

## Job Aid:

### Full Engagement Worker (FEW) Referrals to One-Stop Career Centers for **#Work (WPP) Program Participant**

#### Scenario:

A Full Engagement Worker (FEW) in the North Shore TAO wants to refer a client to a One Stop Career Center for services. The FEW does not know the Resource in BEACON to create the appropriate referral. What are the appropriate steps to locate the One-Stop Career Center resource in BEACON to make a referral?

There are different ways to locate the appropriate One-Stop Career Center Resource in BEACON and generate an ESP Referral. The following solutions will guide the FEW to determine the best way to locate a Resource and generate an ESP Referral.

#### Solution 1:

Select the correct TAO catchment area.

- 1) Enter the name of the resource in the *Resource* field **#Work (WPP) Program Participant**.
- 2) In the TAO field, select the TAO associated with the area in which the client resides from the dropdown selection.

**Click Search.** BEACON will search for and display available resources based on the selected criteria.

The screenshot shows the 'Resource Search' window in the BEACON system. It contains several input fields and buttons. Red circles with numbers 1, 2, and 3 point to specific elements: 1 points to the 'Resource' text input field containing '#Work WPP'; 2 points to the 'Search' button; 3 points to the first row of the search results table. The 'TAO' dropdown is set to 'North Shore TAO - DTA'. Below the search fields are dropdowns for 'General service', 'Program', 'Component', 'Activity', and 'Service activity type', along with an 'Expired Resources' checkbox. The search results table has columns 'Resource' and 'Organization'. The first row shows 'Work (WPP) Program Participant - North Shore Career Center' and 'City of Salem North Shore/WIB'. Below the table, it says '1 record'. At the bottom of the window is a 'New' button.

Resource	Organization
Work (WPP) Program Participant - North Shore Career Center	City of Salem North Shore/WIB

- 3) Make the referral following instructions in the Online Guide ESP – PSS Assessment Book.

### Solution 2:

Do not select a TAO.

- 1) Enter the name of the resource in the *Resource* field **#Work (WPP) Program Participant**.
- 2) Do not enter a TAO in the TAO field.
- 3) Click *Search*. BEACON will search for and display available resources based on the selected criteria.

**Note:** BEACON will list all resources that correspond to the information entered. The FEW must ensure that the resource selection is the correct one for the client and make the referral following instructions in the Online Guide ESP – PSS Assessment Book.

**Resource Search**

Resource  Search

TAO

Clear

General service

Program

Component

Activity

Service activity type

Expired Resources ☐

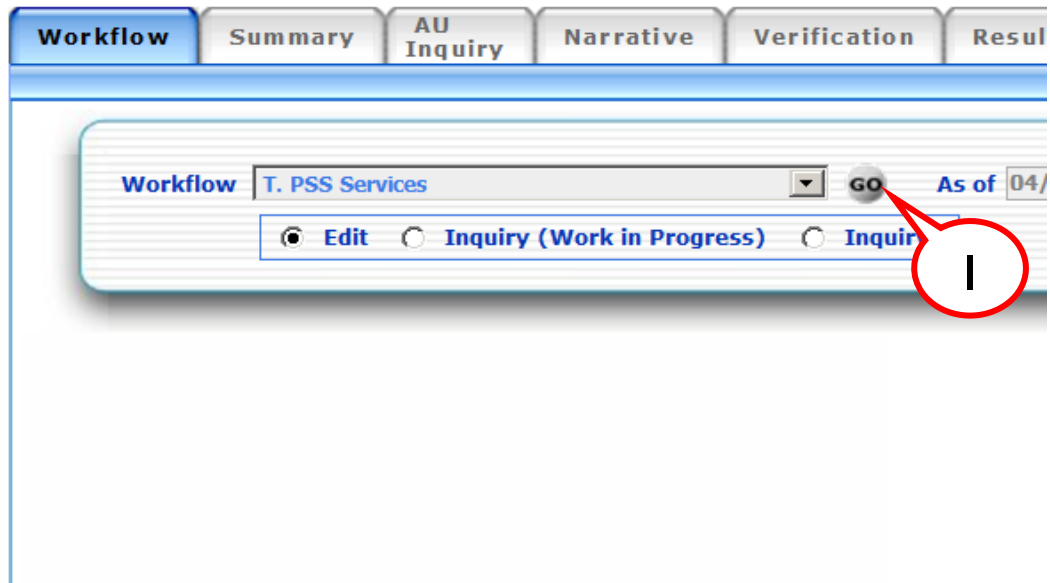
✓	Resource	Organization
<input type="checkbox"/>	#Work (WPP) Program Participant - North Shore Career Center	City of Salem North Shore/WIE
<input type="checkbox"/>	+Work Opportunities Unlimited (WOU) Plymouth CIES Model II	Work Opportunities Unlimited (
<input type="checkbox"/>	+ [Work Opportunities Unlimited - CIES Model 2}	Work Opportunities Unlimited (
<input type="checkbox"/>	+ [Work Opportunities Unlimited- CIES Model 2]	Work Opportunities Unlimited (
<input type="checkbox"/>	+ [Work Opportunity Center [WOC] CIES Model 2]	Work Opportunity Center Inc (
<input type="checkbox"/>	+ [Work Opportunity Center[WOC] CIES Model 3]	Work Opportunity Center Inc (
<input type="checkbox"/>	Workforce Central Career Center [non ESP funded]	Massachusetts Career Center
<input type="checkbox"/>	Workforce Central Career Center [non ESP funded]	Massachusetts Career Center
<input type="checkbox"/>	Workforce Central Career Center [non ESP funded]	Massachusetts Career Center
<input type="checkbox"/>	Workforce Central Hi Set	Workforce Central
<input type="checkbox"/>	Workforce Central Southbridge	Work Force Central

New

### Solution 3:

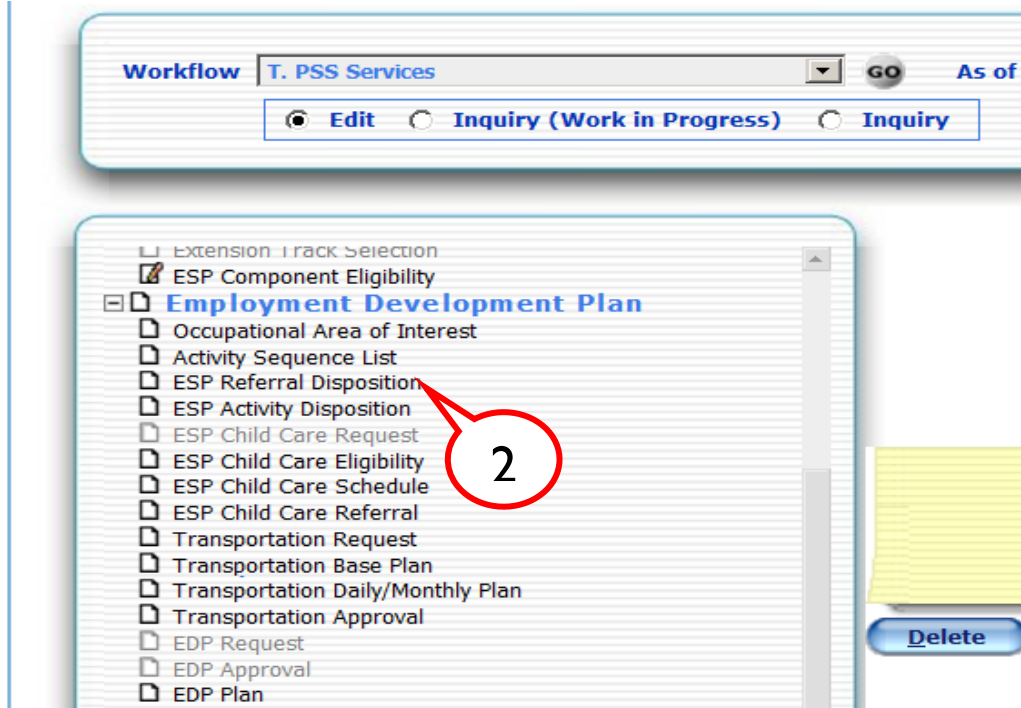
PSS Workflow.

- 1) Select PSS Services under the main Workflow tab and click GO.



The screenshot shows the top navigation bar with tabs: Workflow, Summary, AU Inquiry, Narrative, Verification, and Result. The 'Workflow' tab is active. Below the tabs, there is a 'Workflow' dropdown menu set to 'T. PSS Services'. To the right of the dropdown is a 'GO' button, which is circled in red with a red arrow pointing to it. To the right of the 'GO' button is an 'As of' date field showing '04/'. Below the dropdown menu, there are three radio buttons: 'Edit' (selected), 'Inquiry (Work in Progress)', and 'Inquiry'. A red circle with the number '1' is next to the 'GO' button.

- 2) Select ESP Referral Disposition



The screenshot shows the same interface as the previous one, but with the 'Inquiry' radio button selected. Below the radio buttons, there is a list of items under the heading 'Extension - Track Selection'. The list includes: 'ESP Component Eligibility', 'Employment Development Plan' (which is expanded), 'Occupational Area of Interest', 'Activity Sequence List', 'ESP Referral Disposition', 'ESP Activity Disposition', 'ESP Child Care Request', 'ESP Child Care Eligibility', 'ESP Child Care Schedule', 'ESP Child Care Referral', 'Transportation Request', 'Transportation Base Plan', 'Transportation Daily/Monthly Plan', 'Transportation Approval', 'EDP Request', 'EDP Approval', and 'EDP Plan'. A red circle with the number '2' is next to 'ESP Referral Disposition'. To the right of the list, there is a yellow sticky note and a 'Delete' button.

- 3) Click the Search button under Activity and Select **“Employment Ready”** as the approved Activity.

Activity -- Webpage Dialog

☒ Activity

☐ FS Community Service Participant

Activity Referral

Activity

Resource

Service activity type

☒ Activity Referral

☐ Employment Ready

☐ Employment Training and Education

☐ Employment Supports Services

1 - 3 of 3 Records

type here to search list

Response

03/22/2017

St

Te

Save

Clear

Resource Detail...

- 4) Click on the Search button for Resource and select **#Work (WPP) Program Participant – North Shore Career Center**. Make the referral following instructions in the Online Guide ESP – PSS Assessment Book.

Resource Name Search -- Webpage Dialog

Resource Name Search

Resource

TAO North Shore TAO - DTA

General service

Program Employment Service Program

Component

Activity

Service activity type

Expired Resources ☐

Search

Clear

Resource	Organization
<input checked="" type="checkbox"/> Skill Development School	SKILL DEVELOPMENT SCHOOL
<input type="checkbox"/> #Work (WPP) Program Participant - North Shore Career Center	Executive Office of Labor & Workforce Development
<input type="checkbox"/> #Work (WPP) Program Participant - North Shore CC - Gloucester	Executive Office of Labor & Workforce Development
<input type="checkbox"/> +Community Enterprises Inc (CEI) (CIES) Model II NorthShore	Community Enterprises, Inc.
<input type="checkbox"/> +Community Enterprises Inc (CEI) (CIES) Model III NorthShore	Community Enterprises, Inc.
<input type="checkbox"/> +Jewish Vocational Services/ESSP (MORI)	Office for Refugees & Immigrants