

INSTRUCTION LETTER

INSTRUCTION NUMBER: WIA 11-05
TO: ALL SC WORKS FUNDED STAFF AND CENTER PARTNERS
SUBJECT: Documenting Employer Services in Virtual OneStop (VOS)

DATE ISSUED: July 13, 2011 **DATE EFFECTIVE:** Immediately **DATE EXPIRES:** Indefinitely

PURPOSE: The purpose of this instruction letter is to inform you of the State Policy concerning documentation of 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 services. In preparing for USDOL's changes in reporting requirements, the SC OneStop Certification Standards for Employer Services require the documentation of all workforce services provided to employers in the statewide data management system. Recording all services 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 WIA, TAA, and Wagner-Peyser. VOS has the ability to document and report Employer Services from various reemployment programs. However, only employer services under the Wagner-Peyser Program are consistently recorded in VOS.

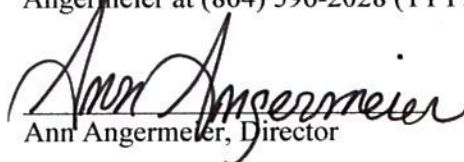
Employer service codes exist for all workforce services, including Incumbent Worker Training (IWT), On-the-Job Training (OJT), WorkKeys Profiling, and Rapid Response services. The codes and definitions can be found in VOS under Staff Online Resources.

ACTION: Effective immediately, the following Policy regarding the documentation of Employer Services in VOS should be followed:

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, 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.

INQUIRIES: Should you have any questions concerning this instruction, please contact Ann Angermeier at (864) 596-2028 (TTY:711) or angermeier@upstaterib.org.


Ann Angermeier, Director

Source: State WIA 11-03

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*Local IL closed
11-05*

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.

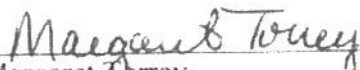
Employer service codes exist for all workforce services, including Incumbent Worker Training (IWT), On-the-Job Training (OJT), WorkKeys® Profiling, and Rapid Response services. The codes and definitions can be found in VOS under Staff Online Resources.

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