

TRIDENT

TO: Trident Workforce Investment Area Contractors and Staff

ISSUANCE DATE: August 9, 2011

EFFECTIVE DATE: August 9, 2011

SUPERSEDES: N/A

SUBJECT: **Procedures for Documenting Employer Services in Virtual OneStop (VOS)**

PURPOSE: To provide guidance in adhering to State instruction letter 11-03

BACKGROUND: The Department of Employment and Workforce issued instruction letter 11-03 regarding documentation of services to employers in the Virtual OneStop System (VOS). VOS has the ability to document and report Employer Services from the various reemployment programs; however, only employer services under the Wagner-Peyser (WP) Program is consistently recorded in VOS.

Employer service codes can be found under the Staff Online Resources in VOS.

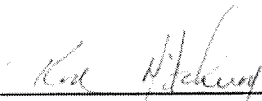
POLICY: In order to ensure consistency in documenting services to employers, effective immediately, all services provided to employers are to be recorded in VOS utilizing the appropriate activity code and when applicable, a service delivery plan should be recorded. This policy is to be implemented as outlined in the procedures below.

PROCEDURES:

- A Business Service Team will be established consisting of the Business Service Coordinator as the lead and one to three staff from each SC Works office to include a Veteran Representative to serve on the business service team
- The Business Service Team will be responsible for entering all employer service activity codes in VOS
- When any staff of SC Works Trident (including WIA and WP) makes contact with an employer, they are to refer the employer to the business service team

member located at their perspective office and send the business service team member information/service provided to the employer

- The business service team member will record the information in VOS under the employer service plan and generate a case note as required and outlined on the employer services activity code definition sheet.
- Case notes are to be titled as the activity code generated and include a summary of information as outlined in the Employer Service Code Definitions sheet.
- All case notes should include company contacted, contact person, reason for contact, results/outcome of contact and next step
- Business Service coordinator will create coaching points for staff to use in corresponding with employers
- Business service coordinator will provide training to business service team on entering employer activity codes in VOS



Ron Mitchum, Executive Director
BCDCOG

August 9, 2011
Date

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Nikki R. Haley
Governor

John L. Finan
Executive Director

EMPLOYMENT & TRAINING STATE INSTRUCTION NUMBER: 11 - 03

TO: Local Workforce Investment Area Administrators
DEW Area Directors
One-Stop Operators
Business Services Liaisons

SUBJECT: Documenting Employer Services in Virtual OneStop (VOS)

ISSUANCE DATE: July 13, 2011

EFFECTIVE DATE: Immediately

PURPOSE: To issue State policy on documenting services to employers in the Virtual OneStop System.

BACKGROUND: Historically, services provided to employers under the Workforce Investment Act (WIA) have not been consistently recorded in a statewide database and local workforce areas have used their own tracking mechanisms to evaluate the services provided to businesses. In addition to proactively preparing for USDOL's changes in reporting requirements, the SC One-Stop Certification Standards for Employer Services require the documentation of all workforce services provided to employers in a statewide data management system. As local workforce areas proceed with implementing the Employer Services Standards, recording all employer services in a data management system will be necessary to establish the baseline measures and to later evaluate performance in delivering services to the business community.

The Virtual OneStop System (VOS) is the state database that documents all services provided to Job Seekers through the Workforce Investment Act, the Trade Adjustment Assistance Program, and the Wagner-Peyser Program. VOS also has the ability to document and report Employer Services from the various reemployment programs. However, only employer services under the Wagner-Peyser Program are consistently recorded in VOS.

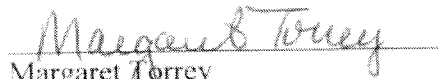
Employer service codes exist for all workforce services, including Incumbent Worker Training (IWT), On-the-Job Training (OJT), WorkKeys® Profiling, and Rapid Response services. The codes and definitions can be found in VOS under Staff Online Resources.

POLICY: In order to ensure consistency in documenting services statewide, and provide local workforce areas with the ability to measure their performance in delivering services to employers, effectively immediately, all services provided to employers are to be recorded in VOS.

In addition to recording the appropriate activity code for the service delivered, when applicable, a Service Delivery Plan should be recorded in VOS, with case notes that clarify the service provided, the next step(s), and the outcome(s) of the service.

ACTION: You are responsible for the distribution and implementation of this policy with your local workforce system.

INQUIRIES: Should you have any questions regarding this instruction, please contact Michelle Paczynski at 803-737-3828 or mpaczynski@dew.sc.gov.


Margaret Torrey
Assistant Executive Director
Employment and Training