America's Service Locator is a website that helps the public locate local service providers that inform about available services and driving directions and maps. One can find everything from the nearest One-Stop Center to information about your local Job Corps Center. In partnership with the National Toll-Free helpline (1-877-US2-JOBS), we are committed to providing consistent local office information to callers and website users.

You have been designated as the data entry administrator for all of your State's or local service providers. We have created a basic set of instructions that enables you, and allows you to authorize local service providers to update and maintain their individual information within America's Service Locator. For the immediate future you will only be managing and updating sites that have already been entered into the ASL system. Specifically, you will be updating the most basic contact information, or level one data, for the local service providers currently displayed in the Locator. The ASL has four levels of data: level one is basic contact information, level two is site resources, level three and four both relate to actual services provided to employers, workers, and youth. Levels two, three, and four are part of the next phase of implementation.

Note that these instructions also tell how to create a new site. However, the system will not be able to integrate and add new sites until sometime in February during the next phase of our data validation and updating. We will inform you of the exact date as soon as possible along with the details of the next phase of the implementation plan. *We would like to complete this first phase of our data vetting no later than February 16, 2001.*

If at any time you need assistance during this process, please call America's Service Center at 1-877-348-0502 (TTY number: 1-877-348-0501) for more detailed help.

To begin:

1. Log on to America's Service Locator (ASL) at www.servicelocator.org.

2. Click onto "click here" under "Locator Providers" that is found on left side of the page.

3. Enter username and password. (All user names and passwords will be in lower case and no spaces)

• The username is the name of your state , e.g., New York's username is newyork.

- The password is the state abbreviation, e.g., New York's password is ny.

<u>For security purposes, you must change your password the first time you log in to the Service Locator.:</u>

Procedures for changing your password and account information.

A. From the Service Provider menu, click on *Update Your Basic Information* at the bottom of the page.
B. From the *Administrative Information (required)* page, click in the *Provider Password* Box.
C. Completely erase the old password and then enter a new password which should be at least 6 but no longer than 20 characters and should be easily associated with the Service Locator.
D. Enter your new password again as directed to confirm the change.

4. To Update Administrative Account Information

Continue completing the administrative account information. The provider name is preset as your state name. Please change the *Provider Name* field if you want to make any changes and fill out the rest of the fields describing your basic account information (2 screens). Click on *Enter Your Services Now* button to submit your changes, and return to Service Provider Menu.

5. To Update Local Service Provider Information

When you verify the Local Service Provider information, you may find that addresses and phone numbers for some of your local offices have changed. Please follow the instructions below to fix such records.

A. From *Service Provider Menu*, go to the right hand side of your screen and under the heading "Manage an Existing Entry," select *Update or Delete Provider Information or Upload Image.*
B. You will see a drop-down list for the different types of service providers in your state, e.g., One-Stops, Job Corps, etc. Select one of the categories
C. On the *Service Management* page, you will find the names of all the local service providers in that particular category from your state. To update a provider's information, click on the *Update* button found across from the provider's name on the right side of the screen.
D. From *Service Update Form*, click in the field boxes you wish to change, completely erase the old information in the box, and enter new information. Click *Submit* button at the bottom of the screen to confirm the updates.
E. You may receive a warning message that indicates certain fields are required. If so, click the *Back* button to return to the previous page, and fill out all the required information.

F. You should receive the *Service Update* page, which indicates, "The information has been successfully updated." Click *OK* button to confirm and return to *Service Provider Menu*.

*Special Instructions for One-Stop Service Provider Data: The Service Locator will color-code comprehensive One-Stop Centers and satellite One-Stop centers and display the information accordingly [For a more detailed definition of a One-Stop center, please see Attachment A]. Comprehensive One-Stop Centers will be color-coded and displayed in red in the Service Locator. National Toll-Free partner states who have already identified their local One-Stop offices will simply need to fill in an additional field in the Service Update Form with a "Y" or "N." For National Toll-Free MOU states, this information has been completed for you in the majority of states. You will simply need to confirm or update this information checking for accuracy.

6. To Delete Local Service Provider Information

When you verify the Service Center information, you may find duplicate records or offices that no longer exist. Please follow the instructions below to delete such records.

A. From *Service Provider Menu*, go to the right hand of your screen and under the heading "Manage an Existing Entry," select *Update or Delete Provider Information or Upload Image*.
B. From Service Management page, find the name of the service center you wish to delete on the left, click on the corresponding delete button on the right side of your screen.
C. From *Confirm Deletion of Service* page, click *DELETE* button on the bottom to delete this record.
D. You should receive the *Service Deletion Complete* page, which indicates, "The record has been successfully deleted." Click *OK* button to confirm and return to *Service Provider Menu*.

Sneak Preview of Next Steps*!
* Please do not change this information yet, we will provide more detailed instructions soon!

To Create New Local Service Provider Record

With the new legislation and rapidly changing workforce development system emerging, you may find that new local service providers have not been included in this database. To create a new provider site:

A. From *Service Provider Menu* under the heading "Create a New Entry," select the first yellow bullet *Create Provider Information*.
B. From *Service Provider Form* page, fill out all the fields of the form, click *Submit* button to confirm record creation.
C. You should receive the *New Service Add Complete* page, which indicates, "The information has been successfully inserted." Click *OK* button to return to *Service*

Provider Menu.

Passing Usernames and Passwords to Local Service Providers

The goal of the America's Service Locator system is to pass on the data management to the local service provider. By mid-February, the system will have been tested and all of the data will have been validated by a state contact. At that point, you will receive another set of instructions detailing the procedure for passing authorities to local service providers. Thank you for your valuable time and efforts!

Attachment A: Definition of Comprehensive One-Stop Centers

Because One-Stop offices vary in the services they offer, we have decided to delineate between comprehensive One-Stop Centers and satellite centers so that our users can be assured that they are going to the office that offers the services they are seeking at the nearest *physical* office site. We have included a definition of a comprehensive One-Stop center from the Workforce Investment Act regulations:

Authority: Section 506 (c), Pub. L. 105-220; 20 U.S.C. 9276 (c)
Excerpt from Section 662.100 What is the One-Stop delivery system?

(c) The system must include at least one comprehensive physical center in each local area that must provide the core services specified in WIA section 134 (d) (2), and must provide access to other programs and activities carried out by the One-Stop partners.
(d) While each local area must have at least one comprehensive center (and may have additional comprehensive centers), WIA section 134(c) allows for arrangements to supplement the center. These arrangements may include:
> (1) A network of affiliated sites that can provide one or more partners' programs, services and activities at each site;
> (2) A network of One-Stop partners through which each partner provides services that are linked, physically or technologically, to an affiliated site that assures individuals are provided information on the availability of core services in the local area; and
> (3) Specialized centers that address specific needs, such as those of dislocated workers.
(e) The design of the local area's One-Stop delivery system, including the number of comprehensive centers and the supplementary arrangements, must be described in the local plan and be consistent with the Memorandum of Understanding executed with the One-Stop partners.