IMPACT

Information Management, Performance & Customer Tracking

Frequently Asked Questions

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System Access, Permissions & Roles

Q: Who has permission to add, edit, delete and restore documents?
A: All users in the IMPACT system will have the permission to add, edit, delete and restore documents. Documents labeled confidential cannot be viewed from the list of documents unless the user has permission to view them, so users who do not have access to view a particular confidential document will be unable to edit, delete and restore that document. The user who uploads a confidential document and any user with a higher user role can view that confidential document.

Q: Since more than MWAs will have access to customer records in IMPACT, will there be any restrictions to non-MWA organizations to what they can see or have access to?
A: The IMPACT system is a customer-centric case management system that's data is intended to be viewed by all users unless data is specifically marked as confidential.

Q: Will partners with IMPACT access be able to view and/or print uploaded documents? Will partners with admin access be able to view confidential documents?
A: All users of IMPACT will be able to view and print uploaded documents, unless they are marked confidential. If a document is marked confidential, only the user who uploaded the document or a user with a level "above" that user (i.e., an immediate supervisor) have permissions to view and print the document.

Q: Will Michigan Works! Admins be able to delete customer profiles and/or activities in the event errors were made and need to be corrected?
A: Data entered within the system will not be able to be deleted. However, where applicable, data can be updated or expired if incorrect information was entered.

Q: With the current customer profile in OSMIS, a case manager with access can see wage records. Will this data still be available for case managers to see in IMPACT, and if so, where?
A: Michigan wage data and State Wage Interchange System (SWIS) data will not display in the application for end users; this specific wage data will only be viewable by

the Michigan Department of Labor and Economic Opportunity's Performance and Reporting team.

Q: Have user roles been amended?
A: User roles are being enhanced to complement current end user structures.

System Design & Functionality

Q: According to the 2024 Michigan Works! Conference presentation, you can initiate a customer search with a name. What other search options are available?
A: Users can initiate a customer search with a first name, last name, email address, date of birth or SSN.

Q: Can we search customers by Michigan Works! number?
A: Customers cannot be searched by Michigan Works! number. However, users can use ad-hoc and operational reporting to generate a list of customers by Michigan Works! number.

Q: Will any uploaded documents automatically populate with information entered in the customer profile?
A: No, they will not.

Q: Can the system automatically populate information from the customer profile into program registrations?
A: Yes. Any information from the customer profile relevant to any of their program registrations will be automatically populated into that customer's program registration forms. The system will alert the user if any required information for a program registration form is missing from the customer profile.

Q: If an area was not correctly filled in the customer profile for the areas that automatically populate, can these be updated later?
A: Yes, they can. Fields in the customer profile can be updated at any time.

Q: When populating data from the zip code, how will the system decide the city or county for shared zip codes (for example, 48211)?
A: If the zip code that was entered is a shared zip code, then the system will prompt the user to select the city/county that the customer resides in. Using the provided example, if the user enters the zip code of 48211, they will be prompted to select either Detroit or Hamtramck as the city via a drop-down menu.

Q: Why is the SSN not required in a customer's profile in IMPACT?
A: An SSN is not required to create a customer profile in IMPACT, just as an SSN is not required to create a customer profile in OSMIS. In OSMIS, pseudo-SSNs can be used for customers who do not have access to or do not wish to provide their SSN. IMPACT will include a similar functionality by automatically assigning each customer a unique customer ID that is independent from their SSN.

Q: Will full SSNs be unmasked in the system where a full SSN could be displayed?
A: SSNs entered in the SSN field of the customer profile will only display as the last four (4) digits of the SSN. Only State Admin users will be able to view the full SSN from the customer profile if it was entered here. If an unmasked SSN was entered anywhere else, such as in an uploaded document, any user that would have the permission to view that document would be able to see the SSN in that document. Per the IMPACT system's Terms & Conditions, system users must not disclose any confidential, restricted or sensitive data to unauthorized persons. Uploaded documents that contain restricted or sensitive data like a customer's SSN should be marked confidential to restrict access in IMPACT.

Q: What information will ensure one customer does not have duplicate or multiple profiles within IMPACT? How will duplicate customer profiles be prevented?
A: The main method to prevent duplicate customer profiles is by validating duplicated SSNs and email addresses. If a case worker attempts to enter an SSN/email address into a customer's profile and another customer profile in the IMPACT system already has that SSN/email address, the system will not allow the user to submit that SSN/email address. In the case that multiple customer profiles of the same customer have been determined to exist there is a merging function that will merge them into a single customer profile.

Q: Is the date of education completion going to be a mandatory field? Why is it so important?
A: If the customer's highest level of education achieved is high school or above, then the date of education completion becomes a mandatory field. This date is used as reference in multiple calculations within the IMPACT system.

Q: How long of a period is the case view?
A: The case view covers a customer's program participations from their date of program enrollment through their post-exit follow-ups.

Q: How are case workers notified about upcoming follow-up surveys?
A: Case workers are notified about upcoming follow-up surveys courtesy of notifications sent within the IMPACT system.

Q: Follow-up surveys in IMPACT appear to be what are currently "outcomes" in OSMIS. Is this changing?
A: There are terminology differences; however, yes, IMPACT follow-up surveys are equivalent to outcomes in OSMIS.

Q: What is the benefit or need of 10 quarterly follow-ups? OSMIS allows for four (4) quarterly follow-ups.
A: IMPACT natively allows for 10 quarterly follow-ups. Case workers may elect to not collect customer follow-up data after the 4th quarterly follow-up.

Q: Does the customer need to sign a form for follow-up surveys?
A: No, they do not. Caseworkers may elect to have the customer provide a form of their choosing with information to enter into the follow-up survey, but this is not a requirement. The case worker will enter the information into the follow-up survey.

Q: Will follow-up surveys be populated with wage records? If not, where will this be captured?
A: No, follow-up surveys will not be populated with wage records. Customers' employment records containing wage information are in the customer profile.

Q: Are quarterly follow-up surveys going out to PATH participants, or are they for WIOA only?
A: No, they will not at this time, but this is subject to change pending compliance with final PATH federal guidance. Quarterly follow-up surveys are currently only available in the IMPACT system for customers who have exited from one or more programs that adhere to common measures.

Q: Will program registrations be able to be backdated?
A: Yes, they will.

Q: Are training and support services possible to record in IMPACT? If so, where will they be recorded?
A: Training and support services will be recorded in the customer record. Specific procedures will be covered in end-user training.

Q: Will the PATH program be available in IMPACT?
A: The IMPACT system will fully replace the OSMIS system. The core functionality to operate all WD programs currently supported by OSMIS will be included when IMPACT is launched.

Q: What U.S. Department of Labor (USDOL) data validation functionality will IMPACT have?
A: The IMPACT system allows users to upload documents to meet USDOL Data Validation requirements. Users will have the option to upload supporting documents as data is entered. For example, when a case manager identifies a customer as a veteran, they will have the option to upload a DD214 from that screen.

Q: Will the data validation worksheet be available in IMPACT?
A: The current data validation worksheet was created and intended for use in OSMIS. IMPACT has its own data validation process.

Q: Most Migrant and Seasonal Farm Workers do not or are not registered for selective service. Is selective service registration required for Migrant and Seasonal Farm Workers?
A: An answer to selective service registration is required, but it does not need to be an affirmative answer.

Q: Will IMPACT connect with Pure Michigan Talent Connect like OSMIS currently does?
A: Yes, it will.

Q: Will the system be able to automatically pull the ETA 671 from RAPIDS?
A: No, it will not.

Q: How will unemployment registrations be reported?
A: IMPACT contains a Work Registration page that will include data from the Confidential Information (CI) Page on Pure Michigan Talent Connect (PMTC), as well as data manually recorded by the user. The Work Registration appointments submitted for any of the CI Page Claimants and any manually-submitted Claimants will be sent to the Unemployment Insurance Agency (UIA) via a daily interface. The State of Michigan will be responsible for submitting reports to the Department of Labor (DOL).

Q: Will BRIDGES still send referrals to IMPACT the way it does to OSMIS?
A: Yes, BRIDGES will interface with IMPACT to deliver the same information currently interfaced with OSMIS.

Q: What security measures will be in place to avoid hacking/data breaches?
A: IMPACT's comprehensive security program is based on commercial security best practices and control frameworks including NIST, CIS CSC, PCI DSS and ISO27k series. Monster Government Solutions' policies, procedures and control standards are an integral part of their Risk Management Program, which focuses on the lifecycle of identifying, analyzing, evaluating, treating and monitoring information security risks that impact business objectives, regulatory requirements and customers.

Process

Q: Will there be new WIOA Adult/DW/Youth hard copy registration pages in program manuals to align with IMPACT?
A: Program manuals will be updated to reflect changes from OSMIS to IMPACT.

Q: Will there be a list of what documents are considered confidential? Or is this left to the local Michigan Works! to decide?
A: The State of Michigan is considering whether a list of documents that are considered confidential will be established or if it will be up to the end users to determine what documents should be marked confidential.

Q: The date of highest level of education achieved does not appear to be a field present on WIOA registration forms. Is that to be added by local Michigan Works!?
A: The date of highest level of education achieved is a required field in IMPACT. Forms will need to be updated to collect all required fields.

Q: Will it be required for Migrant and Seasonal Farm Workers to register for H-2A?
A: MSFWs are not required to apply for H-2A jobs. If they apply and they meet all the job requirements, they should be referred.

Data Migration

Q: Will the current OSMIS data be transferred to IMPACT?
A: Data from customers who were active or exited on or after July 1, 2015, will be migrated to IMPACT. Additionally, all TAA data and all lifetime PATH/FAE&T supportive services data will be migrated, even if they are from before this date.

Performance and Reporting

Q: If you set up a report on a schedule, how do you receive the report? Do you get a reminder the report will be ran/was run?
A: When scheduling a report, users will be able to select destinations, such as their Business Intelligence (BI) Inbox and/or email address and configure personal notification preferences. Scheduled reports are also visible in the Instances folder in the user's BI Launch Pad.

Q: What kinds of reports would you want to be saved in the public folder?
A: Any custom query and report that may be useful to any other user in the system may be saved in the public folder.

Q: Do you have to wait overnight for your reports to pull information before they can be printed? Or will the reports now be instant?
A: Reports may be run on-demand. The frequency of data updating for use in reports varies depending on the type of data, ranging from a few hours to an overnight update.

Q: Are there reports for orientation and triage appointments?
A: Public ad-hoc queries/reports to support state programs will be available for users.

Testing & Training

Q: When will Michigan Works! be able to begin testing?
A: Specific details and timelines for end user testing will be communicated to all stakeholders once the final project schedule has been approved.

Q: Will MDHHS be cross trained to use this system?
A: All users of the system will receive IMPACT training.

Q: During the testing phase, how will we test the PATH referrals, since they come from DHHS?
A: PATH referrals will be tested by the State of Michigan team during the interface testing phase.