Get Modern & Efficient

? The Situation.

The U.S. Department of Labor Office of Job Corps is the largest nationwide residential career training program that helps young people complete high school education; the program has trained and assisted over two million individuals obtain meaningful careers.

As part of the program administration, Admission Councelors and Personnel Investigation teams must perform various case management activities to screen and determine applicant eligibility. However, the legacy system was inefficient as it was not adaptable to evolving business needs, involved multiple disparate subsystems, had reporting deficiencies and data transmission limits.

⊕ The Solution.

The DOL and Jazz Solutions, Inc. (JSL) teams first held joint application development sessions to elicit and document user needs, workflow, and functional requirements, along with the Agencies' short- and long-term system and business goals. JSL then architected a solution specific to these needs and objectives. A leading low-code case management platform was chosen as the base technology and configured to the Job Corps user stories and system requirements. One of the key benefits of the low-code software is its ability to increase the speed of software development projects. This led to significant cost savings for DOL, as well as faster implementation time.

The modernization effort (known as JACS) has evolved the Jobs Corps case management system into a single, modern application with a user-friendly interface and enhanced tools for workflow that allows Division of Personnel Security and Suitability to include their investigation findings. The case management system:

- Efficiently facilitates electronic file transfers between staff and agencies
- Allows staff to easily upload documents, record relevant data, and adds a color-code relaying key information
- Transmits notifications to stakeholders
- Provides in-depth reports, such as workload status, cycle time, and admissions

JSL performs the following operation and maintenance services: integration with various critical systems; collaborates with the DOL Office of the Chief Information Officer (OCIO) Team for performance testing and continuous improvement initiatives; leads Configuration Management for software release; and ensures software and hardware meets OCIO standards.

⊞ The Impact.

Email from the DOL Branch Chief, IT Systems, OCIO to the JSL JACS project team leads.

"I'm passing on feedback from users on the launch of JACS. Robin C. praised both of you during our requirements session last week saying that this project has been a huge success from her perspective. The team has responded quickly and has given her excellent support during the weeks after the launch to production. She also reports the functionality is intuitive and easy to understand for new users and the user guides are an excellent source of information. I know how much technical work it takes to make functionality intuitive, so kudos to the team. **A happy customer is always our goal, and I'm thankful to both of you for making JACS a success. Congratulations!**"

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Jazz Solutions, Inc. (JSL)
Our Mission is to cultivate Relationships, Responsibility, and Results through People, Purpose, and Process.

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