PROCEDURE TRANSMITTAL

SUBJECT: **Incomplete Registrations Report**	**Procedural/Guidance No.:**
APPLIES TO: **All Career Centers**	**Effective Date: December 14th, 2017**
	Revised Date: none
	Expiration Date:
	Indefinite
REFERENCE:	

A. PURPOSE

To provide Career Center staff with instructions on how to utilize the Incomplete Registrations Report (IRR) to meet performance measures and better serve businesses and job seekers in the community.

B. BACKGROUND

The IRR is a locally developed informational tool that identifies active Wagner-Peyser (WP) job seekers in Miami Dade and Monroe County who registered in Employ Florida (EF) however, did not complete a full registration.

The IRR increases the number of fully registered job seekers in EF by center which in return allows the center to provide meaningful services such as a quality referral to job seekers with a higher chance of achieving a positive outcome.

Elements of the IRR:
- Categorizes jobs seekers by the number of days since the WP application was created: 0-5 days, 6-30 days, 31-60 days, 61-90 days, 91-120 days, or 120 days or more
- Displays the EF registrations ratio
- Shows the total number of job seekers without a completed Initial Assessment (IA)
- IRR has drill down capabilities which allow you to view data by end date, summary type and location
- Generates and displays the total number One-Stop Service Tracking (OSST) system users who are not registered in EF
- Categorizes the number of individuals that are Unemployment Insurance (UI) Claimants
- Distinguishes the total number of registered Veterans

Approved By: **Rick Beasley, Executive Director**	**Issued by:** **David Gilbert**

Fully completed work registrations create a new pipeline of talent. By reaching out to the job seekers identified as having an incomplete registration on the report, staff can assess the job seeker over the telephone or in person and conduct job matching in less than twenty-two (22) minutes.

C. PERFORMANCE EXPECTION

A job placement requires a participant to be fully registered in EF as a condition of payment for Obtained Employment (OE) and Direct Job Placement (DJP); therefore, staff must review and work the IRR daily and contact each participant in order to complete the registration in EF within five (5) calendar days.

D. HOW TO RUN THE IRR

All staff with access to the CSSF Network may view the IRR by:

1. Visiting www.careersourcesfl.com and scrolling down to the bottom of the webpage and clicking on the "Links" hyperlink
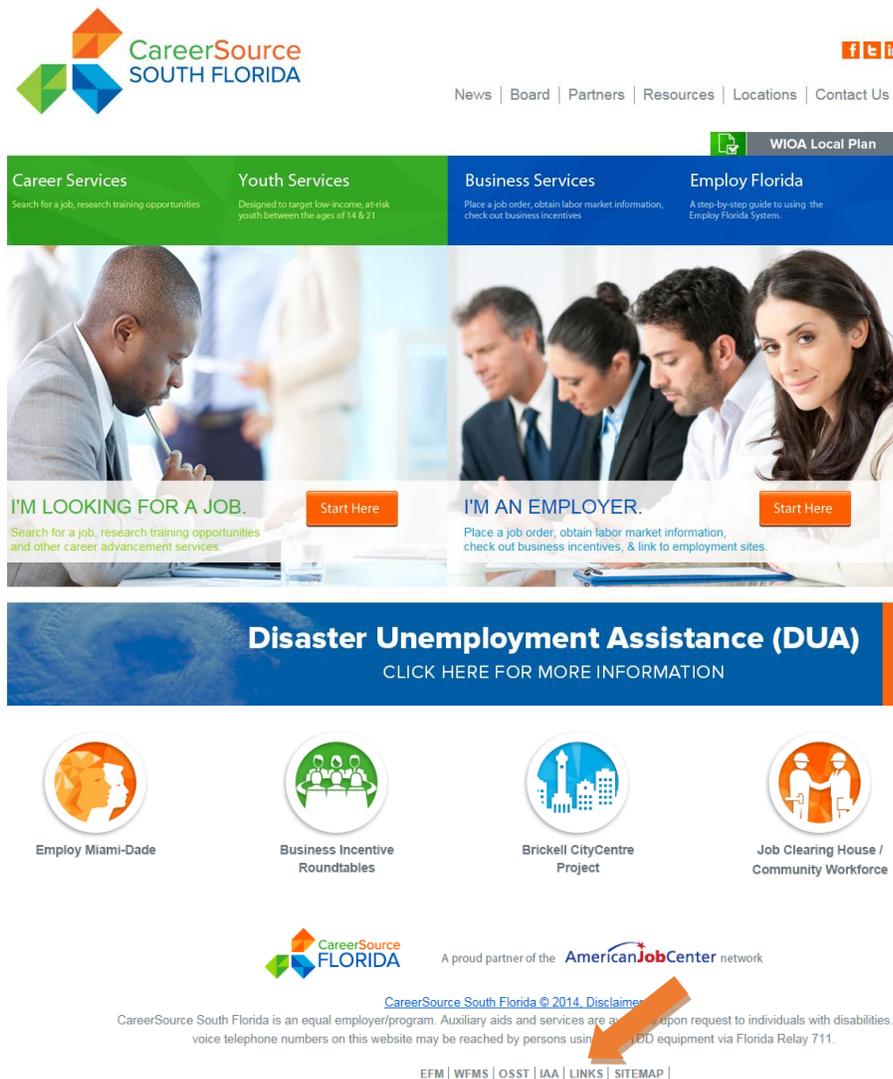
2. On the Links (Helpful Links & Resources) click on the letter "I". Then click on the Intranet link.
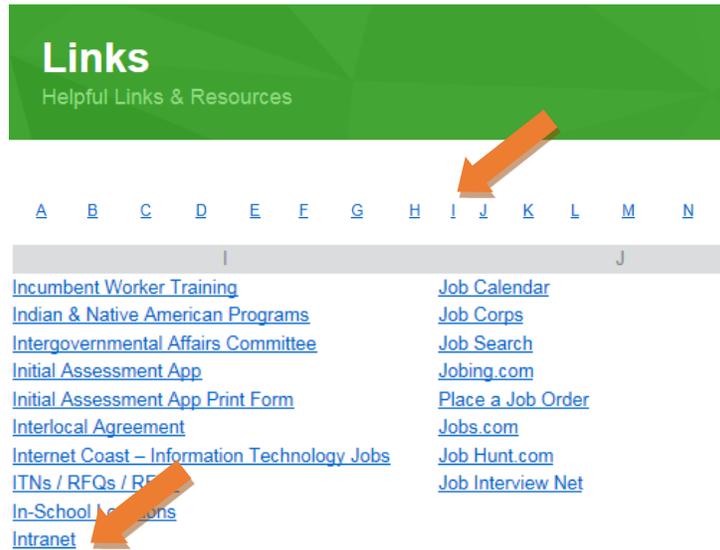
3. Once the Intranet page loads, look to the right hand side to find a list of "Links" and select the one that reads "CSSF Reports"
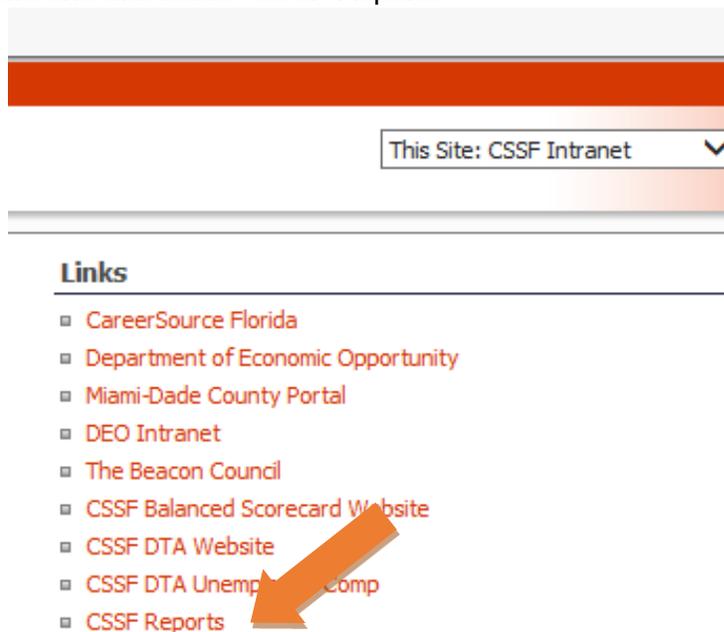
    a. When the Reports Page loads, save the link as a favorite by clicking on the star located at the top right of your screen

4. Hover your cursor over the "WP Performance" link and select "Incomplete Registrations" link

Consumer Report Card ▶
CSSF Balanced Scorecards
Review Tool - CAP
Refugee Multiple Placements
WP Performance ▶ Incomplete Registrations
Performance Analysis ▶ Job Orders
Employ Miami-Dade Referral to Placement
Ordinances Summary Soft Exit Application
EFM Job Search
DJPOE Diminished Earnings

5. The report will display the entire regions data
    a. You can drill down into the data by center and category by clicking on the number you wish to view

Report End Date Dec 06, 2017 ⌄   Summary Type All ⌄

◀◀ ◀ [1] of 1 ▶ ▶| [   ] Find | Next 📄▾ 🔄

Incomplete Registration Report
7/1/2017 - 12/6/2017

Location	Number of days since application was created						Total Incomplete	Total Registrations	EFM Ratio	Incomplete IAA	OSST not Registered in EFM	UI Claimants
	0 - 5	6 - 30	31 - 60	61 - 90	91 - 120	120 +						
Carol City center - 4814	35	120	209	191	6	39	600	3,463	17.33%	1,405		703
City of Miami center - 4863	30	60	86	115	6	43	340	3,166	10.74%	842		337
Edison center - 4866	0	0	3	1	1	0	5	95	5.26%	13		11
Hialeah Downtown center - 4811	26	72	130	96	6	51	381	3,061	12.45%	1,313		519
Hialeah Gardens center - 4808	6	31	62	21	0	6	126	380	33.16%	223		198
Homestead center - 4840	25	64	146	166	2	12	415	3,440	12.06%	1,383		541
Little Havana center - 4815	28	84	193	117	0	20	442	2,658	16.63%	1,095		561
Miami Beach center - 4818	16	45	105	84	3	8	261	1,091	23.92%	528		287
Miami Business center - 4820	11	26	28	4	0	0	69	626	11.02%	330		31
Miami Downtown center - 4807	0	4	3	1	0	6	14	50	28.00%	18		20
Monroe County center - 4845	19	64	338	833	2	24	1,280	3,306	38.72%	2,014		483
North Miami Beach center - 4830	63	120	271	219	8	49	730	4,356	16.76%	1,514		937
Northside center - 4850	26	56	132	101	7	54	376	3,886	9.68%	1,006		619
Opa-Locka center - 4865	7	14	31	25	0	2	79	845	9.35%	166		112
Perrine center - 4835	57	154	313	278	14	55	871	6,317	13.79%	2,846		1,056
Refugee center - 4862	78	288	383	303	98	641	1,791	4,296	41.69%	3,480		55
South Miami center - 4864	7	23	49	53	1	6	139	745	18.66%	383		138
Transition, Inc center - 4861	3	3	0	0	0	0	6	865	0.69%	250		36
West Dade center - 4810	45	128	315	191	2	108	789	5,460	14.45%	2,273		1,099
Youth centers/Providers - 4819	54	40	32	18	6	645	795	2,652	29.98%	1,932		39
Total	**536**	**1,396**	**2,829**	**2,817**	**162**	**1,769**	**9,509**	**50,758**	**18.73%**	**23,014**		**7,782**

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Rick Beasley, Executive Director   **David Gilbert**

6. Click your internet browser and open another internet window. Sign into Employ Florida.
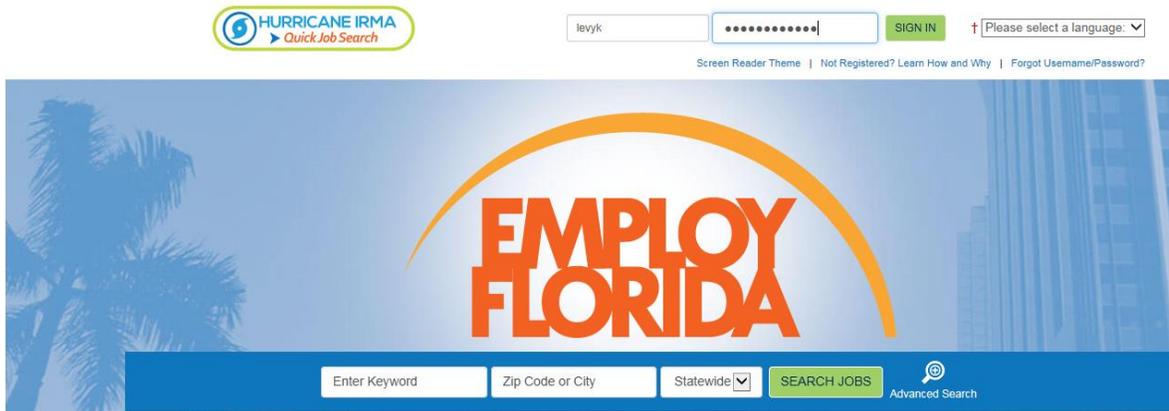
7. Once you have signed in close the window. This will enable you to click on the hyperlinks in the Incomplete Registration report and it will open in Employ Florida.
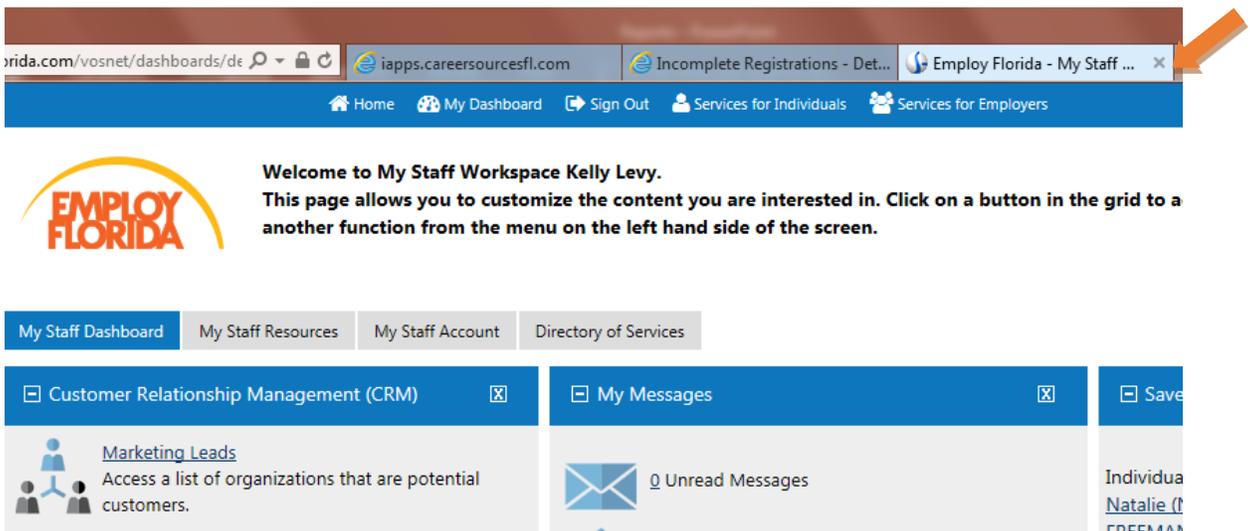
E. HOW TO MANAGE THE REPORT

Successful management of the report will not only enhance the centers ability to employ individuals, it will also strengthen their relationship with employers in community.

To ensure staff is completing the task in a timely, yet effective manner, the following process is to be followed:

1. Run the IRR at 9:00 AM (daily)
    a. Select a summary type by using the drop down box
        • Your choices are: All, Reportable Services, No Reportable Services and No Services
        • For training purposes, select "All"
    b. Begin by clicking on the number directly under the "0-5" category

c. Once you have clicked on the "0-5" number for your center, the report will generate a list of incomplete registrants and the following fields:
- Participant, Last Name, First Name, WP Application, Application Date, Days since Registration, EFM Incomplete, IAA Incomplete, UI Claimants, Reportable Services, Registered in OSST, Veteran, Education Incomplete, Resume Incomplete and Work History Incomplete

2. Sort the data by "Veteran" first by clicking on the triangle to the right of the category
    a. Note: You can use this same method to sort the data in any of the categories listed

Incomplete Registrations Report
Carol City center - 4814
0 - 5 days
7/1/2017 - 12/6/2017

WP Application	Application Date	Days since Registration	EFM Incomplete	IAA Incomplete	UI Claimants	Reportable Services	Registered OSST	Veteran
162191810	12/1/2017	5	Yes	Yes	Yes	No	No	No
162191817	12/1/2017	5	Yes	Yes	No	No	No	No
162191910	12/1/2017	5	Yes	No	No	No	No	No
162192240	12/1/2017	6	Yes	Yes	No	No	No	No
162194111	12/1/2017	6	Yes	Yes	No	No	No	No
162194787	12/1/2017	6	Yes	Yes	No	No	No	No
162194917	12/1/2017	6	Yes	Yes	No	No	No	No

3. Export the data by clicking on the "Save As" icon and selecting "Excel" from the drop down list

Home > Reports > Adult Programs > WP Performance > Incomplete Registrations - Details

1 of 2   Find | Next

Select "Excel"

CSV (comma delimited)
PDF
Excel

Incomplete Registrations F
Carol City center - 481
0 - 5 days
7/1/2017 - 12/6/2017

WP	Application	Days since	EFM

a. Create a comments section by inserting a row to the right of the "Work History Incomplete" column of the spreadsheet so that staff can provide feedback on each registration reviewed

Education Incomplete	Resume Incomplete	Work History Incomplete	Comment
No	No	No	
No	No	No	
No	No	No	
No	No	No	
No	No	No	
No	No	No	
No	No	No	

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- Save the document in Microsoft Excel format as "Incomplete Registration Report 12-14-2017" (*current date*)

F. CONTACTING JOB SEEKERS AND COMPLETING A REGISTRATION

The goal is to contact all job seekers on the report and invite them to complete their registration with the staff over the telephone. Upon completing each registration, staff shall be well prepared to issue a quality referral to an open and available position within the community.

Prior to contacting the Job Seeker, open the CSSF Job Order tool (see Job Order SOP), log-in to Employ Florida and open an O*NET webpage by going to https://www.onetonline.org/.

1. Open the saved Excel spreadsheet containing the list of job seekers to be contacted for that day
2. Copy the first job seekers username by right clicking the link

Incomplete Registratio
Carol City center
0 - 5 days
7/1/2017 - 12/14/2(

Partici..t	Last Name	First Name	WP Application	Application Date	Days since Registration	
BOTERO4349	BOTERO	VIRGINIA	162214657	12/9/2017	4	Y
CHRISLHENRY	HENRY	CHRISTOPHE	162214783	12/9/2017	4	Y
JPRINGLE3844	PRINGLE	JOSEPH	162214910	12/9/2017	4	Y
NSCHENA1969	SCHENA	NELSON	162215207	12/9/2017	5	Y
MICHELLETOUSSAINT	TOUSSAINT	MICHELLE	162215242	12/9/2017	5	Y
WILLIAMS8363AA	WILLIAMS	KEITH	162215922	12/11/2017	3	Y
NOELJ9616	NOEL	JEAN	162216476	12/11/2017	3	Y
AHWEE5195	AHWEE	JASON	162216595	12/11/2017	3	Y
JAYBOOGIE17@	Stewart	Javani	162217709	12/11/2017	3	Y
PATRICIACARY1	Montesinos	Patricia	162218668	12/11/2017	3	Y
FCRUZ7437	CRUZ	FELIX	162219188	12/12/2017	1	Y
LOYRECTX3	Prado	Loyrect	162221015	12/12/2017	2	Y
BELIZAIRE8543	BELIZAIRE	CHANTALE	162221137	12/12/2017	2	Y
FELLE5747	Felle	Judy	162221158	12/12/2017	2	Y
NATAREN2768	NATAREN	JENNIFER	162221781	12/12/2017	2	Y
BABYBRI12	Bailey	Brianna	162221805	12/12/2017	2	Y
ANDERSONA8620	ANDERSON	ARIES	162222591	12/12/2017	2	Y
RONETTER	Rollason	Ronette	162222620	12/12/2017	2	Y
BENNETT9565	BENNETT	LDARIUS	162222789	12/13/2017	0	Y
YOHANNY96	CASTRORIVERO	YOHANNY	162222817	12/13/2017	0	Y
LOZANO0199	LOZANO	LOHENGRIN	162222918	12/13/2017	0	Y
CAMPBELLC3301	CAMPBELL	CEDRIC	162223062	12/13/2017	0	Y
TORRESD8820	TORRES	DUNIA	162224247	12/13/2017	1	Y
AXI0QUQ	Iglesias	Alfredo	162225787	12/13/2017	1	Y
STERLING7311	STERLING	SUZIE	162226103	12/13/2017	1	Y
123IRENE+	Del rio	Irene	162226149	12/13/2017	1	Y
DERRICKVOLMAR	COLLINS	DERRICK	162226223	12/13/2017	1	Y
		Total Registrations:	**27**			

3. Open the EF browser and hover your mouse over the "Manage Individual" link and scroll down to "Assist Individual" and select that option

⊟ Services for Workforce Staff

Manage Individuals ▸	Create an Individual
Manage Employers ▸	Common Intake
Manage Résumés ▸	Assist an Individual
Manage Job Orders ▸	One Case Note to Multiple Individuals
Manage Labor Exchange ▸	

4. In the General Criteria Section Go to Application # (it's the last field in the General Criteria Section) click in the field and you will see the cursor blinking

Individual Registered within	[ ] days
Last Login Date:	Between [ ] 📅 Today And [ ] 📅 Today
Program Participation (Active only):	None Selected ▾
Application # (Open or closed):	[ ]

5. Then right click the mouse and select paste

Login IP:	[
Résumé Available:	No
Individual Registered within	[
Last Login Date:	Be
Program Participation (Active only):	No
Application #	[

Undo
Cut
Copy
Paste
Delete
Select all
Inspect element

6. The WP Application # will appear in the field

Application # (Open or closed):	162172491
Program Type:	None Selected ▾

7. Below the Application # there will be the Program Type from the drop down menu select Title III Wagner-Peyser, then click search.

Program Participation
(Active only):

Application #
(Open or closed):

Program Type:

Assigned LWIA / One Stop

LWIA/Region:

⌐---- One Stop Location:

None Selected
AmeriCorps
Basec Startup Quest Program - 561
Brownfields JTP
Displaced Homemaker Program
EXCEL-IT
Foster Care Youth Program
Fresh Start LWDA 8
H1B
National Farmworker Jobs Program (NFJP)
Oyster Recovery
Panhandle Warrior
Pinellas WAP
Space Florida Grant
STEM Ready
TAACCCT-560
Title I - Workforce Developm
Title III - Wagner-Peyser
Trade Adjustment Assistance (TAA) Program
Unemployment Compensation Claims

8. Click on the Job Seekers name

EMPLOY FLORIDA

To assist a specifi

Results View: **Summary** | Detailed
To sort on any column, click a column title.

User Name	First Name	La
THOMAS5643AB	Gabrielle	Tho

9. Go to "My Individual Profile", under the "Personal Profile Information, click "General Information"
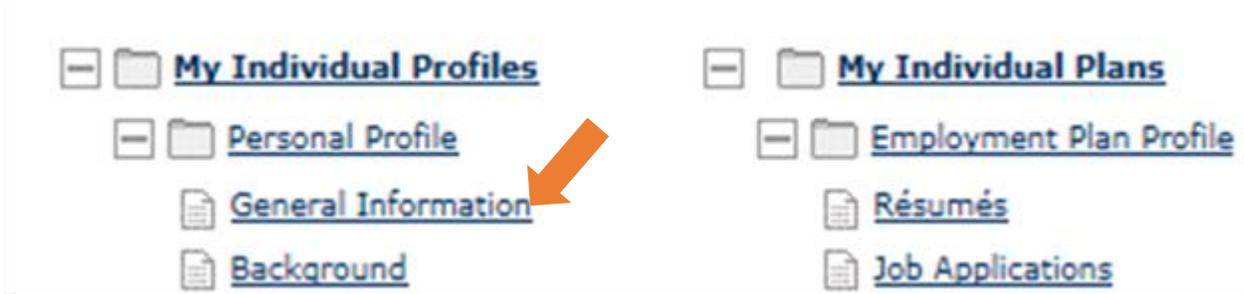
10. Check to see if all fields with a red asterisk (*) are completed (the sections are Login Information, Email Address, Name, Residential Address, Mailing Address, Phone Numbers, Preferred Notification, Site Access, Demographic Information, Citizenship, Disability, Education Information, Employment Information, Farmworker Information, Job Title, Job Occupation, Ethnic Origin and Military Service)
   a. If there is information missing be prepared to gather that information from the job seeker
   b. Review the information that is filled in and make sure it is completed with correct grammar, determine is email address listed is appropriate, etc.
      • All background information entered in a registration is carried over into the job seekers resume and becomes a searching field for employers and staff
      • Once you have finished reviewing the General Information, return to the My Individual Profile menu and click on the "Background" link
      • Review the Background as you did the General Information

11. Call the job seeker at the telephone number listed in the General Information section and obtain all the missing information
   a. Here is a sample telephone call script:
   - *Staff*: Good morning or Good afternoon (state the job seeker name), my Name is (state your name) from CareerSource South Florida, how are you?
   - *Job Seeker*: I am great thank you.
   - *Staff*: I see that you created a Profile in Employ Florida and I would like to assist you in completing your registration so that I can start referring you to some of our current openings.
   - *Job Seeker*: That is wonderful, thank you.
   - *Staff*: A complete registration is your updated General Information, Background and Resume. I am going to work with you over the phone to complete these three sections
   - *Job Seeker*: Great.
   - Once you have gathered the information and updated it in EF, thank the job seeker for completing their registration with you today and begin the job search.
   - Staff: I am going to conduct a job search in our EF database for open and available positions based on your desired occupation.

b. Go over the General Information section and hit the "save" button

c. Open the job seekers Background and click on the "Start Background Wizard" link

d. Begin reviewing each section and edit information as needed

- Focus on the following categories: Education & Training, Occupational Licenses & Certificates, Employment History (make sure it is accurate) and Resume items

e. Once complete, update the Employer Indicator section by selecting "Reviewed" in the drop down list
- Your name, date and time reviewed will appear under the status
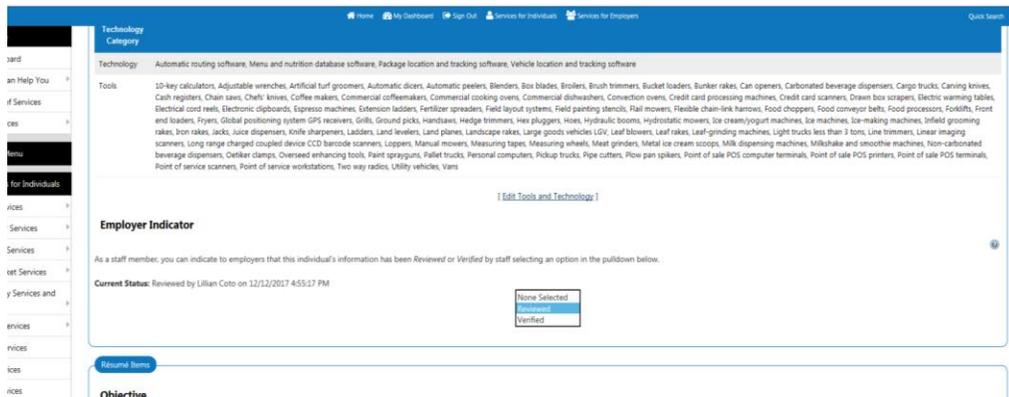
f. Successful completion of the job seekers Background will generate a resume in EF
- In order for the job seeker to be considered fully registered, the resume must be "Active" and "Online"

- To help enhance the job seeker's resume, open the O*NET browser and do a quick search using the title of the last position held by the Job Seeker

- Confirm which Tasks the Job Seeker has performed and copy and paste those tasks to their resume

g. Now that the job seeker is fully registered, conduct a job search and refer the job seeker to an open and available job (see "How to do a Quality Referral")

- Note: You can refer to the Job Search tool to view job orders created by your center

G. HOW TO COMPLETE A QUALITY JOB REFERRAL

1. Click on the Job Seekers Name
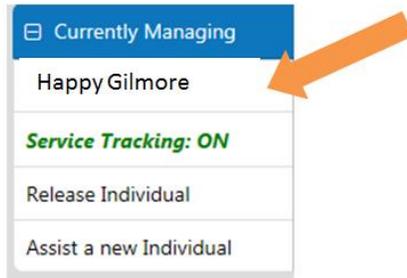
2. Click on the Resume Link
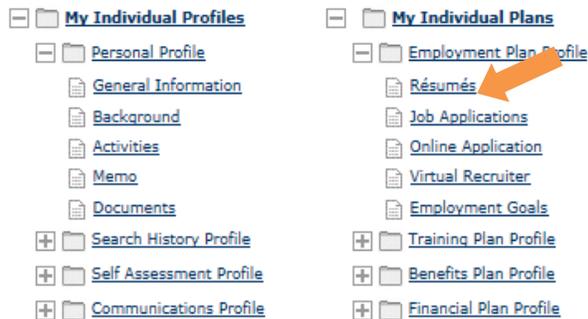
3. Click the select check box and click the Job Search Link.

4. Click on the search button

5. Click the Select Check Box and scroll to the bottom of the webpage and click the refer link

- Note all Quality Referrals must have a skills match of 80% or higher.

H. COMMON INTAKE

Upon completion the resume, staff must proceed to complete the Common Intake. The Common Intake will create participation in WP.

1. On the left hand side of the Employ Florida web page find the "Services for Workforce Staff" section.
2. Hover the cursor over "Manage Individuals" and then select "Common Intake"
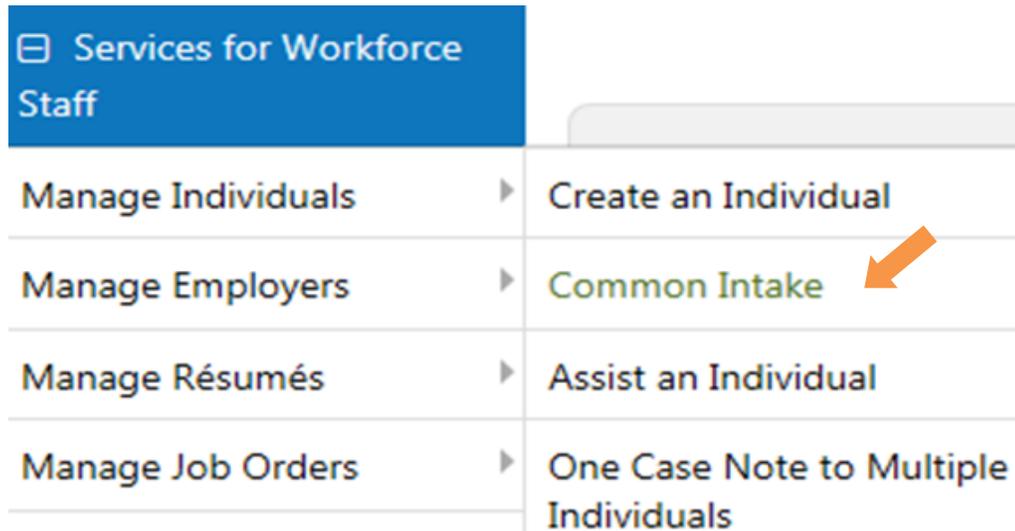
3. Select WP and click "Add", then click the Start Intake
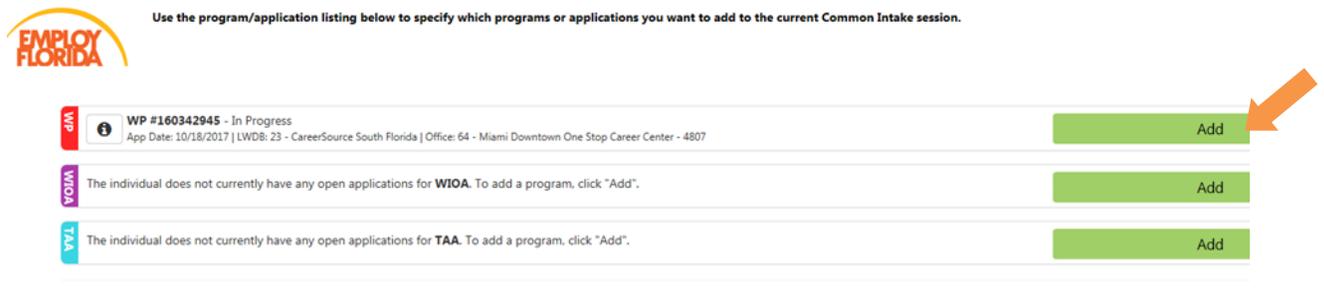
4. Select the Wagner-Peyser Eligibility Date and click on the "Today Link"

5. Enter the LWDB, Office Location and Office Location of Responsibility and click next

Employment Service Migrant Seasonal Farmworker Eligibility Date: [ ] 🔳 Today

* LWDB: [CareerSource South Florida ▾]

* Office Location: [Miami Downtown One Stop Career Center - 4807 ▾]

* Office Location of Responsibility: [Miami Downtown One Stop Career Center - 4807 ▾]

6. Complete all 11 steps in the Common Intake
7. Click on the WP Participation Link (**DO NOT CLICK CLOSE**)
8. To add services in this process, select Wagner-Peyser from the "Customer Group" drop down and select the appropriate activity

Service Plan

*Customer Group:	Wagner-Peyser ▾
*Service/Activity Code:	115 - ***Resume Preparation Assistance ▾
Program Application Association:	160342945
Scheduled Date:	10/18/2017 🔳 Today
Scheduled Time:	[▾] : [▾] AM ▾
Actual Service Date:	[ ] 🔳 Today
Completion Code:	None Selected ▾
RR Event:	[ ] [RR Search]
*LWIA / Region:	South Florida Workforce Board ▾
*Office Location:	CareerSource South Florida - 4818 - Miami Beach ▾
*Position:	Staff ▾
Staff User ID - Created:	MSTAFF9
Staff User ID - Last Edited:	MSTAFF9
	[Add a new Case Note	Show Filter Criteria]

ID	Create Date
No data found.	

Newly created case notes associated with this service will not display here until your service link

Save Changes   Cancel Changes

I. WP SERVICE CODES

You can manually enter additional WP service codes upon completion of the registration and a case note summarizing the outcome of the call in EF.

- The goal is to provide job seekers with services that are going to lead to a quality referral
- Services may include, but are not limited to Labor Market Information (LMI), Resume Assistance, quality job referral, referral to meet with a Veteran Representative
- A job referral will automatically generate a code in WP which will also create participation
- Not all service codes listed are appropriate at this level of service (refer to the WP service code manual)

J. PRODUCTIVITY

Staff should email the outcome of their days work by close of business each day to the Center Manager. The success of the days work is displayed on the IRR the following business day. You can measure your centers effectiveness by the number reflected on the report each day.

Staff shall insert comments in the spreadsheet provided to track the calls made in the even that contact cannot be made. If the job seeker does not answer, staff is to leave a voicemail and send a message in EF so they can contact you back when available. A second attempt to contact the Job Seeker via telephone shall be made the following day. If unsuccessful, send the job seeker an information flyer within 5 business days with step-by-step instructions on how they can complete their registration and connect with employers.

K. DEFINITIONS

Direct Job Placement (DJP): The Contractor recruits the employer and facilitates the hiring of the customers as a result of a referral through a job order listing the opening as a full-time unsubsidized employment. For payment a DJP is referred to as Direct Employment.

Distinct Referral: to the region is a job seeker registered in Employ Florida that has not received a job referral by a career center. This will be the first time a job seeker receives job referral. To the career center is defined as a job seeker registered in EF that may have had a job referral from a different career center however, this is the first staff issued job referral from this Center.

Eligible or Eligibility: Refers to an individual's or business' status in relation to their ability to meet established criteria in order to receive services under the WIOA, TANF or any SFWIB funded program.

Employ Florida (EF): EF is a powerful on-line labor exchange tool which connects employers to job seekers while providing access to workforce tools, resources and local workforce experts. The site offers job listings posted by career centers or employment providers and also uses "spidering" technology to capture openings from recruiting pages of company websites throughout the state.

Full Registration: (Also known as Full Application, Fully Registered, and/or Complete EF Registration) is defined as a complete and accurate registration for work consisting of the background (education profile and employment history) and the participants resume must be active (updated and viewable) in Employ Florida (EF). The terms also mean the applicant has been assigned an Occupational Information Network (O*NET) code, completed the background wizard, or entered a resume on their personal profile to include additional essential employment related information such as licenses or certifications, etc., that will enhance the placement of the applicant.

Individualized Career Services: Services that are provided specific to the individual when it has been determined to be appropriate in order for the job seeker to obtain or retain employment.

Initial Assessment Application (IAA): An on-line application to track participant services provided by the SFWIB Contractors at all locations.

Intake: Eligibility determination, initial data collection, and pre-employment or work adjustment counseling services, including orientation, work activities, employment preparation for WIOA Adult and Dislocated Adults and CAP or TANF program customers.

Job Seeker: Individual who is unemployed or underemployed and in need of services to achieve employment that will assist him/her to become self-sufficient.

Obtained Employment (OE): A Wagner-Peyser (WP) Obtained employment (OE) refers to those individuals who secure employment within 180 calendar days of receiving one or more services which are wholly or partially funded by the state employment service agency but the placement does not meet the federal definition for a "WP Placement". Credit for an OE may be claimed for any participant who has received any WP reportable service(s), and has a job start date, where both service and start date fall within 180 days from the date the obtained employment is recorded. Staff must verify that the customer has started working prior to taking credit for an obtained employment. Notification of a hire date will not suffice for securing OE credit.

One Stop Service Tracking (OSST): The One Stop Service Tracking system (OSST) is the case tracking system for the CAP and SNAP programs to track case management activities and to provide data for state and federal level reporting.

O*NET: The O*NET Program is the nation's primary source of occupational information. Valid data are essential to understanding the rapidly changing nature of work and how it impacts the workforce and U.S. economy. From this information, applications are developed to facilitate the development and maintenance of a skilled workforce.

Participant: An individual that has been determined eligible to participate in and who is receiving services from a program covered by this Contract.

Priority of Service to Veterans: Provisions taken to ensure veterans and covered persons are provided employment and training services within the integrated employment service and one-stop delivery system.

Quality Referral: Definition of a referral when an applicant matches at least 80% of the requested skill set as defined / outlined in the Job order.

Re-employment and Eligibility Assessment (REA): A U. S. Department of Labor funded pilot project that will provide assessment and labor market information and job search assistance to selected UC Claimants.

Re-employment Assistance (RA) Program: Formerly the Unemployment Insurance benefit that provides temporary wage replacement for individuals who have lost their jobs through no fault of their own. The new name of the program emphasizes the job search activities and reemployment services offered by Florida's workforce partners to jobless claimants receiving benefits.

Referral: To direct an individual or program participant to another contractor, community based organization or agency or other community resources to receive services, information or assistance.

Supplemental Nutrition Assistance Program (SNAP): Formerly known as the Food Stamp Employment and Training Program, (FSET). This program emphasizes work, self-sufficiency, and personal responsibility. The program strives to meet the needs of participants in gaining skills, training, work, and experience that will increase the program participants' ability to obtain total self-sufficiency. The state of Florida provides SNAP services to able-bodied adults (ages 18 - 49) without dependents (children) (ABAWDS).

Target Population: Groups of actual and potential users appropriate to a funding stream as the recipient of a specific service(s) or as the primary users of a specific Career Center. The target population may be the population to be served by the Career Center, a specific group within that population, or some other group that the South Florida Workforce is aiming to serve.

Temporary Assistance for Needy Families (TANF): The October 1996 PRWORA eliminated the open-ended federal entitlement program, Aid to Families with Dependent Children (AFDC), and replaced it with the Temporary Assistance for Needy Families (TANF) block grant. The TANF legislation changed the nation's welfare system from the receipt of cash assistance as an entitlement to one that requires work in exchange for time-limited assistance.

Training Services: Occupational skills training, provided through a Scholarship, on-the-job-training, or customized training programs that combine workplace training and related instruction, skill upgrading and retraining entrepreneurial training, job readiness training, and adult education and literacy activities provided in combination with other training services.

Unemployment Compensation (UC): House Bill 7027 passed during the 2012 Legislative Session was signed by Governor Rick Scott on March 28, 2012, renaming the UC program as the Re-employment Assistance Program.

Approved By:
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Issued by:
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Veteran: For the purposes of implementing priority of service, the Final Rule published on December 19, 2008 at 73 Fed. Reg. 78132 of the "Jobs for Veterans Act" Public Law 107-288 (38 USC 4215) requires that program operators use the broad definition of veteran found in 38 U.S.C. 101(2). Under this definition, the term "veteran" means a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2).

Veterans Program: Veterans' Program services are fully integrated into the Career Center with services to veterans considered a total Career Center responsibility and not only the domain of the Disabled Veterans' Outreach Program (DVOP) and Local Veterans' Employment Representative (LVER) staff.

Wagner Peyser (WP): The Wagner-Peyser Act of June 6, 1933, as amended under WIOA. This program is a federally funded labor exchange developed to match employers with qualified out of work individuals. It is linked to the Re-employment Assistance program, helping applicants filing for Re-employment Assistance benefits to find new employment opportunities.

Welfare Transition (WT): See the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) (Locally referred to as Career Advancement Program or CAP).