

Policy Name: Focus | Assist Approval Queues Policy

Policy #: BGWIOA-N17-O18

Effective Date: March 14, 2017

Applies to: All Staff

1. **Purpose:** To provide guidance on the approval queues in Focus Assist.
2. **Background:** There are three different approval queues in Focus Assist. These queues consist of the referral queue, employer queue, and job posting queue. This policy will clarify which staff should be accessing each queue and the procedures for working them.
3. **Definitions:**
 - a. **BSTL:** Business Services Team Lead.
 - b. **EKOS:** Employee Kentucky Operating System. The online system used to track state workforce, training, and employment services of job seekers and employers.
 - c. **Focus | Assist:** The online system developed used to Assist and manage job seekers who may have issues associated with their resumes, job search or use of the services available to them in FOCUS | Career. Staff may create job seeker accounts and resumes for full-service customers; send messages; manage lists; assign activities/services; post notes/reminders to records; set follow ups, resolve issues; inactivate/reactivate accounts and access job seeker profiles or remote into accounts to update resumes and make other record changes.
 - d. **Focus | Career:** The job seeker portal of Focus | Suite with exploration and labor market intelligence.
 - e. **Focus | Talent:** The business customer portal of Focus | Suite with bulk and individual job posting abilities and a search function for employer matches to viewable job seeker resumes.
 - f. **KCC-BSC:** KCC Business Services Coordinator.
 - g. **KCC-COSS:** Kentucky Career Center Central Office Support Staff.
 - h. **FEIN:** Federal Employer Identification Number.
4. **Policy:**
 - a. **Job Referrals:** The job referral queue can be worked by anyone that has completed Kentucky Career Center Basic Systems Training (EKOS/Focus | Career). This queue consists of job seekers that have self-referred to job openings but have not met the required criteria in order to be automatically referred by the system. Trained staff must review these referrals based on the specific job criteria provided on the job posting to determine if the job seeker is qualified for the job, and can be approved for referral.
 - i. It is the discretion of each local office manager to determine which staff works the job referral queue, however, it is necessary that someone is in charge of keeping the queue up to date.
 - ii. Job referrals in the queue must be worked within 1-2 business days.
 - iii. Staff should first sort and work job seekers who are veterans in order to provide veterans priority of service.
 - b. **Employer Approvals:** Only KCC-COSS are authorized to approve/deny employers in the queue. This queue consists of new employer account registrations in Focus/Talent that have not auto-validated with the UI tax database based on the provided FEIN and need to be approved by KCC-COSS.
 - i. Employers in this queue (whether in-state or out-of-state) will be contacted by KCC-COSS within 1-2 business days in order to begin the approval process.
 - ii. All documentation from the process will be stored in the shared EKOS Employer Account folder in accordance with the procedures.
 - iii. Local office staff who have received advanced Focus | Talent and Focus | Assist training and are working DIRECTLY with an employer should enter employer accounts through Focus/Assist. If an employer account reaches the queue, **local office staff should NOT**

- approve that account in the employer queue.** If Local Office Staff are working with, or have been contacted by, and employer who has gone to the queue, they should contact KCC-COSS for assistance in getting the employer approved.
- iv. If an employer account remains inactive in the approval queue for five (5) business days without being approved/denied and multiple attempts at contact (phone/email) have been made by KCC-COSS requesting the required documentation; an email notice will be sent to the KCC-BSC, who will forward the information to the local BSTL for follow-up.
 - v. After the BSTL has received the employer account validation documentation, they should follow up with the KCC-COSS to determine if the account should be approved/denied and KCC-COSS will take care of approving/denying the account.
 - vi. If the KCC-COSS has not received the required documentation from the KCC-BSC or the local BSTL after 25 calendar days the account will be denied in the queue by the KCC-COSS. The folder, contents and documentation of that action will also be moved by KCC-COSS to the Denied folder its contents will be referred to the Business Services folder for that employer.
- c. Job Postings: Only staff who have completed advanced Focus | Assist and Focus | Talent training will approve/deny job postings. This queue consists of job postings that need approval from staff because they have been flagged for various reasons (i.e. violation of EEO, inappropriate language, etc.)
- All job postings should be approved or denied within 1-2 business days.
5. **Procedures**: Refer to Section 4. Policy in regards to general adherence.