

ITSC

Information Technology Support Center

State of Maryland ♦ Mitretek Systems ♦ ACS Commercial Solutions ♦ University of Maryland

Sponsored by the U.S. Department of Labor

*Winner of Case Study Award - International Summit on Service to the Citizen
Winner of Showcase Award - Joint Employment and Training Technology Conference
Winner of AFEI's Industry Award for Excellence in Enterprise Integration*

FY04 PROJECT TASK ORDER

FY0405 UI Agency Integration with the O*NET Code Connector

Sponsoring Organization:

USDOL

Version: 3.0

Date: 23 January 2004

ITSC PROJECT TASK ORDER

Project: FY0405

Version: 3.0

**Call Center and Internet Integration with the
O*NET Code Connector**

Date: 23 January 2004

1 INTRODUCTION

This Project Task Order (PTO) will be accomplished under the FY 2004 Main Grant Funding from National Department of Labor (DOL). This PTO is a new area of work for Information Technology Support Center (ITSC) and may be a multi-year project. The output of this project will be a demonstration software application that will be piloted by one or more UI agencies.

(a) Summary

Unemployment insurance (UI) contact centers continue to evolve and utilize new sources of technology to offer citizens and claimants multiple methods of contacting the UI agency. DOL has contracted with a firm to develop a self-help application on the Occupational Information Network called the O*NET Code Connector. The O*NET Code Connector allows people in search of work to enter words, phrases, or titles into a screen and the Code Connector will search for related and applicable occupational codes and description of duties and skills necessary for that occupation code.

DOL and the UI agencies would like occupational codes to be better and more accurately tied to claimants' job descriptions in order to pass on better information to Employment Services/Job Service (ES/JS) staff and, ultimately, to enable job-seekers to more quickly obtain jobs that they are most qualified for. The ITSC will explore the O*NET Code Connector code and algorithms that match words, phrases, or titles to occupational codes and explore the use of this software in a call center environment.

(b) Background

With the advent and prevalent use of call centers around the nation for UI claims, there is very little face-to-face interaction between claimants and UI staff today. The assignment of occupational codes has suffered due to this. Better ways of matching standard occupational codes to claimants seeking UI benefits and reemployment are necessary. The O*NET Code Connector, with modifications for batch use, may provide a standard, cost-effective way for UI agencies to better match claimants with jobs and reduce average duration of UI benefits collected.

(c) Business Need

The ITSC proposes to obtain O*NET source code from DOL and examine the feasibility of utilizing this base code for pilot testing with UI agency partners. The base code will need many modifications and functional enhancements; however, if installed successfully in pilot UI agencies, the application could then be used by any UI agency with minor modifications.

ITSC PROJECT TASK ORDER

Project: FY0405

Version: 3.0

**Call Center and Internet Integration with the
O*NET Code Connector**

Date: 23 January 2004

Costs for UI agencies would be minimized through this concept, and DOL could see decreases in average duration and thus more robust trust fund accounts.

(d) Benefits

The ITSC and partner UI agencies will become more experienced in utilizing the O*NET Code software, and will gain knowledge in feasibility of the software for UI agency use in a batch mode and on a mass scale.

(e) Audience

The audience for this PTO is call center managers, call center managers/supervisors, and information technology (IT) staff that support call center applications.

(f) Risk Assessment

Potential risk for this project is that the O*NET code may prove to be totally unsuitable for UI agency use. This will be addressed first in a feasibility portion of the project.

(g) Definitions and Acronyms

<u>Term</u>	<u>Definition</u>
DOL	Department of Labor
ITSC	Information Technology Support Center
N/A	Not Applicable
PTO	Project Task Order
UI	Unemployment Insurance

(h) Reference Material

None

ITSC PROJECT TASK ORDER

Project: FY0405

Version: 3.0

**Call Center and Internet Integration with the
O*NET Code Connector**

Date: 23 January 2004

2 STATEMENT OF WORK

(a) Task Description

The O*NET Code Connector allows people in search of work to enter words, phrases, or titles into a screen and the Code Connector will search for related and applicable occupational codes and description of duties and skills necessary for that occupation code. This application is available in many One-Stop offices throughout the nation, as a self-help application. DOL and UI agencies would like occupational codes to be better and more accurately tied to claimants job descriptions in order to pass on better information to ES/JS staff and ultimately, to enable job-seekers to more quickly obtain jobs that they are most qualified for.

The ITSC will examine the feasibility of utilizing the O*NET Code Connector source code and algorithms, with partner UI agencies, in modes that would be applicable in a call center/Internet claims-taking environment which is in place in most UI agencies today.

The ITSC proposes to obtain O*NET source code from DOL (and the vendor if applicable) and examine the feasibility of utilizing this base code for pilot testing with UI agency partners. The base code will need modifications and functional enhancements, however, if installed successfully in pilot UI agencies, the application could then be used by any UI agency with minor modifications.

Preliminary conversations with DOL and with UI agencies has indicated that telephone claims generally have only a small subset of occupational codes that are used to assign to a claimant. In addition, in the time spent on the telephone with the claimant, it is critical to get as much and as accurate information as possible. Subsequent contacts cost more money in terms of staff time as well as long distance charges. In addition, the better matching of claimant supplied job descriptions with occupational codes will help the ES/JS side of the State Workforce Agency immensely in placing claimants in jobs to which they are better suited and in a more timely fashion.

One potential scenario would be to create a program that would utilize the O*NET matching algorithms but to use them in a batch or real time mode after the claim is taken and submitted. If this could be piloted successfully, three things could happen:

- Time per claim could be reduced due to the UI staff not having to pick an occupational code in real-time from a pull-down menu on the claims app
- Claimants may be able to find jobs faster due to quicker matching of claimant's skills to occupational code and available jobs
- Average duration (weeks claimed) may decrease leading to less UI payments from trust funds

ITSC PROJECT TASK ORDER

Project: FY0405

Version: 3.0

Call Center and Internet Integration with the O*NET Code Connector

Date: 23 January 2004

The ITSC will seek at least two UI agency partners to participate in the Feasibility Analysis and pilot operations (if found feasible).

(b) Deliverables

<u>Task</u>	<u>Deliverable</u>	<u>Product Type</u>	<u>Audience</u>
1	O*NET Code Connector Feasibility Analysis/Concept of Operations	Document	Call Center Project Managers, ES Managers, IT Staff
1	O*NET Code Connector Pilot Application for Operation in UI agency environment	Software	Call Center Project Managers, ES Managers, IT Staff

(c) Dependencies

None

(d) Schedule



ITSC PROJECT TASK ORDER

Project: FY0405

Version: 3.0

Call Center and Internet Integration with the
O*NET Code Connector

Date: 23 January 2004

3 PROJECT ORGANIZATION

(a) Project Responsibilities

<u>Name</u>	<u>Title</u>	<u>Telephone Number</u>	<u>Email Address</u>
Tim Meier	Manager	(301) 513-9794	tmeier@itsc.org

(b) Staffing Plan (allocated hours)

<u>Task</u>	<u>Technical</u>	<u>Admin</u>	<u>Totals</u>
1	1832	80	1912

(c) Resource Requirements

ITSC Executive Director

State of Maryland Grant Manager