

## Technical Assistance Guidance

**TAG-29-2018**

Issued Date: December 12, 2018

Subject: Monthly Contact – Virtual Assistant, SARA

### **Purpose**

This TAG provides sub-recipients with guidance regarding monthly contact to participant through Virtual Assistant- SARA.

### **Background**

Workforce Connections, along with the Nevada Department of Employment, Training, and Rehabilitation (DETR) deployed a Virtual Assistant known as SARA on Oct 22, 2018. SARA is expected to support career coaches with on-going contact. Participants must accept SARA initial contact at which time participant can be placed into specific contact tracks.

As a Virtual Assistant, SARA will make initial, weekly and/or monthly contact. These contacts will create ALERTS for the career coach to review the current status of participant, and for any additional support or guidance participant may have indicated to SARA.

### **References:**

GEN-050-07, Data Recording and Management

### **Guidance**

- ***A SARA case note can be used as a monthly contact, if there is engagement between SARA and Participant. However, career coaches are expected to respond to information the participant provides SARA. Example - If in SARA's case note the participant states she/he is struggling with training, the career coach is expected to respond timely to the information gathered from SARA.***
- ***Information gathered from SARA may require completion of EmployNV entries, such as adding Credential, Measurable Skill Gains, Placement into Education and/or Employment information.***
- ***SARA can not replace the engagement needed to ensure IEP/ISS goals/objective are met.***
- ***If no contact is made by SARA, the career coach must make monthly contact with participant.***

***Acceptable monthly contact case note by SARA must include participant answering questions from SARA.***

**Technical Assistance: Available upon request.**