

NextGen - Secure Counseling

Created by Workforce Information
Systems and Evaluation Support Team

September, 2022

Login to the Application

[CUSTOMER](#)[PROVIDER](#)[EMPLOYER](#)[STAFF](#)[HELP](#)[ADMIN](#)

Logout

AOSOS

America's One-Stop Operating System
v7.2.20,5.10-7.2.20.4
Installed: 03/12/2021

Username

Password

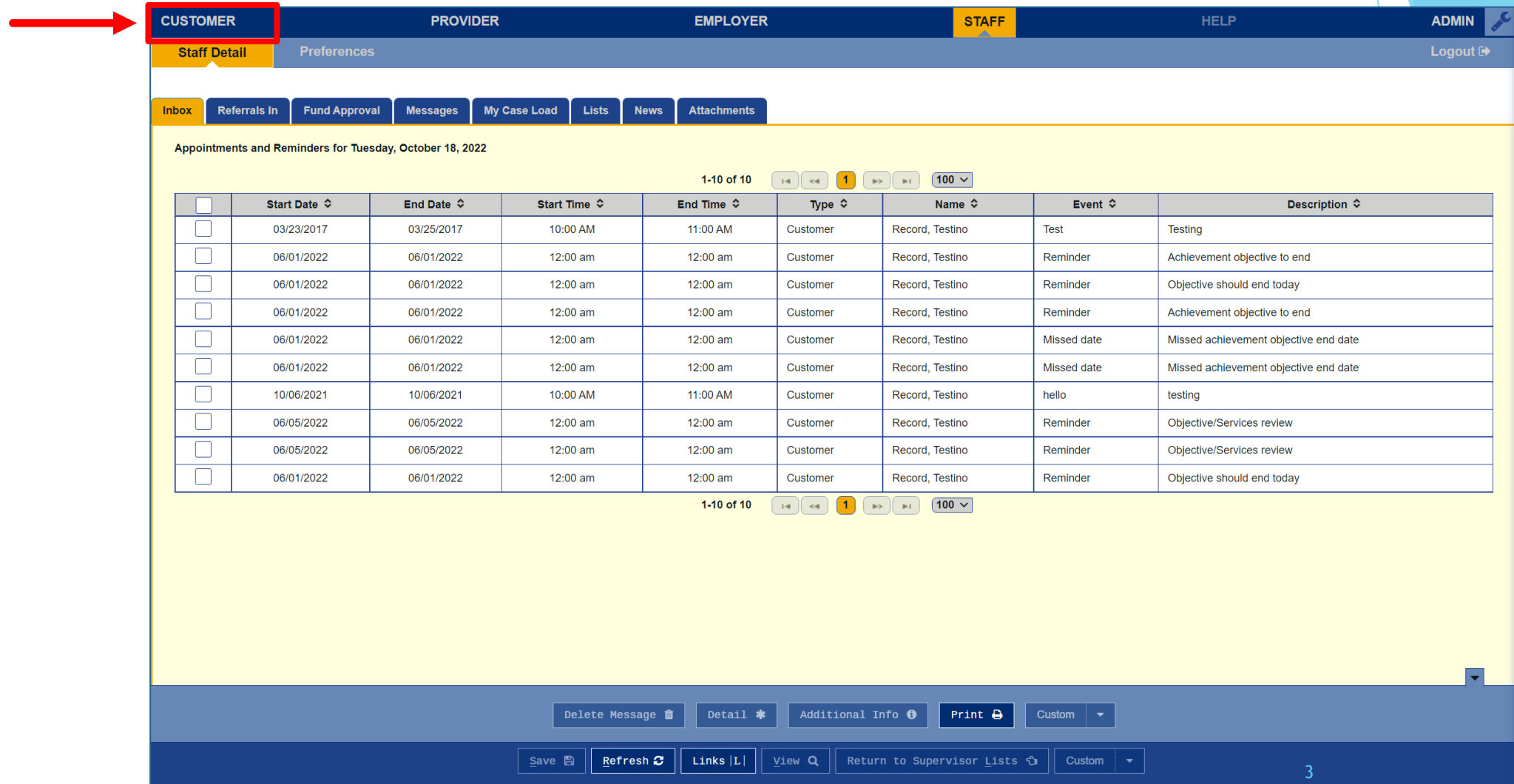
Login

[Supported Browsers](#)

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01/06/2022

Navigate to Customer Module



The screenshot displays a software interface with a top navigation bar containing tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, HELP, and ADMIN. A red arrow points to the 'CUSTOMER' tab. Below the navigation bar, there is a sub-navigation bar with 'Staff Detail' and 'Preferences'. The main content area shows a list of appointments and reminders for Tuesday, October 18, 2022. The list is displayed in a table format with columns: Start Date, End Date, Start Time, End Time, Type, Name, Event, and Description. The table contains 10 rows of data. At the bottom of the interface, there are buttons for 'Delete Message', 'Detail', 'Additional Info', 'Print', and 'Custom'. The page number '3' is visible in the bottom right corner.

Navigation Bar: CUSTOMER, PROVIDER, EMPLOYER, STAFF, HELP, ADMIN

Sub-Navigation Bar: Staff Detail, Preferences

Main Content Area:

Appointments and Reminders for Tuesday, October 18, 2022

1-10 of 10

	Start Date ↕	End Date ↕	Start Time ↕	End Time ↕	Type ↕	Name ↕	Event ↕	Description ↕
<input type="checkbox"/>	03/23/2017	03/25/2017	10:00 AM	11:00 AM	Customer	Record, Testino	Test	Testing
<input type="checkbox"/>	06/01/2022	06/01/2022	12:00 am	12:00 am	Customer	Record, Testino	Reminder	Achievement objective to end
<input type="checkbox"/>	06/01/2022	06/01/2022	12:00 am	12:00 am	Customer	Record, Testino	Reminder	Objective should end today
<input type="checkbox"/>	06/01/2022	06/01/2022	12:00 am	12:00 am	Customer	Record, Testino	Reminder	Achievement objective to end
<input type="checkbox"/>	06/01/2022	06/01/2022	12:00 am	12:00 am	Customer	Record, Testino	Missed date	Missed achievement objective end date
<input type="checkbox"/>	06/01/2022	06/01/2022	12:00 am	12:00 am	Customer	Record, Testino	Missed date	Missed achievement objective end date
<input type="checkbox"/>	10/06/2021	10/06/2021	10:00 AM	11:00 AM	Customer	Record, Testino	hello	testing
<input type="checkbox"/>	06/05/2022	06/05/2022	12:00 am	12:00 am	Customer	Record, Testino	Reminder	Objective/Services review
<input type="checkbox"/>	06/05/2022	06/05/2022	12:00 am	12:00 am	Customer	Record, Testino	Reminder	Objective/Services review
<input type="checkbox"/>	06/01/2022	06/01/2022	12:00 am	12:00 am	Customer	Record, Testino	Reminder	Objective should end today

1-10 of 10

Footer Bar: Delete Message, Detail, Additional Info, Print, Custom

Bottom Bar: Save, Refresh, Links |L|, View Q, Return to Supervisor Lists, Custom

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Locate the Customer

CUSTOMER PROVIDER EMPLOYER STAFF HELP ADMIN

Customer Search Customer Detail Logout

Results: 0

Criteria Options Results

Quick Search | General Info | Education | Job Criteria | Text Search | Geographic | Activities | Programs | List Search

Customer Quick Search

Customer SSN
SSN 1

Enter or paste one or more Customer SSNs

Validate SSN List

Customer ID
ID 1

Enter or paste one or more Customer IDs

Validate Customer ID List

Partial SSN

Last Name
osos
First Name
beta
Middle Initial

Birth Date

Username

Email Exists

Email

Search Save Search Export Links Clear New Custom

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Customer Record

CUSTOMER

PROVIDER

EMPLOYER

STAFF

HELP

ADMIN

Customer SearchCustomer DetailLogout

Osos, BetaSSN: ***--0005OSOS ID: NJ0060450211 of 1

General InfoEligibilityAdd'l InfoResume DataPlanningComp AssessProgramsOutcomesSaved SearchesServicesTestsCommentsAttachmentsCorrespondenceAudit

Customer Info

Customer Data

*SSN

*Status

*Job Seeker

*Ethnic Heritage and Race

*Username

*Password

*Last Name

*First Name

*MI

*Date of Birth

*Gender

*Portfolio Level

*Address 1

*Address 2

*City

*State

*ZIP Code

Country

Country

Metro

Phone

Ext.

Alt. Phone

Ext.

Fax

Email

URL

Alt. URL

Enrollments

JZ/CZ Manager: No

Add to Case Load

Citizenship

*U.S. Citizen

Education & Employment

*Education Level

*School Status

*Employment Status

*Contact Preferences

Use Postal

Pri. Phone

Alt. Phone

Fax

Email

Customer Assignment

Staff Assigned

Agency

UI Claimant

Internet Resume

Confidential

Work Search Record

WIB Assigned

Office

Registered

Origin

Profiled

Profiled Date

SaveStart Match |M|Activity |A|I.A. Referrals |R|CorrespondIVRLinks |L|Get To Srch |Q|Comments |TagSchedule |Message |WIOA Eligibility |W|Summary |U|Job Source |ReloadCustom

Counseling Tab

CUSTOMER PROVIDER EMPLOYER STAFF HELP ADMIN

Customer Search Customer Detail Logout

Osos, Beta SSN: ***-**-0005 OSOS ID: NJ006045021 1 of 1

General Info Eligibility Add'l Info Resume Data Planning **Comp Assess** Programs Outcomes Saved Searches Services Tests Comments Attachments Correspondence Audit

Employment Education Financial Family Health Treatments Legal Housing Transportation

Employment

Origination Date 07/07/2021 Last Update 07/07/2021

Staff Assigned
Osos, Staffgeneral

Employment Objective
Job Title
Desktop Publishers
Wage Desired 6200.00 Per Monthly

Geographical Location
Within 25 miles of 07860

Is the customer interested in non-traditional Employment? Yes No

Current Employment Status
Not Employed

☐ Poor Work History?

Youth Needing Additional Assistance?

Serious Barriers to Employment?

Cultural Barriers to Employment?
Not Disclosed

Other Barriers to Employment?

Job Behavior and Skills
Employment Behavior

Job Seeking Skills

Job Keeping Skills

Summary of Occupational Strengths and Weaknesses

View Employment History

Save Start Match |M| Activity |A| I.A. Referrals |R| Correspond IVR Links |L| Ret To Srch Comments Tag Schedule Message WIOA Eligibility |W| Summary |U| Job Source Reload Custom

Case Load

Eligibility Document

Technology

Counseling Statement

Cancel

Secure Counseling Statements

Counseling Statement

Record Id
8492fe81-08a1-4e1b-b6b3-c18172t

Counseling Date

Staff Name Change

Counseling Statement

	Date of Counseling	Staff	Staff
<input checked="" type="checkbox"/>			

Add Delete Print List Print Record Print Record/w Audit Audit

Save Cancel Help Custom

Customer Search Customer Detail

Osos, Beta

General Info Eligibility Add'l Info Resume Data

Employment Education Financial Family Health Tr

Employment

Origination Date Last Update
07/07/2021 07/07/2021

Staff Assigned
Osos, Staffgeneral

Employment Objective
Job Title
Desktop Publishers

Wage Desired Per
6200.00 Monthly

Geographical Location
Within 25 miles of 07880

Is the customer interested in non-traditional Employment?

Current Employment Status
Not Employed

☐ Poor Work History?

Youth Needing Additional Assistance?

Serious Barriers to Employment?

*Cultural Barriers to Employment?
Not Disclosed

Other Barriers to Employment?

Save Start Match |M| Activity

Summary |U| Job Source |S| Reload Custom

Staff: Osos, Counselorsapp Office: Burlington 1-Stop Career Ctr 10/21/2022

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Multiple Counseling Statements

Counseling Statement

Record Id
91349

Counseling Date
03/01/2021

Staff Name
Osos, Counselorsapp Change ▼

Counseling Statement
Counseling session to discuss various barriers to employment and possible solutions were proffered to customer

	Date of Counseling	Staff	Staff
<input checked="" type="checkbox"/>	03012021	Osos, Counselorsapp	Osos, Counselorsapp
<input type="checkbox"/>	04152022	Osos, Staffgeneral	Osos, Staffgeneral
<input type="checkbox"/>	05062022	Osos, Staffgeneral	Osos, Staffgeneral

AddDeletePrint ListPrint RecordPrint Record/w AuditAudit

SaveCancelHelpCustom ▼

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