



Employment Services Manual

SC Department of
Employment and Workforce

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Overview of Manual

PURPOSE:

The purpose of this manual is to:

- Provide information about Employment Services (ES) policies and procedures; and
- Highlight how ES supports the primary mission of the SC Department of Employment and Workforce (DEW) and the local workforce system.

OBJECTIVES:

The objectives of this manual are to:

- Establish a comprehensive resource for ES information and operational guidance for service delivery;
- Communicate expectation for program design and service delivery; and
- Ensure a consistent level of service.

OVERVIEW:

On June 6, 1933, President Franklin D. Roosevelt signed the Wagner-Peyser (WP) Act into law, establishing a nationwide network of public employment service (ES) offices in order to combat the effects of the Great Depression by channeling job seekers into available private sector jobs and government-funded public service jobs. The WP Act has seen a number of evolutions since it became law. Some key legislation instigating these changes includes the following:

- Area Redevelopment Act of 1961
- Manpower Development and Training Act of 1962
- Economic Opportunity Act of 1964
- Comprehensive Employment and Training Act (CETA) of 1973
- Job Training and Partnership Act (JTPA) of 1982
- Workforce Investment Act (WIA) of 1998
- Workforce Innovation and Opportunity Act (WIOA) of 2014

WIOA represents the first legislative reform of the public workforce system in more than 15 years, replacing the Workforce Investment Act of 1998. WIOA amends the WP Act, the Adult Education and Family Literacy Act (AEFLA) of 1998, and the Rehabilitation Act of 1973 (Rehab Act). WIOA coordinates the four core programs of federal investment in skill development, which includes employment and training services for adults, dislocated workers, youth, and WP employment services, administered by the US Department of Labor (USDOL), as well as adult education and literacy programs and Vocational Rehabilitation (VR) state grant programs that

assist individuals with disabilities in obtaining employment, both administered by the US Department of Education (ED).

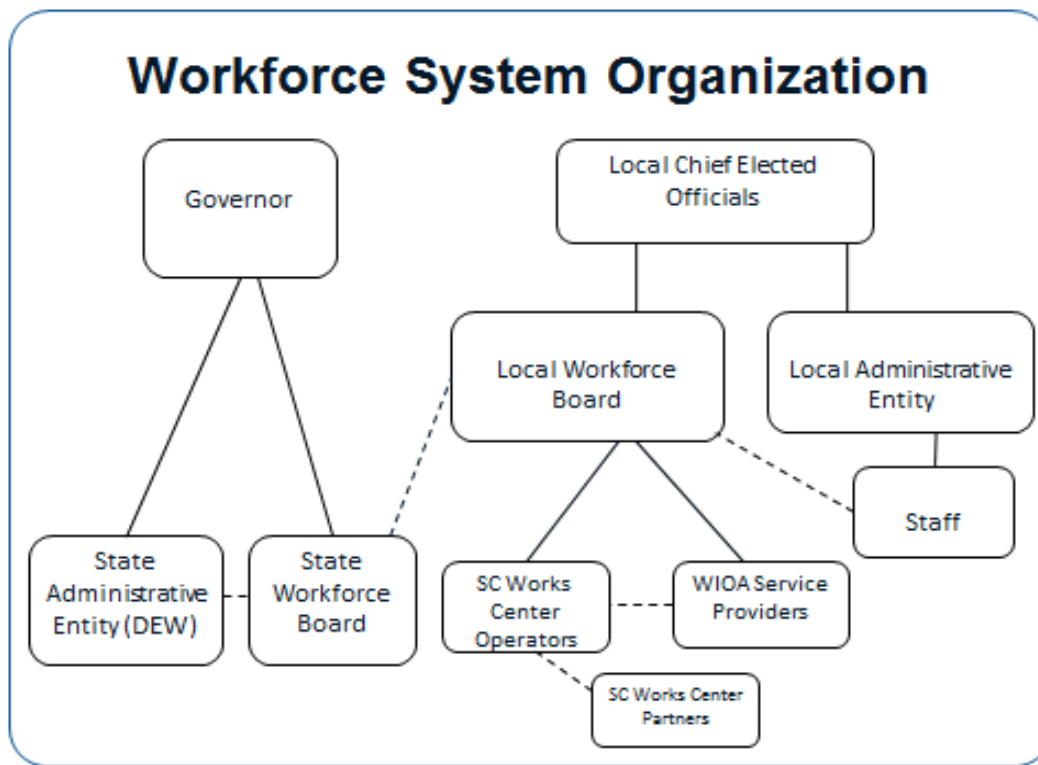
In an effort to more efficiently and successfully provide services to job seekers and employers, WIOA requires coordination of services across programs and identifies the following entities as required partners in the workforce system:

- Adult Formula Program (WIOA Title I)
- Dislocated Worker (DW) Formula Program (WIOA Title I)
- Youth Formula Program (WIOA Title I)
- Job Corps (WIOA Title I)
- YouthBuild (WIOA Title I)
- Native American Programs (WIOA Title I)
- Migrant and Seasonal Farmworker (MSFW) Programs (WIOA Title I)
- Adult Education and Family Literacy Act (AEFLA) Program (WIOA Title II)
- Wagner-Peyser (WP) Act Employment Service (ES) (WIOA Title III)
- Vocational Rehabilitation (VR) Program (WIOA Title IV)
- Senior Community Service Employment Program (SCSEP)
- Carl D. Perkins Career & Technical Education Act (Perkins)
- Trade Adjustment Assistance (TAA)
- Jobs for Veterans State Grants (JVSG) Programs
- Community Services Block Grant (CSBG) Employment and Training Programs
- Housing and Urban Development (HUD) Employment and Training Programs
- Unemployment Compensation (UC) Programs
- Second Chance Act Programs
- Temporary Assistance for Needy Families (TANF)


The basic purpose of ES programs is to improve the functioning of the labor market by bringing together individuals who are seeking employment and employers who are seeking workers. DEW, in partnership with the [SC Works](#) system, provides jobseekers with career guidance, job referrals, assessments, and resume assistance. Free tools to assist employers include posting job openings, recruiting and screening candidates, and reviewing job market trends. South Carolina's twelve Local Workforce Development Boards (LWDBs) administer the SC Works centers throughout the state.



With centers located throughout the State, employment representatives are available to help both employers and jobseekers find the best resources and services to meet their needs.



The Workforce Innovations Division at DEW is responsible for the administration and operation of the WIOA and TAA programs; while the Employment Services (ES) Division administers the WP, JVSG, and MSFW programs. These programs focus on providing a variety of employment related services as seen below.

 Formerly, Workforce Innovations and ES fell under the Workforce and Economic Development (WED) Division.

Employment-related services for job seekers:

- Job search assistance, job referral, and placement assistance for job seekers
- Reemployment services for Unemployment Insurance (UI) claimants
- Recruitment services for employers with job openings
- Assist employers in filling jobs by recruiting, screening, and referring qualified job seekers that meet job requirements
- Assist job seekers in finding employment for which they are qualified, in order to provide them long-term employment stability and earnings potential
- Facilitate job matching between employers and job seekers
- Ensure UI claimants meet the work test requirement by registering with the state ES system
- Provide information regarding labor market conditions
- Address, or assist in addressing, labor issues in regard to state and federal laws

Depending on the needs of individuals, other services may also be available:

- Assessment of skill levels, abilities, and aptitudes
- Career guidance
- Job search workshops
- Referral to training
- Referral to other partner programs and services, as appropriate

Services for employers may include the following:

- Referring job seekers to available job openings
- Assisting in the development of job orders
- Matching job seekers with job requirements, skills, and other attributes
- Assisting employers with special recruitment needs
- Arranging job fairs
- Assisting employers with analyzing hard-to-fill jobs
- Helping employers with layoffs

DEW Staff Descriptions

Most ES staff who provide services directly to the public work in comprehensive SC Works centers and affiliate centers across the states. The ES local area staff generally consists of the following positions:

- **Area Directors** are state-level staff who oversee the operation of ES services throughout the state.
- **Regional Managers** oversee the DEW staff in all comprehensive and affiliate centers in their assigned regions. The twelve regional managers report directly to two Area Directors.
- **Workforce Consultants** provide intensive case management and career planning activities to identify barriers to employment and develop solutions for TAA and WP participants. Workforce Consultants educate individuals regarding SC Works programs, policies, and services.
- **Business Consultants** provide consistent and effective services to businesses that demonstrate clear connections between workforce development activities and employer needs. Business Consultants market and promote the services offered through the SC Works centers to employers.
- **Workforce Specialists** deliver a broad range of frontline services to assist individuals in resolving barriers to employment and increasing skills in order to obtain or maintain employment. Workforce Specialists educate individuals regarding SC Works programs, policies, and services, and make referrals as appropriate.
- **Local Veterans' Employment Representatives (LVERs)** are business consultants for Veterans' services. LVERs provide consistent and effective services to businesses on behalf of veterans that demonstrate clear connections between workforce development activities and employers' needs. LVERs market and promote the services offered through the SC Works centers.
- **Disabled Veterans' Outreach Program Specialists (DVOPs)** are workforce consultants for Veterans. DVOPs conduct case management and career planning activities for disabled veterans to identify barriers to employment and develop solutions for customers. DVOPs educate individuals regarding SC Works programs, policies, and services.
- **Rural Manpower Coordinators** provide extensive outreach to and maintain contact with agricultural employers to assist with any hiring needs, including guidance for compliance with relevant federal and state laws and procedures.
- **Migrant and Seasonal Farmworker (MSFW) Workforce Specialists** identify and contact farmworkers who are not being reached through everyday services at local SC Works centers to provide quality employment services and referrals.

State Plan

Under WIOA, each state must submit a Unified or Combined State Plan to USDOL that outlines a four-year strategy for the State’s workforce development system. An approved state plan must be in place to receive funding for core programs. WIOA amends WIA to require states to plan across core programs and include this planning process in the Unified or Combined State Plans. South Carolina is under a Unified State Plan covering the six WIOA core programs: the Adult, Dislocated Worker, and Youth programs, as well as the WP program, the AEFLA program, and the VR program. The modified state plan for SC can be found [here](#) or by going to the scworks.org website, selecting Workforce System, and selecting the Document Directory from the left margin.

Local and Regional Plans

WIOA requires each Local Workforce Development Board (LWDB) to develop a four-year local plan in partnership with the chief elected officials (CEOs) in their local areas. Additionally, LWDBs and CEOs are required to engage in a regional planning process that results in the development of a regional plan which incorporates the local plans within the region. The regional and local plans serve as a four-year action plan to develop, align, and integrate service delivery strategies and to support the State’s vision and strategic and operational goals. WIOA requires a modification of the four-year regional and local plans every two years. There are four regional planning regions within SC that include the following local areas:

- Greater Upstate— Greenville, Upper Savannah, Upstate, and WorkLink
- Central—Catawba, Lower Savannah, and Midlands
- Pee Dee—Pee Dee, Santee-Lynches, and Waccamaw
- South Coast—Lowcountry and Trident



The names of regions may change based on the needs of the region, subject to DEW approval.

SC Works Online Services (SCWOS)

SCWOS is SC’s comprehensive job search tool that helps employers and job seekers connect through the Internet. Employers and job seekers can register online, browse applicants or job openings, and request matches against job orders and work registrations. SCWOS is also the case management system for the Adult, Dislocated Worker (DW), and Youth programs, as well as the TAA and WP programs. All SCWOS features are free and include the following:

- Online self-registration
- Resume creation
- Online job posting and matching
- Ability to browse jobs or applicants and contact matches for both
- Access to current labor market information (LMI)
- Access to career tools and training resources

- Access to job openings collected, or “spidered,” from other websites

HOW TO USE THIS MANUAL:



This manual is meant as a training manual for new hires and as a reference tool for experienced staff members. Keep an eye out for the green check mark throughout for useful Pro Tips.

CHANGES TO CONTENT:

DEW maintains the ES Manual in [SCWOS](#) under Staff Online Resources and in the [DEW Policy Center](#) for DEW employees. Updates to the manual will be issued through memos, which will indicate that the guide has been revised. Part 7 of this manual will contain the revisions, section and date revised, and a brief explanation of each. Additionally, state policy and technical guidance is available on the [State Policy and Technical Guidance](#) page on [scworks.org](#) or under Staff Online Resources in SCWOS.

Overview: Relevant State Instructions

SI 11-11, Change 1: SC Works Center Leadership Team Roles, Responsibilities, and Functional Supervision

SI 15-08: Identification and Alignment of WIOA Planning Regions

SI 15-16: Regional and Local Planning Guidance

SI 16-03: Changes to SCWOS Terms and Conditions

SI 18-09: Program Year 2018 Regional and Local Plan Modifications

Part 1: Employer Services

1.1 WIOA and Services to Employers

The role of the SC Works system is to deliver high quality services to job seeker and business customers that improve the employment outcomes for both groups. WIOA requires employer services to be an integral component of the local workforce system.

Employer services provided through the SC Works system include the following:

- Outreach to promote the use of SC Works facilities and services
- Entry, review, and maintenance of job orders in SCWOS
- Referrals of qualified candidates for job openings
- Specialized testing
- SCWOS technical assistance
- Recruitment assistance, including job fairs
- Information on employment-related issues
- Training services for new and incumbent workers
- Job analysis
- Layoff aversion services
- Rapid response to layoffs and business closures
- Labor market data
- Federal bonding
- Work Opportunity Tax Credit (WOTC)

An **employer** is a person, firm, corporation, or other association or organization that meets the following requirements:

- Is located in the United States
- Proposes to employ a worker within the United States
- Hires, pays, fires, supervises, and controls the employee's work
- Withholds and submits quarterly payroll taxes when applicable thresholds are met
- Issues (or intends to issue) IRS form W-2 showing the employee's wages, tips and other compensation earned, and taxes withheld while the employee is employed by the employer

Note: Entities seeking only independent contractors are not considered employers under this definition.

1.1.1 Effectiveness in Serving Employers (ESE) & Activity Code Entry

Employer registration in SCWOS is a key step in meeting the hiring needs of business and finding authentic employment opportunities for job seekers. One of the primary indicators of performance required by WIOA is Effectiveness in Serving Employers (ESE). This indicator is measured as a shared outcome across all six core programs within each state to ensure a

holistic approach to serving employers. States must choose two of three possible approaches to measuring ESE. The ESE performance measures currently used in SC are Employer Penetration Rate and Repeat Business Customers.

- **Employer Penetration Rate**—the percentages of employer establishments using services out of all employer establishments in the state
- **Repeat Business Customers Rate**—the percentage of employer establishments using services during the year that also used services within the previous three years

The number of employer establishments is defined by the Bureau of Labor Statistics (BLS) Quarterly Census of Employment and Wages (QCEW) program. For employers with more than one physical location, the QCEW reports each work site as a separate establishment and therefore, the total number of business establishments receiving services is counted this way.

In order to track our ESE for performance measures, employer service activity codes have been mapped to eight employer service categories specified by USDOL. Employer service activity codes are revised regularly. Current activity codes and definitions are maintained in SCWOS under Staff Online Resources. The ESE performance indicator makes tracking employer services in SCWOS vitally important. Employers that receive the following SC Works services **must be registered and approved in SCWOS**:

E02: Job Fair/Hiring Event Services	E26: Engaged in Strategic Planning/Economic Development
E03: Provided Job Order Assistance and Follow-up	E27: Participation in a WIOA-Funded Registered Apprenticeship
E04: Provided Mass Recruitment Services	E30: TAA OJT Agreement
E12: Job Profile	E40: WIOA State or Local IWT
E13: WIOA OJT Agreement	E90: Referral of Qualified Applicants
E20: RR-Funded IWT Agreement for Layoff Aversion	E92: Notification to Employer of Potential Applicant
E23: Federal Bonding*	E93: Field Checks/Inspections*
E25: readySC Recruitment Activity	E94: Employer Viewed Internal Resume

**These codes must be entered by state level staff only.*

Providing these services to unverified employers could expose customers to fraudulent data and result in liability for SC Works system partners. Entering employer service codes could result in revocation of SCWOS privileges. Additionally, providing services that require employer verification to non-verified employers, including but not limited to, job fair/hiring event service, Incumbent Worker Training (IWT) contracts, or On-the-Job Training (OJT) contracts, could result in disallowed costs.

Exception: Employer verification in SCWOS may be waived for job fairs and hiring events because of mass layoffs and closure activities. **Waivers must be authorized at the state level.** If approved, the LWDA(s) will be notified. Any local requests for a waiver must be submitted to Workforce Support at WorkforceSupport@dew.sc.gov.

The following SC Works services may be provided to employers who have a Marketing Lead account, or to employers who have a Recruiting account and are in “pending verification” status in SCWOS. In order to receive credit for services provided to these employers, employer service activity codes for these services must be recorded in SCWOS for performance purposes. Work Items do not count.

E01: On-Site Consultation Services	E70: Referral to SC Vocational Rehabilitation
E05: Providing Detailed Labor Market Study	E71: Referral to WIOA
E07: Promotional Contact	E72: Referral to Wagner-Peyser
E15: RR Management Meeting – On Site*	E73: Referral to Apprenticeship Carolina
E16: RR Group Orientation	E74: Referral to Adult Education
E21: Federal Tax Credit (WOTC)	E75: Referral to SC Department of Social Services
E22: Community Resource Connections	E76: Referral to Work Opportunity Tax Credit
E24: On-Site Re-employment Services	E77: Referral to Enterprise Zone
E28: RR Management Meeting – Not in Person*	E78: Referral to SC Manufacturing Extension Partnership
E31: HIRE VETS Medallion Program	E79: Referral to Job Profiling

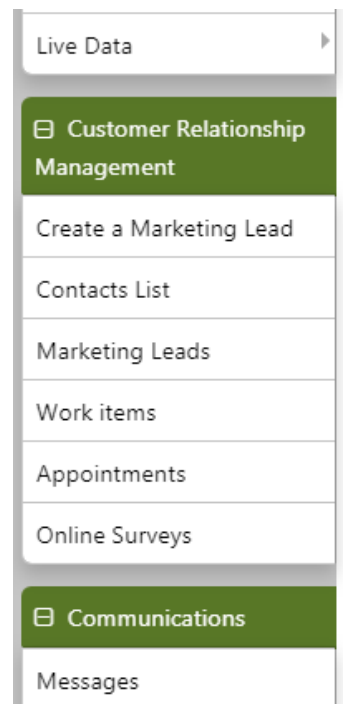
*These codes must be entered by state level staff only.

1.2 Employer Account Management in SCWOS

Entities meeting the definition of employer must establish an account in the SCWOS system to post employment opportunities and receive applicant self-referrals and staff-assisted referrals of qualified applicants. Staff members are encouraged to provide a high level of customer service by entering accounts on behalf of employers when possible. However, employers may establish an account in SCWOS without staff assistance. An employer’s SCWOS account must be verified and fully enabled before receiving all services available to employers through the SC Works system, including display of job orders.

There are two types of employer accounts in SCWOS:

- **Marketing Lead**—an account type that identifies a non-registered employer that is not yet ready to utilize SC Works services, but is interacting with the Business Services Team or is receiving Rapid Response services. Marketing Lead accounts do not allow the employer to access recruitment tools.
- **Recruiting**—an account type that offers employers full access to labor exchange functions such as managing job order, reviewing candidate resumes, and managing virtual recruiter alerts. Recruiting accounts must be verified and approved at the state-level.



When an employer is interacting with the Business Services Team, but has not yet decided to utilize SC Works services, staff may create an employer Marketing Lead account through the mini-registration available in the CRM module. If an employer is ready to receive services that can only be provided to a verified and approved employer, staff may bypass the Marketing Lead registration and create a new employer Recruiting account to initiate the verification process. Existing Marketing Lead accounts must be converted to a Recruiting account to place the employer account in a Pending Verification status.

Staff are encouraged to provide a high level of customer service by entering Recruiting accounts on behalf of employers when possible, though employers may establish a Recruiting account in SCWOS without staff assistance.

Recruiting accounts will have one of the following access levels:

- **Pending Verification**—All new Recruiting accounts are created in this status by default for security purposes. Employers in this status will be reviewed by the SCWOS Employer Verification Team.
 - Employers **may**—
 - login,
 - update their profiles, and
 - add locations and additional contacts.
 - Employers **may not**—
 - post a public job order,
 - conduct a candidate search, or
 - access the virtual recruiter system.
 - Staff may only provide services and enter employer service activity codes that are available to non-verified employers.
- **Not Verified**—The SCWOS Employer Verification Team has attempted to contact the employer, but has been unable to complete the verification process. The information requested by the SCWOS Employer Verification Team will appear in case notes on the employer's account.
 - Employers **may**—
 - login,
 - update their profiles, and
 - add locations and additional contacts.
 - Employers **may not**—
 - post public job orders,
 - conduct candidate searches, or
 - access the virtual recruiter system.
 - Staff may only provide services and enter employer service activity codes that are available to non-verified employers.

- **Locked Out or Revoked**—Any employer account that violates the terms of use or is suspected of suspicious activity will be locked out or revoked. Employer accounts may be locked out if the account is no longer actively used.
 - Employers **may not** login.
 - All active job orders are closed.
- **Enabled**—The SCWOS Employer Verification Team has verified the employer and approved the account. The employer has full employer access rights to SCWOS.
 - Employers **may**—
 - manage profiles,
 - edit locations and contacts,
 - conduct candidate searches,
 - create virtual recruiters,
 - schedule hiring events,
 - post public job orders,
 - accept job seeker applications, and
 - contact job seekers using the internal messaging system.
 - Staff may enter all employer service activity codes.

1.2.1 Employer Recruiting Account Creation

1.2.1.1 Federal Employer Identification Number (FEIN) versus Social Security Number (SSN)

Generally, an employer account requires entry of the FEIN; however, there are two exceptions to this rule:

- If an employer operates a business as a sole proprietor or is employing individuals to work in his/her household, the employer’s SSN may be used; or
- If a new business is in the process of obtaining a FEIN, the employer’s SSN may be used temporarily, with the expectation that the employer will update the account to provide the FEIN when it is obtained.

1.2.1.2 Third Parties Acting on an Employer’s Behalf

Third-parties acting on an employer’s behalf may create an account for the employer; however, the employer must ensure that the account will be used appropriately. An account created by a third party will not be enabled without the employer’s written consent.

To create an account for the employer, the third-party must complete each of the following steps:

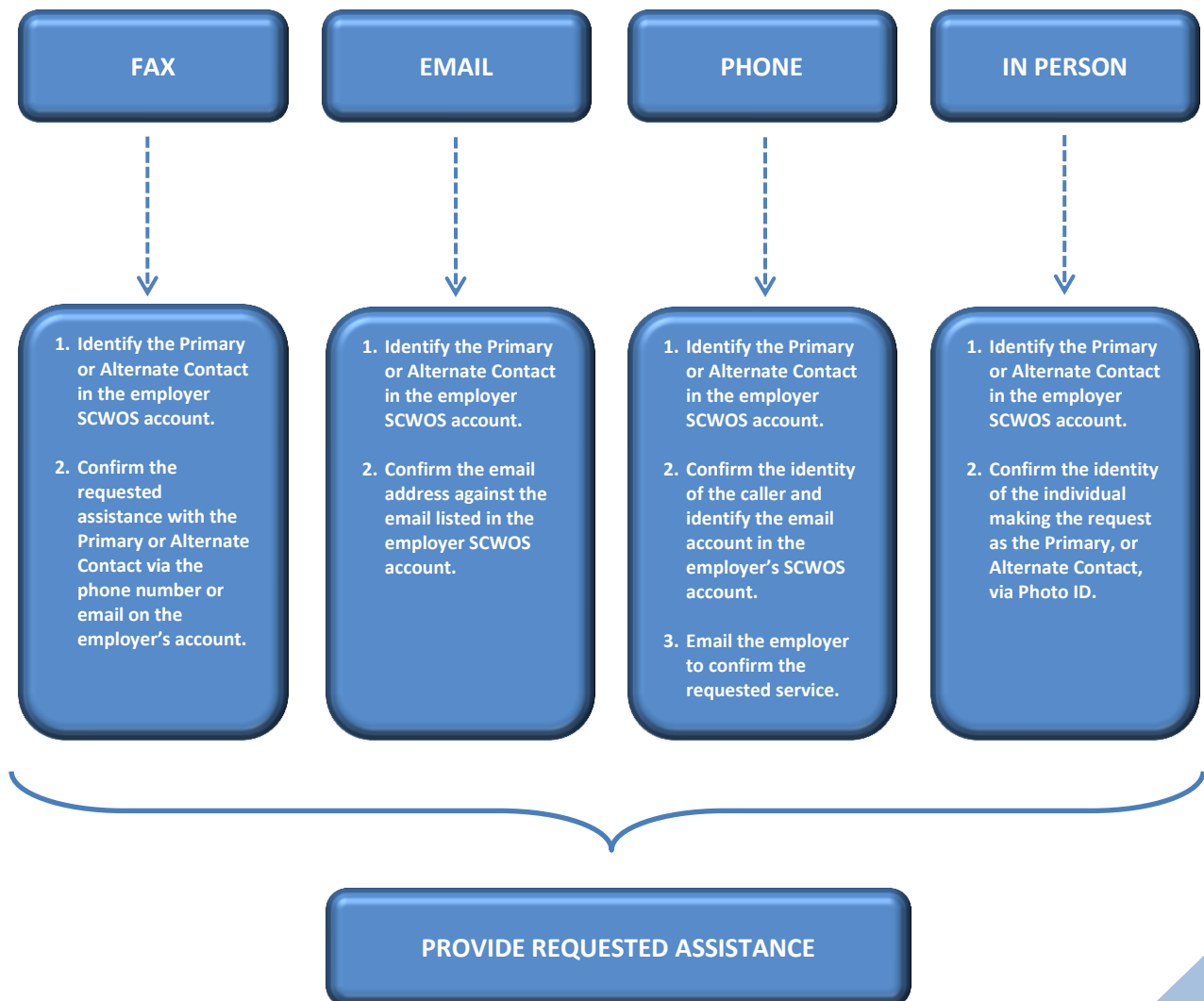
1. Register the account under the employer’s name
2. Use the employer’s FEIN, SC employer account tax number, and mailing address
3. Enter the third-party as the primary contact

4. Include the employer's contact name, address, phone number, and email address as an alternate contact

1.2.2 Employer Recruiting Account Management

1.2.2.1 Authorized Employer Contacts

A **Primary Contact** is established as an employer-authorized representative with the enabling of a SCWOS employer account. The employer may also choose to add **Alternate Contacts**. Staff must confirm that an individual is one of the authorized contacts on the employer's account before providing assistance with the account, including password reset or job order entry. An employer may contact staff in person or by fax, email, or phone. Staff must follow these procedures to confirm that an individual is a designated contact for the employer before providing assistance with an employer's SCWOS account:



1.2.2.2 Changing Employer Contacts

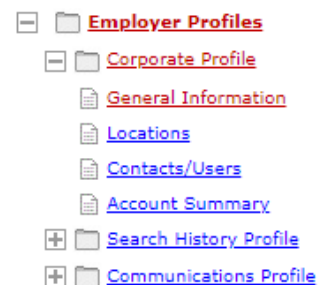
Prior to assisting employers with adding or removing contacts on their account, SC Works staff must first confirm that the new contact is a representative of the employer, authorized to act on the employer's behalf. When employers seek staff assistance in modifying the approved contact(s) in their account by **adding or removing an alternate contact**, SC Works staff must confirm the change with the primary contact on record prior to making any additions or removals.

If the employer is asking to list a **new primary contact** on the account, SC Works staff must forward the request to the SCWOS Employer Verification Team at EmployerAssist@dew.sc.gov. State-level staff will then confirm the new primary contact via phone or email. Upon approval, the SCWOS Employer Verification Team will email local staff once the new primary contact has been confirmed. Local staff may then provide all employer services available to the new primary contact on the enabled employer account.

1.2.2.3 Changing Employer Passwords

As stated above, staff must confirm that an individual is one of the authorized contacts on the employer's account before resetting the employer's password. An employer's password can be reset by accessing the "General Information" tab on the employer's SCWOS account and by completing the following steps:

1. Select the link, "Reset Employer Account," at the bottom of the Staff Info section.
2. Select the box for "Reset Password." (Staff may select the box for "Reset Security Question/Response" if the employer requests this.)
3. Select the option to "Send Email" under Email Options.
4. Choose to send the email either from the "System account" or from "Your email address."
5. Click "Send."



Staff should advise employers to expect an email to the email address on the account and to check the "Spam" folder as appropriate. When the employer logs into the account again, SCWOS will prompt the employer to create a new password.

1.2.2.4 System Required Employer Password Change/Deactivation

Active employer accounts will require a password reset every 90 days in order to remain active. Employers may reactivate accounts made inactive by contacting EmployerAssist@dew.sc.gov.

1.2.2.5 Resolution of Duplicate Employer Accounts

Duplicate employer accounts occur when SC Works staff or an employer creates more than one account for the same employer. Duplicate employer accounts can cause delays for the employer to receive services and could result in inaccurate data for performance reporting. Furthermore, duplicate accounts could lead to noncompliance issues for staff and the LWDA if employer service activity codes are entered on unverified accounts. See section 1.2.3 on “Employer Account Verification Process” below for more information on account verification.

Examples of situations where a duplicate employer account is likely:

- Accounts that have the same company name and contact name
- Accounts that have the same company name and FEIN
- Accounts that have the same name, but are spelled differently (e.g., St. Andrews Cleaners vs. Saint Andrews Cleaners)
- Accounts that have been determined to contain outdated or invalid contact information (e.g., a conversation with the HR Director for ABC, Inc., reveals that a contact on the account, John Smith, left 3 months ago, and the SC Works staff discovers that the employer has been using a different SCWOS account.)

Note: Some employers may have separate accounts with the same FEIN, but for different locations. Those accounts should not be merged unless the employer requests the accounts to be merged.

When a duplicate account is suspected, staff must follow the instructions attached to the SCWOS Duplicate Employer Account Merge Form before submitting the form to PolnPro@dew.sc.gov. The merge request form with attached instructions can be found on SCWOS under Staff Online Resources.

How to request an employer account merge:

1. Download the **SCWOS Duplicate Employer Account Merge Form** from the SCWOS Staff Online Resources page. The form is fillable and should be filled out electronically.
2. Complete the form with the required information and identify which employer account is to be the “master” account.
 - a. **Note:** A merge will not change the verification status of the master account. If an enabled account is merged into a “master” account that is unverified, the newly merged account will remain unverified.

- b. If the desired “master” account does not have the correct FEIN, fill in the information of the account with the correct FEIN in the second section of the form, “Which account contains the employer’s correct FEIN” (highlighted in yellow).
3. **Attach verification** (e.g., an email or case note) that the employer was contacted and approves of the requested merge.
 - a. Duplicate accounts will not be merged without the required verification documentation.
 - b. **If the employer cannot be reached:**
 - i. If the employer does not respond to a contact attempt within **5 days**, staff must make a follow-up contact attempt.
 - ii. If the employer does not respond to the follow-up contact attempt within **5 days**, select the box labeled, “Employer was contacted, but did not respond—inactivate duplicate accounts.”
 - iii. State staff will then inactivate the duplicate accounts to ensure that no data is lost until the employer approves the account merge.
4. Once the form is completed and proof of employer approval/contact attempts is attached, staff must email the form to PolnPro@dew.sc.gov.

1.2.2.6 Locking an Employer Account

SC Works staff will provide employment services to all employers, consistent with federal and state laws, regulations, and guidance. Any employer account that violates the terms of use or is suspected of suspicious, prohibited, or illegal activity will be locked out. All business services will be discontinued to employers who misuse the SC Works system until such time as the prohibited activity is corrected or has ended. State-level staff will place an employer account into “Locked Out” status if:

- An employer can no longer be positively identified as a legitimate business;
- The account is believed to have been hacked or compromised; or
- It is determined that an employer has violated the SCWOS Terms and Conditions or Equal Employment Opportunity Commission (EEOC) guidelines.

Employers in this status are unable to login and all active job orders are closed. Employer accounts established by individuals or organizations found to be posing as an employer will be placed in “Locked Out – Scam” status.

1.2.2.7 SCWOS Employer Services Alerts

In order to better manage employer services, business services staff has access to alerts in SCWOS that can be set as reminders for required actions on employer and job order profiles, including the following:

- **Employer Profile**
 - Employer changed general Profile Information
 - Employer changed Worksite Profile Information
 - Employer changed Contact Information
 - Employer Created Job Order by Assigned Case Manager
 - Employer Referral to Job Order by Assigned Case Manager
- **Job Order**
 - Job Orders about to Expire
 - Employer Posted/Modified a Job Order

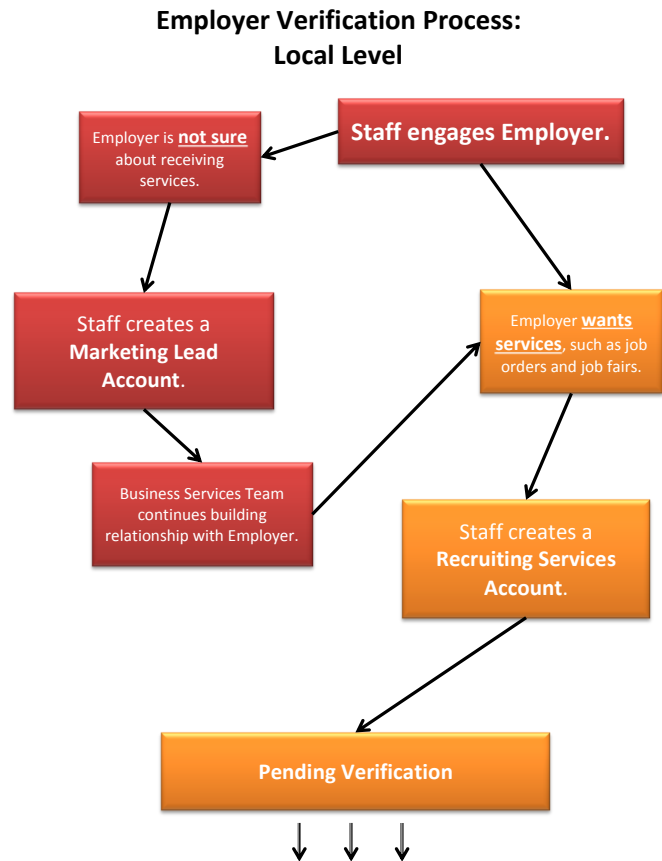
1.2.3 Employer Account Verification Process

DEW and other partners of the SC Works system have an obligation to the job seekers who use the system to ensure that promoted employment opportunities represent legitimate job openings. The SC Works system also has a responsibility to partner with business and industry. Employer registration in the SCWOS database is a key step in meeting the hiring, training, and retention needs of businesses, while ensuring authentic employment opportunities for job seekers. The employer verification process is one of the safeguards that helps ensure the integrity of the system.

There are two stages to the Employer Verification Process: Local Level and State Level.

Employer Verification Process: Local Level

Local staff reaches out to area employers about available SC Works services. If the employer is unsure about receiving services, local staff creates a Marketing Lead Account while the Business Services Team continues building a relationship with the employer. When an employer decides to utilize SC Works services, such as posting job orders and participating in SC Works job fairs, the employer may independently create a Recruiting Account, or local staff can create a Recruiting Account for the employer or convert a Marketing Lead Account into a Recruiting Account. This step puts the employer's account into Pending

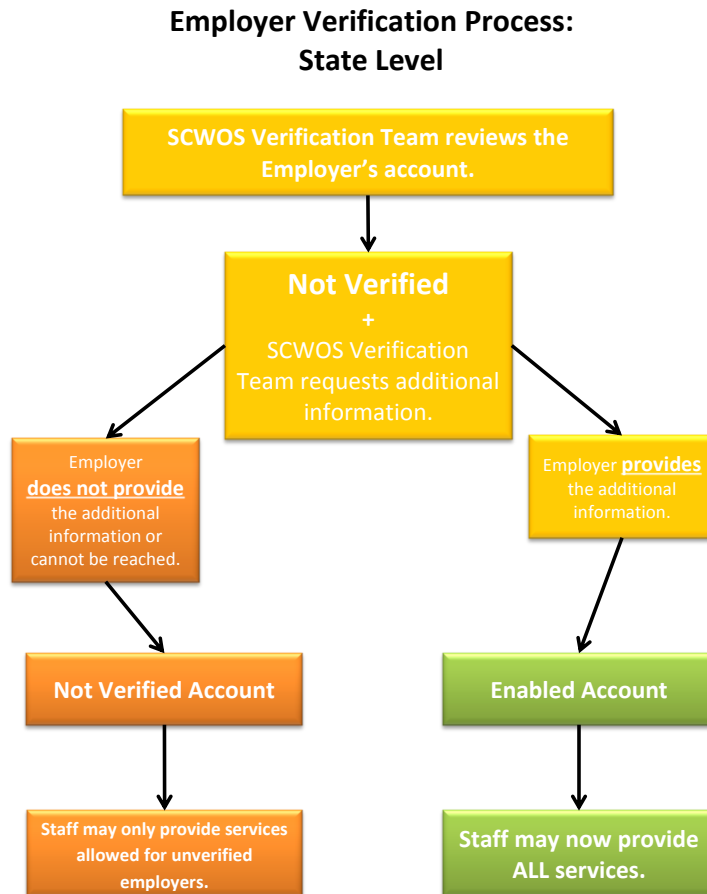


Verification status, triggering the state-level verification process.

Employer Verification Process: State Level

Once the state-level verification process is triggered, the SCWOS Employer Verification Team reviews the employer accounts that are in Pending Verification status and takes reasonable steps to verify the authenticity of the employer. Steps may include, but are not limited to: (1) corresponding with the registrant by telephone or e-mail; (2) reviewing the company's web site, using various Internet search systems to corroborate the information given in the registration; and, (3) cross-referencing the FEIN and SC UI tax account number provided in the registration with existing DEW records, and/or reviewing the employer's records in the similar state system if the registrant is an out-of-state employer. Registrant information to be verified for all employer accounts must include:

- FEIN or Social Security Number (SSN);
- SC UI Tax Account Number*;
- Company telephone number, address, and corporate address, if applicable; and
- Human Resources contact name, telephone number, and email address.



*All employers are required to establish an account in the State Unemployment Insurance Tax System (SUITS) in order to receive a SC UI Tax Account Number; however, some employers may not be liable for SC unemployment taxes. Employers who are not liable will receive a letter confirming this information. This letter will be filed by the SCWOS Employer Verification Team in lieu of requiring a SC UI Tax Account Number. Employers should be prepared to provide their SC UI Tax Account Number or a denial letter during the employer verification process.

The SCWOS Employer Verification Team places the employer into Not Verified status pending receipt of employer confirmation or submission of any additional required information. Once

the employer provides the requested information to the SCWOS Employer Verification Team, state-level staff will change the account status to Enabled. Staff may provide all services available to employers at this point. If the employer cannot be reached or does not provide the required information, the employer’s account will remain a Not Verified account, only eligible for employer services that are allowed for unverified employer accounts. The SCWOS Employer Verification Team will enter a corresponding case note in SCWOS indicating why the employer’s account has not been enabled. Typically, the review process will be completed within three business days of receiving the registration. Employers receive an alert notification in SCWOS once their account is verified and fully enabled. **For additional information about the types of services available to Not Verified or Enabled employer accounts, see State Instruction 17-01, Change 1: Required Employer Registration in SCWOS.**

Employer Account Status

To view an employer’s account status in SCWOS, select the appropriate employer account and open the **General Information** tab. Employer access rights will be listed as “Enabled” for fully registered and approved employers.



Work Items in the CRM Module

Prior to issuance of State Instruction 17-09: Employer Service Performance Indicators and Employer Service Codes, staff was required to record all services for non-verified employers through Work Items in the CRM module rather than employer service activity codes. However, under the new WIOA ESE performance indicator requirements, employer service activity codes must be recorded for these services to accurately reflect employer engagement efforts. The following employer service activity codes should be entered in place of the Work Items as listed below:

E01: On-Site Consultation Services

- Site Visit

E07: Promotional Contact

- Email
- Mail
- Face-to-Face Meeting
- Phone Call
- Research
- Webinar/Demo

1.3 Job Orders

A **job order** is an online record of an employer's requirement for filling a vacant position. Job orders must contain the qualifications that a worker must have to successfully perform a job, any specific hiring requirements, and referral instructions.

A job order **must not contain** any of the following:

- Wording that is sexually explicit, obscene, libelous, defamatory, threatening, harassing, abusive, or hateful
- Wording that is embarrassing or offensive to another person or entity
- Request for personal services implying or requiring sexual or any other illegal activity
- Discriminatory language

Additionally, staff **must remove** job orders that do any of the following:

- Contains discriminatory specifications that would exclude applicants based on race, color, religion, national origin, sex, or age
- Seeks to fill a position involved in a labor dispute
- Requires a job seeker to pay a fee to be referred to an employer
- Requires a monetary investment by the job seeker
- Requires the applicant to attend unpaid training
- Indicates that the job seeker will not be paid according to the state's minimum wage laws
- Indicates the job seeker will not receive overtime pay for working over 40 hours in any week, unless the position is considered exempt
- Requires/refuses labor organization membership
- Pre-designates a list of job candidates that the employer will consider to the exclusion of other qualified job seekers
- Exists when there is no immediate vacancy
- Requires the job seeker to perform an illegal activity
- Asks job seekers to report to an address that is not a normal place of business, such as a hotel or motel room
- Contains explicit sexual or vulgar language

Note: Job orders for independent contractors are not allowed in SCWOS. Independent contractors receive IRS form 1099, rather than IRS form W-2, and are generally considered to be self-employed. Organizations submitting these job orders are not employers for the purposes of the SC Works system, and are not eligible for services to employers.

DEW will refuse or remove job orders that are in conflict with any federal or state laws, regulations, and guidance.

1.3.1 Equal Employment Opportunities

Employers must provide equal employment opportunities without regard to race, color, religion, gender, age, national origin, or disabilities in compliance with federal and state laws and amendments including the Immigration and Nationality Act of 1952 (INA), the Equal Pay Act of 1963 (EPA), the Civil Rights Act of 1964, the Equal Employment Opportunity Act of 1972, the Age Discrimination in Employment Act of 1967 (ADEA), the Rehabilitation Act of 1973 (Rehab Act), the Vietnam Era Veterans Readjustment Act of 1974 (VEVRAA), the Pregnancy Discrimination Act of 1978, the Bankruptcy Reform Act of 1978, the Immigration Reform and Control Act of 1986, the Americans with Disabilities Act of 1990 (ADA), the ADA Amendments Act of 2008 (ADAAA), and the Genetic Information Nondiscrimination Act of 2008 (GINA).

1.3.2 Labor Disputes

During a labor dispute, such as a strike or employee lockout, no job order will be accepted and no job referral will be made directly or indirectly to fill a job opening that is at issue in the labor dispute. Staff must not accept or work existing job orders from temporary staffing companies or staff leasing companies for positions at issue in a labor dispute. SCWOS may not be used as a service to recruit replacement workers in a labor dispute.

1.3.3 Fees for Consideration

The Wagner-Peyser Act and associated regulations prohibit DEW from accepting job orders for positions for which the individual must pay an employer:

- A fee in order to be considered for employment (i.e., an agency or employer fee);
- A fee for employer-provided training in order to be considered for employment (i.e., training fee); or
- A fee to invest in materials, goods, services or equipment and/or to go into business (e.g., franchise fees, licensing fees, purchase of Direct Selling “kits”), and/or any similar arrangement that requires an individual to pay the advertising employer or third-party acting on behalf of the employer.

If a job seeker, responding to a job order, reports to DEW staff that the employer has asked for money or payment of any type of fee similar to the fees/payments described above, DEW will cease referrals and will not display the job order while investigating the matter.

1.3.4 Union or Non-Union Specifications

DEW does not accept job orders with language that conflicts with the South Carolina Right to Work law (S.C. Code Ann. § 41-7-10 *et seq.*), to include denial of job orders that require/refuse labor organization membership in order to be considered for employment.

1.3.5 Submission of Job Orders

Employers may enter job orders at any time after creating a Recruiting Account; however, **the account must be verified before job orders display to the public**. Employers or staff, at the employer's request, may enter job orders; however, staff must verify that the individual requesting the job order is a representative of the employer with authority to recruit on behalf of the employer.

1.3.6 Review of Job Orders

The review of an employer-posted job order in SCWOS is conducted by ES staff to identify deficiencies and ensure the employer and jobseeker can be matched appropriately. It is the responsibility of Business Consultants to correct orders that do not follow the SCWOS standards for job orders. Requirements for the job must be clearly stated and the process of applying must be clearly defined. State level staff monitor job orders marked as "reviewed" by local staff for consistency in ensuring guidelines are followed as directed.

Staff must review job orders on enabled accounts within 2 business days of receipt of the job order. As part of this review process, staff must complete each of the following steps.

1. Verify that the employer has an enabled account.
2. Review the job order for clarity and completeness.
3. Make minor technical adjustments or edits needed for the job order to display properly.
4. Contact the employer to review the recruitment plan and to review any changes to the job order necessary to conform to federal and state laws, regulations, and guidance.
5. Match the job order against qualified veterans in SCWOS and notify qualified veterans about the job order.
6. Match the job order against qualified general public individuals in SCWOS and notify qualified individuals about the job order.
7. Refer the qualified candidates per the employer's instructions in the job order.

Note: DEW uses a variety of means to refer qualified candidates to job orders posted by employers. DEW does not have access to criminal history records. Reviews of candidates' backgrounds are limited to work and educational history. DEW does not conduct any further investigations, such as criminal background checks, before referring a candidate.

Private/Temporary Employment Agencies

Staff may refer job seekers to private employment agencies. However, staff must advise job seekers who are referred to these job orders, including UI claimants, that the positions are being filled through a staffing company. Staff must ensure that job orders from staffing companies are accepted only if the staffing company:

- is a valid employer,
- has a current and available job vacancy with the client/employer, and
- does not charge the job seeker a fee to secure or keep the job.

1.3.7 Posting a Job Order


New job orders display only to veterans before becoming available to non-veterans. All job orders are placed in a “Veteran Hold” status the day of the job order posting to allow qualified veterans and other covered persons the exclusive opportunity to view and receive a referral prior to non-veterans. In SCWOS, veteran holds are released during overnight processing on Monday – Friday. *Overnight processing does not run on national holidays.* The job order will be opened to the general public after the veteran holding period has expired.

Example: A job order is entered Wednesday at 6:00AM. The “Veteran Hold” will be lifted at 12:01AM Friday during overnight processing. The “Vet Hold” was in place for at least 24 hours and over the course of one full business day.

The default setting for displaying job orders is 90 days. Employers may adjust the job order display time if desired. However, employers who are posting jobs for Foreign Labor Certification visas are required to recruit for the specified times outlined by the U.S. Department of Labor. Program requirements, summarized below, are subject to change, and exemptions may apply in certain cases. For additional information, see: <https://foreignlaborcert.doleta.gov/>.

Permanent and H1B Specialty Workers	H-2A Agricultural Guest Worker Program	H-2B Non-agricultural Guest Worker Program
Post/recruit for 30 consecutive days	Post/recruit for half of the contract period	Post/recruit for 10 consecutive days

Note: Job orders submitted to meet Foreign Labor Certification requirements are reviewed by state-level staff who specialize in Foreign Labor Certification requirements, **and thus local staff does not edit these job orders.**

 Staff may quickly identify an H-2A/B job order by scrolling to the bottom of the job order.

1.3.7.1 Federal Requirements to Post Internal Job Positions

Most employers are not legally required to post any job listing, although many do so to avoid the appearance of illegal discrimination. However, some contractors who do business with the

US government are required to post most of their employment opportunities through the state job listing service.

Hidden Jobs

Rather than going through the process of listing a job and interviewing numerous applicants before choosing one candidate, many managers prefer to either hire someone from within the company or to hire someone through their personal network of contacts. Unlisted jobs like this are called "hidden" jobs, because a person looking for work may never even know they exist. This seems unfair to many people, but most employers are legally within their rights to hire without listing the position.

Phantom Jobs

Even though most companies don't have to list a job if they already know who they want to hire, many companies are cautious about taking this approach. A policy of hiring internally or through personal contacts can be used to cover up a pattern of discrimination, and the company would have a hard time proving it didn't discriminate when it made no attempt to reach out to qualified minority candidates. To protect against this risk, some companies have a policy of listing every job opening even when they've already decided on a certain candidate. These jobs are called "phantom" jobs, because even though the job opening is listed publicly the job is actually not available.

Federal Regulations

Federal requirements to post job listings only apply to contractors who do at least \$100,000 of business per year with the federal government. Contractors covered by the regulations are required to post their job openings with state and local job banks so those organizations can let qualified veterans know about the job opening. The regulation exempts any executive or high-level managerial positions, any temporary jobs lasting three days or less and any internal hires. Its purpose is to ensure that qualified veterans receive access to more job opportunities. However, since it doesn't apply to internal hires it only prevents contractors from hiring personal contacts without listing the position.


Covered Entities

In some cases, a particular workplace may be required to post a job listing even though it doesn't do any business with the federal government. If another division of the same company is covered by the regulations, all divisions must comply even if they don't have any operations in common. The same is true if another company with overlapping directors, officers or owners does enough business with the federal government to come under the regulations.

1.3.8 Job Order Referrals

After an employer enters a job order in SCWOS, the process of referring qualified candidates to the employer should begin immediately. A Job Order Referral is the record of referring a qualified applicant or group of applicants who are available for specific job openings to an active job order in SCWOS. Job seekers registered in SCWOS are the primary source for qualified candidates. SC Works staff must adhere to the following guidelines for the referral and placement process:

- Give eligible Veterans priority over all other equally qualified individuals in the receipt of services funded in whole or in part by DOL. This process is also automated in SCWOS during the “Veteran Hold” period.
- Do not extend referral preference to any job seeker or group of job seekers, except in accordance with legal requirements, such as the veterans’ priority of service provision.
- Ensure that only job seekers suitably qualified for job openings are referred to employers. Referring an unqualified job seeker to an employer is a disservice to both the employer and the job seeker. Failure to screen job seekers according to the employer’s specifications results in the loss of the employer’s confidence and will eventually compel the employer to seek assistance elsewhere.
- Do not recruit for a position where the services to be performed or the terms or conditions of employment violate federal or state law. Such postings should be removed and the account put on hold while the employer is contacted by local staff to ensure a similar job order is not posted in the future.
- Search for job seekers with occupational experience similar to that of the job order. If this approach fails, extend the search to include related occupations.
- When possible, refer job seekers to job orders that use their highest skills.
- Discuss the job opening with the job seeker to ensure the terms and conditions of the job are acceptable prior to making the referral. Enter all job orders contacts and referrals in SCWOS at the time the referral is made.

 Directing a job seeker to attend a job fair is **not** a job referral.

1.3.8.1 Self-Referral Process

A job seeker can submit a self-referral without the direct aid of SC Works staff by selecting the “How to apply for this job” button at the top of the screen. Staff should review the self-referral within 24 hours to confirm that the job seeker is qualified for the job as outlined by the employer. If qualified, staff approves the referral and the job seeker receives a referral notice explaining the remaining steps to apply for the position. The job seeker receives a generic message if he or she is not qualified for the position. To access a list of self-referred candidates, select the following in SCWOS:

- Manage Labor Exchange
- Referrals Pending Review
- Select LWDA
- Select SC Works location
- Click Search

1.3.8.2 In & Out Job Orders

Staff receives hire lists and notices periodically from employers and other organizations that use SC Works employment services. This information should be reviewed to determine if a

previously made referral or job development attempt (JDA) resulted in a positive outcome for a SC Works customer. A JDA occurs when a staff member contacts a registered employer on behalf of an individual or group of individuals to develop a possible employment opportunity where no known job openings or active job order currently exists. An In & Out Job Order is the process of reopening or creating a non-existing job order for the purpose of capturing a positive outcome for a legitimate referral or JDA for which the outcome was unknown at the time the job order closed or the JDA occurred.

An In & Out Job Order should not be displayed to the public and should clearly indicate it was reopened or created solely for the purpose of capturing a positive outcome. The In & Out Job Order must include the original job order number (if applicable) and the original date of the referral or JDA.

Placement Reporting Process:

1. Look up each newly-hired individual in SCWOS using their state ID.
2. Review the referrals and JDAs listed in the individual's SCWOS account to see if a referral or JDA was made to the hiring business.
3. Complete one of the following actions:
 - a. If the individual received a job referral to the listed business and job opening, the closed job order should be reopened to record the positive outcome and then immediately closed; or
 - b. If the individual received a JDA to the hiring business, a job order should be created to record the positive outcome and then immediately closed.

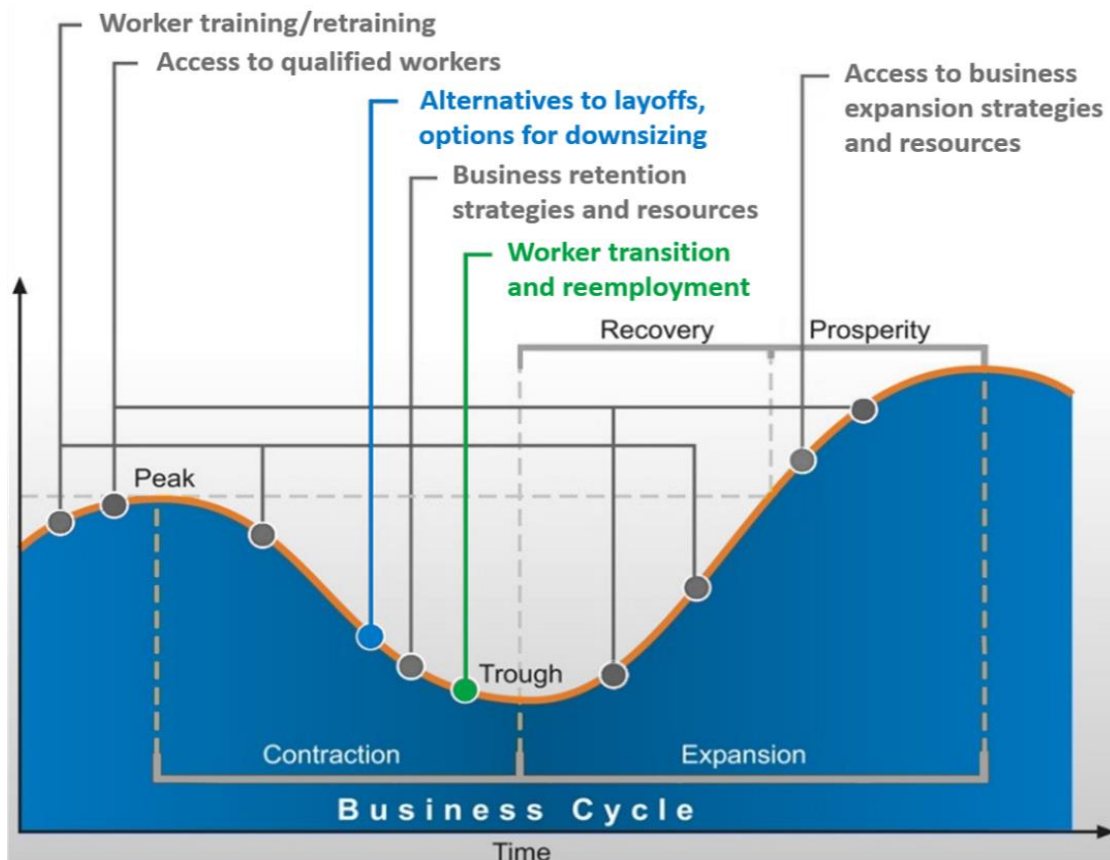
Note: The overall goal of DEW-administered workforce programs is providing services to promote long-term, stable employment, rather than obtaining a temporary placement credit.

To record a JDA, staff must—

- Enter activity code 123: Job Development Attempt/Contact; and
- Enter a case note with the following information:
 - Employer's name,
 - Result of the JDA, and
 - Job title(s), if available.

1.4 Rapid Response

Rapid Response is a required activity funded by DOL with the goal of enabling affected workers to return to work as quickly as possible following a layoff. The SC Rapid Reemployment Team identifies and responds to downsizing and closures that impact SC workers. Rapid Response services can be utilized at various stages within the Business Cycle, not just during the contraction or downsizing phase.



There are four stages to Rapid Response:

- **Discovery and Notification**—the State Rapid Reemployment Team is notified of a potential layoff.
- **Management Meeting**—a Management Meeting Team meets with the employer at an initial meeting. The circumstances for the anticipated layoff are discussed along with the demographics of affected workers. Descriptions of informational sessions and services are provided to the employer.
- **Group Informational Sessions**—group informational sessions are provided to inform impacted workers of available reemployment services and to prepare them for job search activity prior to their anticipated layoff.

- **Onsite Reemployment Services**—if the employer chooses to allow these services, customized onsite services to address workers’ unique needs for reducing unemployment are provided to the impacted workers. These services can include resume building, interviewing skills, SCWOS registration, basic computer literacy, UI benefits, etc. Job fairs may also be offered and can be held either onsite or offsite.

Early intervention helps affected workers make informed decisions concerning their future. Providing workers information and adjustment/re-employment services before layoffs also generates a more positive attitude toward employers. It better maintains production levels as well. Pre-layoff meetings benefit employers, employees, the workforce system, and the community, ensuring a smoother transition and better re-employment success for layoff-affected employees and families.

Local staff is often the first to be notified of workforce transitions. To allow the maximum amount of time for the development and implementation of aversion and reemployment strategies, **it is critical that SC Works staff quickly notifies the State Rapid Reemployment Team of any actual or suspected layoff events.** When local staff becomes aware of a possible layoff, closure, downsizing, etc., staff should share this information with the State Rapid Reemployment Team via email at RR@dew.sc.gov with the following information: company name, company point of contact, and relevant information.

For more information on Rapid Response services, refer to the [Rapid Response Manual](#) available on SCWOS under Staff Online Resources.

1.5 Foreign Labor Certifications

Hiring foreign workers for employment in the U.S. normally requires approval from several government agencies. For ES purposes, all foreign labor issues are handled at the State level, not local SC Works centers. The employer’s request for labor certification is processed by DOL. Currently, the only program DEW is directly involved with is the H-2A, temporary agricultural program. The H-2A program allows agricultural employers who anticipate a shortage of domestic workers to bring nonimmigrant foreign workers to the US to perform agricultural labor or services of a temporary or seasonal nature. Employment is of a seasonal nature when it is tied to a certain time of year by an event or pattern, such as a short annual growing cycle, and requires labor levels above what is necessary for ongoing operations. Employment is of a temporary nature when the employer’s need to fill the position with a temporary worker will, except in extraordinary circumstances, last no longer than one year. DOL must determine that:

- There are not a sufficient number of able, willing, and qualified US workers available to perform the temporary and seasonal agricultural employment for which nonimmigrant foreign workers are being requested; and

- The employment of H-2A workers will not adversely affect the wages and working conditions of similarly employed US workers. The DOL Wage and Hour Division is responsible for enforcing provisions of worker contracts.

The foreign labor certification process is the responsibility of the employer, not the employee; however, the employee can benefit from understanding these programs. First, employers must seek labor certification through DOL. Once the application is certified, the employer must petition US Citizenship and Immigration Services (USCIS) for a visa. Approval by DOL does not guarantee a visa issuance. The Department of State (USDOS) will issue an immigrant visa number to the foreign worker for US entry. Applicants must also establish that they are admissible to the US under provisions of the Immigration and Nationality Act of 1952.

Although each foreign labor certification program is unique, there are similar requirements that the employer must complete prior to the issuance of a labor certification. In general, the employer will be required to complete these basic steps to obtain a labor certification:

- The employer must ensure that the position meets the qualifying criteria for the requested program;
- The employer must complete the ETA form designated for the requested program. This may include the form and any supporting documentation (e.g., job description, resume of the applicant, etc.);
- The employer must ensure that the wage offered equals or exceeds the prevailing wage for the occupation in the area of intended employment;
- The employer must ensure that the compliance issues affected upon receipt of a foreign labor certification are completely understood;
- The completed ETA form is submitted to the designated DOL office for the requested program; and
- The employer is notified of the determination by DOL.

The **H-1B Labor Condition Application Certification** allows employers to bring foreign workers, who have a Bachelor's Degree or higher, into the US on a temporary basis. The initial review is conducted by the DOL Regional Office and requires that form ETA 9035 be submitted in duplicate. Foreign Labor Certification (FLC) provides prevailing wages upon request. The review must be completed and mailed within 7 calendar days. The approval is good for three years and can be renewed once.

H-2A Temporary Agricultural Certification refers to the process of obtaining one or more foreign workers during a specific activity period. For temporary agricultural work status, employers must file form ETA 9142 and ETA 790, the Food Processing Clearance Form with the DOL Regional Office. The Regional Office contacts FLC to place a job clearance order and obtain a prevailing wage survey for the particular job in the area.

H-2B Temporary Certification refers to the process of bringing one or more foreign workers into the US to work on a temporary non-agricultural basis. Employers must file form ETA 9142 in duplicate with FLC for initial review. The FLC transmits the application to the DOL Regional Office for final review and determination. Temporary Labor Certification is good for one year. Seasonal applications must be filed at least 60, but more than 120 days, prior to the start date of the job.

Permanent Labor Certification refers to the process of bringing a foreign worker into the US to work on a full time permanent basis. Employers must obtain a Labor Certification form from DOL prior to filing for permanent residency with USCIS. The Labor Certification process requires an employer to file Form ETA 9089 by mail (DOL, ETA, 844 N. Rush Street, 12th Floor, Chicago, IL 60611) or online.

1.6 Work Opportunity Tax Credits

The Work Opportunity Tax Credit (WOTC) is a federal tax credit incentive provided to private-sector businesses that hire individuals from the following 9 target groups that have historically faced significant barriers to employment:

- Unemployed Veterans (including disabled veterans)
- Temporary Assistance for Needy Families (TANF) Recipients
- Supplemental Nutritional Assistance Program (SNAP) Recipients
- Designated Community Residents (in Empowerment Zones or Rural Renewal Counties)
- Vocational Rehabilitation Referred Individuals
- Ex-Felons
- Supplemental Security Income (SSI) Recipients
- Summer Youth Employees (living in Empowerment Zones)

The tax credit incentives are for limited time periods, so the goal is to enable these targeted employees to move to self-sufficiency and become employees whose value to employers is sufficient enough to retain the individuals once the tax credit has ended.

1.7 Labor Market Information for Employers

The Business Intelligence Department (BI or BID) is responsible for a wide variety of statistical and analytical programs and data, including Labor Market Information (LMI). BID's primary mission is to provide accurate and timely workforce data to public and private decision makers involved in workforce and economic development. BI provides this information through publications, electronic dissemination, mail, and telephone. BI conducts special studies upon request and makes presentations to a wide variety of customer groups across the state.

Employment statistics, job forecasts, prevailing wages, demographics, and other LMI data help public and private organizations, researchers, and others better understand today's complex workforce. The information helps monitor and forecast national, state, and local economic trends, enabling employers and job seekers to make informed career and education decisions. Better understanding of employment trends and statistical trends helps promote stable employment and economic growth. For example, if a company was considering SC as a location for possible expansion of its business, LMI would be a valuable tool in surveying the area's demographic, economic, and educational statistics.

A [Community Profile Report](#) is a comprehensive report with economic, demographic, industry, occupation, and education statistics for counties, metropolitan statistical areas, workforce development areas and regions. Business services staff should rely heavily on the reports, especially when assisting local employers with the following:

- Job openings information (reviewing potential candidates, assessing the local labor supply)
- Occupation details (typical work experience and education requirements, education training programs)
- Statistical information (employment wage statistics, occupational outlook, projected annual openings)

The [Community Profile Desk Reference](#) is available to assist staff with understanding, utilizing, and effectively communicating information found in the report. Staff is strongly encouraged to keep the document readily available for use when working with employers and job seekers.

1.8 Career Readiness Assessments

Prior to PY 2018, the state contracted with WorkKeys for career readiness assessments for job seekers. However in early 2018, SC awarded a new contract to WIN Learning. While employers may still request that prospective employees take WorkKeys, funding will only be available for WIN Learning assessments.

1.8.1 WIN Learning

WIN Learning, through its WIN Career Readiness System, offers the Ready to Work Credential and the Essential Soft Skills Credential that employers can use to recruit, retain, and grow jobs that lead to individual and economic prosperity. The Ready to Work Credential certifies essential skills needed for workplace success and is achieved by taking three WIN Learning assessments in the following areas:

- **Applied Mathematics Assessment**—measures workplace mathematical reasoning and problem-solving skills from basic addition, subtraction, multiplication, and division to multiple math functions like calculating percentage discounts and markups.

- **Reading for Information Assessment**—measures reading comprehension and reasoning skills using written workplace texts including memos, letters, directions, signs, notices, bulletins, policies, and regulations
- **Locating Information Assessment**—measures comprehension and application of workplace graphics such as charts, graphs, tables, forms, flowcharts, diagrams, floor plans, maps, and instrument gauges

The assessments are generally scored on a scale from 3 to 7, and the credential may be earned on 4 credential levels: bronze (level 3), silver (level 4), gold (level 5), and platinum (level 6). The credential level is determined by the lowest score across all three tests.

The Essential Soft Skills Credential measures work habits and employability skills that are essential to gain and maintain employment including conflict resolution, cooperation with others, critical observation, problem solving, decision making, and personal responsibility for learning. These skills are essential in reducing turnover, improving productivity, and maximizing on-the-job training. The assessment requires the test taker to choose two answers for each question, the “best” and “worst” answers for handling each situation.

For additional preparation, an online self-paced courseware helps learners and job seekers prepare for the Ready to Work and Essential Soft Skills assessments.

1.8.1.1 Entering WIN Assessment Results in SCWOS

Employers may request job seeker referrals based on WIN scores, typically through one of the credential levels: bronze, silver, gold, and platinum. Unfortunately, SCWOS does not have a method of entering both WIN and WorkKeys results into the system at this time. To enter WorkKeys results, staff will continue to enter this information in WorkPlace Skills under the Assessments tab in an individual’s SCWOS account. However, staff must enter WIN results under “Other Assessments.”

The Other Assessment screen has a large list of possible test selections, but the rest of this screen consists of three generic fields (Assessment Date, Test Result, and Comments). Select the WIN assessment from the dropdown menu for Test Given. In order to pull a report that will list individuals achieving a certain credential level, staff should **enter one of the following test result options in the Test Result field: Bronze, Silver, Gold, or Platinum**. Staff may then enter the results for the individual assessments in the Comments section.

1.8.2 ACT WorkKeys

Similar to WIN Learning, the ACT WorkKeys National Career Readiness Certificate (NCRC) is an assessment-based credential issued at four levels (bronze, silver, gold, and platinum) and verifies skills proficiency in various cognitive skills, including problem solving, critical thinking, workplace reading comprehension, workplace mathematical reasoning, and interpreting

workplace information presented graphically. Individuals can earn an NCRC by taking the following three ACT WorkKeys exams:

- Applied Math
- Graphic Literacy
- Workplace Documents

1.9 HIRE Vets Medallion Program

The purpose of the HIRE Vets Medallion Award Program is to recognize employers who hire and retain veterans by establishing employee development programs and veteran specific benefits to improve retention. Award recipients will have the opportunity to utilize the medallion in the marketing of their firm as a veteran-ready business, valuable in both recruiting and promotion. Competition for the award should lead to an increased focus on hiring and retaining veterans for the significant skill sets they bring to the American workforce. Given the unique role SC Works has in working with employers and veterans, the system can be a strong advocate for the HIRE Vets Medallion Program, ensuring that local employers are recognized for their commitment to hiring our nation's veterans.

Applications from employers that meet the criteria established will receive a HIRE Vets Medallion Award for each year they apply. Employers may apply annually. There are two award tiers, Platinum and Gold, for large (500+ employees), medium (51-499 employees), and small employers (50 or fewer employees). Details on current criteria for each award tier can be found at www.HIREVets.gov.

DOL uses the following timeline in awarding HIRE Vets Medallion Awards:

- January 31—DOL will begin requesting applications by this date.
- April 30—Applications are due to DOL.
- October 11—DOL notifies employers that will receive the HIRE Vets Medallion Awards.
- Veterans Day—DOL will announce the names of award recipients around Veterans Day each year.

Local areas should develop strategies to expand the awareness of and participation in the HIRE Vets Medallion Program, including but limited to:

- Utilizing local business services teams, including LVERs, to inform local employers about the program and its benefits; and
- Engaging other WIOA partners to further promote the program.

All SC Works staff are encouraged to visit www.HIREVets.gov and the [Workforce GPS HIRE Vets page](#) to become familiar with the program and review the resources available, including

program fact sheets, which should be incorporated with local employer outreach materials. Employer inquiries, including how to apply for the program, should be referred to the DOL HIRE Vets Medallion Program website or by email to HIREVets@dol.gov.

Staff must enter **employer service code E31: HIRE Vets Medallion Program** in SCWOS when program information is shared with an employer. A **corresponding case note** must also be entered that includes the employer name and date the HIRE Vets Medallion program was promoted.

Part 1: Relevant State Instructions

SI 12-07: Business Class Size

SI 17-01, Change 1: Required Employer Registration in SCWOS

SI 17-09: Employer Service Performance Indicators and Employer Service Codes

SI 18-10: HIRE Vets Medallion Program

SI 19-01: Managing Employer Accounts in SCWOS and the Employer Verification Process

SI 19-02: Managing Job Orders in SCWOS

Part 2: Job Seeker Services

2.1 Career Services

WIOA merges WIA's core and intensive services into a new category—career services—including basic and individualized services, and unlike WIA, career services can be provided in any order as there is no sequence of service requirement under WIOA. Any job candidate authorized to work in the United States may register for labor exchange services in SCWOS without regard to place of residence, current employment status, or occupational qualification. Labor exchange services are the primary services provided by ES staff and fall under basic career services. Basic career services include services such as LMI, job listings and referrals, and information on partner programs. Individualized career services are to be provided as appropriate to assist individuals in obtaining or retaining employment. A key component in determining which level of service is needed is an initial assessment of a customer's knowledge, skills, aptitudes, and abilities to support the employment goal, and to identify supportive service needs.

Services to job seekers are provided in all SC Works centers for individuals who prefer in-person services. Computer savvy job seekers may choose to conduct business from a remote site rather than visit an SC Works center while others will prefer on-site services. Customers with little or no computer experience will be the candidates most in need of direct staff assistance. Public access computer areas, such as a SC Works center resource room, should be monitored closely by staff to watch for job seekers wanting or needing staff-assisted services.

2.1.1 Basic Career Services

Basic career services must be made available to all job seekers and include the following:

- Determinations of whether the individual is eligible to receive assistance from the adult, DW, or youth programs
- Outreach, intake (including identification through the Worker Profiling and Reemployment Services system of UI claimants likely to exhaust benefits), and orientation to information and other services available through the SC Works delivery system
- Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs
- Labor exchange services, including:
 - Job search and placement assistance and, when needed by an individual, career counseling which includes
 - Provision of information on in-demand industry sectors and occupations (as defined in WIOA § 3(23))
 - Provision of information on nontraditional employment (as defined in WIOA § 3(37))

- Provision of referrals to and coordination of activities with other programs and services, including those within the SC Works delivery system and, when appropriate, other workforce development programs
- Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - Job vacancy listings in labor market areas
 - Information on job skills necessary to obtain the vacant jobs listed
 - Information relating to local in-demand occupations and the earnings, skill requirements, and opportunities for advancement for those jobs
- Provision of performance information and program cost information on eligible providers of training services by program and type of providers
- Provision of information about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system
- Provision of information relating to availability of supportive service or assistance, and appropriate referrals to those services and assistance including:
 - Child care
 - Child support
 - Medical or child health assistance available (Medicaid Program and Children's Health Insurance Program)
 - Benefits available through SNAP
 - Assistance through the earned income tax credit
 - Housing counseling and assistance services sponsored through HUD
 - Assistance, other supportive services, and transportation provided under TANF
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA
- Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim

2.1.1.1 Job Search Ready

Customers who possess the following are considered to be "job search ready" and must be provided basic career services that include information on the following.

- An occupational goal with a favorable market outlook (determined by using LMI and tools in the SCWOS database)
- The knowledge, skills, aptitudes, and abilities required for the occupational goal
- No barriers that prevent obtaining and retaining employment

These individuals should not require referral to a Workforce Consultant or provision of individualized career services. However, individuals who are job search ready should be provided job search and placement assistance, including referrals to other SC Works center

activities, such as resume preparation and/or interviewing preparation. Individuals initially considered job search ready may subsequently be determined to need individualized career services.

2.1.2 Individualized Career Services

WP staff may also provide individualized career services as needed, particularly for those individuals with barriers to employment. Individualized career services are to be provided as appropriate to assist individuals in obtaining or retaining employment. Staff may use recent previous assessments by partner programs to determine if individualized career services would be appropriate.

Individualized career services include the following:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools
- In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
- Development of an Individual Employment Plan (IEP)
- Group and/or individual counseling
- Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training
- Internships and work experiences that are linked to careers
- Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, training, or employment
- Financial literacy services
- Out-of-area job search assistance and relocation assistance
- English language acquisition and integrated education and training programs

Individualized career services are to be provided by a Workforce Consultant. In a comprehensive SC Works center, an initial assessment must be given prior to referral of WP customers to a Workforce Consultant. WP customers likely to need individualized career services are those who:

- Do not possess an occupational goal; and/or
- Do not possess the requisite occupational knowledge, skills, and abilities to readily find work related to their occupational goal(s); and/or

- Have barriers that potentially prevent obtaining and retaining employment; and/or
- Require further training.

Individuals initially considered job search ready may subsequently be determined to need individualized career services. Individuals initially determined to need individualized career services will likely benefit from basic career services as well. If WP staff determines that the individual is not job search ready and needs occupational or remedial training, the individual should be referred to the appropriate SC Works partner for further assistance in accordance with local partner referral procedures. Referral to an SC Works workshop, such as resume writing or interviewing skills, may be necessary, especially for job seekers who have not conducted a job search in recent years.

2.2 Determining and Planning Appropriate Career Services

2.2.1 WP Initial Assessment Procedures (Comprehensive Centers Only)

The purpose of the initial assessment is to understand the customer’s occupational goals, existing skills, and work search readiness, and to determine if any barriers to employment exist. This initial assessment is conducted within the context of local labor market conditions and services that may be articulated by the customer, such as a desire to pursue training or education. The initial assessment will result in a determination of next steps for the customer, which may include referral to a Workforce Consultant for individualized career services and the development of an IEP. **The WP Initial Assessment Form must be completed before staff refers an individual to a Workforce Consultant within Comprehensive Centers.** Though the Initial Assessment is only required in Comprehensive Centers, staff in affiliate centers may use this assessment to quickly evaluate job seeker needs.

The [WP Initial Assessment Form](#) is for **staff use only** and can assist staff with the interview process when gathering the information necessary to conduct a thorough initial assessment. This form is used to quickly identify the customer’s occupational goals, existing skills, and work search readiness, and to determine if barriers to employment exist. This form **may contain sensitive information** and should be protected from public access and view. Additionally, staff are prohibited from printing the form due to its confidential nature.

The Initial Assessment Form must be completed to evaluate the following:

Occupational Goal(s)—Evaluate the customer’s occupational goal as favorable or not favorable in the labor market.

- If the customer does not have a clear occupational goal, or the outlook for the occupational goal is not favorable, then the customer is identified as in need of individualized career services and must be referred a Workforce Consultant.

Knowledge, Skills, Aptitudes, and Abilities—If the goal is for an occupation or occupational cluster that has a favorable outlook in the labor market, then review the customer’s skills to determine if the customer has the necessary educational proficiency, experience, training, and aptitude to compete in the current job market.

- If barriers to employment exist, and cannot be addressed during the initial assessment or a subsequent appointment, then the customer must be referred to a Workforce Consultant.

Barriers to Employment—If the customer has the necessary knowledge, skills, and abilities, then any barriers or obstacles that may prevent the customer from finding and retaining employment should be identified (examples: health and physical considerations, poor work history, lack of references, child care or elder care issues, criminal record, transportation issues, limited English skills, homelessness, or other personal issues).

- If barriers to employment exist, and cannot be addressed during the initial assessment or a subsequent appointment, then the customer must be referred to a Workforce Consultant.

Job Search Skills—The customer’s job search planning, preparation, and job seeking skills must also be evaluated. These skills include interviewing and communication skills, knowledge of where to look for work and how to research companies, knowledge of how to appropriately update a resume, basic computer skills to apply for work online, ability to conduct internet-based job searches, social networking and self-marketing skills, motivation to find work, and possessing a work search plan.

- If job search skills are deficient, and cannot be addressed during the initial assessment or a subsequent appointment, then the customer must be referred to a Workforce Consultant.

Upon completion of the WP Initial Assessment Form, **activity code 137: WP Initial Assessment** must be entered into SCWOS. A **corresponding case note** indicating the outcome of the assessment (i.e., referral to a Workforce Consultant or job search ready) must be entered with the completed **WP Initial Assessment Form attached as a PDF** to prevent a viewing rights issue. If the completed WP Initial Assessment Form indicates a referral to a Workforce Consultant is required, staff must also enter **activity code 188: Interagency Referral** in SCWOS. A **corresponding case note** detailing the nature of the referral must be **sent to the Workforce Consultant** with the completed **WP Initial Assessment Form attached as a PDF**. The **Workforce Consultant** will then **schedule an appointment** with the customer to provide the appropriate individualized career services as determined by the form.

DEW Regional Managers are responsible for the equitable distribution of referrals within their comprehensive SC Works centers.

2.2.2 Objective Assessments

WP and Veterans' Services staff must complete the Objective Assessment in SCWOS prior to developing the initial IEP. **Activity Code 203: Comprehensive Specialized Assessment** is system-generated upon completion of the Objective Assessment. If an IEP currently exists in SCWOS, but the Objective Assessment has not been completed, the Objective Assessment must be completed prior to updating the IEP. If staff completes the Objective Assessment and then determines that an IEP is not needed for an individual, staff must enter a corresponding case note explaining why an Objective Assessment has been completed, but no IEP has been developed.

2.2.3 Individual Employment Plans (IEPs)

WIOA places a strong emphasis on integration across multiple core and partner programs to ensure alignment in service delivery. In light of this, the primary purpose of an IEP is to outline the provision of services necessary for the participant to achieve his or her employment goals, regardless of program affiliation.

2.2.3.1 Developing and Amending IEPs

The development of an IEP is an individualized process that is created in partnership with the participant and tailored to meet individual goals and needs, and should be based on the information gathered in the Objective Assessment. The IEP must identify a specific employment goal, or goals, and the appropriate objectives and combination of services necessary to achieve the goal(s). An effective IEP uses the SMART principle to create Specific, Measurable, Attainable, Relevant, and Time-driven goals and objectives.

- **Specific**—Specific goals are easy to read and clearly indicate what the participant intends to do. Specific objectives are the action steps outlining exactly what the participant should do in order to achieve the goal.
- **Measurable**—Measurable goals have benchmarks allowing participants to see progress towards successfully achieving the goal. Goals are measurable by the completion of objectives.
- **Attainable**—Specific goals and objectives are attainable if the participant can be realistically expected to complete the goal within the timeframe given.
- **Relevant**—Goals and objectives must be relevant to what the participant is trying to achieve. A relevant goal is based on the participant's work history, education, training, special skills, interests, and aptitudes.
- **Time-driven**—Each goal should be limited to a defined period of time and include a specific timeline for each step of the process. Goals are defined as short, intermediate, or long term.
 - Short Term—the goal can be achieved within six months

- Intermediate Term—the goal can be achieved within seven to twelve months
- Long Term—the goal will require more than one year to be achieved

At a minimum, IEPs must include the following elements:


- Career goals based on the participant’s work history, education, training, special skills, interests, and aptitudes;
- Clearly defined action steps/objectives to be implemented by the participant to meet the employment goal; and
- Any barriers to employment, supportive service needs, and planned methods to address barriers.

Information provided in the IEP should justify each identified career service being provided to the participant, including potential training. An IEP must be developed prior to a participant pursuing any training activities, which should be linked to in-demand industry sectors and occupations. The agreed-upon IEP must be signed by the participant and placed in the participant’s file and saved in SC Works Online Services (SCWOS). IEPs developed under the RESEA program do not require a signature. All participants must receive a copy of the agreed-upon IEP.

An IEP is a living document that will be continually revised and used by staff from multiple programs, as appropriate. If there is a significant change to the IEP, the amended IEP must be signed by the participant and placed in the participant’s file and saved in SCWOS. Significant changes include, but are not limited to, a change in training or significant change of the participant’s employment goal. Alternatively, additional objectives to the same employment goal that are in line with what the participant has already agreed to in the original IEP is not considered a significant change and does not require a renewed participant signature.

Upon completion or amendment of an IEP, the program specific IEP activity code must be entered in SCWOS with a corresponding case note. At a minimum, the case note must include the following elements, as applicable:

- The participant’s occupational goal;
- The labor market outlook for the participant’s occupational goal;
- A summary of the participant’s existing skills, which may include transferable and occupational skills, including those gained from hobbies or volunteer work;
- A summary of the participant’s skill gaps, remedial education, and supportive service needs, if applicable; and
- Justification for referrals to any partner programs or services.

 Activity Code 205: Development of Individual Employment Plan is system-generated when an IEP is created in SCWOS for the WP, Veterans’ Services, and RESEA programs.

2.2.3.2 Alerts and IEP Follow-up

The IEP must be reviewed periodically to evaluate the progress of each participant in meeting the identified objectives and must be updated to reflect any changes. Staff, with the exception of the RESEA program, should set alerts for all IEP goals and objectives under “My Staff Resources” in SCWOS. These alerts will notify staff when any objective or goal is nearing the estimated review or completion date. The participant should be contacted and the objectives and/or goal must be updated accordingly by the review or estimated date of completion. To ensure IEPs are being reviewed and updated in accordance with this policy, supervisory staff should monitor alert settings for case managers by running the “Staff Alerts” report under “Detailed Reports” in SCWOS.

IEP Alerts			
	Alert Description	Days	Notify
<input checked="" type="checkbox"/>	IEP Goals Alert This alert will notify you when any IEP goal is nearing the Estimated Date of Completion.	15 days prior ▼ None Selected 1 day prior 5 days prior	<input checked="" type="radio"/> On the day only <input type="radio"/> Everyday after
<input checked="" type="checkbox"/>	IEP Objectives Alert This alert will notify you when any IEP Objective is nearing the Review Date of Completion.	15 days prior 30 days prior	<input checked="" type="radio"/> On the day only <input type="radio"/> Everyday after
<input checked="" type="checkbox"/>	IEP Objectives Nearing Review Date of Completion for Case Managers This alert will notify you when any IEP Objective is nearing the Review Date of Completion.	None Selected ▼	<input checked="" type="radio"/> On the day only <input type="radio"/> Everyday after
<input checked="" type="checkbox"/>	IEP Goals Nearing Estimated Completion Date for Case Managers This alert will notify you when any IEP Goal is nearing the Estimated Date of Completion.	None Selected ▼	<input checked="" type="radio"/> On the day only <input type="radio"/> Everyday after

As a participant completes goals and objectives affiliated with a program, those goals and objectives must be closed in the IEP. **The plan itself must be closed by the last case manager assigned to the participant upon exit from the remaining program in which the participant is enrolled.** A new IEP should be opened upon program reentry, as appropriate.

Due to the nature and schedule of the RESEA program, goals and objectives developed by RESEA staff will remain open unless closed during the subsequent RESEA appointment, which may or may not occur. The intent of the RESEA program is to provide UI claimants entry to a wide array of available resources that support reemployment and connect claimants to the direct provision of individualized career services, as appropriate. Thus, RESEA initial appointments will be affiliated with the WP program in SCWOS. A corresponding case note must be entered in accordance with this policy. If an individual returns for a subsequent RESEA program appointment, RESEA staff must review and update the IEP goal(s) and objectives, as appropriate, and enter a corresponding case note. Should an individual in the RESEA program become assigned to another staff member’s caseload, the assigned case manager, regardless of program affiliation, is able to update and revise the IEP, to include closing old or completed goals and objectives.

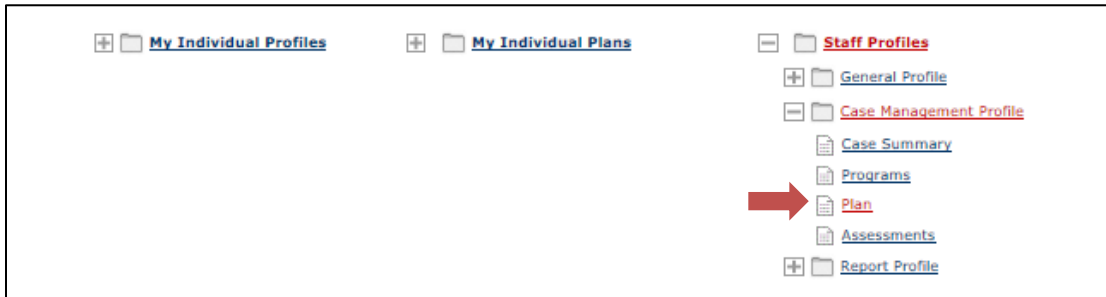
2.2.3.3 Avoiding Duplicated Goals

To avoid duplicative goals by partner programs for co-enrolled participants, multiple programs should be selected under “Program Affiliation(s)” when adding to the IEP, as appropriate. Objectives to the goals are program specific, but must be updated rather than duplicated. Co-enrollment may result in different goals and objectives in the IEP, but only one IEP can be open per participant.

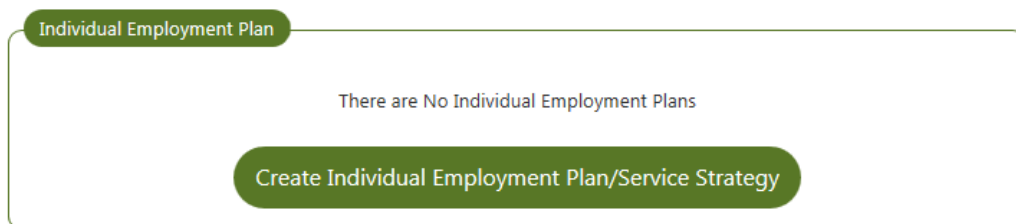
Goal #	Program Affiliation(s)	Type Of Goal	Term Of Goal	Date Established	Estimated Completion Date	Actual Completion Date	Status
1	WIOA, WP	Employment	Intermediate Term	2/17/2018	10/30/2018		Open
Goal Description: Obtain full-time, sustainable employment in welding							

2.2.3.4 IEP Creation Procedures

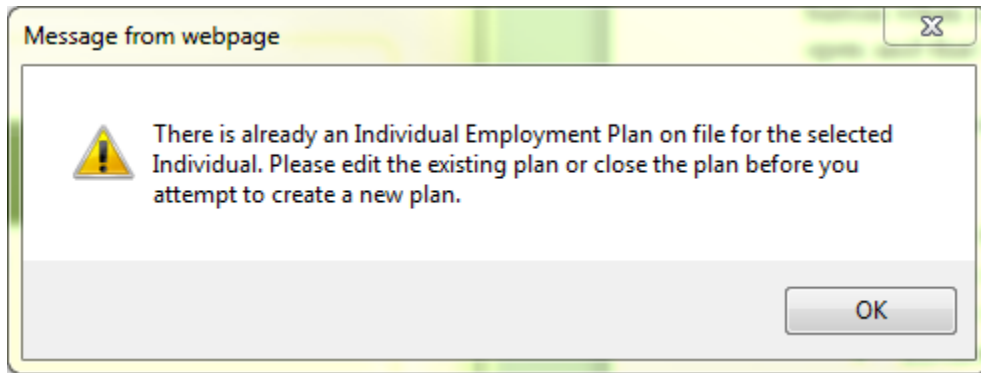
Select the individual in SCWOS for whom you need to create an IEP. Expand the **Staff Profiles** link; expand the **Case Management Profile**; and select **Plan**.



Under the Plan tab of the Case Management Profile, staff must click the **Create Individual Employment Plan/Service Strategy** button.



A participant may have only one plan open at any given time. If staff selects the create IEP/ISS button when a plan is already open, an error message will appear, indicating that a plan is already open and that Staff will need to close out the plan before attempting to create a new plan.



Once staff has clicked the create IEP/ISS button, staff must enter or select information as follows:

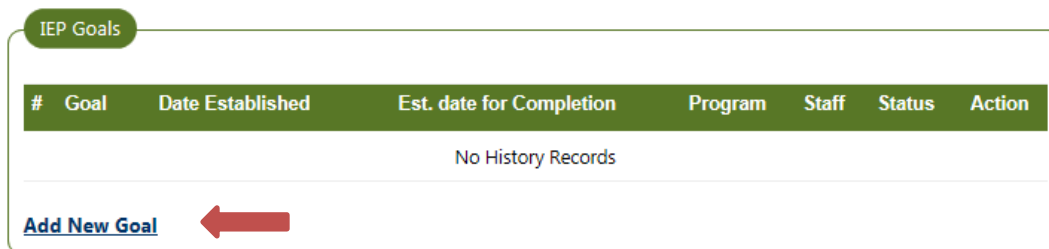
- Enter the **Plan Start Date** using the MM/DD/YYYY format.
- Select the **LWIA/Region** from the drop-down menu.
- Select the **Plan Started in Office Location** from the drop-down menu.
- Review other fields for information.
- Click the **Next** button to save and continue with this IEP record. The next screen will open to Goal Information in order to create your first goal. You may also go to the Goals tab to create a new goal as explained below.

Goals



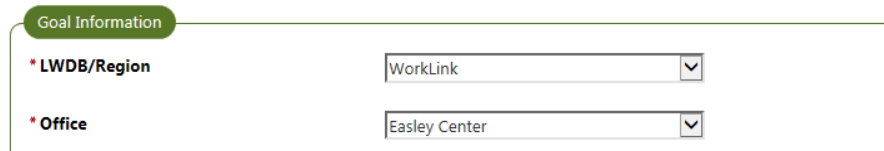
Goals must be created using the SMART principle discussed above. Goals must be based on the participant's work history, education, training, interests, and aptitudes.

Under the Goals tab, click the **Add New Goal** link to enter the participant's desired goal.



Goals must be added before objectives. Complete the required fields marked with a red asterisk. Select options from the drop-down lists or checkboxes:

- Select a **LWDB/Region**.
This should prepopulate from information entered on the Create IEP/ISS page.
- Select an **Office**.
This should prepopulate from information entered on the Create IEP/ISS page.



The screenshot shows a form titled "Goal Information" with a green header. Below the header, there are two required fields, each marked with a red asterisk. The first field is labeled "* LWDB/Region" and has a dropdown menu with "WorkLink" selected. The second field is labeled "* Office" and has a dropdown menu with "Easley Center" selected.

- Select a **Program Affiliation**.
- Select a **Type of Goal**.
- Enter the **Term of Goal**.
Goals are defined as short, intermediate, or long term. An attainable short term goal can be completed within 6 months; an intermediate goal can be achieved between 7 months and 12 months; and a long term goal can be completed after 1 year.
- Type the goal description in **Description of Goal**.
- Enter the **Date Established** using the MM/DD/YYYY format.
- Enter the **Estimated Completion Date** using the MM/DD/YYYY format.
This date should be consistent with the Term of Goal entry entered above.
- Make sure that the **Completion Status** is Open.
If you were closing the goal you would select Closed and then indicate the Reason Closed, i.e., Successful or Unsuccessful.
- Enter specific information in the **Goal Details (Comments)** box, as appropriate.
The Goal Details should be used in order to clarify the goal entered in the Description of Goal box. **Remember the more specific and clear you can be here, the more useful the IEP will be** for the participant reviewing the plan later and any other partners who may be working with the participant.
- Click the **Save** button.

After the goal is saved, the Goals screen will refresh with the added goal and a link on the right side to Edit or Delete the goal.

IEP Goals

#	Goal	Date Established	Est. date for Program Completion	Program	Staff	Status	Action
319861	Employment - Full-time, sustained employment as a law enforcement officer	05/24/2018	10/31/2019	WP	Smith, Jane	Open	Edit Delete
319862	Training - Obtain a GED	05/24/2018	01/16/2019	WP	Smith, Jane	Open	Edit Delete

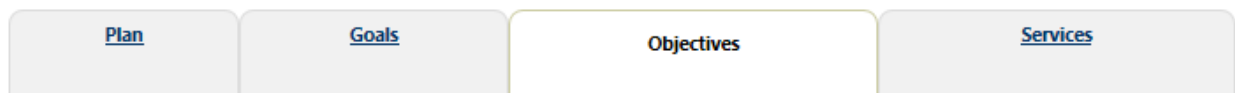
[Add New Goal](#)

[Exit Wizard](#)

<< Back Next >>

Proceed to the Objectives tab by clicking **Next** or by clicking the Objectives tab.

Objectives



Click the **Objectives** tab. You can add a pre-defined objective or manual objective. Manual objectives are created from beginning to the end. You determine the title and nature of the manual objective. Pre-defined Objectives are less time-consuming.

Objective Information

Goal Description	Objective	Date Established	Review Date	Program(s)	Staff	Status
No Objective Records						

[Add new objective](#)
[Select pre-defined objectives](#)

For **pre-defined objectives**, click the **Select pre-defined objectives** link. Staff must enter or select the information as follows:

Objective Information

* **Goal**
 Obtain a GED

* **LWDB/Region**
 WorkLink

* **Office Location**
 Easley Center

* **Program Affiliation**
 Title III - Wagner-Peyser (WP)

- Select the **Associated Goal**.
 LWDB/Region and Office Location should prepopulate from information entered earlier during registration.
- Select the **Program Affiliation**.
- Check the box for the **Pre-defined Objective** to be created.

<input type="checkbox"/>	Practice WIN		
		(mm/dd/yyyy)	(mm/dd/yyyy)
		Today	Today
<input checked="" type="checkbox"/>	Take TABE	05/24/2018	06/07/2018
		(mm/dd/yyyy)	(mm/dd/yyyy)
		Today	Today
<input type="checkbox"/>	Practice Aztec		
		(mm/dd/yyyy)	(mm/dd/yyyy)
		Today	Today

- Enter the **Date Established**.
- Enter the **Review Date**.
- Click **Save** or click Cancel to exit without saving.
 Comments can be added to a generic pre-defined objective after saving the pre-defined objective by selecting Edit next to the objective to be edited on the Objective tab.

For **manual objectives**, click the **Add new objective** link. Staff must enter or select the information as follows:

- Select the **Associated Goal**.
 The Goal Date Established will then prepopulate. LWDB/Region and Office Location should already be prepopulated.
- Select the **Program Affiliation**.
- Type the specific **Objective**.
- Enter the **Date Established** using the MM/DD/YYYY format.
- Enter the **Review Date** using the MM/DD/YYYY format.
- Enter **Objective Details (Comments)** to further clarify the objective, as appropriate.
- Click **Save** or click Cancel to exit without saving.

Working with Existing Plans

Expand the Staff Profiles link; expand the Case Management Profile; and select Plan. An existing IEP will appear under the Individual Employment Plan section of the Plan tab. Staff may edit the plan by selecting the Edit link on the right side of the IEP listed.

Individual Employment Plan

#	LWIA/Region	Office Location	Status	# of Goals	Staff	Date	Action
186834	WorkLink	Easley Center	OPEN	2	Smith, Jane	05/24/2018	Edit Delete Display/Print

To avoid duplicative goals by partner programs for co-enrolled participants, multiple programs should be selected under “Program Affiliation(s)” when adding to the IEP, as appropriate. Objectives to the goals are program specific, but must be updated rather than duplicated. Co-enrollment may result in different goals and objectives in the IEP.

Goal #	Program Affiliation (s)	Type of Goal	Term of Goal	Date Established	Estimated Date of Completion	Actual Completion Date	Status
1	WIOA, WP	Employment	Intermediate Term	2/17/1018	10/30/2018		Open

Goal Description: Full-time, sustainable employment in welding

Comments:

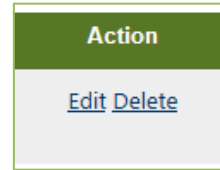
Closing an IEP

As a participant completes goals and objectives affiliated with a program, those goals and objectives must be closed in the IEP. The IEP must be closed by the last case manager for the participant upon exit from the remaining program in which the participant is enrolled. A new IEP should be opened upon program reentry, as appropriate.

Before closing an IEP, you must close all remaining goals and objectives listed in the IEP. If you do not close the goals and objectives first, you will receive a warning message advising you to close all goals and objectives before closing the plan.

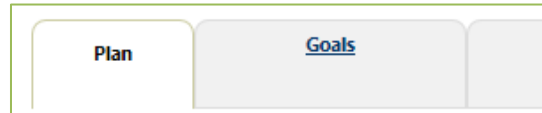
To **close an objective**, return to the objectives tab and select **Edit** beside the goal to be closed.

- Enter the **Actual Completion Date**.
- Change the **Completion Status** to Closed.
- Select the **Reason Closed**, i.e., Successful or Unsuccessful.
- If appropriate, add comments in the **Objective Details** text box to provide further details or to explain a successful/unsuccessful close.



To **close a goal**, return to the Goals tab and select **Edit** beside the goal to be closed.

- Enter the **Actual Completion Date**.
- Change the **Completion Status** to Closed.
- Select the **Reason Closed**, i.e., Successful or Unsuccessful.
- If appropriate, add comments in the **Objective Details** text box to explain a successful/unsuccessful close.



To **close the IEP**, return to the Plan tab.

- Enter the **Plan closed on** date using the MM/DD/YYYY format.
- Click the **Next** button at the bottom. This will save the entry.
- Click the **Exit Wizard** link.
- Click **Okay** when the system warns about closing without saving. By clicking the next button prior to selecting the exit wizard, changes were saved.

On the Plan tab under the Case Management Profile, the IEP status will now indicate that the IEP status as CLOSED.

Individual Employment Plan

#	LWIA/Region	Office Location	Status	# of Goals	Staff	Date	Action
186834	WorkLink	Easley Center	CLOSED	2	Smith, Jane	05/24/2018	Edit Delete Display/Print

If an IEP is closed in error, it can be reopened.

- Select Edit beside the closed IEP.
- Remove the date from the Plan closed on box.
- Click the Next button at the bottom. This will save the entry.
- Click the Exit Wizard link.
- Click Okay when the system warns about closing the exit wizard without saving. By clicking the next button prior to selecting the exit wizard, changes were saved.
- The Plan Status will then read as OPEN.

2.3 SCWOS Individual Account Management

2.3.1 Recording Job Seeker Services in SCWOS

WP services are available to any person who wishes to access them without regard to eligibility, employment, or income status. Previously, any engagement with the labor exchange system and/or WP staff (e.g., using SCWOS to look for work, receiving basic information from staff, or referrals to partners or services) would make an individual a WP participant. WIOA requires states to collect information and report individuals based on their level of engagement with the workforce system. The category of reportable individual allows DOL to identify the individuals who engaged with the workforce development system on an initial level, but who do not receive a significant staff-assisted that would make them participants. Outcomes of reportable individuals are not included in performance. Only individuals who meet the definition of “participant” are included in performance indicators.

Categories of individuals accessing the workforce system:

- **Reportable Individual**—one who only uses the self-service system or receives information-only services or activities. Reportable individuals **are not** included in WP performance.
 - **Self-service**—occurs when individuals independently access any workforce program’s information and activities either physically (e.g., at an SC Works Center) or remotely (e.g., by phone or internet).
 - **Information-only services or activities**—those that provide readily available information that does not require an assessment by a staff member of the individual’s skills, education, or career objectives.
- **Participant**—one who receives an individualized career service or a basic career service that is neither self-service nor information-only. Participants **are** included in WP performance. Examples include the following:
 - Virtually accessing services that provide a level of support beyond independent job or information seeking on the part of an individual
 - Determinations of whether the individual is eligible to receive assistance from the adult, DW, or youth programs
 - Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs
 - Labor exchange services
 - Internships and work experiences that are linked to careers
 - Financial literacy services

When a reportable individual becomes a participant by receiving a significant staff-assisted service, the WP application must be fully completed in order to accurately record activities. Under new federal reporting requirements, staff must complete additional demographic data screens in SCWOS to fully enroll an individual in the WP program as a participant.

The following activities require significant staff involvement and therefore trigger participant and the additional data collection elements:

105: Job Finding Club	188: Interagency Referral
106: Provided Internet Job Search Support	189: Referral to Veteran Staff
115: Resume Preparation Assistance	190: Referral to Reemployment Services
123: Job Development Attempt/Contact	202: Career Guidance/Planning/Counseling
124: Federal Bonding Assistance*	203: Comprehensive Specialized Assessment
126: Tax Credit Certification*	204: Testing
137: WP Initial Assessment	205: Development of Individual Employment Plan (IEP)
138: Referral to Veterans' Affairs VR&E Program	208: Referred to Federal Training
139: Staff-Assisted UI Claim Assistance	209: Referred to other Federal or State-Funded Assistance
140: Provision of Financial Aid Eligibility Assistance	210: Referred to Educational Services
141: Provision of Financial Literacy Services	500-503, 505: Job Referrals (System Generated)
178: Referral to Supportive Service	

*These codes must be entered by state-level staff only.


The list of current WP activity codes can be found in SCWOS under Staff Online Resources.

2.3.2 Creating Case Notes

Case notes create a record of events and the timeline in which these events occurred. Case notes should tell a story of an individual's interactions with SC Works staff and services received. These records can demonstrate progress or lack of success, and can be used as legal evidence for appeals. Case notes also allow partner staff or new case managers to pick up where staff left off in working with an individual. A case note checklist is available on SCWOS Staff Online Resource. Key aspects of creating a useful case note are as follows:

Case notes **must** be:

- Clear;
- Factual;
- Grammatically correct;
- Purposeful;
- Informative (i.e., answer the questions: who, what, where, when, why, and how).

 In SCWOS, there is an option to “**suppress**” a case note. This **does not adequately protect the customer’s privacy** because it does not effectively limit access to staff with a “need to know.” See section 6.4 below for more information on securing PII.

Case notes **must never** contain medical, legal, or personally identifiable information (PII) **unless it is necessary** to meet the above listed requirements for a case note. If it is necessary to include PII, medical information, or legal information, the case note must not be entered into SCWOS. The case note must be put into a **physical, locked file**

cabinet in the SC Works center and access to the file must be limited to staff with “need to know.” A case note should be entered into SCWOS indicating that the omitted case note is in a locked file.

2.3.3 Resetting Passwords for Individuals

When a customer forgets their login information, a customer may come in person to an SC Works center or the customer may call or email. Staff **must first verify the customer’s identity** before resetting the SCWOS account password.

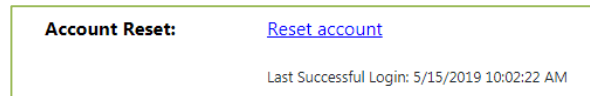
Step 1: Access the individual’s account in SCWOS by searching for the individual’s account and selecting “Assist an Individual.”


Step 2: Verify the identity of the individual requesting the password reset through one of the following methods:

- Photo ID (if in person)
- Confirming at least 3 pieces of identifying information, such as
 - DOB
 - Zip Code of Physical Address
 - SSN
 - Email Address
 - Phone Number
- Answering the security questions on the account

Step 3: Reset the individual’s account.

- Select “My Individual Profiles.”
- Select “Personal Profile.”
- Select “Reset account.”
- Check the box for “Reset Password.” Staff may reset the security question/response at this time at the customer’s request.
- Send the email to the individual with the stock password.



 Staff **must never** create a password for the customer. This is a security risk.

Step 4: The customer must now login to the SCWOS account in order to complete the password reset process. Upon logging in, the customer will be prompted to reset the password.

2.3.4 Duplicate Individual User Accounts

Individuals registered in SCWOS may have multiple accounts because the law does not require a SSN to perform job searches. This will create a problem when a customer uses an account that does not have the correct SSN attached to it to perform their weekly job searches for

unemployment benefits. To correct this problem, the customer must provide the account information (username, name, DOB) they wish to use to perform their weekly job searches. Staff must use this information to fill out the SCWOS Duplicate User Account Merge Form found in SCWOS under Staff Online Resources. Once completed, email the merge form to IT at ServiceCenter@dew.sc.gov.

2.4 WIN Learning

Individuals may be referred to WIN Learning for testing to assess their employability, often at the request of potential area employers. WIN Learning is a job skills assessment system that helps employers select, hire, train, develop, and retain a high-performance workforce. WIN Learning assessments measure workplace skills that employers believe are critical to job success. These skills are valuable for any occupation—skilled or professional—and at any level of education. Individuals can use WIN Learning’s online self-paced courseware to prepare for the Ready to Work and Essential Soft Skills assessments. For more information about WIN Learning, see section 1.10 above, including how to enter WIN assessment information in SCWOS.

2.5 Federal Bonding

The Federal Bonding Program exists to act as an incentive for employers to hire “high-risk” or hard-to-place job applicants by issuing fidelity bond insurance free of charge to employers. Bond coverage of \$5,000 takes effect on the applicant’s first day of work and self-terminates in six months. For longer bonding, employers may purchase bonds through the contracted insurance company. While federal bonding is a service offered to employers, job seekers who fall under the categories of high-risk workers below should be made aware of this program. Federal bonding is a tool that a job seeker can leverage with the employer to incentivize the employer to hire a job seeker who otherwise may be passed over without further consideration.

High-risk workers include the following:

- Judicially-involved individuals with a record of arrest, conviction, or imprisonment and anyone who has ever been on parole or probation or has any police records
- Recovering-addicts who have been rehabilitated through treatment for alcohol and drug abuse
- Individuals with poor personal credit records or those who have declared bankruptcy
- Individuals who lack a work history
- Individuals who have been dishonorably discharged from the military
- Workers who need bonding in order to prevent being laid off or to secure a promotion
- Anyone else who needs the bond in order to get a job

Local staff should distribute the program brochure and informational letter to interested jobseekers. The brochure and informational letter can be found on SCWOS under Staff Online Resources. Interested individuals may request a Federal Bonding Voucher at their local SC Works centers. The voucher informs potential employers of the individual's Federal Bonding eligibility and provides the employer instructions on how to apply for the bond if the individual is selected for hire.

Employers must request the bond from the **State Bonding Coordinator** at FederalBonding@dew.sc.gov after making a firm job offer and setting a start date. The federal bonding process at the local level does not require significant staff involvement, and thus local staff is not required to enter an activity for the provision of information. **Activity Code 124: Federal Bonding Assistance** is entered by **state-level staff only**.

Part 2: Relevant State Instructions

SI 17-02: Wagner-Peyser Reporting Requirements and Activity Codes

SI 17-08: Effective Use of Initial Assessment for Wagner-Peyser Customers

SI 18-01: Individual Employment Plans

Part 3: Veterans and Workforce Innovations Programs

3.1 Services for Veterans

Eligible Veteran—a person who:

- Served on active duty for a period of more than 180 days and was discharged or released with other than a dishonorable discharge
- Was discharged or released from active duty because of a service-connected disability
- As a member of a reserve component under an order to active duty, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge

Other Covered Person—the spouse of any of the following:

- Veteran who died of a service-connected disability
- Member of the Armed Forces serving on active duty who, at the time of application for priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - Missing in action
 - Captured in the line of duty by a hostile force
 - Forcibly detained or interned in the line of duty by a foreign government
- Veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs (VA) or a veteran who died while such a disability was in existence

3.1.1 Priority of Service for Veterans and Other Covered Persons

DOL and SC are committed to serving transitioning service members, veterans, and their families by providing resources to assist and prepare them in obtaining meaningful careers and maximizing employment opportunities. Veterans and covered persons receive priority of service for all DOL-funded employment and training programs.

Priority of service—veterans and eligible spouses are given priority over non-covered persons for the receipt of employment, training, and placement services. A veteran or an eligible spouse accesses a service earlier in time than, or instead of, a non-covered person.

3.1.2 “Veteran Hold” in SCWOS

All job orders are placed in a “Veteran Hold” status the day of the job order posting to allow qualified veterans and other covered persons the exclusive opportunity to view and receive a referral prior to non-veterans. In SCWOS, Veteran Holds are released during overnight processing on Monday – Friday. *Overnight processing does not run on national holidays.*

Example: A job order is entered Wednesday at 6:00am, the “Veteran Hold” will be lifted at 12:01am Wednesday during overnight processing. The “Veteran Hold” was in place for at least 24 hours and over the course of one full business day.

SC Works staff does not have the capability of manually lifting the “Veteran Hold” status. Qualified job candidates must be referred in the following order:

1. Special disabled veterans
2. Other disabled veterans
3. Other eligible veterans in accordance with priorities determined by DOL
4. Certain spouses and other covered persons
5. Non-veterans

3.1.3 Jobs for Veterans’ State Grants (JVSG)

One strategy used by DOL to serve veterans is the Jobs for Veterans’ State Grants (JVSG) program, which provides funds to states to exclusively serve veterans and other eligible spouses and to perform outreach to employers. JVSG funds are provided to states to fund the following staff positions:

- **Disabled Veterans’ Outreach Program (DVOP) Specialist**—DVOPs provide intensive services and facilitate placements to meet the employment needs of veterans, prioritizing service to special disabled veterans, other disabled veterans, and other categories of veterans in accordance with priorities determined by the Secretary of Labor.
- **Local Veterans’ Employment Representative (LVER)**—principle duties are to:
 - Conduct outreach to employers in the area to assist veterans in gaining employment, including conducting seminars for employers ;
 - In conjunction with employers, conducting job search workshops and establishing job search groups; and
 - Facilitate employment, training, and placement services furnished to veterans.

3.1.3.1 Eligibility for DVOP Services

In April of 2014, DOL developed guidance to outline the refocused roles and responsibilities expected to be carried out by the JVSG program, the duties to be performed by DVOP specialists, and the relationship of services provided by staff within the larger workforce system. As a result, DVOP specialists must limit their activities to providing services to eligible veterans and spouses who:

- Meet the definition of an individual with a SBE, or
- Are members of a veteran population identified by the Secretary of Labor as eligible for DVOP services.

Additionally, the Consolidated Appropriations Act of 2014 and all Appropriations Acts since have also identified eligible service members, spouses, and family caregivers as individuals who may receive services from DVOP specialists.

Below is a complete list of eligible veterans and eligible spouses defined as having a SBE and additional veteran populations identified by DOL and Congress as eligible for DVOP services.

Eligible veterans and spouses defined as having a SBE include:

- A **special disabled or disabled veteran**, as those terms are defined in 38 USC §421(1)(3); special disabled and disabled veterans are those:
 - who are entitled to compensation (or who, but for the receipt of military retired pay, would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs; or,
 - were discharged or released from active duty because of a service-connected disability;
- A **homeless person**, as defined in Sections 103(a) and (b) of the McKinney-Vento Homeless Assistance Act (42 USC 11302(a) and (b)), as amended, to include domestic violence and other dangerous or life-threatening conditions affecting permanent residence;
- A **recently-separated service member**, as defined in 38 USC §4211(6), who has been unemployed for 27 or more weeks in the previous 12 months;
- An **offender**, as defined by the Workforce Innovation and Opportunity Act Section 3(38), who is currently incarcerated or who has been released from incarceration;
- A veteran **lacking a high school diploma or equivalent certificate**; or
- A **low-income individual** (as defined by WIOA Section 3(36)).


Additional veteran populations identified as eligible for DVOP services include:

- **Veterans aged 18-24**—these veterans possess limited civilian work history which can make transitioning to the civilian labor force difficult, and thus may benefit from individualized career services provided by a DVOP specialist.
- **Vietnam-era Veterans**—these are eligible veterans who served any part of their active military, naval, or air service during the Vietnam era. The Bureau of Labor Statistics and the Veterans Affairs data indicate that there are still a sizable number of Vietnam-era Veterans in the workforce, and many face difficulty in finding and maintaining employment. In 2017, there were 1,689,000 Vietnam-era Veterans in the workforce with 64,000 unemployed and actively seeking employment. The Vietnam-era falls within the following timeframes:
 - The period beginning on February 28, 1961, and ending on May 7, 1975, in the case of a veteran who served in the Republic of Vietnam during that period; and
 - The period beginning on August 5, 1964, and ending on May 7, 1975, in all other cases.

- **Eligible transitioning Service Members, Spouses, and Family Caregivers**—in annual appropriation bills since the Consolidated Appropriations Act of 2014, Congress has authorized the JVSG program to support services as described in Veterans’ Program Letter (VPL) 07-14 to:
 - Transitioning members of the Armed Forces who have been identified as in need of individualized career services;
 - Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in military treatment facilities (MTFs) or warrior transition units (WTUs); and
 - The spouses or other family caregivers of such wounded, ill, or injured members.
 - The term “caregiver” with respect to an eligible veteran means an individual who provides personal care services to the veteran.
 - The term “family caregiver” with respect to an eligible veteran means a family member who is a caregiver of the veteran.
 - The term “family member” with respect to an eligible veteran means an individual who (a) is a member of the family of the veteran, including parent, spouse, child, step-family member, and extended family member; or (b) lives with, but is not a member of the family of the veteran.

Veterans who do not fall into one of the categories that are served by DVOP specialists are eligible to be served by non-JVSG SC Works staff on a priority basis.

Intake staff must ensure all veterans complete the [Veterans’ Services Intake Form](#) to determine eligibility for priority of services provided by the DVOP. An eligible veteran, spouse, or family caregiver must be immediately referred to a DVOP specialist. In instances where a DVOP specialist is not available, referrals to a DEW Workforce Specialist or Consultant must be made. Veterans and eligible spouses who are not eligible under the list above are to be referred to appropriate non-JVSG SC Works staff members to receive basic, career, and/or training services on a priority basis.

 The Veterans’ Services Intake Form should be completed by intake staff before a veteran is sent to a DVOP specialist.

3.1.4 Homeless Veterans’ Reintegration Program (HVRP)

Together with partners nationwide, the Department of Veterans Affairs (VA) launched the End Veterans Homelessness Initiative to make sure that veterans are able to obtain permanent housing and that veterans at risk of homelessness remain housed. One effort related to this partnership is to connect homeless veterans to the workforce programs available through American Job Centers (AJCs) to ensure they receive appropriate workforce services. Being connected to the labor market is one step towards self-sufficiency, including the attainment of affordable housing. **Fast Forward is a Homeless Veterans’ Reintegration program (HVRP) grantee serving Fairfield, Lexington, and Richland counties.**

HVRP grantees are required to enroll all participants through local SC Works centers. This is to create a sustainable partnership in which grantees understand each other's services and to ensure that participants' employment needs are met. Enrollment occurs when the homeless veterans' program recipient receives a WP-funded employment service, a JVSG-funded DVOP service, or a WIOA Title I-funded service, such as services for adults or DWs. Fast Forward is responsible for working with appropriate WP, JVSG, and WIOA Title I staff in the SC Works centers to facilitate the enrollment of homeless veterans' program recipients.

Point of entry and tracking in SCWOS

The Veterans' Services Intake Form should be used at the initial point of entry in the SC Works center to identify homeless veterans. Homeless veterans meet the criterion of having a Significant Barrier to Employment (SBE) and must be referred to a DVOP, or in instances where a DVOP is not available, to another DEW Workforce Consultant for the provision of individualized services. After an initial assessment, the DEW Workforce Consultant will determine if the veteran would benefit from a referral to one of the available HVRP programs. The DEW Workforce Consultant will schedule an appointment with the selected program and make sure that the participant, HVRP grantee, and DEW Workforce Consultant will all be in attendance. If the initial point of entry for the homeless veteran is the HVRP's office, the grantee will set up an appointment with a DVOP/DEW Workforce Consultant, participant, and grantee. The HVRP grantees will make referrals for enrollment in other workforce programs, including WIOA Title I, as appropriate.

To ensure that HVRP participants are uniquely identified in SCWOS, Fast Forward must be selected by DEW staff in the WP application under the Participant Individual Record layout (PIRL) tab.

3.2 Services for Migrant and Seasonal Farm Workers (MSFWs)

Federal regulations require that each state WP agency operate an outreach program to locate and contact MSFWs who are not being reached by normal intake activities conducted at local SC Works centers. The program exists to ensure that MSFWs receive services that are equivalent and proportionate to the services provided to non-MSFWs.

MSFWs include the following:

- **Migrant Farmworkers**—seasonal farmworkers who travel to their job sites and are not reasonably able to return to their permanent residences within the same day. This definition does not include full-time students who travel in organized groups rather than with their families.
- **Seasonal Farmworkers**—individuals who are employed, or were employed in the past 12 months, in farm work of a seasonal or temporary nature and are not required to be

absent overnight from their permanent places of residence. This definition does not include non-migrant individuals who are full-time students.

Rural Manpower provides extensive outreach to employers in an effort to match agricultural job openings with qualified MSFWs throughout the state and to inform agricultural employers of services available through the SC Works system, including the following:


- Agricultural labor needs assessments
- Recruitment of labor
- Compliance guidance for federal and state laws
- Assistance with Farm Labor Contractor registrations and renewals
- Coordination of services and assistance to the employer’s current farmworkers

The DEW State Monitor Advocate is a member of the SC Primary Health Care Association Advisory Council, which assists in coordinating services to MSFWs. Rural Manpower has representation on the SC Migrant Farm Workers Committee. Additionally, both groups serve on the Farm Labor Coordinating Committee to share information with other farm labor groups.

3.3 Trade Adjustment Assistance (TAA or Trade) Program

The TAA or Trade Program is a federal program that assists US workers who have lost their jobs as a result of increased imports or shifts in operations due to foreign trade agreements. TAA seeks to provide these trade-affected workers with opportunities to obtain the skills, resources, and support they need to become reemployed. Trade benefits and services include the following:

- Training
- Income Support—Trade Readjustment Allowances (TRA)
- Job Search Allowances
- Relocation Allowances
- Older Worker Wage Subsidy

 TRA is a benefit available under TAA, and is not its own program.

TRA is available to provide income support while participants are enrolled in full-time training. The amount of each weekly TRA payment is based on the weekly UI benefit amount received. To receive TRA, participants must have exhausted all UI benefits.

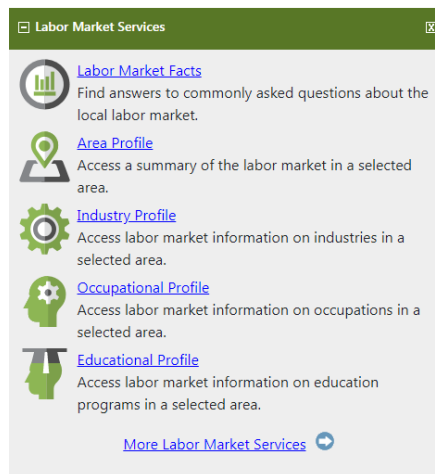
3.4 Jobs for America’s Graduates (JAG)

JAG is a dropout prevention program focused on academic success, career readiness, and life skills development. The JAG program in SC is currently affiliated with 22 high schools, 2 middle schools, and 2 out-of-school programs. In each of the JAG-SC affiliated sites, a dedicated career specialist functions as a teacher, coach, counselor, and advocate for students with documented barriers to success. These barriers include teen parenting, excessive absenteeism, low income

households, and substance abuse. Over the course of their enrollment, students master 81 competencies identified by employers as essential to successful employment. The program has experienced post-graduation success in both employment and post-secondary education enrollment. To find out more about JAG-SC, contact State Coordinator Elaine Midkiff at emidkiff@dew.sc.gov or visit the national website at <http://www.jag.org/>.

3.5 Labor Market Information (LMI) for Jobseekers

LMI is a key ingredient to understanding the workplace and the dynamics which influence job search and career choices. LMI data forms the foundation of an effective job search by providing a wealth of information to help formulate an actionable plan. Jobseekers can use Labor Market Profiles as a guide to locate wages, benefits, training, and other information to explore career opportunities.



3.6 Ticket to Work Program: Employment Network

The Ticket to Work Program provides more choices for receiving employment services to individuals receiving Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) who are between the ages of 18 and 64. Under this program, eligible beneficiaries may choose to assign tickets to an Employment Network (EN) of their choice in order to obtain employment services, vocational rehabilitation services, or other support services necessary to achieve their employment goal(s). DEW operates as an EN for the Ticket to Work Program. As an EN, DEW coordinates and provides appropriate services through the SC Works system to help the beneficiary find and maintain employment.

Part 3: Relevant State Instructions

SI 13-05: Refocused Roles and Responsibilities of JVSG Staff

SI 13-05, Change 3: Designation of Additional Populations of Veterans Eligible for DVOP Services

SI 16-06, Change 1: Homeless Veterans' Reintegration Program

Part 4: ES and UI Coordination

Workers who lose their jobs through no fault of their own may be eligible for unemployment benefits, which are funded by a state employer tax. UI programs play a vital role in the integrated workforce system by providing income support benefits to eligible individuals. These benefits allow unemployed workers to engage in work search activities for suitable work, and the workforce system is a key source of services to support the reemployment of those workers. The integrated workforce system established by WIOA is intended to provide participants with a seamless experience that includes a knowledgeable and professional level of service. As such, DEW staff must be well-trained in UI claims filing and claimant rights and responsibilities. In an effort to provide meaningful assistance to SC Works customers seeking to file a UI claim, local office DEW staff must complete the [UI FAQs](#) training located in DEW U. The training will assist frontline staff in correctly answering common claimant questions with ease and consistency.

Staff must enter **WP activity code 139: Staff-Assisted UI Claim Assistance** to record when staff provides meaningful **assistance filing an initial UI claim online**, if requested, or if the individual is identified as needing the service due to barriers such as limited English proficiency, lack of computer skills, or other barriers.

4.1 Workforce Information Portal (WIP)

The WIP provides a secure method for partner staff to obtain the necessary UI data that is used to determine an individual's potential eligibility for training and employment services programs under WIOA. The WIP also allows all staff to communicate potential eligibility for training and employment services programs under WIOA and potential UI fraud and availability issues to UI personnel in an efficient and streamlined manner. Sharing such information with UI staff helps to accelerate the claimants' return to suitable employment and ensure their continued eligibility to receive UI benefits. SC Works staff must be able to identify potential eligibility issues for referral to UI staff, as well as properly document information for use by UI staff in adjudicating those issues, as appropriate.

Designated SC Works staff will enter potential eligibility issue codes in the WIP, which are then directly communicated to UI staff for determination. The issue code category includes the following selections:

- Refusal of Referral – 06
 - A customer receiving UI benefits refuses a referral to a job for which the individual has experience and/or training and at a wage that meets the definition of suitable work.
- Refused Job Offer – 08
 - A customer receiving UI benefits refuses an offer of a job for which the individual has experience and/or training and at a wage that meets the definition of suitable work.
- Approved Training – 27

- A customer who is receiving UI benefits, but not enrolled in training through other partner programs, requests that a training program be approved by UI to waive the UI work search requirement.
- Other Non-Separation – 31
 - A customer receiving UI benefits indicates a potential availability issue because the individual is not:
 - able (physically capable),
 - available (without restrictions), and
 - actively seeking employment (qualified job searches without barriers); and
 - Use this code for all other potential issues not included in the issue code selections.
- Fraudulent Misrepresentation – 59
 - A customer receiving UI benefits withholds or misrepresents information in order to obtain UI benefits the individual would otherwise not have been eligible to receive.

UI claimants are required by law to report to a SC Works center when instructed. Failure to report could indicate an availability issue and may result in a disqualification of benefits. If a customer receiving UI benefits does not report for a scheduled appointment, staff should contact the individual to determine the cause and report any potential availability issues through the WIP, as appropriate.

If a customer receiving UI benefits presents any of the issues described above, the following reporting procedures are required:

1. Enter a case note in SCWOS detailing all specifics of the issue being reported.
2. Send the case note electronically in SCWOS to the DEW Regional Manager or local office designee with access to the WIP.

3. The Regional Manager or designee will enter the code and case note details in the WIP. This could result in the claimant's UI benefits being stopped.

4.2 Suitable Work

In order to receive UI benefits, **a claimant must be able, available, and actively seeking suitable work for which the individual is qualified.** SC Regulation 47-23 requires that a claimant must look for and accept employment that pays at least 90% of the wage earned from the most recent bona fide employer. Once a claimant has been paid eight weeks of unemployment benefits, suitable work is then defined as employment which pays 75% of the wage earned during the most recent bona fide employment for any subsequent weeks. The suitable work wage cannot be reduced below the minimum wage. Claimants are required to accept suitable work referrals and offers in order to continue receiving UI benefits. If it is determined a claimant has refused a suitable referral or job offer, the individual will be disqualified from benefits until returning to work and earning eight times the weekly UI benefit amount. **The SC legislature currently requires claimants to make at least 2 job search contacts weekly through SCWOS.**

Claimants whose wage demand exceeds the suitable work amount must be advised of the potential for denial of benefits and given the opportunity to adjust their minimum acceptable wage. If a customer receiving UI benefits refuses a job referral or job offer for which the individual has experience or training at a wage that meets the definition of suitable work, the following reporting procedures are required:

1. Enter a case note in SCWOS detailing the information listed below.
 - a. Specifics of the job referred or offered including:
 - i. Employer name
 - ii. Job title
 - iii. Job duties
 - iv. Rate of pay offered
 - v. Full-time, part-time, or temporary work status
 - vi. Hours of work offered
 - vii. Distance to the job
 - viii. Previous qualifying experience and/or training
 - ix. Equipment/licenses required to perform the job
 - b. Specifics of the most recent bona fide employment including:
 - i. Job title Job duties
 - ii. Rate of pay
 - iii. Customary hours of work
 - iv. Distance to the job
 - v. Required experience and/or training
 - vi. Equipment/licenses required to perform the job

2. Send the case note electronically in SCWOS to the DEW Regional Manager or local office designee with access to the WIP.
3. The Regional Manager or local office designee will enter the Refusal of Referral or refused Job Offer code in WIP. This could result in the claimant's UI benefits being stopped.

Job searches must be performed in SCWOS using the individual's registered username and password to be recorded and considered a verifiable job search.

4.3 RESEA Program

As a matter of regulation, all UI claimants receiving benefits and not attached to employment must register in SCWOS. If a claimant fails to complete the SCWOS registration process, a **failure to register – 07 issue code is automatically sent to UI, which could result in the claimant's UI benefits being stopped.** UI claimants who are identified through profiling methods as likely to exhaust benefits and who are in need of reemployment services to transition to new employment must participate in the Reemployment Services and Eligibility Assessment (RESEA) program. Data elements needed for profiling purposes are collected from claimants during the initial claims and registration process and entered into a computer database that will be used to rank claimants. Claimants identified as needing reemployment services are notified as to why the services are being offered, as well as when and where to report. The claimant then participates in an assessment interview to determine what services will benefit the individual's efforts to re-enter the workforce. The primary goal of this meeting with RESEA staff is to connect unemployed individuals looking for work to the many job search resources available at the SC Works centers.

Claimants selected to participate in the RESEA program can receive up to three one-on-one assessments during the benefit year. The initial appointment is scheduled when the claimant files the first weekly certification for benefits. Subsequent assessments generally occur in the 6th and 10th weeks of the benefit year. RESEA appointments may be rescheduled within the same week of the original appointment for just cause, such as a conflicting job interview, work schedule, or certain compelling family circumstances. However, WP staff must inform the claimant that eligibility for benefits may be adversely affected if the claimant does not complete the RESEA appointment by the close of business of the scheduled appointment date. If the claimant still wishes to reschedule the appointment, the following procedure is required:

1. WP staff must instruct the claimant to contact the RESEA staff in the comprehensive SC Works center where the appointment is scheduled.
2. WP staff must send an email to all RESEA staff at the applicable comprehensive SC Works center, copying the supervising HUB manager informing UI staff of the rescheduling request. An updated RESEA staff and HUB manager list is maintained on iConnect under "Unemployment Insurance Re-employment Services and Eligibility Assessment (RESEA)."

- a. The email subject should be entitled: “RESEA Reschedule” and include the claimant’s last name and last four of the SSN.
 - b. The email body should include the following claimant information:
 - i. Full Name
 - ii. SSN
 - iii. Current Phone Number
 - iv. Original RESEA appointment date and time
 - v. Preferred rescheduled RESEA appointment date and time
 - vi. Reason for needing the appointment to be rescheduled
3. Upon receiving the email, RESEA staff will contact the claimant to discuss the possibility of rescheduling the appointment. All further correspondence to the claimant regarding the RESEA appointment will be handled by UI staff.

Part 4: Relevant State Instructions

SI 14-11: Legislative Changes to the Definition of Suitable Work

Part 5: Special Projects

Special populations programs have been created to assist the hard to serve population in conjunction with local and state offices. The programs include the Back to Work Program, Second Chance Programs, and Reentry State Council Reentry Job Fairs.

5.1 Back to Work Program

First launched in collaboration with Transitional Homeless Recovery Center and the Main Street United Methodist Church, the Back to Work Program was created to provide individuals living in transitional housing (a homeless shelter in this instance) with the practical skills they need to find gainful employment and to help reintegrate them into the workforce. After the success of this program in the Midlands, it was expanded to Greenville. Because of the success of both locations this became a statewide initiative with the goal of having classes in all 12 workforce regions.

The program holds “boot camp” workshops designed to identify individuals’ barriers to employment and provide them with tools to overcome personal obstacles. The program’s training includes career exploration, conflict resolution transferable job skills, self-esteem building, and maintaining financial stability. Each component of the program is designed to effect immediate positive change. The program not only assists participants with practical skills and obtaining employment, but the Back to Work Program also teaches them how to sustain long-term employment.

5.2 Second Chance Programs

The Second Chance Programs, created by DEW and the SC Department of Corrections (SCDC), helps individuals within the correctional system across the state to live more productive and rewarding lives after release. By helping individuals prepare for employment, they gain confidence, purpose, and direction, and they are less likely to return to the prison system. In order to participate in many of these programs, specific requirements must be met by the participant, including a disciplinary-free record and non-violent offenses for incarceration. These programs include having case managers within correctional facilities, workshops for those scheduled for release, and services to those who have been released.

5.2.1 Case Managers within Corrections

Manning Pre-Release Correctional Facility, Camille Griffin Graham Correctional Institution, and Kershaw Correctional Institution have a full-time DEW employee placed within the facility to assist inmates who are 90 days from release. The inmates in this program are introduced to the SC Works system. The program consists of workshops that help them with interviewing skills, computer basics, soft skills, and job search. Each participant is assisted with federal bonding, resume preparation, and letters of explanation. The program is a 90-day program that prepares

them for life outside of the facility. Thirty days prior to release, the participants are scheduled for one-on-one sessions with the DEW staff. During these sessions, the staff person talks with them about any concerns they may have regarding being released. The staff person helps them to work through these issues, makes suggestions, and provides guidance. Each participant receives a folder at the time of their release that includes a Federal Bonding letter, several copies of their resume, a letter of explanation that explains their personal situation, information on the SC Works centers across the state, and any other information regarding resources that staff feels may be useful. Each month after release day, the names of these individuals are sent to the SCDEW staff in the centers so that staff can reach out to those in their areas and offer continued support. Those who are released have their information forwarded to the nearest Workforce Consultant in the areas by the on-site case manager. This allows for a direct connection, once released, with a Workforce Consultant to help them continue to find gainful employment.

5.2.2 Workshops for Those Scheduled for Release

Individuals who are scheduled for release from the state's facilities attend a workshop led by two DEW employees to prepare for their search for employment. These workshops include how to navigate the database system, finding our local workforce centers, and preparing for an interview/job fair.

5.2.3 Released Population

Those who have been released are provided with case management and referrals to supportive services to assist them with their needs.

5.3 Reentry State Council Reentry Job Fairs

In collaboration with the US Attorney's Office, SC Works, SC Vocational Rehabilitation (VR), the SC Department of Probation, Parole, and Pardon Services (PPP), the SC Department of Social Services (DSS), and the US Probation Office, DEW cohosts the Reentry Resource and Job Fairs in the Low Country, Midlands, Pee Dee, and Upstate regions of SC.

Part 6: Operations and Oversight

6.1 Performance Measures

6.1.1 Wagner-Peyser Program

As required by WIOA, DEW negotiates the expected levels of performance on the following four WP indicators each Program Year (PY):

- Employment in the second quarter after exit
- Employment in the fourth quarter after exit
- Median Earnings in the second quarter after exit
- Effectiveness in Serving Employers (ESE)

Under WIOA, ESE is considered a baseline indicator. Although baseline indicators were not included in performance calculations for PY 2016 and PY 2017, DEW collected data and reported on this indicator in preparation for PY 2018 performance negotiations. The following data elements are included in determining ESE:

- **Employer Penetration**—the total number of businesses that received a service or are continuing to receive a service or other assistance during the reporting period out of the total number of businesses located within the state during the final month or quarter of the reporting period.
- **Repeat Business Customers**—the total number of businesses that received a service or are continuing to receive a service or other assistance during the reporting period AND who utilized a service anytime within the previous 3 years in comparison to the total number of unique businesses who have received a service previously in the last 3 years.

Final negotiated performance levels will be added to this manual as available. Actual performance will be evaluated and reported to DOL quarterly and shared with staff for continuous improvement opportunities.

6.1.2 Trade and Veterans' Programs

The Veterans' programs negotiated the following 6 performance measures with the exception of the DVOP Intensive Services Provided Rate, which is set at the national level:

Performance Targets for DVOPs:

- Employment Rate (2nd Quarter After Exit)
- Employment Rate (4th Quarter After Exit)
- Median Earnings (2nd Quarter After Exit)

Performance Targets for Labor Exchange Services for Veterans:

- Employment Rate (2nd Quarter After Exit)
- Employment Rate (4th Quarter After Exit)
- Median Earnings (2nd Quarter After Exit)

Unlike the WP program, the TAA program does not negotiate expected levels of performance, as goals are automatically set at the national level for the following measures:

- Entered Employment Rate
- Employment Retention Rate
- Six-Month Average Earnings

6.1.3 Data Changes for Workforce Programs

DOL requires the submission of annual performance data in a Participant Individual Record Layout (PIRL) file by October 1st of each year. The PIRL file is locked from editing after this period. Change requests that will affect a prior year's data previously reported to DOL will not be accepted and updated in SCWOS. To ensure the integrity of reported data, the following procedures apply to data change requests:

- Data change requests will continue to be evaluated on a case-by-case basis.
- Data change requests for the current program year may be submitted at any time during that year.
- Data change requests for the prior program year will be accepted through September 15th of the following program year.

Data change requests received after September 15th to correct data reported for the previous program year will not be accepted. Acceptable data change request documents include the SCWOS Change Request Form – Individual Records and the Activity Record Change (ARC) Form. These forms are located in SCWOS under Staff Online Resources.

All WP and employer service records change requests must be submitted to PolnPro@dew.sc.gov.

6.2 Complaints

The Office of Equal Opportunity (EO) exists to promote a positive climate for diversity and to ensure that the Agency has adequate policies and procedures in place to guard against and prohibit discrimination and/or harassment. EO staff provides support for staff and works with DEW Executive Leadership to ensure that Agency policies and programs comply with applicable

nondiscrimination requirements. The department also provides an avenue whereby employees and other stakeholders may address concerns regarding discrimination and/or harassment.

A complaint can be from or about a DEW employee, or an employee, customer, or partner in the SC Works center. If a complaint is an allegation of discrimination, it must be immediately referred to the EO Officer. If a complaint of sexual harassment is reported to the supervisor or HR, it must immediately be referred to the EO Officer. The supervisor must not investigate the complaint. If a complaint is an allegation of harassment, it can be reported to the supervisor, HR, or the EO Officer. However, the supervisor must not investigate the complaint. The supervisor must immediately elevate the complaint to the EO Officer or HR.


A complaint of discrimination must be filed within 180 days of the alleged violation and must be in writing, as identified within the “Equal Opportunity is Law” notice in each SC Works center. For additional information on DEW policies, refer to the [DEW Policy Center](#).

WIOA prohibits the exclusion of an individual from participation in, denial of benefits of, discrimination, or denial of employment in the administration of or in connection with any programs and activities funded or otherwise financially assisted in whole or in part under Title I of WIOA because of race, color, religion, sex (including sexual orientation, gender identity, and gender expression), national origin, age, disability, political affiliation or belief. SC Works center Operators and Managers must use the “WIOA Rights Handout for Registrants, Applicants, and Participants” when a complaint is filed. The complaint form and instructions to file a grievance is attached to [SI 16-14, Change 1, Rights to File a Grievance or Complaint under WIOA](#), and is in both Spanish and English.

If a complaint is not based on discrimination, but on customer service or program issues, the SC Works centers must ensure that the complaint is processed in accordance with local policies and procedures.

6.3 Individuals with Disabilities and the Law

The ADA and ADAAA give protections to qualified individuals with disabilities. Individuals with disabilities may also have protections under Title VI and Title VII of the Civil Rights Act. These protections guarantee equal opportunity in employment, public accommodations, transportation, state/local government services, and telecommunication. The ADA prohibits discrimination in all employment practices, including job application procedures, hiring, firing, advancement, compensation, training, and other terms, conditions, and privileges of employment. It applies to recruitment, advertising, tenure, layoff, leave, fringe benefits, and all other employment-related activities. The ADA requires that **reasonable accommodations be provided upon request** to qualified customers with disabilities availing themselves of SC Works services.

 [AskJan.org](#) provides individuals and employers with useful information on the rights of individuals with disabilities in the workplace.

Without a documented request from the customer, staff **must not** disclose information about a customer's disability to other staff (without a "need to know"), potential employers, or training providers.

6.4 Security of Personally Identifiable Information (PII)


Staff must ensure the security and confidentiality of customers' PII, as well as, medical and legal information (sometimes known as sensitive personally identifiable information [SPII]) by adhering to the following guidelines regarding physical and electronic security:

Physical Security:

- Limit access to sensitive printed materials
- **Use locked file cabinets for materials that include PII, medical information, and legal information, including case notes with this confidential information**
- Shred documents that are no longer used that contain PII
- Use a cover sheet when printing or transmitting PII via fax
- Seal hard copies of files containing PII in envelopes when sending via mail or courier
- Secure laptop computers when not in use
- **Do not leave documents that include PII, medical information, or legal information in plain view**

Electronic Security:

- Do not share passwords, personal identification numbers, security tokens (e.g., smartcards), or any data or equipment used for authentication and identification purposes
- Lock computers when leaving them unattended for any period of time
- Do not send any PII, medical information, or legal information in the subject or body of an email
- Use password protection when saving PII, medical information, or legal information in a document that will be transported on a laptop computer or portable storage device

 Hold the Windows key + L to quickly lock your computer when stepping away for a moment.

Additionally, staff must ensure that a customer's confidential PII, medical information, and legal information is not provided to anyone other than that customer, and then only after the customer provides enough information to establish his or her identity.

Staff users of SCWOS must protect the security and integrity of their SCWOS credentials by safeguarding their usernames and passwords. They must never be shared with another staff member, stored in an internet browser, or written down and left in plain view. **If there is a**

suspicion that credentials have been compromised, staff should change the password and immediately notify the Workforce Information Manager at polnpro@dew.sc.gov.

6.5 Requests for Information

The Office of Communications and Marketing serves as the official contact point for all new media in dealing with DEW and the SC Works centers. Any media representatives seeking information concerning the programs and services of the agency should be referred to Communications and Marketing at Communications@dew.sc.gov. The office is also responsible for the agency's employee DEWsletter, blog, social media presence, marketing, and many other special events and communications activities. To include information in the DEWsletter, please contact Communications and Marketing.

Records and meetings of public bodies are open and available to citizens and their representatives in the press under SC's Freedom of Information Act (FOIA). Requests of this nature should be sent to the legal department at FOIA@dew.sc.gov.

6.6 Professional Standards

Serving the public as an employee of the SC state government requires an appreciation for and dedication to the basic principles of integrity, honesty, respect for others, fairness, and accountability. These principles are fundamental in providing good government and advancing the public interest and are central to and implicit in any personal, professional, or agency code of conduct.

To avoid any appearance of impropriety, ES staff is prohibited from accomplishing any of the following tasks without first obtaining management permission:

- Completing, updating, or keying a job seeker account for themselves, a coworker, a relative, or a friend using their staff logon; or
- Referring themselves, a coworker, a relative, or a friend to a job posting using their staff login information.

If a conflict occurs or the appearance of impropriety emerges, ES staff must immediately report the incident to their supervisor. ES supervisors must ensure that staff:

- Do not access or monitor any records except those that are absolutely necessary to complete assigned job duties; and
- Is aware that certain information is of a personal nature, is sensitive and confidential under law, and is only to be disclosed in compliance with federal and state laws and agency guidelines.

6.7 Civility

Regardless of role or position, all staff within the SC Works system is expected to behave in a manner that maintains a civil workplace environment, free of harassment and intimidation. Management bears a responsibility that respectful behaviors are exhibited at all times, and to address those which are not. Indeed, management should exemplify the behavior expected of all staff in maintaining a positive and productive work culture.

Respectful workplace behaviors are those that promote positivity and professionalism including, but not limited to:

- Using respectful and courteous language in all interactions;
- Questioning an individual's position on an issue politely and seeking to understand his/her position;
- Giving an individual direct, non-personal feedback, and where appropriate, in a private setting;
- Not displaying a negative attitude and understanding how one's attitude can affect the work environment;
- Approaching conflict with maturity and a true desire for resolution rather than an opportunity to disagree;
- Respecting the chain of command and raising concerns to management at the appropriate time/place and with the appropriate tone; and
- Using discretion when communicating about issues that are considered personal.

Inappropriate or unacceptable workplace behaviors are statements or acts that may negatively impact the work environment including, but not limited to:

- Using profane, abusive, vulgar, or harassing language;
- Berating or unnecessarily criticizing people in public;
- Gossiping;
- Deliberately embarrassing people;
- Using email or text messages as a shield for rudeness or to further any other inappropriate or unacceptable workplace behaviors; and
- Addressing people in a rude or unprofessional manner or tone.

All SC Works system staff and management have a responsibility to act in good faith towards maintaining a culture of inclusion, dignity, and understanding for all stakeholders in the workforce system. Disputes should be addressed using approaches that facilitate clear communication and respectful interactions that lead to mutually acceptable solutions. For disputes that cannot be resolved informally, the following mediation/resolution process shall be followed.

Local Resolution Efforts

1. The authorized signatory official of the WIOA local grant recipient (or designee of the local grant recipient) and the executive director of the partner(s) (or the designee(s) of the partner(s)) shall mediate and resolve the situation.
2. Should these efforts fail, the situation shall be referred to the chair of the LWDB who shall designate an ad hoc committee to mediate with the parties involved to resolve the situation.

SWDB Resolution Efforts

1. Should local efforts fail and/or situations reoccur, either party may send a written request to the SWDB regarding mediation.
2. The SWDB Chair will designate the Executive Committee or an ad hoc committee of at least five SWDB members to mediate with the parties involved to resolve the situation.
3. The SWDB will hear the dispute and provide a recommendation within 60 days.
4. The parties will be notified in writing of the SWDB recommendation within 20 days.

Part 6: Relevant State Instructions

SI 11-10: SC Works Online Services Staff Credentials and System Integrity

SI 16-04: Workplace Civility

SI 16-11: Confidentiality of Equal Opportunity Records

SI 16-14: Rights to File a Grievance or Complaint Under WIOA

SI 16-14, Change 1: Rights to File a Grievance or Complaint Under WIOA

SI 16-17, Change 1: Sanctions for Violations of Nondiscrimination and Equal Opportunity Provisions of WIOA

SI 18-05: Data Changes for Workforce Programs

Part 7: List of Revisions

7.1 Revision 1: JANUARY 2018

Part I: Services to Employers

The employer registration requirement in SCWOS may be waived for job fairs and other hiring events in response to mass layoffs and closure actions. Waivers must be authorized at the state level and will be communicated to the local workforce area(s). Any local requests for a waiver must be submitted to DEW Workforce Support.

Section 1.9 WorkKeys Services

Assessment names updated.

Section 2.1.3 Initial Assessment Procedures (Comprehensive Centers Only)

A WP Initial Assessment must be recorded upon the completion of the WP Initial Assessment Form used to quickly identify the customer's occupational goals, existing skills, and work search readiness, and to determine if barriers to employment exist. Activity Code 137: WP Initial Assessment must be entered and a corresponding case note indicating the outcome of the assessment (i.e., referral to a Workforce Consultant or job search ready) must be entered with the completed Initial Assessment Form attached as a PDF to prevent a viewing rights issue.

If the completed Initial Assessment Form indicates a referral to a Workforce Consultant is required, staff should enter activity code 188: Interagency Referral in SCWOS and send the case note along with the completed assessment (as a PDF).

Section 2.2 Recording Job Seeker Services in SCWOS

Defined the difference between the two categories of individuals accessing the workforce system (*Reportable Individual* and *Participant*) and revised the WP activity codes for recording services.

Section 2.3 WorkKeys

Assessment names updated.

Section 2.5.3 Homeless Veterans' Reintegration Program

HVRP grantees are required to enroll all participants through local SC Works Centers. This is to create a sustainable partnership in which grantees understand each other's services and to ensure that participants' employment needs are met. Enrollment occurs when the homeless veterans' program recipient receives a Wagener-Peyser Act-funded employment service, a JVSG-funded DVOP service or a WIOA Title I-funded service, such as services for adults or dislocated workers. Fast Forward, Telamon, and Military Community Connection of SC are responsible for working with appropriate WP, JVSG, and WIOA Title I staff in the SC Works Centers to facilitate the enrollment of homeless veterans' program recipients.

Section 2.6.2 Suitable Work

The SC legislature now requires claimants to conduct at least 2 job searches each week through SCWOS. Job searches must be performed in SCWOS using the individual's registered username and password to be recorded and considered a verifiable job search.

Section 2.7 Federal Bonding

Local staff should distribute the brochure and informational letter to interested jobseekers. However, because the federal bonding process at the local level does not require significant staff involvement, WP activity code 124: Federal Bonding Assistance will be entered by state level staff only.

Section 3 Work Ready Communities (SWRC)

Assessment names updated.

Section 4.2 Complaints

A link to State Instruction 16-14, Change 1, was added. The guidance contains the most recently updated 2017 WIOA Rights Handout for Registrants, Applicants, and Participants.

Section 4.7 Civility

Defined both positive and inappropriate behaviors in the workplace and outlined the dispute mediation process needed when complaints cannot be informally resolved.

7.2 Revision 2: AUGUST 2019

Overall Structure

To provide this manual as an effective reference tool for new and experienced staff, the manual has been revised to accommodate additional information and resources for staff, and to increase random access usability by staff through a more thorough table of contents and organization of information.

Overview

Information about State, Regional, and Local plans is included to provide staff a broader frame of reference for how staff efforts affect the big picture.

Section 1.1.1 Effectiveness in Serving Employers (ESE) & Activity Code Entry

Updated employer activity codes are included, and information about which activity codes may be included on an employer account that has not been enabled.

Section 1.2 Employer Account Management in SCWOS

This section defines the two types of employer SCWOS accounts, Marketing Lead and Recruiting, and defines the four statuses that can be placed on an employer's account.

Section 1.2.2.3 Changing Employer Passwords

This section provides the process for staff to reset an employer's password in the employer's SCWOS account.

Section 1.2.2.4 System Required Employer Password Change/Deactivation

An employer's SCWOS account will deactivate if the password is not reset every 90 days.

Section 1.2.2.5 Resolution of Duplicate Employer Accounts

This section outlines the process for staff to report and resolve duplicate employer SCWOS accounts.

Section 1.2.3 Employer Account Verification Process

This section updates staff on the Employer Verification Process and requires employers to provide their SC UI Tax Account Number or documentation showing why the employer is not required to have a tax account number.

Staff must use employer activity codes E01 and E07, as appropriate, instead of Work Items in the CRM Module.

Section 1.3.5 Submission of Job Orders

Job orders created by employers in SCWOS will not become public until the employer's SCWOS account has been enabled.

Section 1.3.8.2 In & Out Job Orders

This section provides guidance to staff on how to create an "In & Out Job Order" in order to capture placements resulting from previously made referrals or job development attempts.

Section 1.4 Rapid Response

This section updates staff on the four stages of Rapid Response and highlights the importance of quick reporting by local staff of any actual or suspected layoff events.

Section 1.8 Career Readiness Assessments

SC now contracts with WIN Learning for career readiness assessments.

Section 1.8.1 WIN Learning

This section informs staff of the Ready to Work Credential and the Essential Soft Skills Credential that employers can use through WIN Learning.

Section 1.8.1.1 Entering WIN Assessment Results in SCWOS

This section guides staff on how to enter WIN Learning assessment scores into SCWOS.

Section 1.9 HIRE Vets Medallion Program

This section describes the HIRE Vets Medallion Award Program that is available to recognize employers who hire and retain veterans by establishing employee development programs and veteran specific benefits to improve retention.

Section 2.2.2 Objective Assessments

Staff is required to develop objective assessments for participants prior to creating an Individual Employment Plan (IEP).

Section 2.2.3 Individual Employment Plans (IEPs)

This section and its subsections provides guidance to staff on how to create, develop, amend, and close IEPs, including a procedural section to guide staff in using IEPs in SCWOS.

Section 2.3.2 Creating Case Notes

Case notes must never contain medical, legal, or personally identifiable information (PII) unless necessary. Case notes containing this information must be put into a physical, locked file cabinet, and must never be entered into SCWOS.

Section 2.3.4 Duplicate Individual User Accounts

This section advises staff on how to address and resolve duplicate individual user accounts.

Section 2.4 WIN Learning

Individuals may be referred to WIN Learning for testing to assess their employability.

Section 2.5 Federal Bonding

High-risk workers include judicially-involved individuals and recovering addicts.

Section 3.1.3.1 Eligibility for DVOP Services

DOL has updated the list of eligible veterans to receive DVOP services to include Vietnam-era Veterans.

Intake staff must ensure all veterans complete the Veterans' Services Intake Form before referring a veteran to a DVOP specialist.

Section 3.1.4 Homeless Veterans' Reintegration Program (HVRP)

Telamon and Military Community Connection of SC are no longer grant recipients of the Homeless Veterans' Reintegration Program.

Section 3.4 Jobs for America's Graduates (JAG)

The JAG program in SC is currently affiliated with 22 high schools, 2 middle schools, and 2 out-of-school programs.

Part 5: Special Projects

This part highlights current innovative programs on which ES collaborates, including the Back to Work Program, Second Chance Programs, and Reentry State Council Reentry Job Fairs.

Section 6.1.2 Trade and Veterans' Programs

Updated negotiated performance measures for the Veterans' Programs now include 6 employment measures, rather than the previous 12.

Section 6.1.3 Data Changes for Workforce Programs

Staff must submit data change requests for the prior program year by September 15th of the following program year.

Section 8.2 WIOA Additional Partner Programs

In addition to the section on WIOA Required Partners, this section briefly describes additional partner programs highlighted by DOL.

Section 8.3 Where to find things...

This section provides links and information on several locations where staff may go to find useful human resources information and job-related resources.

Section 8.4 SCWOS Support and Technical Assistance

For technical assistance, staff may reach out to Policies and Procedures, the IT Service Center, and Workforce Intelligence at the provided email addresses.

Section 8.5 Abbreviations

This updated abbreviations section provides a quick reference for many of the abbreviations that staff is likely to see in the workplace.

Part 8: Resources

8.1 WIOA Required Partner Programs

Adult, Dislocated Worker (DW), and Youth Programs are designed to help job seekers access employment and training services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

Adult Education and Family Literacy (AEFLA) Programs provide English language, math, reading, and writing instruction to help students acquire the skills needed to succeed in the workforce, earn a high school equivalency, or enter college and/or career training. Family literacy programs address the literacy strengths and needs of the family/community while promoting parents' involvement in children's education and their own education.

Wagner-Peyser (WP) Services provide all jobseekers with assessments, career counseling, job referrals, and resume assistance. Free tools to assist employers include posting job openings, recruiting and screening candidates, and reviewing job market trends.

Vocational Rehabilitation (VR) is a federal and state program that helps people who have physical or mental disabilities get and/or keep a job. VR is committed to helping people with disabilities find meaningful careers. In SC, the VR program is administered by the Vocational Rehabilitation Department and the Commission for the Blind (SCCB).

Senior Community Service Employment Program (SCSEP) provides training and job opportunities for low income persons age 55 and older.

Job Corps is a free education and training program that helps young people learn a career, earn a high school diploma or GED, and find employment. The program is administered by DOL's Office of the Secretary.

Native American Programs support employment and training activities for Indian, Alaska Native, and native Hawaiian individuals. The Indian and Native American program funds grant programs that provide training opportunities at the local level for this target population.

Migrant and Seasonal Farmworker (MSFW) Programs provide training and employment services to assist MSFWs in attaining greater economic stability. The Monitor Advocate system, with responsibilities at the national, regional, and state levels, helps ensure that farmworkers are served equitably in workforce programs.

Jobs for Veterans' State Grant (JVSG) Programs serve America's veterans and other covered persons by preparing them for meaningful careers, providing employment resources and expertise, and protecting their employment rights.

YouthBuild is a community-based, nonprofit alternative education program that provides job training and educational opportunities for at-risk youth ages 16-24. Youth learn construction skills while constructing or rehabilitating affordable housing for low-income or homeless

families in their own neighborhoods. Youth split their time between the construction site and the classroom, where they earn a high school diploma or GED, learn to be community leaders, and prepare for college and other postsecondary training opportunities.

Trade Adjustment Assistance (TAA or Trade) is a federal program that assists US workers who have lost or may lose their jobs as a result of increased imports or shifts in operations due to foreign trade agreements. This program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed.

Community Services Block Grants (SCBG) provide funds to alleviate the causes and conditions of poverty in communities, including services and activities that address employment, education, financial management, housing, nutrition, emergency services, and health needs.

Department of Housing and Urban Development (HUD) has a strong commitment to providing employment opportunities, training, and supportive services to assist low-income persons in becoming self-sufficient. Additionally, many of HUD's economic development programs generate large numbers of new jobs. These workforce development and job creation efforts are a part of HUD's welfare-to-work strategy and benefit welfare recipients who reside in public and assisted housing, as well as others living in low-income communities.

Unemployment Compensation Programs provide unemployment benefits to eligible workers who become unemployed through no fault of their own and meet certain other eligibility requirements.

Second Chance Act (SCA) of 2007 supports state, local, and tribal governments and nonprofit organizations in reducing recidivism and improving outcomes for people returning from state and federal prisons, local jails, and juvenile facilities. SCA legislation authorizes federal grants for vital programs and systems reform aimed at improving the reentry process into society and the workforce.

Postsecondary Career and Technical Education focuses on academic achievement of career and technical education students, strengthens the connections between secondary and postsecondary education, and improves state and local accountability and coordination of education programs.

Temporary Assistance for Needy Families (TANF), administered by DSS, is the monthly cash assistance program with an Employment Services component for low-income families with children under age 18 or children age 18 and attending school full time.

8.2 WIOA Additional Partner Programs

Ticket-to-Work (TTW) Program is a free and voluntary program that can help Social Security beneficiaries go to work, get a good job that may lead to a career, and become financially independent, while they keep their Medicare or Medicaid.

Small Business Administration (SBA) Programs provide assistance to small businesses and aspiring entrepreneurs.

Supplemental Nutrition Assistance Program (SNAP) offers nutrition assistance to eligible, low-income individuals and families and provides economic benefits to communities. Through the SNAP Employment and Training (E&T) component, SNAP participants may gain skills, training, work, or experience that will increase their ability to obtain regular employment.

Client Assistance Program (CAP) assists individuals who receive or want to receive services from VR and SCCB to understand their rights to reasonable accommodations and to be free from disability related discrimination. [Protection and Advocacy for People with Disabilities, Inc.](#), (P&A) is the designated administrator of CAP in SC.

National and Community Service Act of 1990 Programs engage individuals in full time and/or part time projects designed to combat illiteracy and poverty, provide job skills, enhance educational skills, and fulfill environmental needs.

Other appropriate federal, state, or local programs, including, but not limited to, employment, education, and training programs provided by public libraries or in the private sector

8.3 Where to find things...

Staff Online Resources is a collection of resources for staff found on [SCWOS](#). To access, login to SCWOS, scroll down the page to the “Other Staff Services” tab in the left margin, and select Staff Online Resources.

[iConnect](#) includes a variety of resources and information for DEW staff.

[DEW Policy Center](#) provides a collection of agency policies, including state instructions and human resources information.

[DEW U.](#) is DEW’s learning management system (LMS). Courses covering a variety of topics for staff development are available here.

8.4 SCWOS Support and Technical Assistance

SCWOS houses SC's labor exchange, LMI resources, and case management system for multiple programs. Support of this system is managed by the Policies and Procedures department. Requests or questions regarding the following should be sent to Policies and Procedures at PolnPro@dew.sc.gov:

- New staff user requests
- Privilege changes
- New or enhanced ad hoc report requests
- Default system setting questions
- Staff password resets
- Bug or error reports
- Functionality issues
- Reporting errors
- Performance related questions
- Employer account merge requests

Requests or questions regarding the following should be routed through Regional Managers.

- Change requests
- Programmatic questions

Requests or questions regarding the following should be sent to DEW's IT Service Center at ServiceCenter@dew.sc.gov:

- Individual (jobseeker) account merge requests

Requests or questions regarding the following should be sent to Policies and Procedures at WorkforceIntelligence@dew.sc.gov:

- Application Service Requests (ASRs)
Note: DEW staff must continue to enter ASRs within [Footprints](#).

8.5 Abbreviations

ADA	Americans with Disabilities Act	MOA	Memorandum of Agreement
AEFLA	Adult Education and Family Literacy Act of 1998	MOU	Memorandum of Understanding
AJC	American Job Center	MSFW	Migrant and Seasonal Farmworkers
BFOQ	Bona Fide Occupational Qualification	NPRM	Notice of Proposed Rulemaking
BLS	Bureau of Labor Statistics (DOL)	OJT	On-the-Job Training
CAP	Client Assistance Program	O*NET	Occupational Information Network
CBO	Community-Based Organization	PII	Personally Identifiable Information
CFR	Code of Federal Regulations	PIRL	Participant Individual Record Layout
CRM	Customer Relationship Management Module (part of SCWOS dedicated to Marketing Leads)	PTL	Procedure Transmittal Letter (UI)
CSBG	Community Services Block Grant	RESEA	Re-employment Services and Eligibility Assessment
DINAP	Division of Indian and Native American Programs	SBA	Small Business Administration
DOL	US Department of Labor	SBE	Significant Barriers to Employment (JVSG)
DUA	Disaster Unemployment Assistance	SCA	Second Chance Act
DVOP	Disabled Veterans Outreach Program	SCCB	SC Commission for the Blind
DW	Dislocated Worker	SCOIS	SC Career Information System
ED	US Department of Education	SCSEP	Senior Community Service Employment Program
EER	Entered Employment Rate	SCWOS	SC Works Online Services
EN	Employment Network (Ticket to Work)	SNAP	Supplemental Nutrition Assistance Program (formerly Food Stamps)
ESL	English as a Second Language	SSA	Social Security Administration
ES	Employment Services	SSN	Social Security Number
ETA	Employment and Training Administration (DOL)	SWDB	State Workforce Development Board
ETP	Eligible Training Provider	TAA	Trade Adjustment Assistance
FEIN	Federal Employer Identification Number	TANF	Temporary Assistance for Needy Families (DSS)
FOIA	Freedom of Information Act	TEGL	Training and Employment Guidance Letter (issued by the ETA)
HHS	US Department of Health and Human Services	TRA	Trade Readjustment Allowance
HVRP	Homeless Veterans' Reintegration Programs	TTW	Ticket to Work Program
IEP	Individual Employment Plan	UC	Unemployment Compensation
INAP	Indian and Native American Program	UI	Unemployment Insurance
ION	Innovation and Opportunity Network (WIOA)	VCN	Virtual Career Network
IPE	Individual Plan of Employment (VR)	VETS	Veterans' Employment and Training Service (DOL)
ISS	Individual Service Strategy (Youth)	VR	Vocational Rehabilitation
JAG	Jobs for America's Graduates	WARN	Worker Adjustment and Retraining Notification Act
JVSG	Jobs for Veterans State Grants	WED	Workforce and Economic Development
LMI	Labor Market Information	WIA	Workforce Investment Act of 1998
LVER	Local Veterans Employment Representative	WIOA	Workforce Innovation and Opportunity Act of 2014
LWDA	Local Workforce Development Area	WIP	Workforce Information Portal
LWDB	Local Workforce Development Board	WOTC	Work Opportunity Tax Credit
		WP	Wagner-Peyser Act of 1933