



Online Work Readiness Assessment (OWRA) Customization Instructions for States, Tribes, and Counties Summer 2011

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.

States, Tribes, and counties 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. The tool's contents have been extensively field tested and vetted through research, focus groups, and two pilot programs, including piloting in the field in 21 localities across 5 States, 2 Tribes, and the District of Columbia. This maintains the integrity of the tool by NOT changing the application other than those features provided in the customization instructions, which are also found at: <http://peerta.acf.hhs.gov/tanftc>.

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_crted, user_crted) values (1, 'State', 'State Department', '2010-01-05 00:00:00', 0);
insert into departments (dept_id, name, description, dt_crted, user_crted, parentDept) values (2, 'District', 'District Department', '2010-01-05 00:00:00', 0, 1);
insert into departments (dept_id, name, description, dt_crted, user_crted, parentDept) values (3, 'County', 'County Department', '2010-01-05 00:00:00', 0, 2);
```

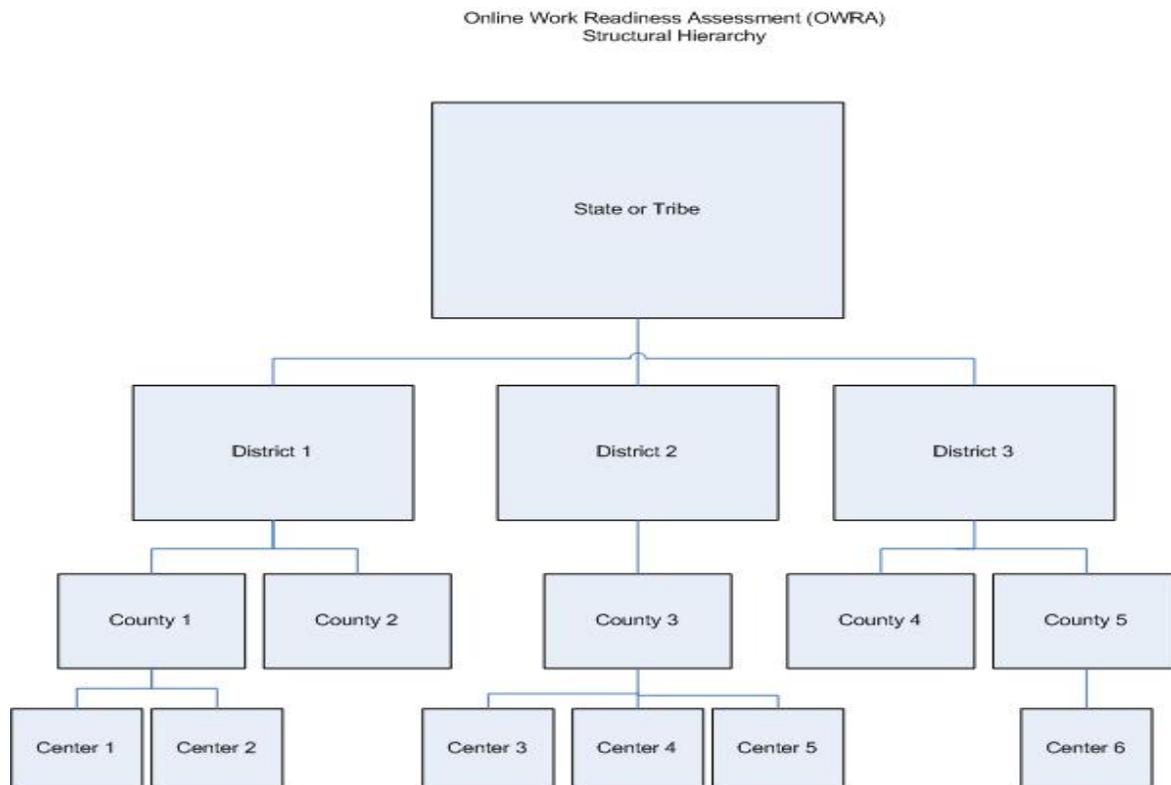
These statements would create a "State" department is at the top level, a "District" department under the State, and "County" departments under the District. States, Tribes, and counties can customize these levels as needed - and each level can have multiple departments, e.g., there can be multiple county departments within a District department. See Figure 1 for reference.

Additional Considerations

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



Figure 1: Sample State Structure.



The above hierarchy accommodates various structures found within States or Tribes. 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 for a state or tribe through the OWRA administrator application. Program staff should create the recommendation text to meet the needs of the State or Tribe. 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.

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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

States, Tribes, and counties 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'  
);
```

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APPENDIX A:
Worksheet for OWRA Assessment: Recommended Action and Guidance

Preconfigured Barriers

Demographics	Condition	Recommended action, Guidance
Single parent with child under one year of age	<ul style="list-style-type: none"> 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. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>
Single parent with child under six years of age	<ul style="list-style-type: none"> 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. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>

Employment	Condition	Recommended action, Guidance
Currently working and needs assistance	<ul style="list-style-type: none"> (A1) The customer indicated he/she is currently working. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>
Never held a paying job	<ul style="list-style-type: none"> (A1) The customer indicated that he/she has never held a paying job. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>
Currently not working	<ul style="list-style-type: none"> (A1) The customer indicated that he/she was unemployed, but has held a paying job in the past. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>
Criminal record and/or on parole or probation	<ul style="list-style-type: none"> (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. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>
Upcoming court date	<ul style="list-style-type: none"> (A4) The customer has indicated that she/he has an upcoming court date that may or may not be related to a criminal offense. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>

[Additional Considerations](#)
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Education	Condition	Recommended action, Guidance
No high school diploma or GED.	<ul style="list-style-type: none"> (B1, B2) The customer does not possess a high school or equivalency certificate. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>
May have learning disabilities	<ul style="list-style-type: none"> (B4) For the learning situations described in the questions, the customer's score was 12 or more. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>
May lack English language proficiency	<ul style="list-style-type: none"> (B5) The customer or individual administering the interview noted that the customer has difficulty reading, writing, speaking, or understanding English. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>

Housing and Transportation	Condition	Recommended action, Guidance
Unstable housing	<ul style="list-style-type: none"> (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. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>
Transportation challenge	<ul style="list-style-type: none"> (C6) The customer indicated that he/she has a transportation challenge. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>

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General Health	Condition	Recommended action, Guidance
Serious health concern but NOT under a doctor's care	<ul style="list-style-type: none"> (D1) The customer indicated that he/she has a serious health or medical condition AND are NOT under a doctor's care. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>
Serious health concern and IS under a doctor's care	<ul style="list-style-type: none"> (D1) The customer indicated that he/she has a serious health or medical condition AND IS under a doctor's care. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>
Health challenge to working	<ul style="list-style-type: none"> (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 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>
Vaccination not current	<ul style="list-style-type: none"> (D1) The customer indicated that his/her vaccinations may not be current. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>
Customer or household member may be pregnant	<ul style="list-style-type: none"> (D2) The customer indicated she is or may be pregnant. 	<i>(Enter recommended action)</i>
	<ul style="list-style-type: none"> Or, a household member indicates she is pregnant. 	<ul style="list-style-type: none"> <i>(Enter guidance)</i>

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Mental Health	Condition	Recommended action, Guidance
Emotional health challenge	<ul style="list-style-type: none"> • (E1) For the emotional health-related symptoms, the customer's total score was 16 or above. 	<i>(Enter recommended action)</i>
	<ul style="list-style-type: none"> • Or two of the entries in the table are <i>Most of the Time</i>. • Or any one entry in the table is <i>All of the time</i>. • Or any of the last three questions are answered <i>yes</i> (witnessed violent event, hurting themselves, trouble sleeping). 	<ul style="list-style-type: none"> • <i>(Enter guidance)</i>
Mental health diagnosis or treatment	<ul style="list-style-type: none"> • (E2) The customer indicated that he/she has been diagnosed for an emotional health related concern, and may or may not be receiving treatment. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> • <i>(Enter guidance)</i>

Substance Abuse	Condition	Recommended action, Guidance
May have an alcohol or drug addiction	<ul style="list-style-type: none"> • (F1) The customer has responded yes to more than 3 responses. 	<i>(Enter recommended action)</i>
	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • <i>(Enter guidance)</i>

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Domestic Violence - Safety	Condition	Recommended action, Guidance
Domestic violence-related conflicts	<ul style="list-style-type: none"> (G1) The customer has recent or past domestic violence related conflicts indicated by a <i>yes</i> response to questions A through O. 	<i>(Enter recommended action)</i>
	<ul style="list-style-type: none"> Or, the customer has previously received domestic violence counseling or other services. 	<ul style="list-style-type: none"> <i>(Enter guidance)</i>
	<ul style="list-style-type: none"> Or, the customer has requested that he/she receives domestic violence counseling or other services. 	
Safety concerns	<ul style="list-style-type: none"> (G1, G2) The customer indicated that he/she has concerns for his/her safety or the safety of his/her family. 	<i>(Enter recommended action)</i>
	<ul style="list-style-type: none"> But, the customer did not indicate any concerns of domestic violence. 	<ul style="list-style-type: none"> <i>(Enter guidance)</i>

Child Care & Well-being	Condition	Recommended action, Guidance
Child disability, health or other need	<ul style="list-style-type: none"> (H1) A need is indicated for any child in the list of needs. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>
Providing care giving services	<ul style="list-style-type: none"> (H2) The customer will be coded RH, indicating he/she is providing caregiving services for an elderly, disabled, or sick family member. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>
Need Child Protective Service	<ul style="list-style-type: none"> (H3) There is an issue/concern involving Child Protective Services. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>
Has child support order but is not receiving payments	<ul style="list-style-type: none"> (H3) The customer has been granted a child support order, but has not received any payments. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>
No childcare provided for eligible child	<ul style="list-style-type: none"> (H4) A child in the household who qualifies for childcare has no childcare provider. 	<i>(Enter recommended action)</i>
		<ul style="list-style-type: none"> <i>(Enter guidance)</i>

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