



Wisconsin Joint WIOA Effectiveness in Serving Employers Reporting Guidance

PURPOSE

This guidance was developed in collaboration between Wisconsin's statewide WIOA programs. Wisconsin selected the Employer Penetration Rate and Repeat Use of Business Services to report on WIOA Annual Reports in PY 2016 and PY 2017. See the [federal guidance](#) for the specifications. This guidance provides staff standard guidelines and expectations for documenting services provided to businesses.

JCW BUSINESS USAGE

JCW Business, managed by the Department of Workforce Development/Division of Employment and Training, is the system of record for required Federal Reporting. The system is used by DWD staff, WDB and partner agency staff (Titles I-IV) to document and share employer services, contact information and other employer information. The transparent sharing of information encourages collaboration and service coordination across titles, ultimately providing better service to employers statewide.

Note: For the purposes of this document, "business" and "employer" will be used interchangeably. "Staff" includes all DWD staff (Divisions of Vocational Rehabilitation and Employment and Training), Workforce Development Board staff and any Title 1-contracted service provider with a demonstrated business need to access JCW Business.

DOCUMENTATION EXPECTATIONS

- Any staff who interacts with or provides a service to a business is expected to document those actions in JCW Business within three business days. Within 24 hours is preferred.
- Services and actions to document include, but are not limited to:
 - Emails, calls, meetings, etc., with employers and/or their representatives
 - Employer attendance at a job fair, onsite recruitment or seminar
 - When multiple agencies are participating in a job fair or event, the lead agency is responsible for entering service data in JCW Business
 - Referrals to Registered Apprenticeship, community resources, partners, etc.
 - Human resources consultation services
 - Specialized recruitment services
 - Targeted population outreach
 - Training services (includes on-the-job training and work experience jobs)
- Comments. At a minimum, staff should enter a comment on each service provided, indicating:
 - Purpose of service;
 - Outcome or next step; and

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- Associated employer contact name
- Comments must be factual and objective. Avoid using acronyms and abbreviations. Local areas can implement their own comment policy that exceeds the minimum standard.
- Start and end dates.
 - Start date is the documented first date of service.
 - End date is the documented last date service was provided.

DATA VALIDATION

Local WDBs and DWD staff may be asked periodically to validate services provided to businesses. Examples of validation can include, but are not limited to:

- Job Fair registration forms
- Job Fair/hiring event/onsite recruitment flyers
- Onsite recruitment/hiring event customer sign-in sheets
- Onsite recruitment/hiring event employer feedback form
- Job Fair employer survey results (aggregated responses)
- NCRC Letters of Support
- Signed training contracts and agreements
- Written testimonials from employers
- Reports sent to direct supervisors and management

TERMS OF USE

- **Employer Information**
 - All data entered into JCW Business is considered confidential.
 - Access is limited to users with a demonstrated business need.
 - Access and information is shared across all titles and programs.
 - Data must only be used for the express purpose of executing services as described in WIOA regulations [§ 678.430 \(a\)\(4\)\(ii\)](#) and [\(a\)\(6\)](#) and [§ 678.435](#).
 - Data must be entered to comply with reporting requirements as described in WIOA [sec. 116 \(d\)](#).
- **Participant Information**
 - Titles I-IV have specific systems of record for reporting participant data (e.g., ASSET or IRIS).
 - However, if a business has used public workforce resources that result in a participant placement, work experience, OJT, trial job, etc. (not referrals), that business interaction **may** be recorded in JCW Business, as well.
 - If staff choose to record any participant/consumer information in JCW Business, Personally Identifiable Information (PII), **must not** be included.

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- Staff may enter only the ASSET PIN or IRIS case number associated with the participant or consumer. The information can be recorded in the Comments section of the service.
- DWD Information Technology policy (https://dwdworkweb/dwdpolicy/516_03.htm)
 - Users who are found to have violated policy may have their system access removed.
 - Workforce Development Board staff may contact their Local Security Officer for additional information on compliance with security standards.
- Data Integrity
 - Accurate, consistent and verifiable data are critical for excellent service delivery and continuous improvement.
 - Users agree not to edit, modify or delete information entered by another person without adding a comment about the change.
 - Example: Company A changes addresses. Staff can edit that information, but should also note they made the change in the comments section.
 - Note: Employer Contact names cannot be changed. Email jobnethelp@dwd.wisconsin.gov for assistance.
 - Services should not be deleted or edited by other users.
 - Users from different agencies may enter duplicate services for an employer when they have provided services at the same time. Example: Three business services staff from three different agencies together attend an employer meeting to discuss their workforce recruitment and training needs. Each agency may record that service in JCW Business, provided they can verify (if requested), that they actively participated in the meeting.
 - The intentional misuse of JCW Business data or interference with the integrity of such data will result in the suspension of user access.
 - Records of business services will be kept for 7 consecutive years after the business no longer receives a service. Staff must store proof of service in electronic or paper record form. These guidelines are subject to change upon receipt of additional guidance from the Departments of Labor and Education.

LOCAL POLICY

Local Business Service Teams may implement local policy and procedures that foster collaboration and communication across all programs titles, as long as that policy does not violate or conflict with the guidelines provided here.

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