

## INSTRUCTION LETTER

**INSTRUCTION NUMBER:** WIOA Regional 21-08

**TO:** SC Works Service Provider/Operator

**SUBJECT:** Required Use of the SCWOS Greeter in SC Works Centers

DATE	DATE	DATE
<b>ISSUED:</b> <u>October 26, 2021</u>	<b>EFFECTIVE:</b> <u>Immediately</u>	<b>EXPIRES:</b> <u>Indefinitely</u>

**Purpose:** To provide local policy on the required use of the SC Works Online Services (SCWOS) Greeter for traffic reporting in all comprehensive and affiliate centers, as defined in State Instruction 19-03: SC Works Centers and the One-Stop Delivery System and Upstate’s local 19-04.

**Background:** The Workforce Innovation and Opportunity Act (WIOA) supports the development of strong, vibrant regional economies where businesses thrive and people want to live and work. This workforce system is characterized by three critical hallmarks of excellence: the needs of businesses and workers drive workforce solutions; American Job Centers (AJCs) provide excellent customer service to jobseekers and employers and focus on continuous improvement; and the workforce system supports strong regional economies and plays an active role in community and workforce development. Across the system, continuous improvement is supported through evaluation, accountability, identification of best practices, and data driven decision making. Achieving this vision requires the continued modernization of the workforce system and ensuring it operates as a comprehensive, integrated, and streamlined system that expands opportunities for all workers and businesses.

Utilizing available technology and creating uniform systems of data collection across programs and local areas is key to realizing WIOA's vision of a modernized, comprehensive, integrated, and streamlined system that expands opportunities for all workers and businesses. The SCWOS Greeter is one such tool available for state and local area staff to track center traffic and individual visit reasons through SCWOS Detailed Reports.

**Policy:** In order to further achieve our goals under WIOA for data-driven decision making, SCWOS Greeter kiosks are required for all comprehensive and affiliate centers. This will allow the state and local areas to better track traffic-patterns statewide and locally, and between programs. Kiosks can be desktop computers, iPads, or any appropriate interface that allows customers to check-in to the SC Works center via the Greeter.

By using SCWOS Greeter kiosks for customer check-in and, as needed, staff editing of customer visit reasons, state and local areas have access to same day center traffic data, which will enable the State and Local Workforce Development Areas (LWDAs) to make more accurate, data-driven, and impactful decisions. The SCWOS Greeter will be the sole method of tracking center traffic, and staff are expected

to perform same-day entry and edits of customer visit reasons and traffic data.

### **Creating Visit Reasons**

LWDA staff can create visit reasons that are most appropriate for their local area. The following categories and suggestions should be considered when creating visit reasons for the LWDA:

- Specific Staff Members
- Assessment Services
- Services and Workshops
- Events
- Program Information and Counseling
- Equipment
- Resources

### **State Visit Reasons**

State visit reasons are designated in SCWOS. These default visit reasons allow for consistent tracking of center and program traffic across all 12 workforce development areas. When a LWDA staff creates a new local visit reason, staff must, as appropriate, use one of the following state visit reasons as the base template for the LWDA's visit reason to ensure consistent tracking of program traffic across all local areas:

- Adult Education
- DSS
- Employer Check-In
- Federal Bonding
- Hiring Event
- Job Fair
- Job Search Assistance
- JobCorps
- Mobile Unit Services
- MSFW
- RESEA
- Self-Service Job Search
- SNAP Employment and Training
- STARS
- Telamon
- Trade Adjustment Assistance
- Unemployment Assistance
- Veterans Services
- Vocational Rehabilitation
- Career Readiness Testing
- WIOA Adult/OW
- WIOA Youth
- Workshop

State visit reasons are subject to change based on state and local program needs. It is expected that all local visit reasons will align with one of the state visit reasons; however, a LWDA may develop a visit reason that is area specific and thus may not align with a state visit reason. Local staff should contact the local SCWOS Coordinator for assistance when uncertain as to which state visit reason a local visit reason should align. SC Works Greater Upstate staff should audit SCWOS Greeter visit reasons periodically in order to ensure the continued accuracy of visit reasons, reporting data, and efficiency for customers during SC Works center check-in by periodically running Greeter Reports under Detailed Reports on SCWOS.

## Greeter Visit Reasons Creation: Best Practices

- Create visit reasons using the state visit reasons templates, as appropriate, in order to be included in center traffic reporting.
- Avoid lengthy visit reason descriptions.
- Avoid creating visit reasons that would be unclear to customers. For example, a customer may not know what "Workforce Consultant" or "Wagner-Peyser" means.
- Avoid listing full staff names on the Greeter list for security reasons. Instead, consider listing the staff member by program with first name and last initial. For example, DSS - John S.
- Any Veterans Services related visit reasons should first direct customers to a Workforce Specialist.
- A visit reason may be created for each hiring event, job fair, or workshop with appropriately scheduled dates and times in order to run reports on individuals who have signed in for a specific event.

**NOTE:** Each hiring event, job fair, or workshop must be created using the state visit reason template in order to ensure accurate reporting.

- Any staff-assisted activity should have at least one staff member attached to the activity. If no staff member is attached to a visit reason, all staff in the office will receive an alert.
- Avoid using special characters (-, =, \*, +, /) at the beginning of visit reason descriptions as the system will not sort the visit reasons into alphabetical order, making it difficult for customers trying to find a specific visit reason.

## **Editing Visit Reasons**

Staff should edit customer visit reasons, as appropriate, to ensure accurate reporting. While assisting an individual, staff may edit the customer's visit reasons to ensure the customer is included on the Office Check-Ins List, including adding additional visit reasons that the individual did not foresee when entering information in the Greeter kiosk. Scenarios in which staff should consider editing visit reasons include:

- When a customer selects a self-service/information only visit reason, but receives a staff-assisted service
- When a customer selects an inaccurate visit reason
- When a customer selects only one visit reason, but is at the center for several visit reasons

**NOTE:** Staff cannot add or edit visit reasons once staff have indicated assistance completion in the system.

## **Resources**

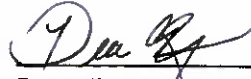
Guides and trainings for using the Greeter will be made available as needed on SCWOS under Staff Online Resources. For technical questions related to the use and set-up of the Greeter, contact the local SCWOS Coordinator.

**Action:** You are responsible for the distribution and implementation of this policy.

**Inquires:** Should you have any questions regarding this instruction, please contact Eva Anagnostis at 864-467-8142, TTY:711, or at [eanagnostis@greenvillecounty.org](mailto:eanagnostis@greenvillecounty.org) Dana Wood at 864-596-2028 ext. 100, TTY 711, or at [wood@upstaterworkforceboard.org](mailto:wood@upstaterworkforceboard.org) .



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**Source:** *State Instruction 21-04.*