

US DEPARTMENT OF LABOR

Office of Job Corps



OASIS Release Notes

July 14, 2008

New OASIS Release

On July 14, 2008, a new release of OASIS will be made available to all OASIS users. The purpose of the release is to include enhancements and to fix system issues that were identified.

New Prospect Workflow

Counselor

SCOUT Assigned Prospects

The OASIS **Counselor** menu has been enhanced with the addition of the new **SCOUT Assigned Prospects** and **SCOUT Unassigned Prospects** menu items. This addition is part of an ongoing integration process with the new SCOUT (System for Call Center and Outreach) application used by the National Call Center to receive calls, process and record prospect data, and transfer potential prospects to available online OA staff. This integration will change the workflow for counselors and contract managers in regards to managing prospects.

- The **SCOUT Assigned Prospects** feature allows both Counselors and Contract Managers to produce a list of prospects who have been assigned to the currently logged in counselor. They can also return the assigned prospects back the unassigned pool for other staff to pursue.

Note: *Once the application has been started on the prospect, the prospect cannot be unassigned back to the pool by the counselor. The OA Manager must reassign the prospect to another counselor within the contract through the **Reassign Counselor** menu selection.*

- Also, the **Assigned Prospects** feature allows counselors to accept “warm transfers” from the call center and speak directly to a prospective student. See section entitled “Accepting SCOUT Warm Transfers” below for details.
1. Log into **OASIS** (Counselor) and select the **Counselor** menu. Then select **SCOUT Assigned Prospects**. The Assigned Prospects search screen opens.

Counselor
 Enter Applicant Data
 Immediate Denial
 Record Permanent SSN
 Manage Active Apps
 Manage Rejected Apps
 View Pending Arrivals
 Contact Prospects
 Bulk Center Assignment
 Maintain Referral Agency
 Maintain Counselor Address
 SCOUT Assigned Prospects
 SCOUT Unassigned Prospects

Contract Manager
Forms

Assigned Prospects

Call Person ID:

Last Name:

First Name:

Call Date From: To:

2. Enter the search criteria or you may simply click **Search** to retrieve all assigned prospects for the contract.
 - The search results are comprised of prospects who are assigned to the counselor currently logged-in, but have not yet been entered into OASIS using the standard Primary Application process. Once an application is started for a prospect, the prospect will not appear on this list.

Assigned Prospects

Call Person ID:

Last Name:

First Name:

Call Date From: To:

Prospect Name	Date Of Call	Gender	City/State	Zip Code	Person Id	Process Status	Contact Dt
	07/08/2008	Male	Houston , Texas	77099	57	Application Not Started	07/08/2008 Primary Applicant

- If a prospect has been contacted, the **Primary Applicant** link will be active.
3. To contact a prospect that appears on the list, click on the **Prospect Name** link. The **Contact Prospect** window appears. At this point, staff can use the contact information to call the prospect and gather as much information as possible regarding the prospect’s interest in Job Corps. Staff can use the **Comments** box to record any notes or relevant information about the conversation.
 4. Next, complete the **Contact Date** field and select a status from the **Process Status** drop-down list. The choices include the following: Application Not Started, Application Started, Contacted - Not Interested, and Contacted - Interested.

Contact Prospect

Call Person ID: 57

Name: [REDACTED]

Date of call: 07/08/2008 **Date of birth:** [REDACTED]

Address: [REDACTED] **City/State:** [REDACTED], Texas

Zip Code: [REDACTED] **Gender:** Male

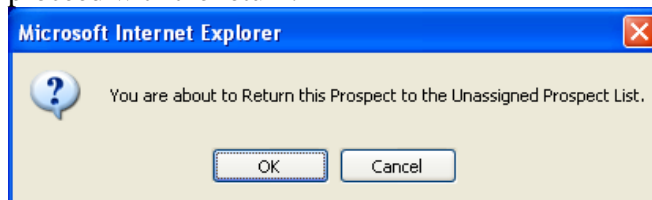
Home Phone: [REDACTED] **Mobile Phone:** [REDACTED]

Email Address:

Contact Date: 07/08/2008 **Process Status:** Application Not Started

Comments: [REDACTED]

- If the counselor decides not to contact the prospect and wants to return them to the unassigned pool, they may do so by clicking the **Return Prospect** button. A confirmation message will display giving you the option to cancel or proceed with the return.

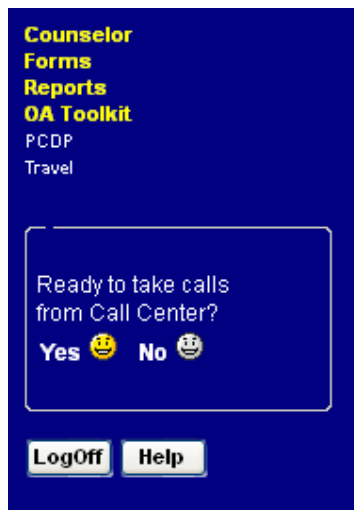


5. Finally, click **Submit** to save the information. The prospect's data will be updated and the **Contact Date** field on the search results will reflect the change.

Accepting SCOUT Warm Transfers

The **Assigned Prospects** feature allows counselors to accept “warm transfers” from the call center and speak directly to a prospective student. The Contract Manager designates which staff members can accept warm transfers from the Call Center. The counselor's status will be shown via the following status box under the main menu.

1. If you are ready to take calls from prospects via the call center, click the **Yes** status, if not, click **No**. This feature lets the call center agents know who is online and ready to talk to prospects.



2. Once a counselor receives a phone call and accepts the transfer, the SCOUT staff on the phone should provide a Call Person ID. That ID number may be entered into the on the **Assigned Prospects** search screen; then click **Search** to retrieve the prospect information in the search results.
3. Click on the prospect's name link to open the **Contact Prospect** panel as seen on the previous page and fill in the contact date, a status, and comments and click **Submit**.
4. If the prospect is ready to provide the applicant information, you should return to the search results and begin the application process by clicking on the **Primary Application** link.
 - If the prospect's SSN was **not** been recorded by the call center person during their conversation, clicking on the hyperlink directs the user to the 'Check History' screen where an SSN will be required to proceed with an application. The normal application data entry process takes over at this point.

SCOUT Unassigned Prospects

The **SCOUT Unassigned Prospects** menu item allows OA Counselors to assign prospects from the unassigned pool to their caseload.

1. From the **Counselor** menu, select **SCOUT Unassigned Prospects**. The search screen opens.
2. Enter the search criteria or you may simply click **Search** to retrieve all unassigned prospects for the contract.

Unassigned Prospects

Call Person ID:

Last Name:

First Name:

Call Date From: To:

Assign	Prospect Name	Date Of Call	Gender	City/State	Zip Code	Prospect Status
<input type="checkbox"/>	[Redacted]	06/30/2008	Male	[Redacted]	[Redacted]	Application Not Started
<input type="checkbox"/>	[Redacted]	06/30/2008	Male	[Redacted]	[Redacted]	Application Not Started

- Place a checkmark next to the prospects that you want to assign to yourself and click the **Assign to Self** button.
 - To view the prospects that you have assigned to yourself, click the **SCOUT Assigned Prospects** menu item and perform a search without criteria and the newly added prospect will be seen in the results list.

Maintain Counselor Address

The **Maintain Counselor Address** menu feature has been enhanced to facilitate the integration with the SCOUT application. Specifically, a counselor can edit his/her address and contact information at any time which will allow the SCOUT call center user to see the “Warm Transfer” status of the counselor and the most updated information before transferring a prospect.

Maintain Counselor Address

Screener: [Redacted]

Accept Warm Transfer: Yes

Address:

Address 2:

City:

State:

Zip Code:

Home Phone:

Work Phone:

Ext:

Fax:

County:

Email:

Pager:

Mobile Phone:

Contract Manager

Prospect Transfer Staff List

Contract Managers can designate which staff can accept warm transfers from the National Call Center. This is accomplished by selecting **Contract Manager** → **Prospect Transfer Staff List** from the OASIS main menu.

Select Counselor to accept phone calls from SCOUT			
Warm Transfer	Staff Name	Sc Code	User Active
<input checked="" type="checkbox"/>	[Redacted]	CTDJBP	Yes
<input type="checkbox"/>	[Redacted]	CTDJNH	Yes
<input type="checkbox"/>	[Redacted]	CTDJNL	Yes
<input type="checkbox"/>	[Redacted]	CTDJNV	Yes
<input type="checkbox"/>	[Redacted]	CTDJPR	Yes
<input type="checkbox"/>	[Redacted]	CTDJWB	Yes
<input type="checkbox"/>	[Redacted]	MADJBO	Yes
<input type="checkbox"/>	[Redacted]	MADJBS	Yes
<input type="checkbox"/>	[Redacted]	MADJBS	Yes
<input type="checkbox"/>	[Redacted]	MADJBS	Yes
<input type="checkbox"/>	[Redacted]	MADJNB	Yes
<input type="checkbox"/>	[Redacted]	MADJSP	No

1 2 3

Save

- Select the desired staff by filling in the check box next to their name. You can sort the list by Screener code, active status, or alphabetically by name. Click **Save** when you are finished. When staff members log into OASIS, they will see the following “Ready to take calls” status selection box.

Ready to take calls from Call Center?

Yes 😊 No 😞

SCOUT Unassigned Prospects

The **SCOUT Unassigned Prospects** menu item allows OA Managers to assign SCOUT prospects to specific counselors.

- From the **Contract Manager** menu, select **SCOUT Unassigned Prospects**. The search screen opens.
- Enter the search criteria or you may simply click **Search** to retrieve all unassigned prospects for the contract.

Maintain Service Area Zip Codes

Assign Zip Code to Office by: Zip Code County State

Gender Served: Male & Female Male only Female only

Zip Code:

Assign	Zip Code	Office Code Male	Office Code Female
<input type="checkbox"/>	01101	XXXXXXXX	XXXXXXXX

Changing Service Area By County

- Contract Managers can also define the service area by county by selecting the **County** radio button and then selecting the desired State and County from the drop-down list provided. When you are finished, click **Assign**.

Maintain Service Area Zip Codes

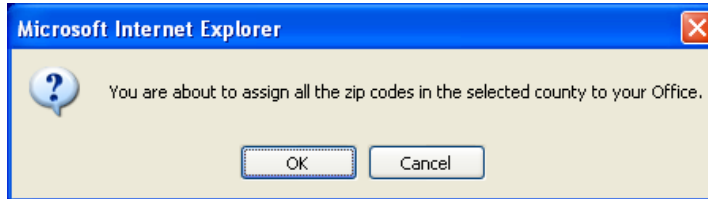
Assign Zip Code to Office by: Zip Code County State

Gender Served: Male & Female Male only Female only

State:

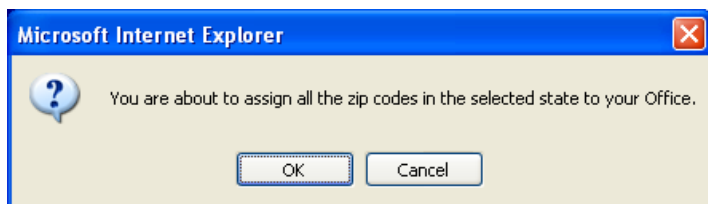
County:

- A warning message appears asking you to confirm the change. Click **Ok** to confirm.



Changing Service Area By State

- Contract Managers can also define the service area by State by selecting the **State** radio button and then selecting the desired State and County from the drop-down list provided. When you are finished, click **Assign**. A warning message appears asking you to confirm the change. Click **Ok** to confirm.



Reports

The following reports have been updated to indicate the application status of **Incomplete Folder**, or **Pending Folder from AC** if appropriate to the specific application.

- The Anticipated Arrival Roster, OA Pending Arrival Report, Center Pending Arrival Report, View Pending Arrivals, Reassign Center

OA OMS20 Report

The Reports menu has been enhanced to include the **OAOMS20 Report** which will be available to Contract Managers and Regional staff only. Regional staff must select which agency to view within their region when running the report.

- To run the report, select the desired date range and click **Submit**.

OAOMS20 Report Search Criteria :

Reported Begin Date: Reported End Date:

```

ped_rpoa                                STUDENT PAY, ALLOTMENT AND MANAGEMENT INFORMATION SYSTEM                                PAGE 470
DATE: 03/04/08 3:12pm
                                OUTREACH AND ADMISSIONS REPORT CARD (OAOMS-20)
                                REPORTING PERIOD: 01/01/2008 - 02/29/2008
REGION: ***** AGENCY: ***** OACONTRACT: *****

NAME          STUDENT ID  CENTER  SOURCE  --ARRIVALS--  NON SEP  LVLI  ZT  ---90 DAYS---
-----
0*****      0*****  Enrollment  0      1      0      0      0      0
0*****      0*****  Commit      0      0      1      1      1      1
0*****      0*****  Enrollment  0      1      0      0      0      0
0*****      0*****  Commit      0      0      0      0      1      1
0*****      0*****  Commit      0      0      0      0      1      1
0*****      0*****  Enrollment  0      1      1      1      0      0
    
```

Acknowledgements

Thanks to all users whose comments and suggestions contributed to this release.

Feedback and Inquiries

If you have questions or concerns regarding this notice, please contact the JCDC Technical Assistance Center (TAC). Please send inquiries by email to HelpDesk@jobcorps.org. Include "OASIS Question" in the email subject line.

Also, review the Job Corps Community Web site (<http://jweb.jobcorps.org>), located inside the Citrix application list and the Staff Information Management Online Network (SIMON) for additional and updated information. SIMON is accessible via the following: (<https://simon.jobcorps.org>).