



To: Employment and Training Provider Management

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Subject: Entering Employment Hours in Kronos

Please note that provider program managers and data staff should read the memo, *Entering Employment Hours in Kronos: One Data Entry Per Month*, dated 1/25/07 from Daisy Rosa as an accompaniment to this memo. This memo will also be sent to providers through an email from the TWD Kronos Support Team.

- I. An Employment Verification Form (EVF), pay stub or letter from the client's employer on company letterhead is required for initial job placement verification. Once employment is verified through one of these documents, and a full pay stub for the client has been obtained, providers are expected to populate hours in Kronos on a monthly basis. Collecting ongoing pay stubs is no longer required in order to enter actual hours in Kronos. (However, please note that if the client's hours change, providers must get documentation - a pay stub or letter from the employer on company letterhead - in order to begin adjusting the hours appropriately in Kronos) When retention is met, a letter from the employer or a pay stub is required in the client's case file. Once the client meets retention, providers must notify Inspiritec so that they can confirm the retention. Providers should enter retention met into AIMS and CAPS only after Inspiritec confirms the retention. While the provider waits for Inspiritec to confirm retention, they must continue to enter hours for the client in Kronos.
- II. It is critical that providers make sure their case managers are checking-in frequently with clients (following the minimum contact required in the Scope of Services) to provide retention services and find out whether their clients are still employed.
- III. If a provider finds out a client has lost employment, they must still populate hours under the employment activity code in Kronos up to and including the day the client lost his/her job.

- IV. As soon as a provider learns of a client's job loss, they must immediately enroll the client in another core activity for 20 hours and in a core or "other" activity for an additional 10 hours.
- V. There will be many cases in which a provider finds out about a client's job loss after they have already populated hours in Kronos for the month. In these cases, providers should not delete hours. However, on the day the provider learns of the client's job loss, they should close the employment activity and open one or more new countable activities for the client. The date of activity change should be the date on which the provider learned of the client's job loss, *not* the date on which the client actually lost their job. If providers enter data in a timely fashion, in many cases clients who lose their jobs will have multiple "core" and "other" activities open in a particular month with more than a total of 30 hours in them. For example, some clients will have 30 hours per week in an employment activity and in the same week have additional hours in a second core activity and in an "other" activity. When this occurs, providers must write an explanation in case notes to explain that the client lost their job and is actually no longer working but engaged in other countable activities. It is critical that providers conduct all the data entry described above, particularly the closing of the employment activity and opening of the new countable activities, in a timely fashion so that discrepancies do not arise among Kronos, AIMS, CAPS and case notes.
- VI. Please remember that providers have 28 days *from the date the client lost their job* in which to help a client obtain another job and still maintain retention.

Implementation Example #1: *A provider calls a client on February 4th and finds out that the client lost his/her job on January 27th. If the Provider is conducting timely data entry as required, as of February 4th, they should have already entered employment hours in Kronos for the months of January and February. On February 4th the provider closes the employment activity as of the day they found out about the client's job loss, which in this case would be February 4th, and opens a new "core" activity (for example, Paid Work Experience, activity #20) and an "other" activity (for example, GED, activity #34: Education Directly Related to Employment). Providers should not go back to the actual date the client lost his/her job to close the activity. The provider documents in case notes that the client has lost their job and is actually enrolled in PWE and Education Directly Related to Employment rather than an employment activity through the month of February. The provider begins entering hours the client does in these activities (PWE and Education Directly Related to Employment) in Kronos. Because the provider has closed the employment activity and opened the new activities, hours in the employment activity in Kronos for the rest of February will not upload into AIMS. Only the hours in the new activities will upload.*

Implementation Example #2: *A provider calls a client on February 4th and finds out that the client has lost his/her job on January 27th. The Provider has not been conducting timely data entry as required. Therefore, hours for the month of February*

have not been entered into Kronos for this client. However, the provider has entered hours already into Kronos for the month of January. On February 4th the provider enters "0" hours into the employment activity in Kronos for January 28th through February 3rd. In addition, the provider closes the employment activity as of the day they found out about the client's job loss, which in this case would be February 4th, and opens a new "core" activity (for example, Paid Work Experience, activity #20) and an "other" activity (for example, GED, activity #34: Education Directly Related to Employment). Providers should not go back to the actual date the client lost his/her job to close the activity. The provider begins documenting the hours the client does in these activities in Kronos.

Please note that data that is not entered into AIMS by 15 days after the month for pre-employed clients and 45 days after the month for post-employed clients requires entry by Inspiritec and the payment of late data entry fees by providers.