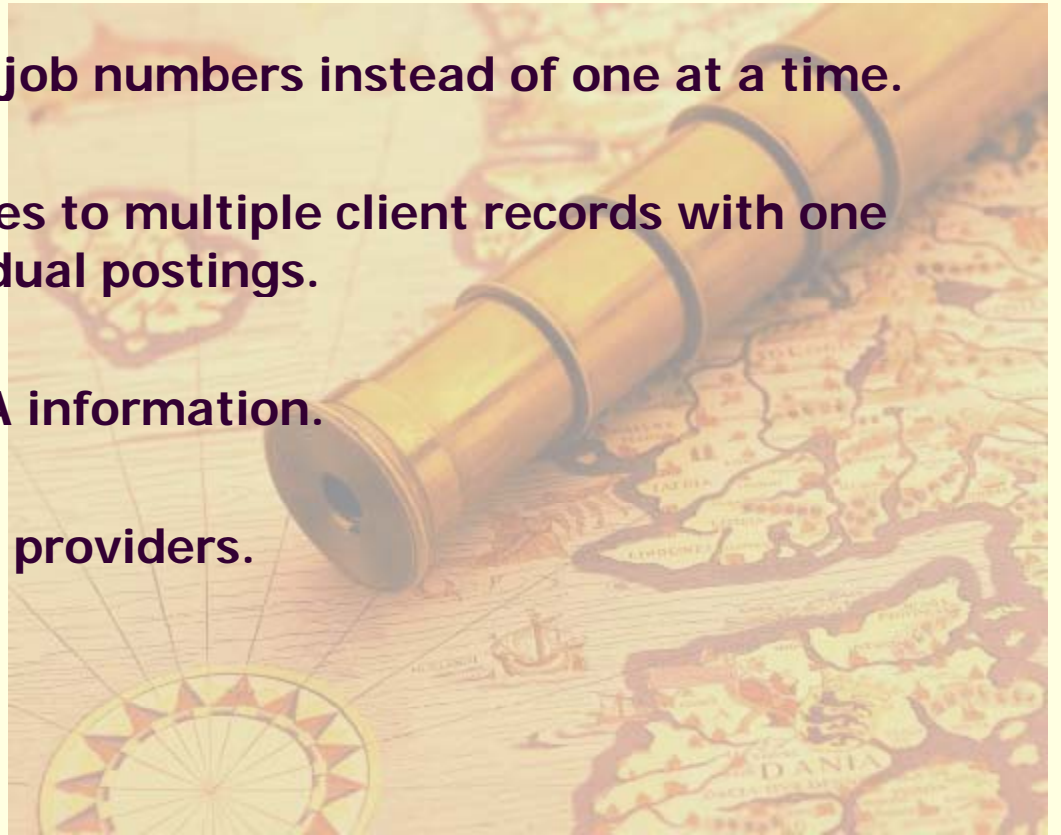
- Great client management tool in that you can do it all.
- Create Resumes and post to America's Job Exchange; Job Match several ways; can register clients at office or clients can register from home.
- Being able to see what has happened when the customer goes to other offices, then making necessary adjustments to job placement assistance if the first efforts did not meet expectations.
- The ability of the system to print out resumes from the database especially when assisting customers with barriers and homelessness issues.
- The ability to go directly from the job order to the customer record to verify experience when reviewing job skills/qualifications and vice versa.
- List building function is very helpful.
- Data input error detection is good.
- Printing screens for case files is easy.



What Our Users have to Say!

The Positives, continued

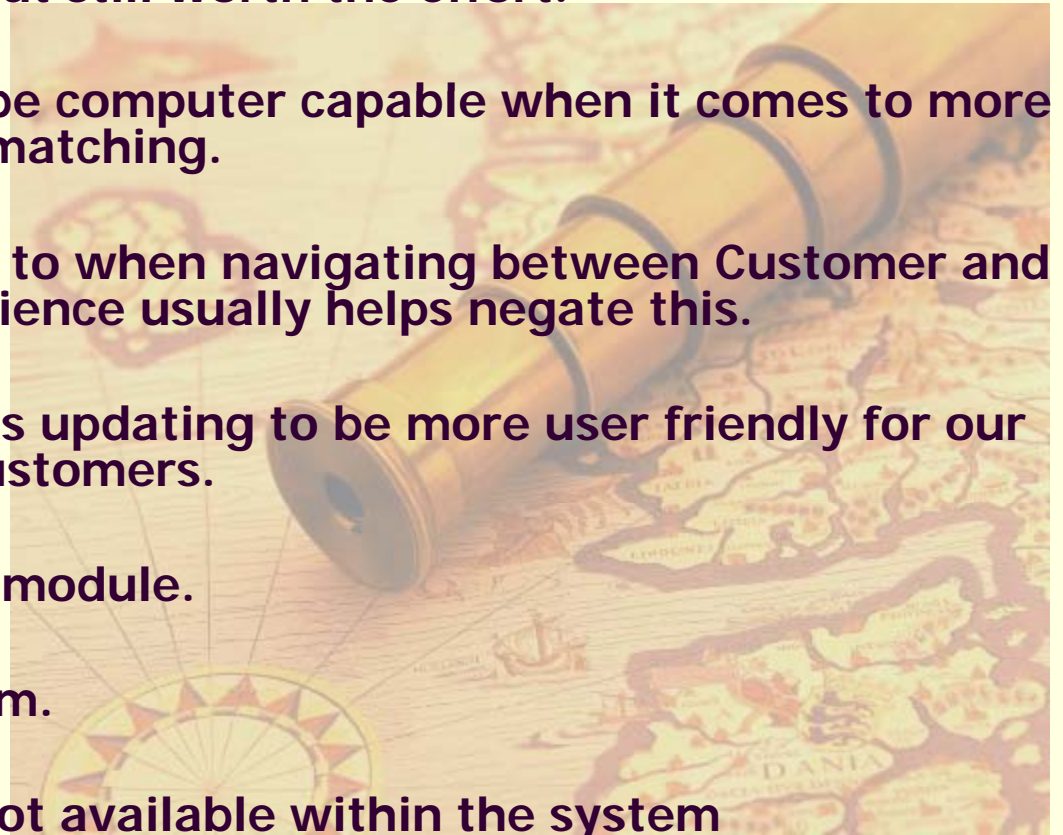
- Ability to pull up multiple job numbers instead of one at a time.
- The ability to post activities to multiple client records with one transaction, not 20 individual postings.
- Collects all necessary WIA information.
- Can be used by all service providers.



What Our Users have to Say!

The Negatives

- System can be slow at times in responding to data inputs and requests.
- Initially labor intensive but still worth the effort.
- Users definitely need to be computer capable when it comes to more advanced functions, i.e. matching.
- Takes some getting used to when navigating between Customer and Employer Records, experience usually helps negate this.
- Self Service Module needs updating to be more user friendly for our less computer inclined customers.
- No employer self service module.
- Large and complex system.
- Management reporting not available within the system



What Our Users have to Say!

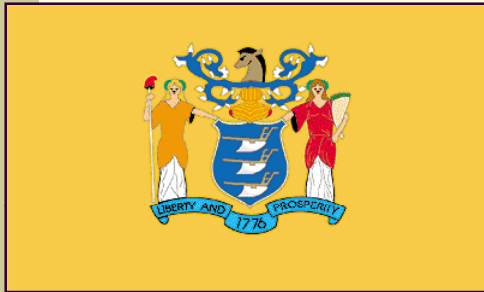
The Negatives, Continued

- Follow-up reminders are sent to the person who entered the data not the case manager who provided the service.
- Search capabilities do not meet WIA case manager needs.
- Not enough end user (state level) flexibility.
- Slow initial log-in time.
- Difficult to correct data entry errors.

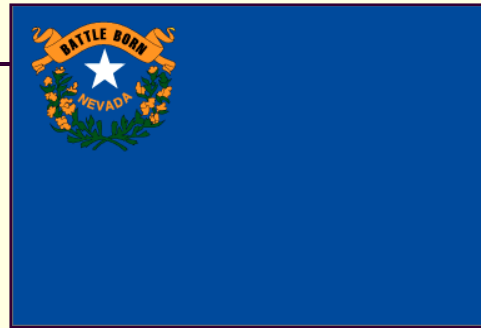
Future Enhancements

- **Password Security and Encryption** - The AOSOS application will require users change their password every 90 days before allowing the user to proceed to use the application. The system will notify that their password will expire within (5) days. AOSOS will verify that the password is not the same as previously used and the password can not be repeated until a specified time period has passed.
- **New Origination Methods** - Job orders in AOSOS will properly identify the origination method of jobs imported from AJE as well as the origination method of Job Central jobs that come into AOSOS via America's Job Exchange (AJE). States will be able to set their own origination method for other local data sources.
- **Spanish Translation in Self-Service** - AOSOS will interface with Spanish Translation Software in the Self-Service Module to make the application user-friendly to individuals who use Spanish as a language of choice.
- **Service Tracking - TAA Certification of Training Waiver** - AOSOS will create a specific Service Tracking Web Page Dialog to record the 30-day Waiver reviews.

Consortium States



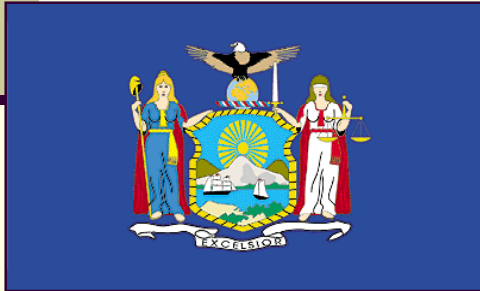
New Jersey



Nevada



Rhode Island



New York



Virgin Islands



Kentucky

What AOSOS states have to say: Plus and Minuses

New Jersey

Pluses

- A tried & proven, integrated case management & reporting solution for the multi-agency, multi-program One-Stop environment. Demonstrated, in part, by fact that: a.NJ has met or exceeded all WIA performance standards for the past 5 years; and b.NJ will exceed almost all federal workforce system performance goals for PY 2007, except a couple individual vet program goals.
- Flexible data screens that allow over-night deployment of new screens to accommodate state-specific needs without any IT development.
- Numerous benefits of close working relationship with and independent development efforts by consortium partners.

Minuses

- Prioritization/decision by committee can result in state desired changes happening more slowly than desired, but states have the option to underwrite specific needed changes just as they would have to do for out of scope changes to any other vendor's solution.
- I think the consortium recognizes the need to strengthen our self-service offerings.

What AOSOS states have to say: Plus and Minuses

Kentucky

Pluses

- User Friendly
- Multi-Agency usage
- Data Collection for Reporting
- Data Queries
- Management Tools, i.e. Reminders/Appointments

Minuses

- Consortium voting and prioritizing
- Writing test cases and testing
- Long wait for state changes
- Cost



What AOSOS states have to say: Plus and Minuses

Nevada

Pluses

- The consortium enables members to confer and share knowledge, insights, and resources while meeting common core business needs of workforce development systems.
- Member States have the benefit of sharing installation and integration responsibilities and associated costs with other stakeholders.
- Member States have the ability to request system enhancements for federal, state and local programs.
- System connects easily with other agency databases for “realtime” reporting of job seeker & employer activities, and necessary state or federal reports generation.
- Member States have the assistance and support that the AOSOS Consortium Service Center provides.
- Flexible security system to control user access.

Minuses

- Inability to make state specific enhancements without Consortium approval.
- Delay in the approval process of desired changes/enhancements to the system.
- Lengthy implementation process after changes are approved at the Consortium level.
- States write test cases – staff time constraints can delay this process.
- Testing after each system upgrade or patch

