



GREENVILLE COUNTY
Workforce Development Board

Preparing the workforce, growing our economy

INSTRUCTION LETTER

INSTRUCTION NUMBER: WIOA Regional 18-09

TO: SC Works Service Provider/Operator

SUBJECT: Follow Up Policy

DATE	DATE	DATE
ISSUED: <u>June 14, 2019</u>	EFFECTIVE: <u>Immediately</u>	EXPIRES: <u>Indefinitely</u>

Purpose: The purpose of this instruction is to transmit the Greenville County Workforce Development Board and the Upstate Workforce Boards follow-up policy for WIOA adults and dislocated workers.

Background: Under the provisions of the Workforce Innovation and Opportunity Act (WIOA), Unemployment Insurance (UI) wage records have always been the primary data source of documenting entered employment for exiters. This policy outlines procedures for collecting supplemental data only for those adult and dislocated worker exiters who are employed in a job that is not covered by UI or employed in a job that is located in another state.

Policy: Upon completion of a participant's WIOA participation, the contractor will conduct an exit interview with the participant. During the interview (in person or by phone), the participant's social security number should be reviewed and checked against the social security number recorded in SCWOS to ensure accuracy, since UI wage records are reported by social security number. Alternate contact information should be reconfirmed. Employment information should be obtained from the participant and recorded on the WIOA case closure screen in SCWOS.

If it is determined that the employment is covered under UI, collection of supplemental documentation will not be required. In addition, the quarterly follow-up screens will not need to be completed. However, participants should be advised to contact the grantee in the event they lose their job or should job-related problems arise. In addition, staff will enter a case note in SCWOS verifying this.

Supplemental data should continue to be collected for four quarters following exit for participants who are self-employed, working for an employer not covered under UI, or working in another state. Refer to TEG 26-16 for more information on supplemental data. The individual's employment status must be recorded and verified on the appropriate quarterly follow-up screen in SCWOS.

The SCWOS Follow-Up Ad Hoc reports (Follow Up 1, Follow Up 2, Follow Up 3, and Follow Up 4) should be used to assist in identifying individuals who did not have UI wages or supplemental wages reported each quarter. It may be necessary to identify other reports to assist in identifying WIOA exiters in need of follow up. Follow up Ad Hoc reports provide

information on exiters by program year which can sometimes be problematic.

These may be individuals who were previously employed with an employer covered under UI but are now working for a non-UI employer, working in another state, or are no longer employed. The contractor should conduct follow-up for individuals shown on these reports (and other reports) to determine if the individual worked during the quarter. For employed individuals, only supplemental data should be collected and recorded on the appropriate follow-up screen in SCWOS. If not employed during the quarter, the current quarterly follow-up screen should be completed in SCWOS indicating the individual did not work during the quarter. Unemployed individuals should be encouraged to visit their local SC Works Center or conduct job searches in SCWOS.

If contact cannot be made to verify the employment status for the quarter, the current quarterly follow-up screen should be completed in SCWOS indicating 'Cannot Locate' as the status at follow-up. At least five contact attempts must be documented during the quarter prior to recording this status. Different methods should be utilized in attempting contact, such as calling at different times of the day, sending a letter or postcard, sending an email or text, and utilizing alternate contact numbers. Contact attempts may be documented on the current quarterly follow-up screen by completing the 'Contact Attempt' section on the first page of the quarterly follow-up or by entering a case note after each contact attempt.

Follow up codes should be used as appropriate. Case managers must follow local area policies in determining eligibility for receipt of follow-up services. In general, payment for follow-up supportive services with WIOA funds is approved only when the service is needed to remove a barrier to participation in education or employment after exit. Follow-up services funded by WIOA should only be provided after other resources such as family, friends, DSS and other partner agencies have been exhausted. Follow-up services may be provided up to one year after exit. Access to Follow-up service records is available after Case Closure has been entered into SCWOS.

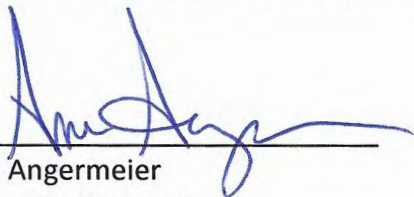
Available SCWOS Codes:

- F00- Follow Up Service that require funding
- F01- Referral to Community/Medical
- F03- Tracking Progress in Employment/Education
- F04- Work-Related Peer Support Group
- F05- Assistance Securing a Better-Paying Job
- F06- Career Development/Further Education Planning
- F07-Assistance with Work Related Problems

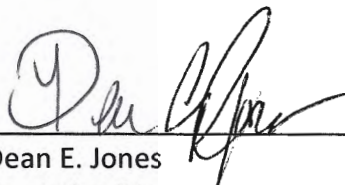
Attachment: Estimated SCWOS wage load dates.

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

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



Ann Angermeier
Executive Director
Upstate Workforce Board



Dean E. Jones
Executive Director
Greenville County Workforce Development Board

Source: *TEGL 26-16, internal staff research based on communication with other local workforce areas/SCWOS coordinators meetings.*

Wage Load Estimates:

This is not in any way official or sanctioned by the local areas or the state, but here is a “cheat sheet” for the quarters. Note that the wage load dates are only approximate, but historically they are generally around the time indicated. The wage load is also much more complicated than shown below since it also involves WRIS which may come in even later. Also each quarter they are actually not loading a single quarter, but a full load of the most recent 8 quarters, so that is why things change sometimes. If clients have a wage correction, an amended employer return, a data entry correction, employer filed late report, etc.

According to GEOSOL OPC #486525 4/1/19, they are preparing for a wage load that will cover the time frame 1st quarter of 2017 to 4th quarter of 2018, so this will cover all employer reported wages for January 1, 2017 to December 31, 2018 (the most recent 8 quarters). The time frame refers to earnings during the period (employer payroll wage reports) during the particular calendar quarter (not exiter timeframes and not PY).

PY 2018 ANNUAL REPORT Due 10/01/2019 2nd Quarter Employment/Placement/Median Earnings Exit Time Frame 07/01/2017 - 06/30/2018	Exit Quarter	2nd Quarter After Exit IS	Estimated Date applicable Wages Loaded to SCWOS
11/14/2018 Q1 report Exit Time Frame	07/01/2017 - 09/30/2017	01/01/2018 - 03/31/2018	7/25/2018
02/14/2019 Q2 report Exit Time Frame	10/01/2017 - 12/31/2017	04/01/2018 - 06/30/2018	10/25/2018
05/15/2019 Q3 report Exit Time Frame	01/01/2018 - 03/31/2018	07/01/2018 - 09/30/2018	1/25/2019
08/14/2019 Q4 report Exit Time Frame	04/01/2018 - 06/30/2018	10/01/2018 - 12/31/2018	4/25/2019

PY 2018 ANNUAL REPORT Due 10/01/2019 4th Quarter Employment/Placement Exit Time Frame 01/01/2017 - 12/31/2017	Exit Quarter	4th Quarter After Exit IS	Estimated Date applicable Wages Loaded to SCWOS
11/14/2018 Q1 report Exit Time Frame	01/01/2017 - 03/31/2017	01/01/2018 - 03/31/2018	7/25/2018
02/14/2019 Q2 report Exit Time Frame	04/01/2017 - 06/30/2017	04/01/2018 - 06/30/2018	10/25/2018
05/15/2019 Q3 report Exit Time Frame	07/01/2017 - 09/30/2017	07/01/2018 - 09/30/2018	1/25/2019
08/14/2019 Q4 report Exit Time Frame	10/01/2017 - 12/31/2017	10/01/2018 - 12/31/2018	4/25/2019