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LOWER SAVANNAH WIOA MEMO

ORIGINAL DATE: **February 25, 2021**

EFFECTIVE DATE: **February 25, 2021**

SUBJECT: **PROCEDURES FOR ENROLLING NEW INDIVIDUALS VIRTUALLY/REMOTELY**

PURPOSE: The purpose of this procedure is to utilize the State Memo: "Provisions of Remote WIOA Services" as a guide to provide information and guidance to Lower Savannah Workforce Development Area (LSWDA) WIOA staff regarding the region's Procedures for Enrolling New Individuals Virtually/Remotely.

PROCEDURE: All new WIOA enrollments follow a specific and repeatable process, which can be completed with the individual face-to-face or virtually/remotely. The face-to-face method is the traditional method where the individual visits the SC Works Center and meets with center staff and an assigned case manager. Below is an outline of the process of enrolling an individual virtually/remotely with the aid of computers (incl. printers/scanners), cell phones and via the mail delivery system. The WIOA staff will have to determine the individual's access to the internet and ability to use the internet. All steps involved in this process will have to be documented in detail in accompanying case notes and all documents received from the individual/participant will be scanned into SCWOS.

NOTE: This is a "living" memo and is therefore subject to change when conditions justify it.

Below is a description of several scenarios that involve the exchange of documents during the Virtual Enrollment Process, both signed and unsigned, between the WIOA staff and the individual/participant who have access to the following

A. the internet, a cell phone, a computer, and a printer with a scanner
B. the internet, a cell phone, a computer, and a printer
C. the internet and a cell phone
D. a landline only

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A. Individuals interested in WIOA with access to the internet, a cell phone, a computer, and a printer with a scanner.

I. Overview

- The individual will receive an email with an invitation to participate in the Center Overview via a video conference platform.
- After the completion of the Center Overview, the individual will receive an email containing WIOA documents to print, fil out, sign, and scan back to the staff who conducted the Center Overview. These documents include:
  - SCWOS Membership Sheet & Authorization to Release Information
  - Employment Verification Request Form (signed only, not dated)

II. WIOA Application

1. Certification Documents

- The individual will receive a phone call from the WIOA staff describing all documents needed with a follow-up email containing a list of all documents needed to begin the virtual WIOA enrollment process.
- The individual will print, fill out, sign and date, and email the documents back to the WIOA staff. **Note:** Social Security card verification should take place via FaceTime or a video conferencing platform. An encrypted email generated from the WIOA staff is also allowable. Upon verification of the SS#, this email must be double deleted to protect PII.
- Upon receipt of all documents, the WIOA staff will call the individual for the WIOA Application process appointment.

2. WIOA Application Process in SCWOS

- The individual will receive an email with a description of all WIOA Application documents needed for enrollment (see attachments to this memo below).
- The individual will scan all documents and email them to the WIOA staff for verification. Any missing documents will need to be provided by the individual in a timely manner to guarantee a smooth enrollment.
- The WIOA staff will call the individual and explain the WIOA Application process step-by-step and will enter all pertinent information into SCWOS utilizing the received documents for enrollment verification purposes.

3. WIOA Assessments – TABE/WIN

TABE Assessments

TABE assessments can only be administered in-person at the facilities listed below. Online TABE assessments are only available through Adult Education sites. Scores must be provided to the case manager via cell phone, email, or text for entry into SCWOS.

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- SC Works Center Aiken – TABE assessments are scheduled in person at the center and are proctored by a WIOA staff.
- SC Works Center Orangeburg – administered by Orangeburg-Calhoun Adult Education staff
- Aiken County Adult Education
- Allendale County Adult Education
- Bamberg/Barnwell Adult Education
- Orangeburg-Calhoun Adult Education

WIN/WorkKeys Assessments

Below are WIN/WorkKeys testing sites are administered in-person at scheduled dates and times. Case Managers refer the individual to the testing site for a scheduled date and time.

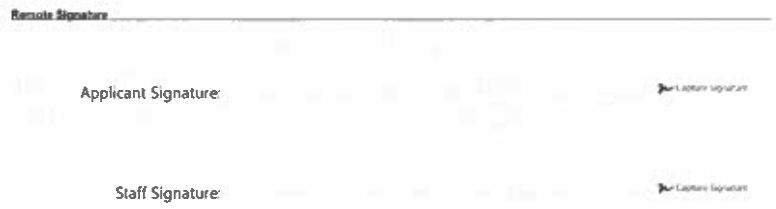
- SC Works Centers in Aiken and Orangeburg
- Aiken Technical College
- Allendale County Adult Education
- Bamberg/Barnwell Adult Education
- Orangeburg/Calhoun Technical College Adult Education

The individual will receive the assessment results and provides them to the case manager via cell phone, email, or text.

In case of an emergency closures of TABE/WIN/WorkKeys testing sites, new instructions will be disbursed.

4. WIOA Eligibility/Participation Documents

- The WIOA staff will email a copy of the eligibility and participation print out to the individual for signature.
- The individual will print, sign, scan and email the documents to the WIOA staff.
- The WIOA Application Eligibility screen has the capability of a remote signature by both the case manager and the participant (internet access required).



III. WIOA ORIENTATION

1. OASR/IEP/ISS

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- The case manager will call the participant at the agreed appointment time and will explain the process of the OASR, IEP/ISS via FaceTime or Video Conferencing or cell phone call and enter all necessary information into the OASR, IEP/ISS. For guidance, please reference the State Instruction 18-01 - Individual Employment Plan.
- Upon completion, the participant will print, sign, scan and email the documents to the case manager.
- The IEP/ISS has the capability of a remote signature by the case manager and participant (internet access required).

IV. TRAINING COMMITTEE

The training committee members will meet via conference call or video conference to approve the training chosen by the participant and sign the necessary documents via email.

V. OCCUPATIONAL SKILLS TRAINING

Case managers will enter a 300/416 activity code with a projected start date and complete all steps for the completion of the code entry including the training provider, location, O-Net code, training tuition costs, financial aid (if applicable). The occupational skills training information must be updated in the IEP/ISS and signed by the participant via cell phone, email or text.

In case of emergency closures of Technical Colleges and private Training Providers: The occupational skills codes (300/416) should not be entered for newly enrolled participants until there is a notice from the training providers that the campus will re-open and classes will resume or the training provider offers online classes for the duration of the closure to the public.

Case Managers need to contact the incumbent participant with occupational skill codes (300/416) and make any changes to the length of such codes, if necessary, to keep the participant from soft exiting. Case managers can upon completion of the contact enter codes pertaining to the nature of the contact i.e. career guidance. In accordance with State Instruction 18-01, the IEP/ISS needs to be updated, an activity code entered as well as documentation of the conversation in an accompanying case note.

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VI. WORK EXPERIENCE (WEX)

The development of a Work Experience involves a contractual agreement between the WIOA participant as well as a designated employer. Necessary WEX contract documents have to be signed by both parties. It is assumed that the employer will have printing/scanning and emailing capabilities. For the WIOA participant's signature, please follow the steps below.

- The WIOA staff emails the WEX contracts to the participant.
- The participant prints, signs, scans and emails the documents to the WIOA staff.

VII. ON-THE JOB TRAINING (OJT)

On-the Job Training programs involve a contractual agreement between the Lower Savannah Council of Governments (LSCOG) and the designated employer. Necessary contractual agreements are established by the business services team and kept in-house at LSCOG. The business services team emails a contract to the case manager for reference and has to be uploaded into SCWOS.

B. Individuals interested in WIOA with access to internet, a cell phone, a computer, and a printer

Please adhere to all applicable instructions above with the following differences:

- The WIOA staff will email all necessary documents to the individual/participant.
- The participant will print all the documents, fill-out, and sign and date all the documents.
- The participant will take a picture of all necessary documents needed for WIOA enrollment and email the pictures to the case manager for verification.
- WIOA staff will upload all into SCWOS as proof of document acceptance. A detailed case note will need to accompany the process.

Note: Social Security card verification should take place via FaceTime or a video conferencing platform. An encrypted email generated from the WIOA staff is also allowable. Upon verification of the SS#, this email must be double deleted to protect PII.

C. Individuals interested in WIOA with access to internet and a cell phone

Please adhere to all applicable instructions above with the following differences:

- The WIOA staff, with approval from the individual/participant, is allowed to fill out any necessary documents on the individual's behalf and upon completion, will email the document to the individual for approval.
- The individual/participant will review the document for correctness and reach out to the WIOA staff in case of any necessary changes.
- The individual will take a picture of all necessary documents needed for WIOA enrollment and email the pictures to the case manager for verification. In the body of the email the participant

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will verify the approval and acceptance of the documents by saying: "This email functions as signature for the approval and acceptance of all documents."

- WIOA staff will upload all into SCWOS as proof of document acceptance. A detailed case note will need to accompany the process.

Note: Social Security card verification should take place via FaceTime or a video conferencing platform. An encrypted email generated from the WIOA staff is also allowable. Upon verification of the SS#, this email must be double deleted in order to protect PII.

D. Individuals interested in WIOA with landline access only

Overview – WIOA Enrollment – WIOA Participation – OASR/IEP/ISS

- The WIOA staff will call the individual and explain the entire WIOA enrollment process over the phone, step-by-step.
- The individual will receive all pertinent documents as well as a stamped return envelope in the mail.
- Once completed, signed and dated, the individual can either send the documents back via mail or drop them off at the nearest SC Works Center's drop box.

Note: The individual should mail a copy of the Social Security card, which, upon verification over the phone with the individual, must be shredded to protect PII.

INQUIRIES: Direct all inquiries regarding this instruction to the Lower Savannah Council of Governments' Workforce Development Staff, Lower Savannah Council of Governments, Post Office Box 850, Aiken, South Carolina 29802-0850, telephone 803-649-7981, fax 803-649-2248, or e-mail abanderson@lscog.org.

André B. Anderson

Workforce Development Administrator

Distribution: LowerSavannahWDA website

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LOWER SAVANNAH COG Council of Governments

LOWER SAVANNAH
WORKFORCE DEVELOPMENT AREA

SC WORKS LOWER SAVANNAH
americanjobcenter

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WIOA Eligibility/Verification Documentation Requirements

(Adult + Dislocated Worker)

In order to determine your eligibility for WIOA services, the following documents must be presented to a WIOA program representative during the eligibility appointment.

!!!!! Please register in www.scworks.org, enter a Résumé and complete the WIN assessment !!!!!

Address	**Driver's License, State ID or Passport (only one is necessary)**
if different from ID	**Lease Agreements or Utility Bill**
Social Security #	**Social Security Card, Social Security Office letter, W-2 form, DD-214**
Selective Service	**DD-214, Status Information Letter, Status Information Letter, Acknowledgement Letter or Registration Card** If a male born after December 31, 1959, and 18 or older you must be registered for Selective Service. *www.sss.gov to register if not registered
Authorization to Work	**Driver's License (unexpired) and Social Security Card; Passport, Permanent Resident Card**
Veteran	**DD214 or VA Records** No DD214?... apply at www.Archives.gov/veterans/military-service-records Eligibility can be conducted without a DD214, but veteran's preference will not be guaranteed until veteran status has been verified.
Employment *(for dislocated workers)*	**UI Records or Notice of Termination/Separation Letter from Employer**
Education	**Copy of Diploma/s, GED, Transcript**
FAFSA	**FAFSA Print-Out** (if applicable)
Student Loan	**Student Loan Letter** (if applicable)
Public Assistance	Verification of any government assistance: DSS, TANF, Unemployment, SSDI, SSI, etc. **Food Stamp Printout, Social Security Insurance or Disability Printout** Government assistance does not guarantee or prevent eligibility.
Family Income	Proof of **ALL** income of the last 6 months for **ALL** household members who are working and related to you by blood or marriage. **Pay-Stub, Quarterly estimated tax for self-employed, Pension, Bank Statements, UI Documents**
Family Size	Proof of Household members related to you by blood or marriage **Food Stamp Printout, Birth Certificate, or Most Recent Tax Return (1st page only)**

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WIOA Eligibility/Verification Documentation Requirements

(ADULT, DISLOCATED WORKER & YOUTH)

!!!!! Please register in www.scworks.org, enter a Résumé and complete the WIN Assessment !!!!!

ONLY ONE OF THESE PER CATEGORY IS NECESSARY

SOCIAL SECURITY NUMBER & CITIZENSHIP:

SC DRIVER'S LICENSE AND SOCIAL SECURITY CARD

OR

PERMANENT RESIDENT CARD

ADDRESS:

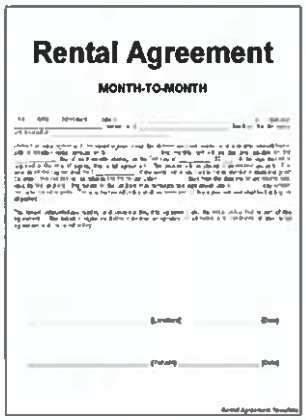
VALID ID OR DRIVER'S LICENSE

OR

UTILITY BILL

OR

LEASE AGREEMENT



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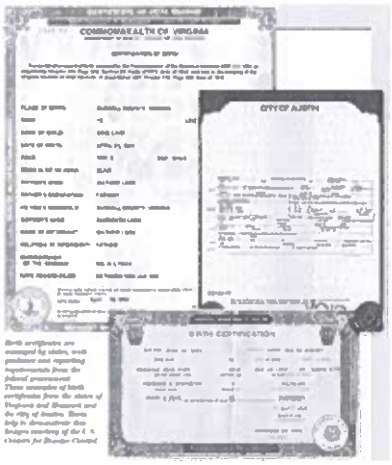
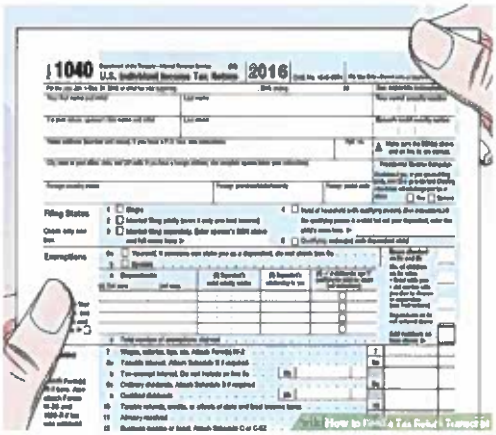
FAMILY SIZE:

BIRTH CERTIFICATES FOR HOUSEHOLD



OR

TAX RETURN



PUBLIC ASSISTANCE:

EBT CARD

OR

PUBLIC ASSISTANCE PRINTOUT

SLICSLA987A FSIS/EBTIS : CARD ISSUANCE SCREEN DATE: 01/26/98
TIME: 12:35:11

FSIS CASE ID : 123456789

NAME : EBT CASE

ISSUE AN EBT CARD?: Y
VALID RESPONSE CODE MUST BE A (Y OR N)

WARNING:

NO EBT CARD ISSUED PREVIOUSLY - IF N IS ENTERED, NO CARD WILL BE ISSUED. YOU DO NOT NEED TO RE-ENTER THE Y IF A CARD IS TO BE ISSUED. JUST PRESS ENTER.

ENTER = PROCESS INFORMATION

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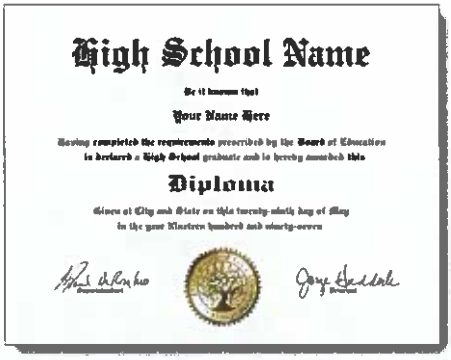
HIGH SCHOOL DIPLOMA OR GED:

DIPLOMA OR GED



High School Name

Be it known that

Your Name Here

having completed the requirements prescribed by the Board of Education is declared a High School graduate and is hereby awarded this

Diploma

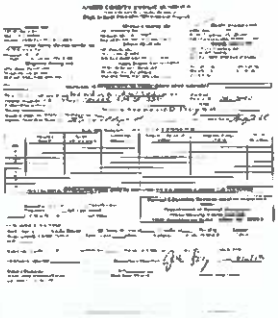
Given at City and State on this twenty-ninth day of May in the year Nineteen hundred and ninety-seven

OR

SCHOOL TRANSCRIPT

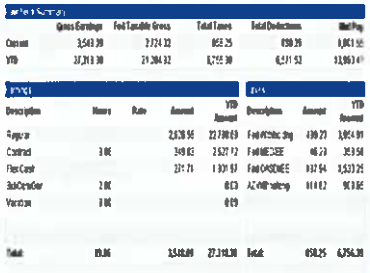
OR

DROP OUT LETTER



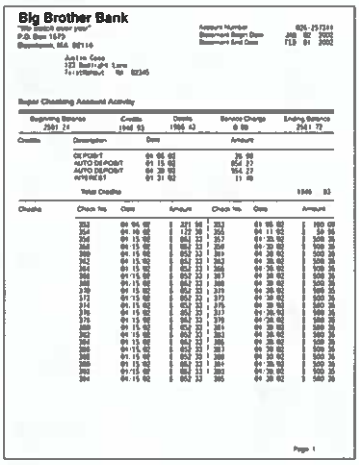
FAMILY INCOME:

PAYCHECK



OR

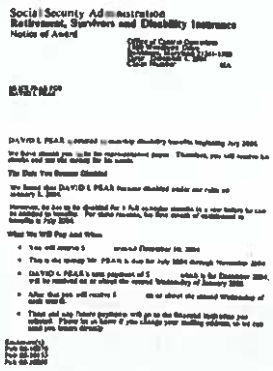
BANK STATEMENT



Big Brother Bank

OR

DISABILITY LETTER



Social Security Administration
Retirement, Survivors and Disability Insurance
Notice of Award

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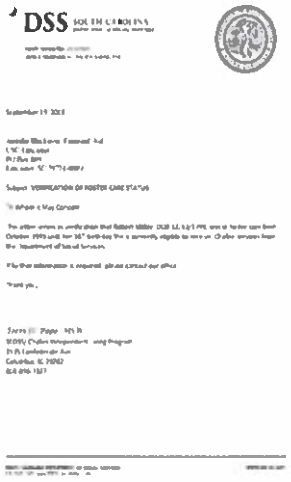
FOSTER CARE:

DSS VERIFICATION LETTER



DSS SOUTH CAROLINA

[redacted]

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