

# INSTRUCTION LETTER

**INSTRUCTION NUMBER:** WIA 11-25  
**TO:** SC WORKS Center Managers and Career Consultants  
**SUBJECT:** Supportive Service Activity Record Usage in SCWOS

**DATE ISSUED:** July 3, 2012      **DATE EFFECTIVE:** July 3, 2012      **DATE EXPIRES:** Indefinitely

**PURPOSE:** The purpose of this instruction letter is to provide guidance on how to record supportive services activities in SCWOS as they relate to pre and post training activity records.

**BACKGROUND:** Career Consultants were using improper activity records in SCWOS to track supportive services offered pre and post training.

**ACTION:** When a participant has been identified as a training candidate, has selected a training program and has selected a training provider, the Career Consultant will be required to open a training record with a projected start date and a projected end date in SCWOS. After entering the training record, the Career Consultants will then be able to enter supportive service activities to prepare the participant for the actual start date.

There are 6 supportive service activity codes that may be entered: 180-Child/Dependent Care, 181-Transportation, 182-Medical, 184-Temporary Shelter, 185-Other and 186-Incentives/Bonuses. Pre-training supportive services may include but are not limited to the following: Activity 185: SLED check, Activity 182: immunizations. Post-training activity codes may include but are not limited to the following: Activity 185: certification cost and Activity 185: exam cost. Activity code 185-Other should only be used if the pre or post training service being provided to the participant does not fit the definition of the other supportive service activity codes. Supportive Service activity records *cannot* stand alone; a training record *must* be open. As it relates to this guidance "open" is defined as a training record in SCWOS with a projected start date.

Activity record timeframes:

The actual start date of training should be entered immediately in SCWOS when the participant starts training. There is a 15 day limit, after the projected start date, to enter the *actual* start date. Should the actual start date not be entered during the 15 day window of the projected start date the activity record will system close. A CRF will need to be submitted to correct the system closure. If a Career Consultant is aware that the actual start date will not be within the 15 day window of the projected start date they should submit a CRF to extend the projected start date.

**INQUIRIES:** Inquiries about this Instruction Letter should be directed to Ann Angermeier at 864-596-2028 or [angermeier@upstatewib.org](mailto:angermeier@upstatewib.org)

  
Ann Angermeier, Director

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Source: OneStop Coordinator, Data Systems Manager, and Performance and Reporting Unit SCDEW