

*Welcome to the
Community Programs
EAP Fall Training Series*

*IDWD LKE System Q&A
Tuesday, September 13, 2016*

FALL TRAINING WEBINAR SERIES SCHEDULE

#	Date	Time (EST)	Topic	Presenter	Host	Format	Description
1	Monday 9/12	1:30pm-3:00pm	Monitoring Best Practices	Engaging Solutions	IHCDA	Webinar	Things to watch out for on Files, Best Practices, Common Monitoring Findings/Concerns (includes Income Calculation), Question and Answer Session
2	Tuesday 9/13	10:00am-11:30am	IDWD LKE System	David Hayes, IDWD	IHCDA	Webinar	IDWD Last Known Employer (LKE) System, wage calculation system Questions and Answers Session
3	9/27	10:30am-4:30pm	<u>North Region:</u> Income Calculations	INCAA and Panelist T/TA and Sponsored by IHCDA	INCAA	Roundtable with Panelist Group @ Fulton County Public Library Rochester, IN	Income Calculation Panel Group Register with Vicki Adams of INCAA
4	Friday 9/16	1:30pm-3:00pm	<ul style="list-style-type: none"> Program Integrity Fraud, Waste, Abuse 	<ul style="list-style-type: none"> Steve St. John, Program Integrity and Monitoring Best Practice David Stewart, Fraud, Waste, and Abuse 	IHCDA	Webinar	Best Practice for maintaining and improving Program Integrity. Investigating Fraud, Waste, and Abuse
5	Wednesday 9/21 Pending RIAA Launch on 9/19	10:00am-11:30am	RIAA PY2017 Enhancements	Lindsay O'Brien, Brad Forgery of Roeing, and Gina Kerr	IHCDA	Webinar	Review key enhancements in Phase 1 of PY2017
6	Monday 9/26	10:00am-4:00pm	<u>South Region</u> Income Calculations	INCAA and Panelist T/TA and Sponsored by IHCDA	INCAA	Roundtable with Panelist Group @ Jennings County Library North Vernon, IN	Income Calculation Panel Group Register with Vicki Adams of INCAA
7	TBD	TBD	<ul style="list-style-type: none"> LIHEAP Overview & Policy Updates Assurance 16 	<ul style="list-style-type: none"> Gina Kerr and Team Veda Morris-May 	IHCDA	Webinar	PY2016 Statistics PY2017 Policy Updates Assurance 16 overview and upcoming changes

*Webinar log-in details sent in separate email.



Last Known Employer (LKE) System

Question and Answer Session

Presenters:

Dave Hayes and Jack England
Indiana Dept. of Workforce Development

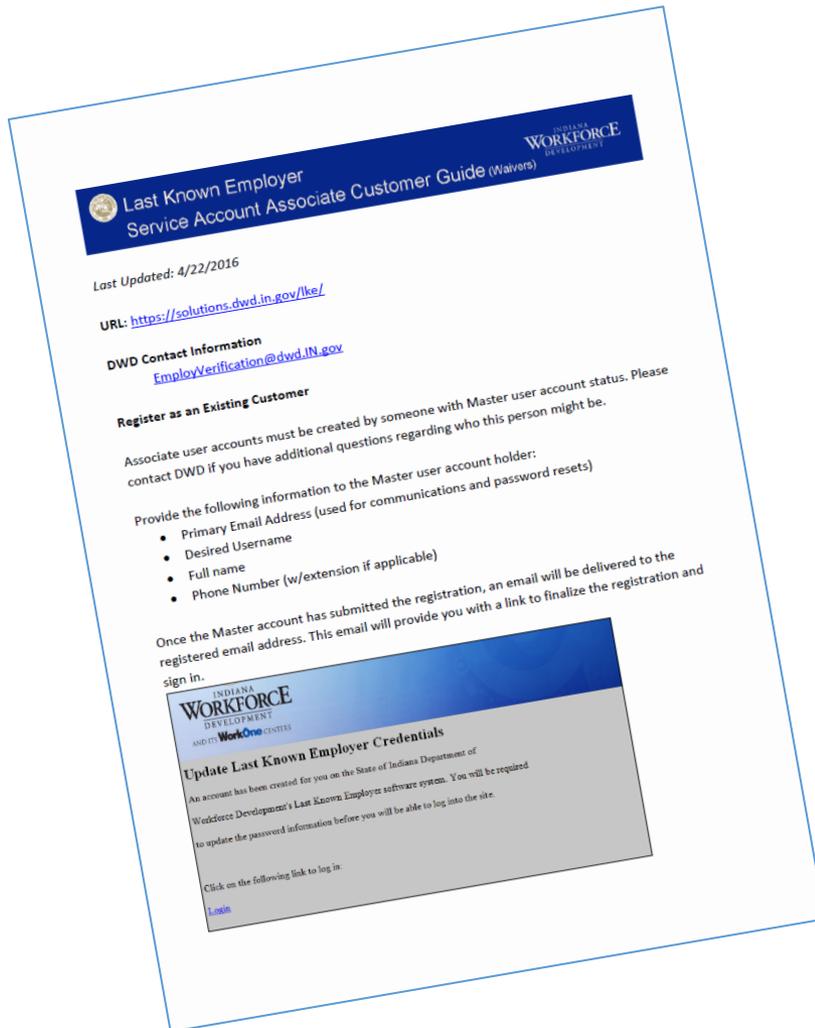
Q&A Session Agenda

- LKE Overview
- Resources and Guides
- Tips for:
 - Account Set Up
 - System Overview
 - Login Maintenance
 - Daily Workflow
 - General Operations
- Open Questions via Webinar Chat
- Contact Information

What is LKE?

- Last Known Employer System
- Wage Verification
- Operated by Indiana Department of Workforce Development (IDWD)

LKE Resources and Guides



- LKE Service Account Associate Customer Guide (Waivers)
- Latest Version 4/22/2016

LKE site and IDWD Contacts

NEW Web address:

<https://webapps.dwd.in.gov/lke/>

DWD Contact Information:

EmployVerification@dwd.in.gov/lke

Tips for Account Set Up for LKE

- Q:** What is an Associate Account vs. the Master Account?
- Q:** Who should set up the Associate Account?
- Q:** Who accesses the Associate Account?
- Q:** What kind of credentials are needed to obtain access to the Associate Account?
- Q:** The Associate Guide mentions “Register an Existing Customer”, when would that occur?

Tips for System Overview

- Q:** How many logins can an agency have?
- Q:** What is the security pin?
- Q:** Is there anything else we should know for logging into the system as a User?
- Q:** What is the LKE Dashboard and what would we typically see?
- Q:** What should we especially pay attention to on the LKE Dashboard?
- Q:** What are some tips to effectively navigate through the system when we log on?
- Q:** What are typical workflow steps (pending the need)?

Tips for Log In Maintenance

Q: How often do we need to log into the system to keep an active password?

Q: What do we do if we forget our login information?

Q: Since we are beginning the new Energy Assistance Program Year, what tips would you suggest to help us get started? Should we log in early?

Tips for Daily Workflow

- Q:** What is the Customer Statistics section display used for?
- Q:** What should we know about the Customer Statistics section?
- Q:** How often is the Customer Statistics Section updated?
- Q:** What typical steps would we take to set up a new request for wage verification?
- Q:** What typical steps would we take to check on the status of a wage request that we submitted?
- Q:** What do we do if our client had a name change? Do you have any tips for how to effectively submit name changes to improve communication and streamline the process?
- Q:** What is the difference between Signature of the Applicant and Signature of the Requestor?

Tips for General Operations

- Q:** In the EAP Program, we have federal guidelines to turn around benefit determinations for LIHEAP Energy Crisis and for LIHEAP Energy Life-Threatening Crisis. What can be done to help us respond within the timelines?
- Q:** Given the crisis response time, what tips do you have to help us save time as we input the information for IDWD?
- Q:** When would we submit a Batch?
- Q:** What are some things to help submit a batch effectively to DWD?

General Tips

Q: Given the Q&A Session today, is there anything else that would be helpful for us to know?

Q&A

Webinar Chat Session

Questions

Contact for LKE Questions

NEW Web address:

<https://webapps.dwd.in.gov/lke/>

DWD Contact Information:

EmployVerification@dwd.in.gov/lke