Online Work Readiness Assessment (OWRA): A Guide for Technical and Program Staff

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If you need further clarification and support, please email: OWRA@icfi.com.

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Additional Considerations
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General Description

The Online Work Readiness Assessment (OWRA) tool consists of Intake, Assessment, Self Sufficiency Plan, and Reporting Modules to be used by interested social service agencies. OWRA provides users with a specialized, comprehensive, and online resource; promotes better understanding of client needs; streamlines intake process and moves participants into work activities faster and with better results; helps State, county, and Tribal program administrators make better and more effective resource decisions to improve the likelihood that participants will achieve self-sufficiency; and provides applicable recommendations based on data collected and customized to the State, county, or Tribe.

There are currently two versions of OWRA available for download; OWRA 1.0 and OWRA 2.0. OWRA 1.0 is the original version of OWRA, which was designed to address needs of TANF populations and the agencies that serve them. OWRA 2.0 is a father-friendly version of OWRA that is effective at helping case managers work with a wide variety of clients to identify and address barriers to increasing self-sufficiency, accessing social services, and obtaining and retaining employment.

The OWRA tool is intended for use by case managers in assessing strengths for and barriers to work activities, and provides general guidance on next steps, relative to strengths and barriers revealed during the questionnaire/assessment with the customer. User accounts are administered through a separate interface but share the same database within the application. A separate administrative interface is provided for setting up the administration aspects of the database.

- OWRA application major components are:
    1. Interview data collection;
    2. Print view of the interview;
    3. Interview versioning and transfer;
    4. Self Sufficiency Plan (Assessment/Recommendations);
    5. Reports.
- OWRA Administration Interface consists of:
    1. OWRA admin interface provides capability to set the encryption key for customers' personally identifiable information (PII) which includes first and last name, social security number, date of birth, and full residential and mailing addresses. This information must be encrypted to maintain PII data security;
    2. Create user accounts;
    3. Edit Recommendations.

Note: throughout this document, when the term OWRA is used without a version number following it, the information refers to both OWRA 1.0 and OWRA 2.0.

Deployment Overview – Applicable to OWRA 1.0 and 2.0

Description

Deployment of OWRA consists of a zip file (source code, deployment documentation, owra .war file, owraAdmin .war file, and owra.sql database script file). There are separate zip files for OWRA 1.0 and OWRA 2.0, and they can both be found here.

Helpful Resources

Successfully deploying OWRA requires the following skillsets:

- Server/network admin experience;
- Java experience (should customization be necessary);
- Database administration experience (for backups and general database maintenance).

Site-Specific Information

The schedule below is provided as a sample of steps to be followed; timelines to be determined by agency staff:

- Determine how the OWRA application will be deployed and administered; and implications for load handling;
- Determine servers for deploying OWRA;
- Determine organization security requirements:
  - HIPAA implications;
  - Personally identifying information;
  - Encryption key settings;
- Deploy application to testing environment;
- Determine and secure DNS and domain names;
- Configure application (encryption, recommendations, etc.) per instructions noted in OWRA Configuration Instructions;
- Set up users;
- Set up hierarchy;
- Test application;
- Implement a local help desk support system (Please contact the OWRA helpdesk for details);
- Deploy to production; and
- Inform users of URL/account information.

Operating Site

The operating site will be dependent upon agency. OWRA may be hosted locally/centrally or outsourced to a hosting provider.

System Requirements

OWRA has been tested and successfully deployed on the Windows and Linux operating systems. OWRA is database and server agnostic – if your agency is interested in installing using a configuration that is not listed in Exhibit 1 below, you may still proceed with installing OWRA; however, only limited deployment assistance will be available via the OWRA help desk.

The following chart lists the system requirements that were used to build and optimize OWRA 1.0 and OWRA 2.0, and details the differences between the two:

Exhibit 1

System Requirements	OWRA 1.0	OWRA 2.0	Purpose
Database Server	• MySQL v5.1. • Oracle 10g Release 10.2.0.4.0 * • MSSQL 2008 R2 *	• MySQL v5.1. • Oracle 10g Release 10.2.0.4.0 * • MSSQL 2008 R2 *	To house OWRA Data. Extensively tested with MySQL
Java Application Server	• Sun GlassFish Enterprise Server v3.1.2 • Tomcat Servers **	• Sun GlassFish Enterprise Server v3.1.2	To deploy OWRA
Internet Explorer browser with Javascript enabled and pop-up blocker disabled	• Internet Explorer 7 or 8 ***	• Internet Explorer 7 or 8 ***	Allows users to access OWRA application (as well as user account interface)
Java	• V1.6 (Java 6)	• V1.6 (Java 6)	Software language used to develop OWRA

* Additional database scripts are necessary to make OWRA compatible with these databases. Please contact OWRA@icfi.com if you are interested in using these databases.

**Separate .jar files are required to make OWRA compatible with Tomcat. Please make every effort to use Glassfish, but contact OWRA@icfi.com if you must use Tomcat.

*** OWRA has known limitations in Chrome, Firefox, and Internet Explorer 9

Deployment Instructions- Applicable to OWRA 1.0 and 2.0

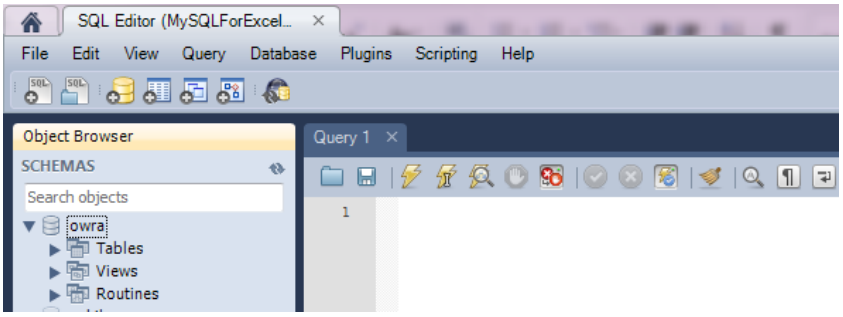
The following steps describe installing OWRA in a Glassfish / MySQL stack.

Step 1: Download OWRA Deployment Package

1. After you have registered on the website site, download deployment package.

Step 2: Create Database

1. Create database with the exact name: owra;
2. The database administrator should run the owra.sql SQL db script located in the "DatabaseScript" folder in the deployment package zip folder.
3. To verify successful installation, you should be able to access the database as seen below:



Additional Considerations

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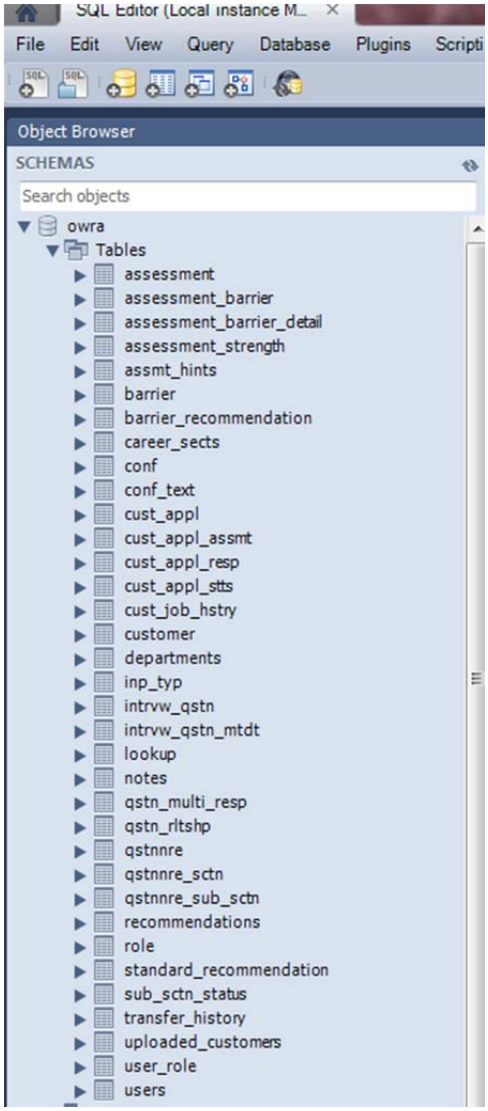
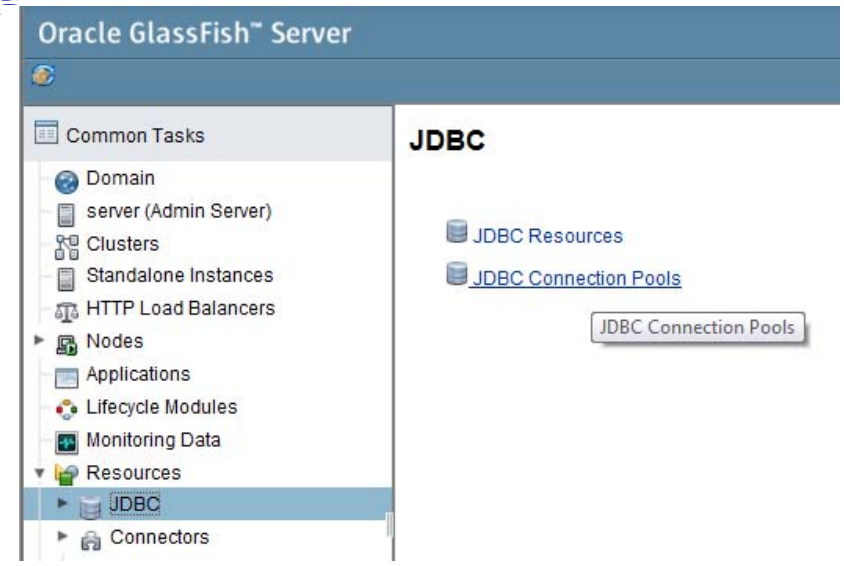


Step 3: Connecting the GlassFish Server to the Database

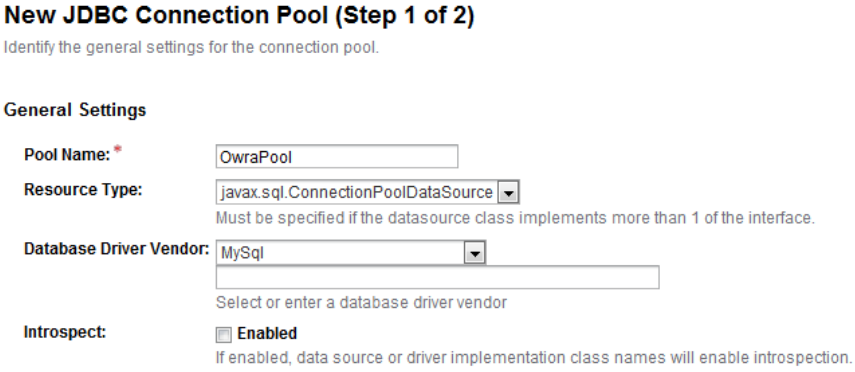
1. Go into your MySQL directory, into the folder: MySQL\MySQL Connector J
2. Copy the jar: mysql-connector-java-5.1.*-bin.jar
3. Paste into your GlassFish folder here: glassfish3\glassfish\lib
4. Restart GlassFish server

Step 4: Create a Database Connection Pool

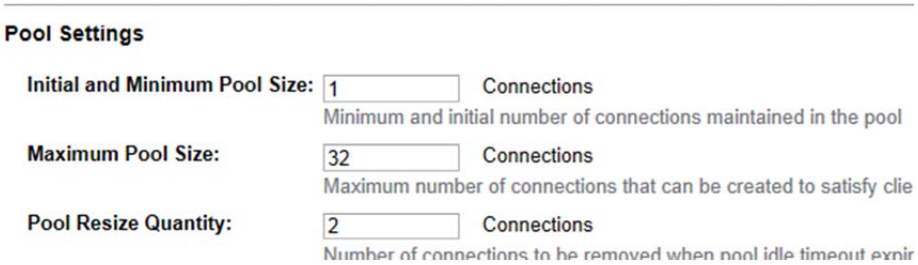
1. Login to GlassFish admin console: http://localhost:4848
2. In the left navigation, click on “JDBC” under “Resources,” then select “Connection Pools”



3. Click the "New" button
4. Under "General Settings," use OwraPool for the pool name
5. Select javax.sql.ConnectionPoolDataSource for Resource Type
6. Select your Database Driver Vendor "MySQL" (assuming a Glassfish/MySQL setup)
7. Click "Next"



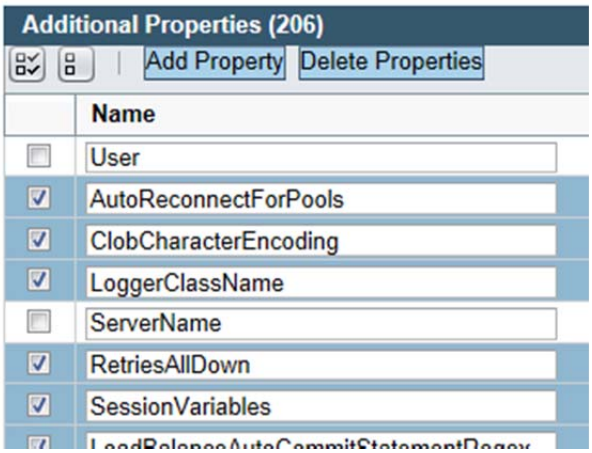
8. Under pool settings, type '1' for Initial and Minimum Pool Size.



9. At the bottom select all, then de-select the following properties selected properties:
   a. User
   b. ServerName
   c. Port

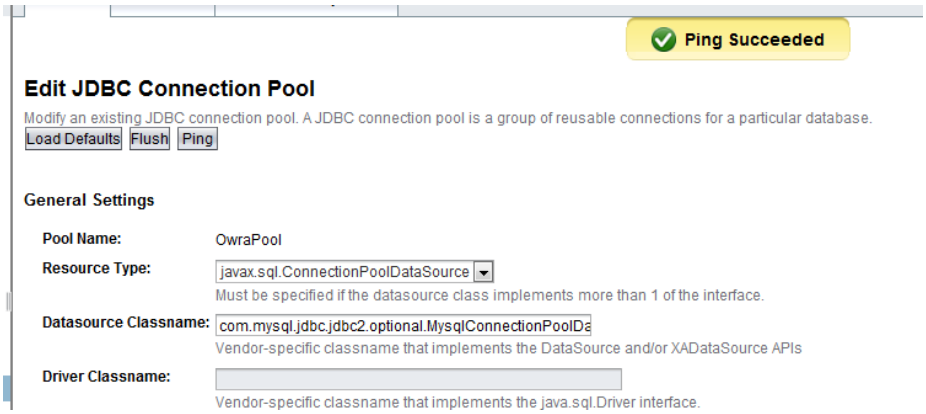
d. DatabaseName
e. Password

then delete the remaining properties.



10. Enter values for the remaining properties:
    a. User: <database username>
    b. Password: <database password>
    c. serverName: <database host name>
    d. databaseName: <owra>
    e. port: 3306 (MySQL) or 1521 (Oracle)

11. Click "Finish"
12. In the next window, click on the link for the new pool (OwraPool)
13. Click the "Ping" button. If the Ping is successful, the pool is set up correctly



Additional Considerations

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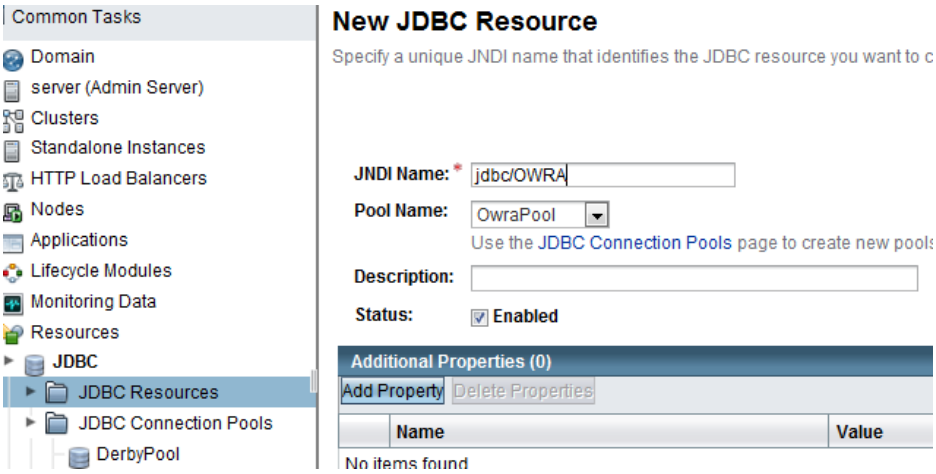
Step 5: Create a JDBC Resource

1. In the left navigation on the GlassFish admin console, click on “JDBC” under Resources. Then click on “JDBC Resources”
2. Click the “New” button
3. For the JNDI Name, enter ‘jdbc/OWRA’
4. Select “OwraPool” for the Pool Name
5. Make sure status is “Enabled”
6. Click the “OK” button



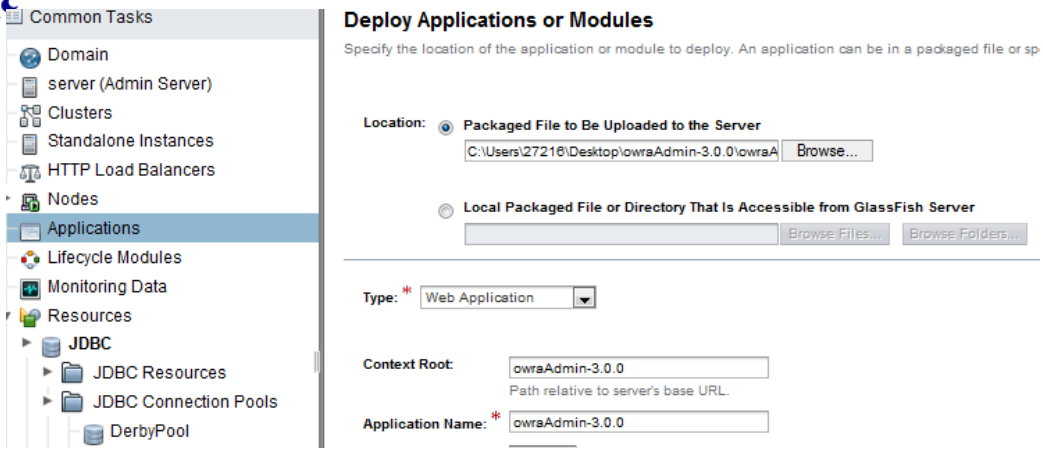
Step 6: Create Agency Hierarchy

1. Follow the steps to customize the database to create the departments within the Agency and customize the recommendations that are in the deployment package. Please see Appendix A for more details about the hierarchy.
   - Important! This step must be performed prior to running the OWRA system.
2. Run the following SQL command to create the hierarchy, as detailed in the configuration instructions.

```
Insert into departments (dept_id, name, description, dt_crtd, user_crtd) values (1, 'State', ‘State
Department’, '2010-01-05 00:00:00', 0);
insert into departments (dept_id, name, description, dt_crtd, user_crtd, parentDept) values (2,
'District', ‘District Department’, '2010-01-05 00:00:00', 0, 1);
insert into departments (dept_id, name, description, dt_crtd, user_crtd, parentDept) values (3, '
County', ‘County Department’, '2010-01-05 00:00:00', 0, 2);
```

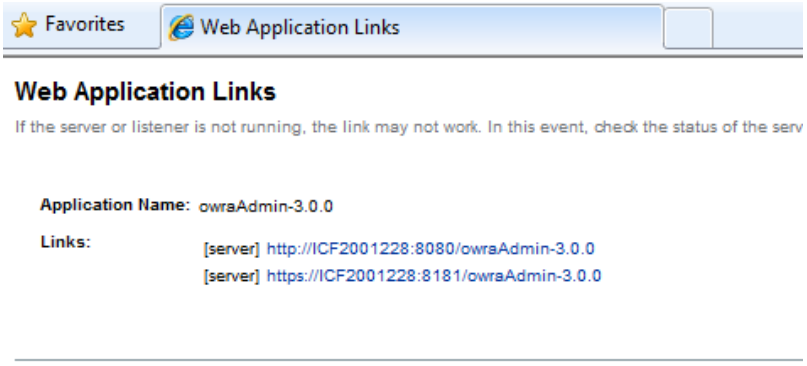
Step 7: OWRA Admin .war

1. Unzip the owraAdmin-3.0.0.zip file (located in the deployment package), and save it to a convenient location.
2. Go to the GlassFish admin console, click ‘Applications’ from the left navigation, and click the button “Deploy.”
3. Navigate to the directory/folder where you have saved the owraAdmin-3.0.0.war and then select the file. Then click “Choose File.”
4. Click “OK.”

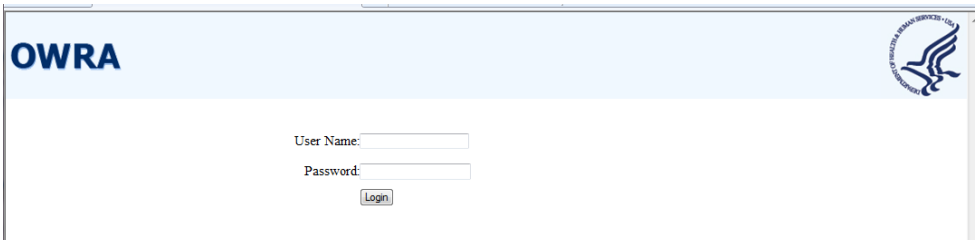


Step 8: Deploy OWRA Admin .war

1. Click "Launch" to launch the OWRA admin application, and click on either of the 2 links that come up.



2. If you see a login page for OWRA, you have been successful.



Step 9: Create OWRA User Account in Admin

1. Create a user account to login to the OWRA application by clicking "Create New User"

The fields marked with an asterisk (*) are required.

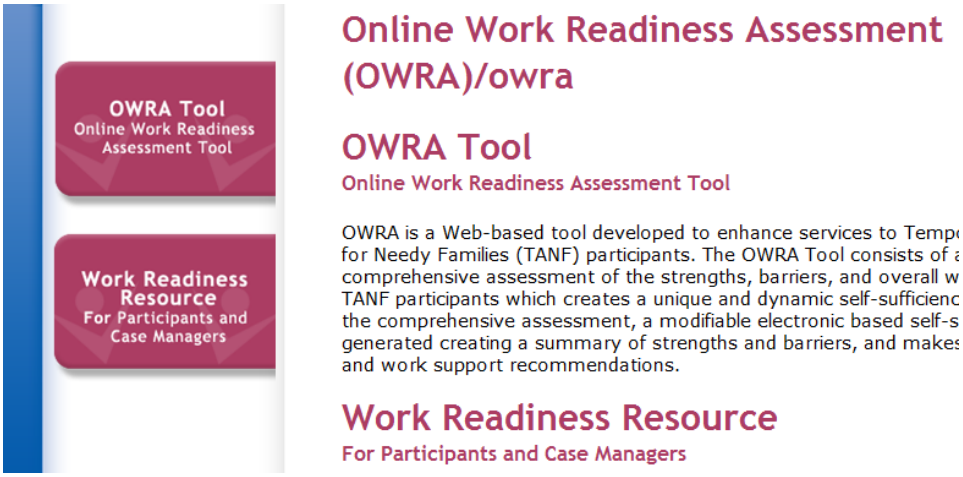
User Name cannot be less than 4 characters.

* First Name:	admin
* Last Name:	admin
* Email:	xxxx@test.com
* User Name:	test
* Password:	Password
* Role:	admin
* Department:	State

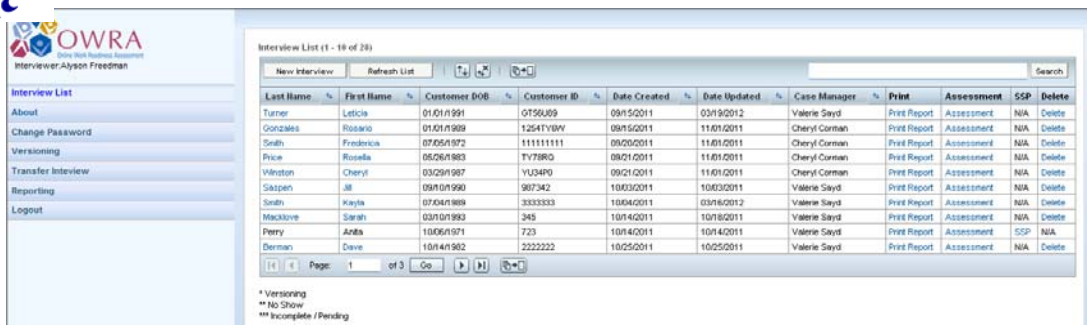
Create User

Step 10: Deploy OWRA Tool .war

1. Repeat the same steps in Step 7 to deploy the OWRA tool: owra-3.0.0.zip
2. Click "Launch" to launch the OWRA application, and click on either of the 2 links that come up.
3. You will see two left navigation tabs: one for OWRA Tool, one for Work Readiness Resource. Click on "OWRA Tool."



4. Login using the credentials you created in Step 9.
5. Now you are ready to use OWRA!



Additional Considerations

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Downloading and Installing Java, GlassFish, and MySQL – Applicable to OWRA 1.0 and 2.0

Step 1: Install Java SE Development Kit 7u3 (JDK)

1. Go to the Oracle website at: http://www.oracle.com/technetwork/java/javase/downloads/index.html
2. Under JAVA SE downloads, download Java SE 6 Update * JDK

Java SE 6 Update 37	JDK	JRE
This releases address security concerns. Oracle strongly recommends that all Java SE 6 users upgrade to this release. Learn more	DOWNLOAD	DOWNLOAD
	JDK 6 Docs	JRE 6 Docs
	Installation Instructions	Installation Instructions
	ReadMe	ReadMe
	ReleaseNotes	ReleaseNotes
	Oracle License	Oracle License
	Java SE Products	Java SE Products
	Third Party Licenses	Third Party Licenses
	Certified System Configurations	Certified System Configurations

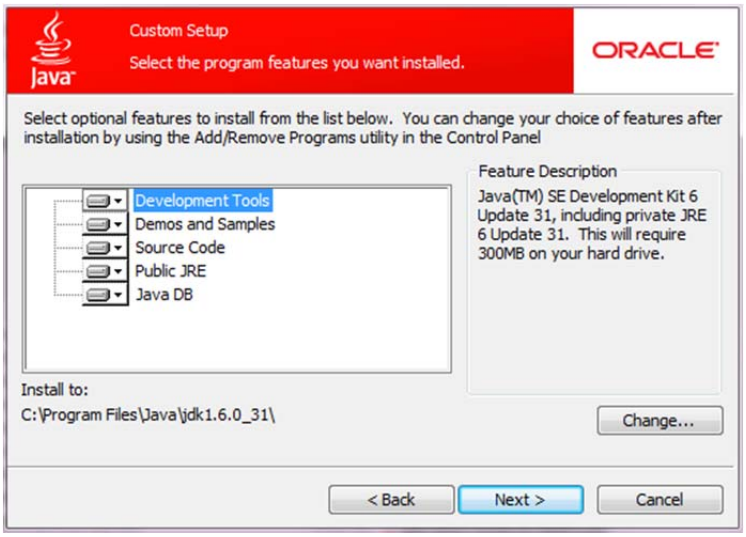
Java SE Development Kit 6 Update 37

You must accept the Oracle Binary Code License Agreement for Java SE to download this software.

Thank you for accepting the Oracle Binary Code License Agreement for Java SE; you may now download this software.

Product / File Description	File Size	Download
Linux x86	65.43 MB	jdk-6u37-linux-i586-rpm.bin
Linux x86	68.44 MB	jdk-6u37-linux-i586.bin
Linux x64	65.65 MB	jdk-6u37-linux-x64-rpm.bin
Linux x64	68.71 MB	jdk-6u37-linux-x64.bin
Linux Intel Itanium	53.95 MB	jdk-6u37-linux-ia64-rpm.bin
Linux Intel Itanium	60.67 MB	jdk-6u37-linux-ia64.bin
Solaris x86	68.35 MB	jdk-6u37-solaris-i586.sh
Solaris x86	119.94 MB	jdk-6u37-solaris-i586.tar.Z
Solaris SPARC	73.36 MB	jdk-6u37-solaris-sparc.sh
Solaris SPARC	124.71 MB	jdk-6u37-solaris-sparc.tar.Z
Solaris SPARC 64-bit	12.13 MB	jdk-6u37-solaris-sparcv9.sh
Solaris SPARC 64-bit	15.42 MB	jdk-6u37-solaris-sparcv9.tar.Z
Solaris x64	8.45 MB	jdk-6u37-solaris-x64.sh
Solaris x64	12.18 MB	jdk-6u37-solaris-x64.tar.Z
Windows x86	69.72 MB	jdk-6u37-windows-i586.exe
Windows x64	59.73 MB	jdk-6u37-windows-x64.exe
Windows Intel Itanium	57.89 MB	jdk-6u37-windows-ia64.exe

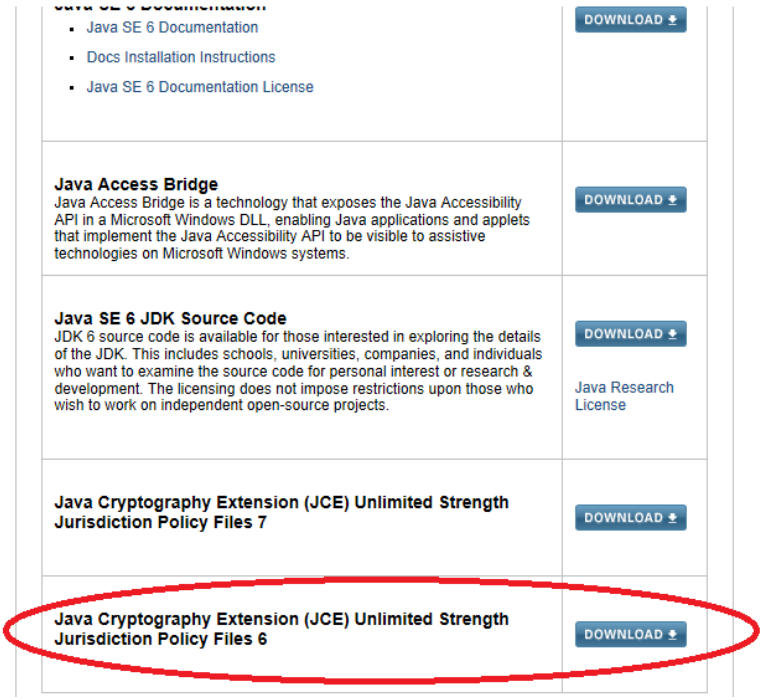
3. When prompted during installation, download "Development Tools"



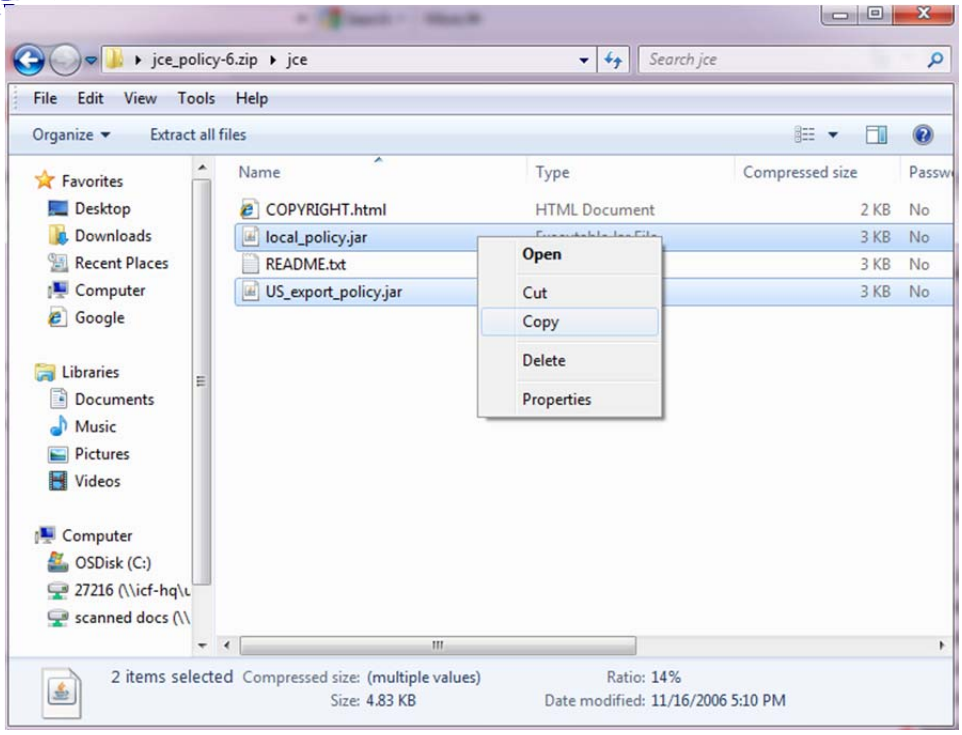
4. If you choose, you may register your product on the Oracle website, though it is not a necessary component of the OWRA installation.

Step 2: Replace Security Jars

1. From the Oracle site (http://www.oracle.com/technetwork/java/javase/downloads) download the Unlimited Strength Java Cryptography Extension (JCE) files (US_export_policy.jar, local_policy.jar
   Please note: the link to the download is at the bottom of the page. Please download the version 6 extension.



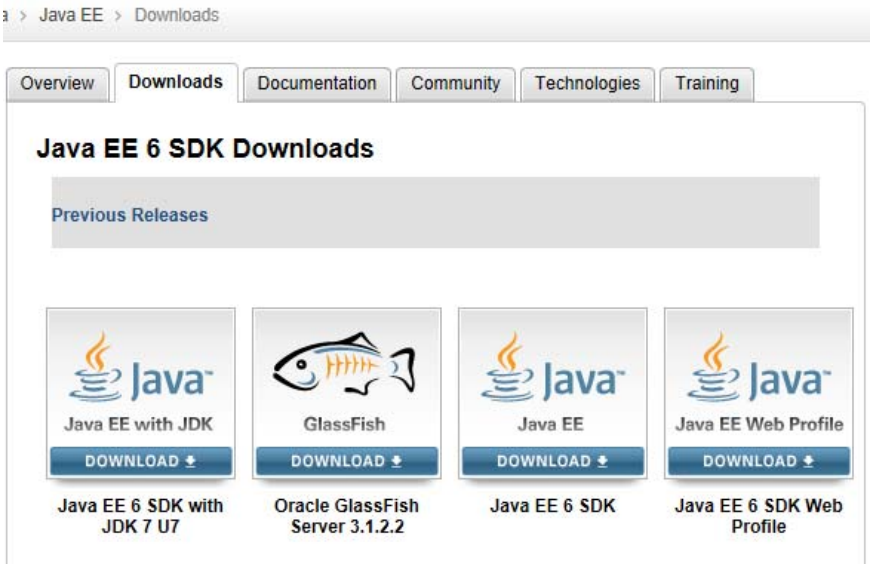
2. Copy the .jar files that you just downloaded



3. Open the Javafolder from step 1 (java/jre/lib/security)
4. Replace the .jar files in that folder with the unlimited strength files. When prompted, select "Copy and Replace."

Step 3: Link to Download GlassFish

1. From the following Oracle site, download GlassFish: http://www.oracle.com/technetwork/java/javaee/downloads/index.html



2. Download the version that corresponds to your operating system

Overview | **Downloads** | Documentation | Community | Technologies | Training

Oracle GlassFish Server 3.1.2.2

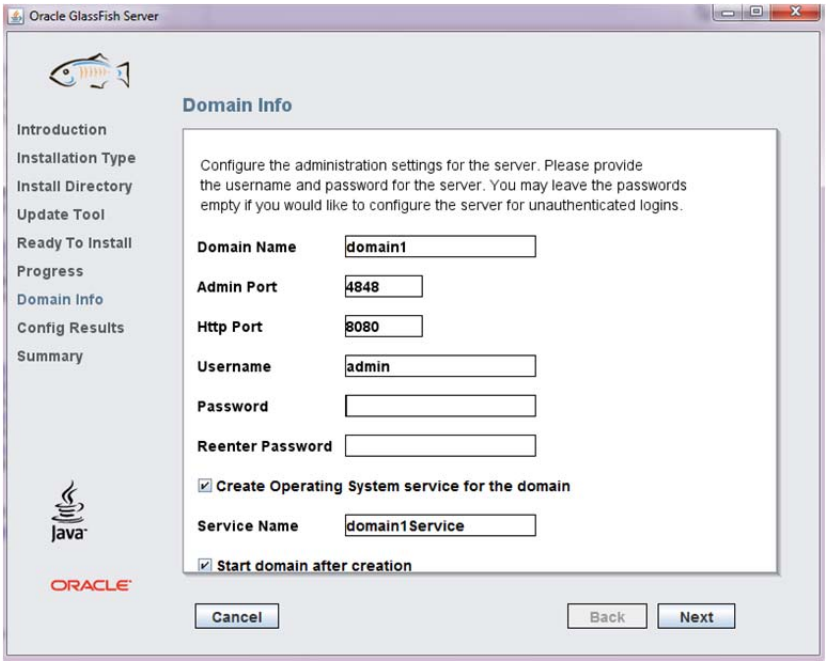
Oracle GlassFish Server 3.1.2.2

You must accept the Oracle GlassFish Server 3.1.2.2 License Agreement to download this software.

Thank you for accepting the Oracle GlassFish Server 3.1.2.2 License Agreement; you may now download this software.

Product / File Description	File Size	Download
AIX Multilingual Installer	73M	ogs-3.1.2.2-aix-ml.sh
AIX Installer	64M	ogs-3.1.2.2-aix.sh
AIX Zip	101M	ogs-3.1.2.2-aix.zip
Linux/Unix/Mac Multilingual Installer	69M	ogs-3.1.2.2-unix-ml.sh
Linux/Unix/Mac Installer	60M	ogs-3.1.2.2-unix.sh
Web Profile - AIX Multilingual Installer	48M	ogs-3.1.2.2-web-aix-ml.sh
Web Profile - AIX Multilingual Zip	77M	ogs-3.1.2.2-web-aix-ml.zip
Web Profile - AIX Zip	63M	ogs-3.1.2.2-web-aix.zip
Web Profile - Linux/Unix/Mac Zip	68M	ogs-3.1.2.2-web-ml.zip
Web Profile - Linux/Unix/Mac Multilingual Installer	45M	ogs-3.1.2.2-web-unix-ml.sh
Web Profile Linux/Unix/Mac Installer	38M	ogs-3.1.2.2-web-unix.sh
Web Profile Windows Installer	39M	ogs-3.1.2.2-web-windows.exe
Web Profile Windows Multilingual Installer	45M	ogs-3.1.2.2-web-windows-ml.exe
Web Profile Zip	54M	ogs-3.1.2.2-web.zip
Windows Multilingual Installer	70M	ogs-3.1.2.2-windows-ml.exe
Windows Installer	60M	ogs-3.1.2.2-windows.exe
Linux/Unix/Mac Zip	91M	ogs-3.1.2.2.zip

3. On the Domain Info screen, input a Password of your choosing
4. Select “Create Operating System Service”



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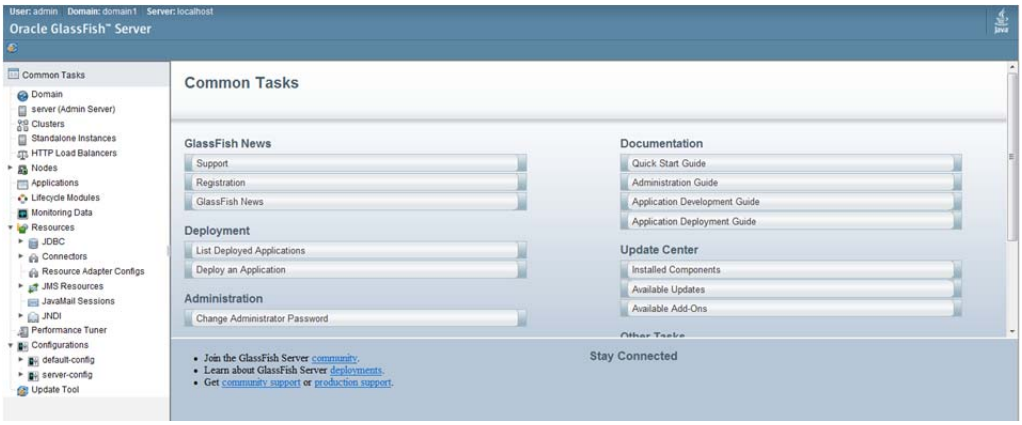
Step 4: Test GlassFish Installation

1. To test the installation, open the GlassFish user admin console: http://localhost:4848
2. Enter the user ID (admin) and password created in Step 3
3. Once you login and see this screen, you have successfully downloaded the GlassFish server



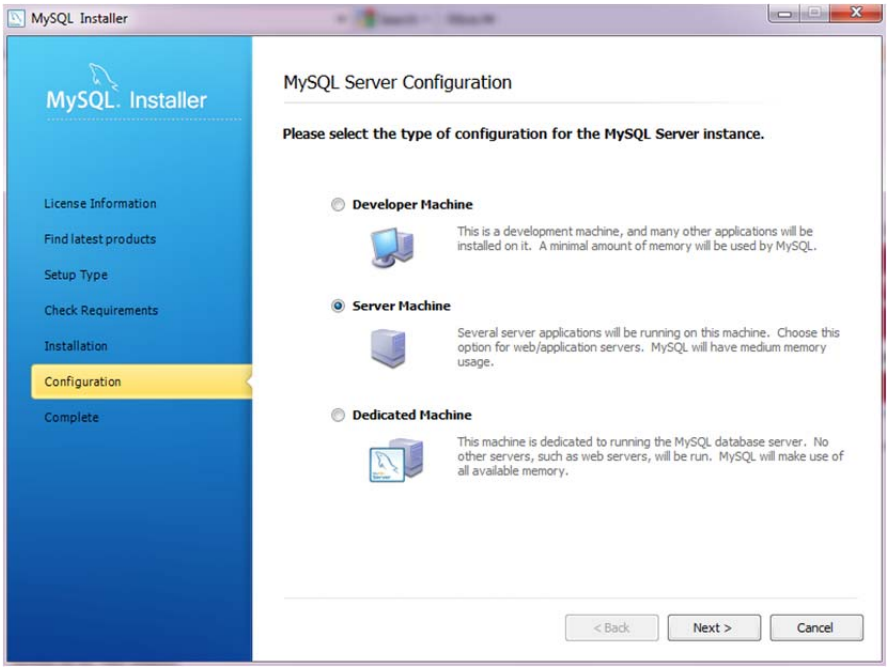
4. Enter your GlassFish directory folder: glassfish3\glassfish\config
5. Open the file: asenv.bat by right-clicking, then selecting "Edit." Scroll to the bottom. Verify that the last path to Java on the last line is correct.
6. If the path needs to be changed, add the new path and restart the GlassFish server.

Step 5: Restart GlassFish Server

1. For windows users, go to the command prompt. To do that, go to your "Start" menu, then click "Run." Type "cmd" in callout box
2. Once the command prompt comes up, change the drive to where you have installed GlassFish. For example, if it is installed on C Drive, use the following steps.
3. "cd\" then hit enter, which will take you to the C Drive.
4. Type: cd glassfish3\glassfish\bin
5. Restart the GlassFish server by typing the following command: asadmin restart-domain domain1
6. Go back to http://localhost:4848 and make sure that you can login to the GlassFish admin console.

Step 6: Download MySQL

1. Download the MySQL database here: http://www.mysql.com/downloads/
2. Download the "Full" version.
3. Under "Configuration," you should choose the option that is relevant for you ,and the same for a password.


MySQL Installer
MySQL Installer
License Information
Find latest products
Setup Type
Check Requirements
Installation
Configuration
Complete
MySQL Server Configuration
Please select the type of configuration for the MySQL Server instance.
Developer Machine
This is a development machine, and many other applications will be installed on it. A minimal amount of memory will be used by MySQL.
Server Machine
Several server applications will be running on this machine. Choose this option for web/application servers. MySQL will have medium memory usage.
Dedicated Machine
This machine is dedicated to running the MySQL database server. No other servers, such as web servers, will be run. MySQL will make use of all available memory.
< Back
Next >
Cancel

APPENDIX A: Customization Instructions

Overview

The Customization Instructions provided here cover multiple aspects of customization of the Online Work Readiness Assessment (OWRA) application and the associated user management. The customizable aspects include:

- Organizational hierarchy;
- The assessment recommendations;
- Database-level encryption; and
- Accessing Demographic Information from an existing system.

Social Service agencies will have the source code of OWRA and given appropriate IT resources, can modify other aspects of OWRA in addition to those listed above. It is recommended that only the particular aspects of the application for which instructions are provided be modified. This maintains the integrity of the tool by NOT changing the application other than those features provided in the customization instructions.

Customizing the Organizational Hierarchy

Customizing the organizational hierarchy consists of creating records in the "departments" table as show in the SQL statements below:

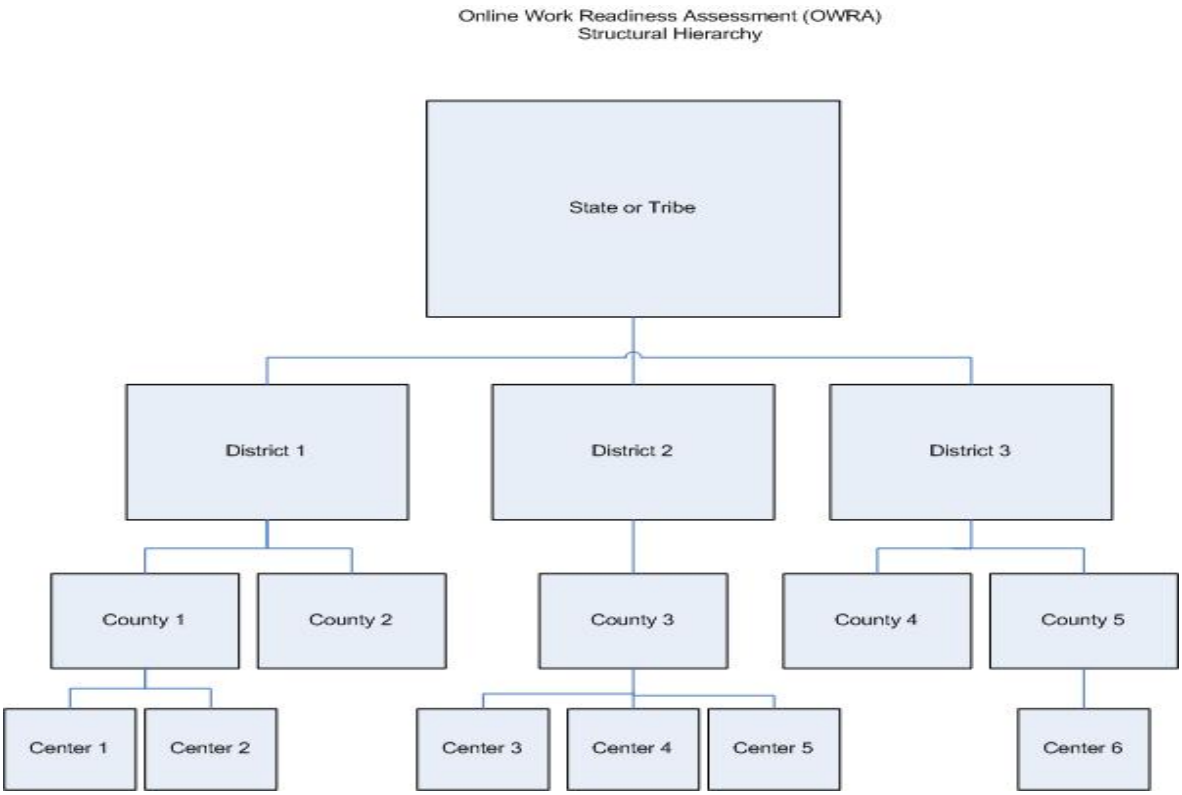
Insert into departments (dept_id, name, description, dt_crtd, user_crtd) values (1, 'State', 'State Department', '2010-01-05 00:00:00', 0);

insert into departments (dept_id, name, description, dt_crtd, user_crtd, parentDept) values (2, 'District', 'District Department', '2010-01-05 00:00:00', 0, 1);

insert into departments (dept_id, name, description, dt_crtd, user_crtd, parentDept) values (3, ' County', 'County Department', '2010-01-05 00:00:00', 0, 2);

These statements would create a "State" department at the top level, a "District" department under the State, and "County" departments under the District. States, Tribes, and counties can customize these levels as needed - and each level can have multiple departments, e.g., there can be multiple county departments within a District department. See

Figure 1: Sample State Structure.



The above hierarchy accommodates various structures found within State, county, Tribal and other social service organizations, and can be modified to fit the needs of other social service agencies. The graphic merely depicts one possible structure. Levels can be omitted as necessary.

This hierarchy is important for security and reporting purposes that are available under the Reporting Module.

OWRA's user accounts are managed through a separate interface to the database. This also ensures security of the OWRA application as passwords are encrypted in the database and are not visible in the account administration application. User accounts are manually created through the separate interface and must be associated with a particular entity. Predefined access roles are provided with the install and include: admin, supervisor, case worker, and a quality assurance role that provides view-only access.

Customizing Assessment Recommendations

The text for the Assessment Recommendation report can be customized through the OWRA administrator application. Program staff should create the recommendation text to meet the needs of the population. To assist in this process the table in Appendix A can be used to capture this information. The program staff would complete the "Recommended action, Guidance" column.

Configuring or Disabling Database-Level Encryption

A default encryption mechanism is provided for encrypting Personally Identifying Information (PII) contained in the database, which consists of: the customer's first and last name, date of birth, full residential and mailing addresses, and social security number. The system provides a method to define the encryption key or to disable encryption of PII (for installations where the database is secured by other means, so that the overhead of encrypting and decrypting this data is not warranted). *Note*: for security reasons user passwords are always encrypted.

To configure the encryption, log into the OWRA administration application. The first time the administration application is run, a configuration page will be presented. Simply follow the instruction on this page for defining an encryption or disabling the encryption of PII.

Important: These setting cannot be changed after initial setup. Once the system is in use the contents of the PII columns will be encrypted with the supplied key, and **if this key is manually changed – or encryption manually disabled - then the information stored will be permanently encrypted** and will not be able to be retrieved in an unencrypted form again.

Note: Neither the OWRA or OWRA Administration application will change these settings once initially set - so this would only happen by manually manipulating the database or changing the source code.

Accessing Demographic Information from an Existing System

Agencies can integrate OWRA with existing systems by creating web services for the OWRA application to access. The OWRA application includes an option to 'pull' demographic information from an existing system to avoid duplicative data entry by case managers and provide better data consistency. To provide this capability, a web service must be created that implements the services defined in the provided WSDL (Web Service Description Language) file (CustAppLookUp.wsdl).

Note: This web service can be created in any language or technology (it does not need to be written in Java). Then the OWRA application needs to be configured to use the web service as follows:

- Execute the following SQL statement against the OWRA database. This allows the OWRA application to use the Web Service at the URL indicated. Change the URL in the SQL statement to the URL of the Web Service that you have implemented. The sample URL in the insert statement, (http://localhost:8080/owra-ws/services/CustAppLookUp) would reference a Web Service located on the same server ("localhost"), at port 8080 and with a context (deployment) path of "/owra-ws/services/CustAppLookUp".

```
INSERT INTO conf_text VALUES (
        'custAppLookUpSvc',
        'http://localhost:8080/owra-ws/services/CustAppLookUp');
```

Worksheet for OWRA 1.0 Assessment: Recommended Action and Guidance

Preconfigured Barriers

Demographics	Condition	Recommended action, Guidance
Single parent with child under one year of age	A customer is a single parent if the household only contains a parent coded PW on the EMPR Screen. And the age of dependent is under 1 year of age.	*(Enter recommended action)* *(Enter guidance)*
Single parent with child under six years of age	A customer is a single parent if the household contains a parent coded PC. And the Age of a dependent is between 1 and 6 years of age.	*(Enter recommended action)* *(Enter guidance)*

Additional Considerations

If you need further clarification and support, please email: OWRA@icfi.com.

Employment	Condition	Recommended action, Guidance
Currently working and needs assistance	(A1) The customer indicated he/she is currently working.	*(Enter recommended action)*
		(Enter guidance)
Never held a paying job	(A1) The customer indicated that he/she has never held a paying job.	*(Enter recommended action)*
		(Enter guidance)
Currently not working	(A1) The customer indicated that he/she was unemployed, but has held a paying job in the past.	*(Enter recommended action)*
		(Enter guidance)
Criminal record and/or on parole or probation	(A4) The customer indicated he/she has been convicted of a criminal offense other than a minor traffic violation, and may or may not be on parole or probation.	*(Enter recommended action)*
		(Enter guidance)
Upcoming court date	(A4) The customer has indicated that she/she has an upcoming court date that may or may not be related to a criminal offense.	*(Enter recommended action)*
		(Enter guidance)

Additional Considerations

If you need further clarification and support, please email: OWRA@icfi.com.

Education	Condition	Recommended action, Guidance
No high school diploma or GED.	(B1, B2) The customer does not possess a high school or equivalency certificate.	*(Enter recommended action)*
		(Enter guidance)
May have learning disabilities	(B4) For the learning situations described in the questions, the customer's score was 12 or more.	*(Enter recommended action)*
		(Enter guidance)
May lack English language proficiency	(B5) The customer or individual administering the interview noted that the customer has difficulty reading, writing, speaking, or understanding English.	*(Enter recommended action)*
		(Enter guidance)

Housing and Transportation	Condition	Recommended action, Guidance
Unstable housing	(C1, C2) The customer indicated he/she is staying in a shelter, transitional housing, or are homeless. The customer has moved more than 3 times in the past year. The customer stated that his/her housing situation is unstable.	*(Enter recommended action)*
		(Enter guidance)
Transportation challenge	(C6) The customer indicated that he/she has a transportation challenge.	*(Enter recommended action)*
		(Enter guidance)

General Health	Condition	Recommended action, Guidance
Serious health concern but NOT under a doctor's care	(D1) The customer indicated that he/she has a serious health or medical condition AND are NOT under a doctor's care.	*(Enter recommended action)*
		(Enter guidance)
Serious health concern and IS under a doctor's care	(D1) The customer indicated that he/she has a serious health or medical condition AND IS under a doctor's care.	*(Enter recommended action)*
		(Enter guidance)
Health challenge to working	(D3, D1) The customer indicated that he/she has a health related challenge to working, but did not indicate he/she has a serious health or medical condition in D1	*(Enter recommended action)*
		(Enter guidance)
Vaccination not current	(D1) The customer indicated that his/her vaccinations may not be current.	*(Enter recommended action)*
		(Enter guidance)
Customer or household member may be pregnant	(D2) The customer indicated she is or may be pregnant. Or, a household member indicates she is pregnant.	*(Enter recommended action)*
		(Enter guidance)

Mental Health	Condition	Recommended action, Guidance
Emotional health challenge	(E1) For the emotional health-related symptoms, the customer's total score was 16 or above. Or two of the entries in the table are *Most of the Time.* Or any one entry in the table is *All of the time.* Or any of the last three questions are answered *yes* (witnessed violent event, hurting themselves, trouble sleeping).	*(Enter recommended action)*
		(Enter guidance)
Mental health diagnosis or treatment	(E2) The customer indicated that he/she has been diagnosed for an emotional health related concern, and may or may not be receiving treatment.	*(Enter recommended action)*
		(Enter guidance)

Substance Abuse	Condition	Recommended action, Guidance
May have an alcohol or drug addiction	(F1) The customer has responded yes to more than 3 responses. Or, responded yes to any of the questions 13, 15, 16a through h, 17a or b. Or, responded yes that they have abused prescription of non prescription drugs in the past month. Or, a reason for not working (A2) or a job ending (A3) includes failing a drug test.	*(Enter recommended action)* *(Enter guidance)*

Domestic Violence - Safety	Condition	Recommended action, Guidance
Domestic violence-related conflicts	(G1) The customer has recent or past domestic violence related conflicts indicated by a *yes* response to questions A through O. Or, the customer has previously received domestic violence counseling or other services. Or, the customer has requested that he/she receives domestic violence counseling or other services.	*(Enter recommended action)* *(Enter guidance)*
Safety concerns	(G1, G2) The customer indicated that he/she has concerns for his/her safety or the safety of his/her family. But, the customer did not indicate any concerns of domestic violence.	*(Enter recommended action)* *(Enter guidance)*

Child Care & Well-being	Condition	Recommended action, Guidance
Child disability, health or other need	(H1) A need is indicated for any child in the list of needs.	*(Enter recommended action)*
		(Enter guidance)
Providing care giving services	(H2) The customer will be coded RH, indicating he/she is providing caregiving services for an elderly, disabled, or sick family member.	*(Enter recommended action)*
		(Enter guidance)
Has child support order but is not receiving payments	(H3) The customer has been granted a child support order, but has not received any payments.	*(Enter recommended action)*
		(Enter guidance)
No childcare provided for eligible child	(H4) A child in the household who qualifies for childcare has no childcare provider.	*(Enter recommended action)*
		(Enter guidance)

Worksheet for OWRA 2.0 Assessment: Recommended Action and Guidance

Preconfigured Barriers

Demographics	Condition	Indicator Questions	Recommended Action/Guidance
Single parent	If do not check "Multiple-worker household / 2-parent family"	*N/A*	*(Enter recommended action)*
			(Enter guidance)
Poor credit	Credit rated "bad" or "I have no credit"	*N/A*	*(Enter recommended action)*
			(Enter guidance)
Financial Management Issues	If answer "yes" to financial management issues	*N/A*	*(Enter recommended action)*
			(Enter guidance)

Employment	Condition	Indicator Questions	Recommended Action/Guidance
Currently working and needs assistance	(A1) The customer indicated they are currently working.	*N/A*	*(Enter recommended action)*
			(Enter guidance)
Never held a paying job	(A1) The customer indicated that they never held a paying job.	*N/A*	*(Enter recommended action)*
			(Enter guidance)
Currently not working	(A1) The customer indicated that they were unemployed, but has held a paying job in the past.	*N/A*	*(Enter recommended action)*
			(Enter guidance)
Criminal record and/or on parole or probation	(A4) The customer indicated they have been convicted of a criminal offense other than a minor traffic violation, and may or may not be on parole or probation.	*N/A*	*(Enter recommended action)*
			(Enter guidance)
Upcoming court date	(A4) The customer has indicated that they have an upcoming court date that may or may not be related to a criminal offense.	*N/A*	*(Enter recommended action)*
			(Enter guidance)

Education	Condition	Indicator Questions	Recommended Action/Guidance
No high school diploma or GED.	(B1, B2) The customer does not possess a high school or equivalency certificate.	*N/A*	*(Enter recommended action)*
			(Enter guidance)
May have learning disabilities	(B4) For the learning situations described in the questions, the customer's score was 12 or more.	*N/A*	*(Enter recommended action)*
			(Enter guidance)
May lack English language proficiency	(B5) The customer or individual administering the interview noted that the customer has difficulty reading, writing, speaking, or understanding English.	*N/A*	*(Enter recommended action)*
			(Enter guidance)

Housing	Condition	Indicator Questions	Recommended Action/Guidance
Unstable housing	(C1, C2) The customer indicated they are staying in a shelter, transitional housing, or are homeless The customer has moved more than 3 times in the past year Or the customer stated that their housing situation is unstable.	*Is there anything about your housing situation that is unstable or presents a challenge for you to work? For example, have you move a lot in recent months?*	*(Enter recommended action)* *(Enter guidance)*

Transportation	Condition	Indicator Questions	Recommended Action/Guidance
Transportation challenge	(D1, D2, D3) The customer indicated that they have a transportation challenge.	*Is there anything about your transportation method that presents a challenge for you to work? For example, do you need car, is your car reliable, is public transportation unreliable?*	*(Enter recommended action)* *(Enter guidance)*

General Health	Condition	Indicator Questions	Recommended Action/Guidance
Serious health concern	(E1) The customer indicated that they have a serious health or medical condition	*Do you have any serious medical conditions?*	*(Enter recommended action)*
			(Enter guidance)
Health challenge to working	(E2, E1) The customer indicated that they have a health related challenge to working, but did not indicate they have a serious health or medical condition in E1	*Is there anything about your health that presents a challenge for you to work?*	*(Enter recommended action)*
			(Enter guidance)
Vaccination not current	(E1) The customer indicated that their vaccinations may not be current.	*Are you current with your vaccinations?*	*(Enter recommended action)*
			(Enter guidance)

Mental Health	Condition	Indicator Questions	Recommended Action/Guidance
Emotional health challenge	(F1) For the emotional health-related symptoms, the customer's total score was 16 or above Or two of the entries in the table are *Most of the Time* Or any one entry in the table is *All of the time* Or any of the last three questions are answered *yes* (witnessed violent event, hurting themselves, trouble sleeping).	Have you ever felt like you have had any mental health issues?	*(Enter recommended action)* *(Enter guidance)*
Mental health diagnosis or treatment	(F2) The customer indicated that have been diagnosed for an emotional health related concern, and may or may not be receiving treatment.	*Have you ever been diagnosed or treated for a mental health condition such as depression or ADD?*	*(Enter recommended action)* *(Enter guidance)*

Substance Abuse	Condition	Indicator Questions	Recommended Action/Guidance
May have an alcohol or drug addiction	(G1) The customer has responded yes to more than 3 responses OR responded yes to any of the questions 12, 14, 15a through h, 16a or b OR responded yes that they have abused prescription of non prescription drugs in the past month OR a reason for not working (A2) or a job ending (A3) includes failing a drug test.	*Have you ever drank alcohol? If yes, how often?*	*(Enter recommended action)*
			(Enter guidance)
		Have you smoked marijuana or used other drugs? If yes, how often?	*(Enter recommended action)*
			(Enter guidance)

Domestic Violence - Safety	Condition	Indicator Questions	Recommended Action/Guidance
Domestic violence-related conflicts	(H1) The customer has recent or past domestic violence related conflicts indicated by a *yes* response to questions A through X. OR the customer has previously received domestic violence counseling or other services OR the customer has requested that they receive domestic violence counseling or other services.	*Have you ever been abuse, physically or emotionally, by a partner?* *Have you ever felt that your partner was trying to control your life, behavior, or finances?*	*(Enter recommended action)* *(Enter guidance)*
		Have you ever felt that your words or actions have caused your partner ?	*(Enter recommended action)* *(Enter guidance)*
Safety concerns	(H1, H2) The customer indicated that they have concerns for their safety or the safety of their family but the customer did not indicate any concerns of domestic violence.	*Do you have any concerns for your safety or the safety of your family based on your partner's words or actions?*	*(Enter recommended action)* *(Enter guidance)*

Pregnancy	Condition	Indicator Questions	
Customer or household member may be pregnant	• (I1) The customer indicated they are or may be pregnant • Or a household member indicates they are pregnant.	*Are you currently pregnant?*	*(Enter recommended action)*
			(Enter guidance)
		Is your partner or anyone else in your household currently pregnant?	*(Enter recommended action)*
			(Enter guidance)

Childcare and Parenting	Condition	Indicator Questions	Recommended Action/Guidance
Child disability, health or other need	• (J1) A need is indicated for any child in the list of needs.	*Do your children or any other members of your family have any issues that might affect your ability to work?*	*(Enter recommended action)* *(Enter guidance)*
Providing care giving services	• (J2) The customer will be coded RH, indicating they are providing care giving services for an elderly, disabled, or sick family member.	*Are you currently providing care giving services to any children and/or elderly or disabled family members?*	*(Enter recommended action)* *(Enter guidance)*
Child Support	• (J3) if paying child support causes financial hardship	*N/A*	*(Enter recommended action)* *(Enter guidance)*
No childcare provided for child	• (J4) A child in the household who needs childcare has no childcare provider.	*Do you have children that are of the age to require child care? If so, do your child care arrangements provide you the ability to work effectively?*	*(Enter recommended action)* *(Enter guidance)*

Relationship	Condition	Indicator Questions	Recommended Action/Guidance
Separated or Divorced	• (K1) if "separated" or "divorced"	*What is the status of your relationship?*	*(Enter recommended action)*
			(Enter guidance)
In an unhealthy relationship	• (K1) if "Not Good/On the Rocks"	*If you are in a relationship or married, how would you rate your relationship?*	*(Enter recommended action)*
			(Enter guidance)

Relationship	Condition	Indicator Questions	Recommended Action/Guidance
Separated or Divorced	• (K1) if "separated" or "divorced"	*What is the status of your relationship?*	*(Enter recommended action)*
			(Enter guidance)
In an unhealthy relationship	• (K1) if "Not Good/On the Rocks"	*If you are in a relationship or married, how would you rate your relationship?*	*(Enter recommended action)*
			(Enter guidance)

APPENDIX B: OWRA Frequently Asked Questions

Program Questions

Security Questions

Technical Questions

Program Questions

1. What is the Online Work Readiness Assessment (OWRA) and what information is collected by OWRA?

The Online Work Readiness Assessment (OWRA) Tool is a specialized, Web-based suite of resources, tools, and assessments that help social service agency staff make decisions about a customer's readiness to successfully secure employment and meet work participation target rates. There are currently two versions of OWRA that are publically available on the OWRA website: OWRA 1.0 and OWRA 2.0.

With OWRA, agency professionals can record information about their participants, identify barriers that may impact a participant's immediate and long-term employability barriers such as health, transportation, housing, and childcare. Simultaneously the tool selects and implements education, training, and work-related activities in a participant's self-sufficiency plan.

The system collects, stores, reports, and transmits sensitive information collected in interviews, such as names, addresses, social security numbers, health information, information regarding children and other family members in the participant's household and where relevant information on substance abuse, and domestic violence. This information can only be retrieved by authorized persons (i.e., those with approved system IDs and password) and is not exchanged with any other system or users outside the agency where the information was collected.

2. What is the difference between OWRA 1.0 and OWRA 2.0?

OWRA 1.0 is the original version of OWRA, which was designed to address needs of TANF populations and the agencies that serve them. OWRA 2.0 is a father-friendly version of OWRA that is effective at helping case managers work with a wide variety of clients to identify and address barriers to increasing self-sufficiency, accessing social services, and obtaining and retaining employment.

Exhibit 2 below illuminates the differences in systems requirements for OWRA 1.0 and OWRA 2.0.

Exhibit 2

System Requirements	OWRA 1.0	OWRA 2.0	Purpose
Database Server	• MySQL v5.1. • Oracle 10g Release 10.2.0.4.0 * • MSSQL 2008 R2 *	• MySQL v5.1. • Oracle 10g Release 10.2.0.4.0 * • MSSQL 2008 R2 *	To house OWRA Data. Extensively tested with MySQL
Java Application Server	• Sun GlassFish Enterprise Server v3.1.2 • Tomcat Servers	• Sun GlassFish Enterprise Server v3.1.2	To deploy OWRA

	**		
Internet Explorer browser with Javascript enabled and pop-up blocker disabled	• Internet Explorer 7 or 8 ***	• Internet Explorer 7 or 8 ***	Allows users to access OWRA application (as well as user account interface)
Java	• V1.6 (Java 6)	• V1.6 (Java 6)	Software language used to develop OWRA

* Additional database scripts are necessary to make OWRA compatible with these databases. Please contact OWRA@icfi.com if you are interested in using these databases.

**Separate .jar files are required to make OWRA compatible with Tomcat. Please make every effort to use Glassfish, but contact OWRA@icfi.com if you must use Tomcat.

*** OWRA has known limitations in Chrome, Firefox, and Internet Explorer 9

3. How much does OWRA cost?

The OWRA application, as well as documentation to assist with deployment and necessary customization, is provided free, as a courtesy of the Office of Family Assistance. Any costs associated with OWRA will be in terms of hosting, customization, configuration, specific requirements, and integration needs, which will vary based on existing technology, needs, and whether the work is done in-house or via a vendor.

4. How do I learn to use OWRA?

Documents, videos and links on the OWRA website that can help program staff learn to use OWRA.

5. What is a version?

A version is when you use the "Versioning" tab on the main menu on the left of the Interview Screen to create a new version of a case that has been finished. Because you cannot edit a finished assessment, you can create a new version and then edit the assessment As a precaution, however, any action steps that were added in the Self-Sufficiency Plan/Career Pathway Plan will be lost if you create a new version of the case.

A new version should only be created in specific circumstances: if a major error was made in the original assessment or if there has been a significant change in the circumstances of the participant. The Self-Sufficiency Plan/Career Pathway Plan should be used for general case management purposes.

6. What if nothing happens when I try to access the Self-Sufficiency Plan (OWRA 1.0) or the Career Pathway Plan (OWRA 2.0)?

It is possible that your Popup blocker is on. Several sections in OWRA require you to turn off your Popup blocker, so be sure to do that before attempting to use it.

7. What do the red exclamation points and green check marks in OWRA 1.0 mean?

The red exclamation point means that at least one question in that section is not complete, and the green check mark indicates that a section is complete. Because each client is different, not every question is going to be relevant to every client. The red exclamation point should indicate to a case worker that they might want to check to be sure that

they asked all the relevant questions on that section, but it does not mean that the section must be completed prior to finishing the case. If the question is not relevant to the client, the case can be finished with a red exclamation point.

8. How do I add an action step in the Self-Sufficiency Plan (OWRA 1.0) or Career Pathway Plan (OWRA 2.0)?

The process of the same for both OWRA 1.0 and OWRA 2.0. There is a button under the barrier that says "Add Action Step." Click on the button, then add the appropriate information. Remember that you must click "Save" to complete the action step and add it to the plan. Additionally, if you have an Action Step open, you will not be able to create another one until you save or cancel the open Action Step.

9. Can I add an action step even if no barrier is identified?

Yes. While the tool pulls out barriers based on the answers given by the client during the assessment, OWRA is intended to allow for case workers to make determinations about the client based on their own expertise. Therefore, if a case worker identifies a barrier that is not brought up by OWRA, the case worker can add an action step to that barrier anyway.

10. What if I want to add information to the assessment but there is no question that directly addresses it?

In the upper right hand corner of every page there is a "Notes" button so that you can add any information that you feel is important that is not directly addressed by a question in the tool, or to add any thoughts that you have that are pertinent to the case.

11. As a case worker, can I over-ride my clients' answer on an indicator question (OWRA 2.0) if I think they should answer the questions in that section anyway?

Yes. If the client says that they have no issues with housing , for example, but you know that they have moved several times in the past few months, you can override their answer by scrolling down to the bottom of the page and clicking "Next." This will bring up the questions in that section so that you can ask them anyway, regardless of the answer given by the client.

12. What if I think my client is not telling the truth when they answer a question?

In the upper right hand corner of every page there is a "Notes" button so that you can add any information that you feel is important that is not directly addressed by a question in the tool, or to add any thoughts that you have that are pertinent to the case.

13. What if I lose my password and user id?

Your site administrator will be able to assist you.

14. I moved from one section to another without saving the information. Will I lose the data?

As you move from one section to another the system automatically saves your work. The only section that does not save automatically is the "Past Employment" section. When entering past employment, you must save after each entry or your information will be lost. However, if you choose to exit the system at any point, please save your work.

15. Can I enter in more than eight children?

No. The system currently allows for you to enter up to a maximum of eight children. The user can, however, use the note feature in such cases.

Security Questions

16. As some information collected in OWRA can be considered Personally Identifiable Information (PII) or Information in Identifiable Form (IIF), how is this information protected from unauthorized access?

Each OWRA user/agency staff will be required to login to OWRA with a user ID and password, which provides access only to information entered by that user. Administrator accounts, which provide access to interview information across case managers, will be provided only to staff members that are authorized to review this type of data.

However, procedures to screen users, including administrators, and protect against unauthorized use or distribution of information, outside the system, must be defined and implemented by individual agencies.

Please note that persons responsible for support of the information technology, including system administrators, programmers, and systems analysts are not provided access to unencrypted sensitive information. Information technology staff with direct access to the system are screened and audited to ensure compliance with information protection policies.

17. How is the information collected by agency staff protected from unauthorized access?

Each OWRA user/agency staff will be required to login to OWRA with a user ID and password, which provides access only to information entered by that user. Administrator accounts, which provide access to interview information across case managers, should be provided only to staff members that are authorized to review this type of data. However, procedures to screen users, including administrators, and protect against unauthorized use or distribution of information, outside the system, must be defined and implemented by individual agencies. *Please note that persons responsible for support of the information technology, including system administrators, programmers, and systems analysts are not provided access to unencrypted sensitive information. Information technology staff with direct access to the system are screened and audited to ensure compliance with information protection policies.*

18. Are the data transmitted via the Internet? Are the data encrypted?

The OWRA application uses secure HHTP (HTTPS) to encrypt all data between a user's Web browser and the OWRA server. This technology is the same as used by banks, government agencies, and others to protect data being transmitted via the Internet. Other than using a compatible browser, there are no additional requirements for this use. The OWRA application does *not* include a mechanism to submit or retrieve data, except via this secure service. For example standard non-secure HTTP is not permitted.

19. Are the data protected on the OWRA servers?

All data which contains personally identifiable information (social security numbers, names, phone numbers, and addresses) or that allows linking sensitive information to an individual is encrypted when stored on the OWRA servers, such that this information cannot be viewed or changed except via the OWRA application and by an authorized user. After a user account is revoked, that user will not be able to login or access the system.

20. I have more questions about the information technology security used by the OWRA tool. Who can I contact?

Please contact the OWRA Pilot Help Desk at 866-989-OWRA or e-mail OWRA@icfi.com with any security-related questions.

21. Is the OWRA system compliant with the Health Insurance Portability and Accountability Act (HIPAA)?

Many of the elements of HIPAA relate to the use and dissemination of health information regarding individuals. The information technology provider is responsible for ensuring the secure collection, transmission, and storage of information entered into the system. Procedures for use of this information outside of the OWRA system remain with the human services agencies, including taking steps to protect participant privacy. The OWRA system, itself, is used as a tool to collect, store, manipulate, and report on this information only to users with authorized user accounts. All decisions regarding who receives an account, how the information is entered, how the information is disseminated, and what happens to the information once it is retrieved (printed or saved to another medium) is at the purview of the relevant human services agency. *Information entered into OWRA or retrieved from OWRA shall be treated with the same standards for privacy protection as any other medium, including hand-written or typed information.*

OWRA does not transmit or disseminate information to third parties. Information is protected between the user's Web browser, on the OWRA servers, and back to the user's Web browser using the aforementioned procedures.

Technical Questions

22. What if I do not want to use MySQL database and a Glassfish server? Can I use OWRA with Oracle or Tomcat, for example?

OWRA has been tested and successfully deployed on the Windows and Linux operating systems. OWRA is database and server agnostic – if your agency is interested in installing using a configuration not listed, you may still proceed with installing OWRA; however, only limited deployment assistance will be available via the OWRA help desk.

Exhibit 3 lists the system requirements that were used to build and optimize OWRA 1.0 and OWRA 2.0, and details the differences between the two:

Exhibit 3

System Requirements	OWRA 1.0	OWRA 2.0	Purpose
Database Server	• MySQL v5.1. • Oracle 10g Release 10.2.0.4.0 * • MSSQL 2008 R2 *	• MySQL v5.1. • Oracle 10g Release 10.2.0.4.0 * • MSSQL 2008 R2 *	To house OWRA Data. Extensively tested with MySQL
Java Application Server	• Sun GlassFish Enterprise Server v3.1.2 • Tomcat Servers **	• Sun GlassFish Enterprise Server v3.1.2	To deploy OWRA
Internet Explorer browser with Javascript enabled and pop-up blocker disabled	• Internet Explorer 7 or 8 ***	• Internet Explorer 7 or 8 ***	Allows users to access OWRA application (as well as user account interface)
Java	• V1.6 (Java 6)	• V1.6 (Java 6)	Software language used to develop OWRA

* Additional database scripts are necessary to make OWRA compatible with these databases. Please contact OWRA@icfi.com if you are interested in using these databases.

**Separate .jar files are required to make OWRA compatible with Tomcat. Please make every effort to use Glassfish, but contact OWRA@icfi.com if you must use Tomcat.

*** OWRA has known limitations in Chrome, Firefox, and Internet Explorer 9

23. Why are case workers having trouble logging into the OWRA tool even though their user accounts were already created?

It is possible that the Security jars were not replaced. Please see Step 2 under the "Downloading and Installing Java, GlassFish, and MySQL" section of this User Guide for directions.

24. Do we need to input the recommendations, or does that come automatically with the tool?

Each organization that uses OWRA must input the Recommendations that are appropriate for them. See Appendix A for guidance.

25. What browsers does the Online Work Readiness Assessment tool support?

OWRA should be used on an Internet Explorer browser with Javascript enabled and pop-up blocker disabled. OWRA has known limitations in Chrome, Firefox, and Internet Explorer 9.

26. How many users can I have at one time?

The number of users that can simultaneously use OWRA at an organization is dependent on the amount of data that can be transferred by the organization's server at any given time.

27. Can I import previously collected data into OWRA?

With the appropriate technical expertise, OWRA is built to be able to link to legacy systems.

28. Is each participant entered issued a unique identifier?

Yes, each participant is issued a unique identifier through their case number.

29. How are user accounts and passwords managed?

User accounts and passwords are managed at the organizational level, by an onsite administrator.