SC WORKS

TRIDENT

TO: Trident Workforce Investment Area Contractors and Staff

ISSUANCE DATE: March 19, 2012
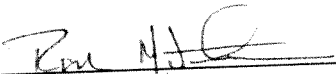
EFFECTIVE DATE: Immediately

SUPERSEDES: N/A

SUBJECT: Standard Operation Procedure for Follow up of Positive Referrals

PURPOSE: To provide guidance in adhering to State instruction letter 11-12 to veteran staff of South Carolina Workforce System on follow up procedures for positive referral results.

POLICY: ALL staff and partners in the SC Workforce System are required to provide priority services to veterans. This instruction letter will ensure timely follow up and accurate documentation of positive referral results in SC Works Online System (SCWOS).

PROCEDURES:
Staff should follow the procedures outlined in instruction letter no. 11-12.

_____   March 19, 2012
Ron Mitchum, Executive Director   Date
BCDCOG

Nikki R. Haley
Governor

Abraham J. Turner
Executive Director

STATE EMPLOYMENT AND TRAINING INSTRUCTION NUMBER: 11-12

TO: LVER/DVOP Staff
DEW Staff Managers
DEW Area Directors

SUBJECT: Standard Operation Procedure for Follow Up of Positive Referrals

ISSUANCE DATE: March 19, 2012

EFFECTIVE DATE: Immediately

PURPOSE: To provide guidance to veterans staff of the South Carolina workforce system on follow up procedures for positive referrals results.

BACKGROUND: As a result of the South Carolina Department of Employment and Workforce Veterans Services Department's efforts to effectively follow up on veteran job referrals and employer job orders, a standard operation procedure has been developed.

POLICY: All partners in the South Carolina workforce system are required to provide priority service to veterans. This effort will ensure timely follow up and accurate documentation of positive referral results.

Attachment:

Standard Operation Procedure for Positive Referrals

Nicholas J. Anderson, PhD
Assistant Executive Director
Employment and Training

cc: WIA Administrators
SC WORKS Center Operators

"Putting South Carolinians Back to Work"

Standard Operation Procedure

Follow up Procedure for Positive Referrals

Veterans Services

Directives for initiating and continuing follow-up contact services with veteran applicants and with employers following referrals for jobs listed with Department of Employment Workforce website www.scworks.org.

Standard Operation Procedures for Positive Referrals Follow Up

1. **PURPOSE:** To establish the standard operating procedure (SOP) for following up with clients after job referrals have been issued to veteran job seeking clients and for job posting employer clients.

2. **APPLICABILITY:** This SOP applies to all DVOPs and LVERs and Program Service Providers assigned or attached to the Department of Employment and Workforce.

3. **RESPONSIBILITIES:**

   a. Area Directors, DEW Staff Managers: All DEW Staff Managers and Area Directors must promote services that support this policy.

   (1) Ensure accountability of referrals by those providing placement services to veterans.

   (2) Provide specific instructions to the staff on direct activities for monitoring positive referrals, capturing placements, contacting veterans and employers, and reporting results of job seeking activities for veteran clients via case notes.

   b. Staff Supervisors:

   (1) Ensure DVOPs and LVERs comply with standards initiated in this policy.

   (2) Check services within their areas for compliance with follow up, guidance, and to ensure they are in accordance with the overall mission.

   (3) Report conflicts or non-compliance issues so they can be dealt with in an expeditious manner.

4. **PROCEDURES:**

   a. General Directions: DVOPs and LVERs must establish a system to track referrals made and subsequent results. Follow up and documentation of all referrals and results are paramount to the success of the program.

   b. Specific Instructions:

   (1) DEW Staff Managers and Area Directors may have additional instructions for DVOPs, LVERs, and DEW affiliated service providers. They must communicate with management staff regarding veterans services and procedures to ensure consistency.

(2) In some SC Works centers, Placement Supervisors enter positive referrals into SCWOS. In other centers, DVOPs or LVERs enter positive referrals. It is important that positive referral activities are being recorded accurately in SCWOS. Failure to accurately report referrals could result in misleading data, which may negatively impact agency services, programs, and possibly funding.

(3) Instructions for posting job referral results in SCWOS:

    a. Click on Manage Individuals

    b. Click on Assist an Individual

    c. Enter applicants state identification number

    d. Click on activities

    e. If a red notice pops up that the client is not enrolled in Wagner Peyser, click on Do Not Enroll

        (1) Click on Staff Profile

        (2) Click on General Profile

        (3) Click on Activities

        (4) Click on Internal Job Referrals

        (5) Locate the job to enter results

        (6) Click on results

        (7) Enter results and make comments as necessary and click on Save Status

    f. If the red notice does not pop up, the client is already enrolled in Wagner- Peyser

        (1) Click on Activities

        (2) Click on Internal Job Referrals

        (3) Locate the job to enter results

        (4) Click on results

        (5) Enter results and make comments as necessary

(4) Instructions for posting employer results after communicating with an employer:

a. Click on Manage Employers

b. Click on Assist an Employer

c. Enter employer name or job order number to bring up the employer record

d. Click on Activities

e. Click on Service Plan

f. Click on Add Service

g. Select Service Type in Drop Down Menu

h. Select E03 Provided Job Order Assistance Select end date

i. Select Completion Code in Drop Down Menu

j. Click Successful

k. Complete the items in the Drop Down Menu to include Case Notes

l. Copy the notes to be entered into Case Notes

m. Click on Add New Case Notes

n. Paste notes and click on Save

o. Click on Save

p. To exit, click on Release employer name on the left side of the screen