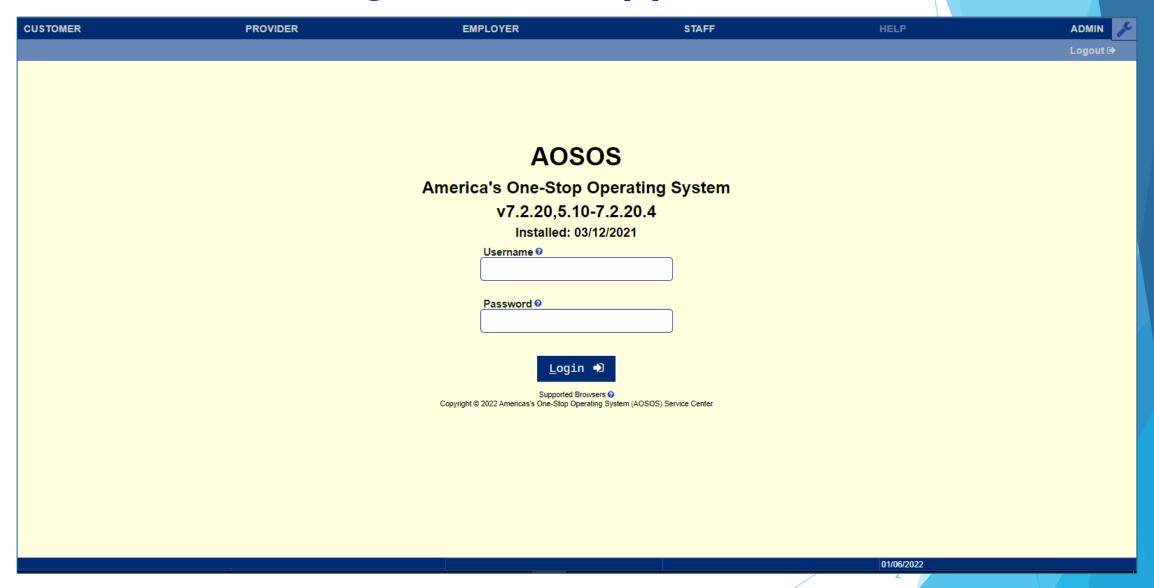# NextGen - Secure Counseling
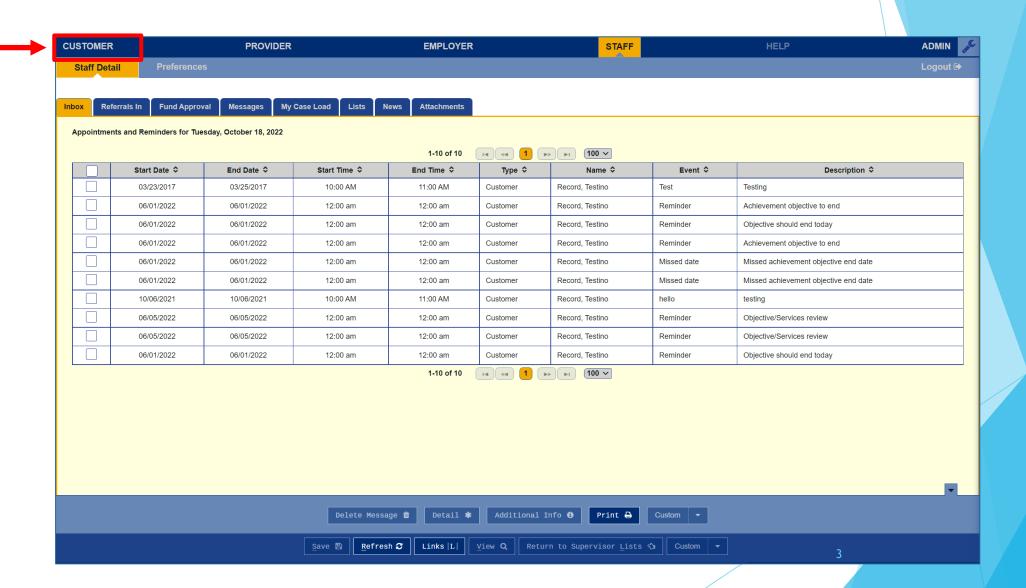
Created by Workforce Information Systems and Evaluation Support Team
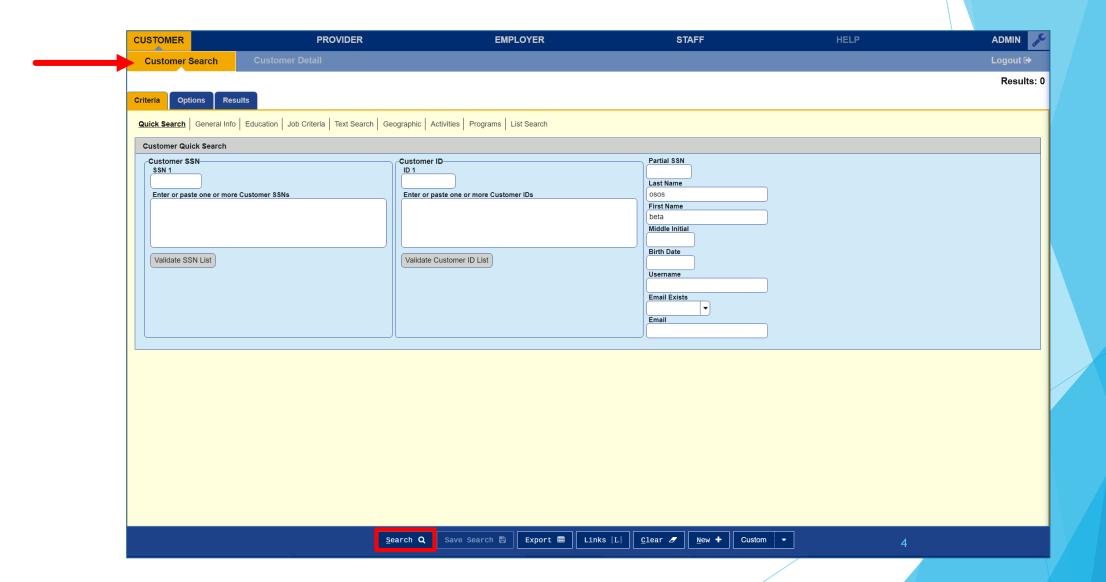
September, 2022

Login to the Application
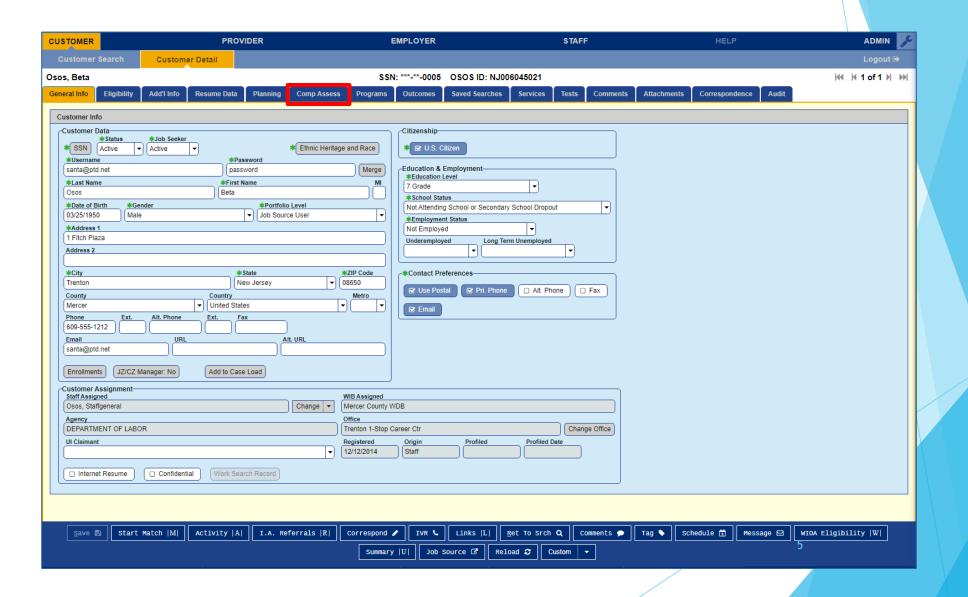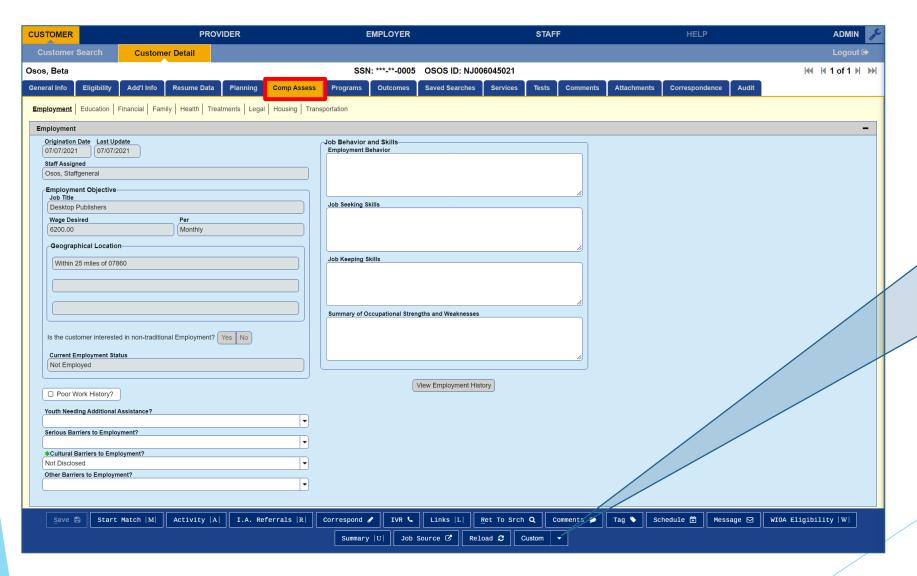
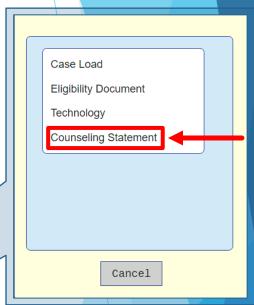# Navigate to Customer Module

Locate the Customer

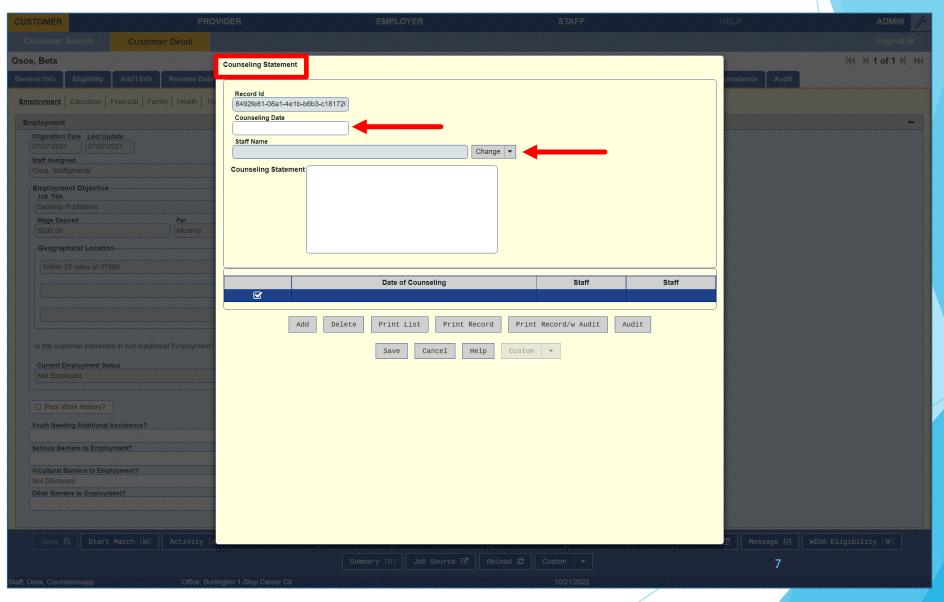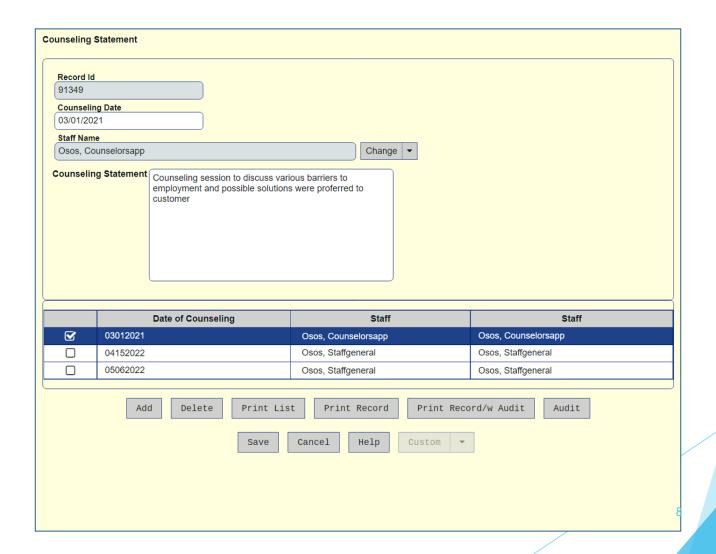# Customer Record

Counseling Tab

Secure Counseling Statements

Multiple Counseling Statements

FAQs

What information should be added on this tab?

➢ **This tab is for counselors to provide documentation of conversations held with customers. All statements should reflect the content accurately, while following guidance provided by the Supervising Counselor and the Senior Policy Advisor as to the format and content expected.**

I am not clear who holds these roles. Can I please have a name?

➢ **Though staffing roles change from every now and then, at the time of the development of this PowerPoint, the Supervising Counselor is Lisa Fiorile, the Senior Policy Advisor is Sarah Singer-Quast, and the Assistant Director is Baden Almonor.**

Can I delete or edit my statement?

➢ **Staff can change or delete their own statements, however they cannot delete the statements of other staff members. Please be advised though, an audit trail recording your name and date of the change is being collected.**

NextGen training topics available:

- Customer Search
- Programs/Public Assist
- Customer Module
- Comp Assess
- Customer Services
- Programs/Public Assist
- Activities & Comments

- Customer Outcomes
- Providers/Offerings
- Employers/Job Orders
- Matching from Customer
- Matching from Job Order
- Options and exporting
- List function

- Correspondence function
- Links
- I.A. Referrals
- Secure Counseling Tab
- Staff Module
- Follow up Best Practices
- Reporting

Questions regarding the training you just viewed can be sent to:
WorkforceInformationSystems@dol.nj.gov