

Project: Workforce Self-Scheduler

Project Background

Traditionally customers were able to walk into an OhioMeansJobs Center and request services including meeting with Workforce Professionals and using resources available in the local center including, attending workshops, or using computer labs and equipment. With the pandemic onset of COVID-19, OMJ Centers need a more controlled way for local customers to access the OMJ Center resources, including staff appointments.

Currently, OhioMeansJobs.com and OWCMS has a self-scheduler for RESEA participants, to address efficiency in program delivery that allows staff to schedule when they are available for RESEA 1-on-1 appointments.

A more controlled way of conducting in-person services such as program eligibility interviews, intensive skills workshops, program services (WIOA, SNAP, Veteran, etc.) and partner services/appointments within the OMJ Centers is becoming the new normal in meeting the needs of customers.

Goal/Objective

To assist local workforce professionals and program areas with a standardized online scheduling system that will allow connections between themselves and the customers by providing:

1. A standardized online scheduling platform for workforce professionals to create:
 - a. Available 1-on-1 open appointments by office and by individual.
 - b. Available general group workshop appointments.
 - c. Available program specific group workshops or 1-on-1 appointments.
 - d. Available resource room appointment, with controlled capacity limits.
2. A standardized online scheduling platform for customers to register for 1-on-1 assistance, workshops, or resource room appointments.
3. Providing a standardized way for tracking information on individuals through the case management system.
4. Providing a way for case managers to receive automatic scheduled appointment reminders through the case management system.

Recommended Strategy/Solutions

Currently OhioMeansJobs.com offers an online 1-on-1 scheduling option to RESEA Customers. Workforce professionals log into the OMJ Public Events admin portal and create these events based upon their current availability and for those within their program areas.

Today, when a RESEA In-Person 1-on-1 event is scheduled by staff, only customers who are designated as RESEA/UCRS customers via the OWCMS system can see and register for these appointments. When the event is created by the workforce professional, they can designate up to 5 additional individual email addresses, to be notified about registrants and the event.

Currently, OhioMeansJobs.com offers an online tool for workshops and career fair creation. These events are

open to the general public and users of OMJ can freely register for any and all that they are interested in attending.

Today, when a workshop is created by a workforce professional, they must designate the maximum number of seats (Class Size) available. As customers register for each of these seats, the availability goes down until the event is closed for registration. No additional intervention is needed by the workforce professional. When a career fair is created by a workforce professional, there isn't a "Class Size" limitation for the event. Workshop events allow for staff to print and email the list of registrants for each event which can be used as an initial sign in sheet.

All three (3) of the above-mentioned event types are available today, however, with the following recommended items, they can be modified to meet the goals/objectives of this project by:

2. Duplicating the current RESEA In-Person appointment type and making the following modifications:
 - a. Open the registration requirement to allow for a registered customer to schedule a 1-on-1 with their local OMJ Center.
 - b. Create a new workforce self-scheduler service for reporting.
 - c. Open OWCMS ~~IOP~~ services to allow staff to "certify" customer attended and add additional services provided (if applicable) to plan.

3. Duplicating the current workshops appointment type and making the following modifications:
 - a. Ensure group events is no longer tied to a specific program only and can be used for all individuals.
 - b. Ensure service for workshops/group events is tracked within OWCMS.

#	Data Element Name	Optional/Required	Comments
1	Event ID	Required	Event Details
2	Event Name	Required	Event Details
3	Event Description	Required	Event Details
4	Event Type	Required	Event Details
5	Event Start Date	Required	Event Details
6	Event End Date	Required	Event Details
7	Job Center	Required	Event Details
8	Address Line 1	Required	Event Details
9	Address Line 2	Optional	Event Details
10	City	Required	Event Details
11	State	Required	Event Details
12	Postal Code	Required	Event Details
13	County	Required	Event Details
14	Phone	Required	Event Details
15	Created By	Required	Event Details
16	Created by Email Address	Required	Event Details
17	Registered	Required	Job Seeker/Employer Registrants Details
18	Attendance	Optional	Job Seeker/Employer Registrants Details

19	Created Date	Required	Event Details
20	Modified Date	Required	Event Details
21	Notes	Optional	Event Details
22	First Name	Required	Job Seeker/Employer Registrants Details
23	Last Name	Required	Job Seeker/Employer Registrants Details
24	Email address	Required	Job Seeker/Employer Registrants Details
25	Type	Required	Job Seeker/Employer Registrants Details
26	Unique Identifier	Required	Job Seeker/Employer Registrants Details

- c. Modify OMJ WebAdmin to allow staff to check off who attended an event and ensure this data is sent back to OWCMS.

4. Duplicating the current career fair appointment type and making the following modifications:

- a. Ensure service for Career Fair events is tracked within OWCMS.

#	Data Element Name	Optional/Required	Comments
1	Event ID	Required	Event Details
2	Event Name	Required	Event Details
3	Event Description	Required	Event Details
4	Event Type	Required	Event Details
5	Event Start Date	Required	Event Details
6	Event End Date	Required	Event Details
7	Job Center	Required	Event Details
8	Address Line 1	Required	Event Details
9	Address Line 2	Optional	Event Details
10	City	Required	Event Details
11	State	Required	Event Details
12	Postal Code	Required	Event Details
13	County	Required	Event Details
14	Phone	Required	Event Details
15	Created By	Required	Event Details
16	Created by Email Address	Required	Event Details
17	Registered	Required	Job Seeker/Employer Registrants Details
18	Attendance	Optional	Job Seeker/Employer Registrants Details
19	Created Date	Required	Event Details
20	Modified Date	Required	Event Details
21	Notes	Optional	Event Details
22	First Name	Required	Job Seeker/Employer Registrants Details
23	Last Name	Required	Job Seeker/Employer Registrants Details
24	Email address	Required	Job Seeker/Employer Registrants Details
25	Type	Required	Job Seeker/Employer Registrants Details
26	Unique Identifier	Required	Job Seeker/Employer Registrants Details

- b. Modify OMJ WebAdmin to allow staff to check off who attended an event and ensure this data is sent back to OWCMS.