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LSWDA INSTRUCTION NUMBER: **PY 17-001**

DISTRIBUTION LIST: **See below**
ISSUANCE DATE: **JUNE 1, 2018**
EFFECTIVE DATE: **JUNE 1, 2018**

SUBJECT: **LOCAL SCWOS SCANNING/UPLOADING DOCUMENT MANAGEMENT PROCESS**

PURPOSE: The purpose of this Instruction is to provide information and guidance to the Lower Savannah Workforce Development Area (LSWDA) sub-recipient and partner organizations regarding the implementation process for **Local SCWOS Scanning/Uploading Document Management Process.** Sub-recipient and partner organizations include LSWDA service providers, contractors, one-stop center operators, and other applicable agencies responsible for operating activities and/or delivery of services to Workforce Innovation and Opportunity Act (WIOA) customers.

BACKGROUND: The LSWDA routinely issues Instructions to its sub-recipients regarding Policies and Procedures for handling various situations relating to Workforce Development within the region.

The Lower Savannah Region is striving to go paperless. LSWDA, partner and sub-recipient staff, have the ability to scan, upload, link and view documents in SCWOS. For the WIOA Application verification documents, please reference the WIOA Eligibility/Verification Checklist located on the www.LowerSavannahWDA.org website under the Resource page.

Staff may utilize the SCWOS Training Site at https://training.geosolinc.com/1205/vos45000000v1205/vosnet/Default.aspx to familiarize themselves with the procedure. The logon info is "r8staff" and the password is "SCtest@10."

Definitions used for Electronic Document Management

- *Scan* – Scans a document directly into SCWOS with a scanner (Dynamsoft Software program needs to be downloaded first to scan)
- *Upload* – Uploads an existing image file (PDF format) – Recommended Procedure
- *Link* – Links a document already in SCWOS to a verification item
- *View* – Views a document which has already been uploaded into the system

What to Scan and Upload:

- Signed & dated WIOA Program eligibility verifications such as a Birth Certificate, a Driver's License, Selective Service documents etc. (please reference the WIOA Eligibility/Verification Checklist).

An Equal Opportunity Employer/Program. Auxiliary aids and services are available to individuals with disabilities upon request.

- Signed & dated SCWOS Membership / Authorization for Release of Information
- Signed Employment Verification Request Form
- Signed & dated Equal Opportunity is the Law – Rights Handout
- Signed Timesheets
- Copies of Diplomas, Degrees, or Certificates received as a result of participation in the program or training

Do NOT scan or upload the following:

- Social Security Card or copies
- I-9 Employment Verification
- Other documents containing a social security number *UNLESS IT IS REDACTED (BLACKED OUT)*
- Medical/Health related documents or letters - violates HIPPA/Privacy Laws
- Disability related documents or letters - violates HIPPA/Privacy Laws
- Criminal Records or letters - violates HIPPA/Privacy Laws
- Documents containing information already in the system such as resume´s, case notes, etc.
- Documents not necessary for case management – personal letters, notes, workshop announcements, etc.

Process for scanning and uploading

In addition to the SC Works Center's copiers, equipped with scanning capabilities, the sub-recipient's case managers located in the SC Works Centers have or will have a scanner at their desk. It is recommended to scan all documents to the case manager's desktop as a PDF file into a folder labeled "SCWOS Documents to Upload".

The documents need to be saved to the desktop folder using the following specific format for time saving purposes as well as uniformity for the SCWOS data entry such as eligibility verification, case management and follow-up process:

WIOA Application Verification: First Initial.Last Name – Eligibility Verification

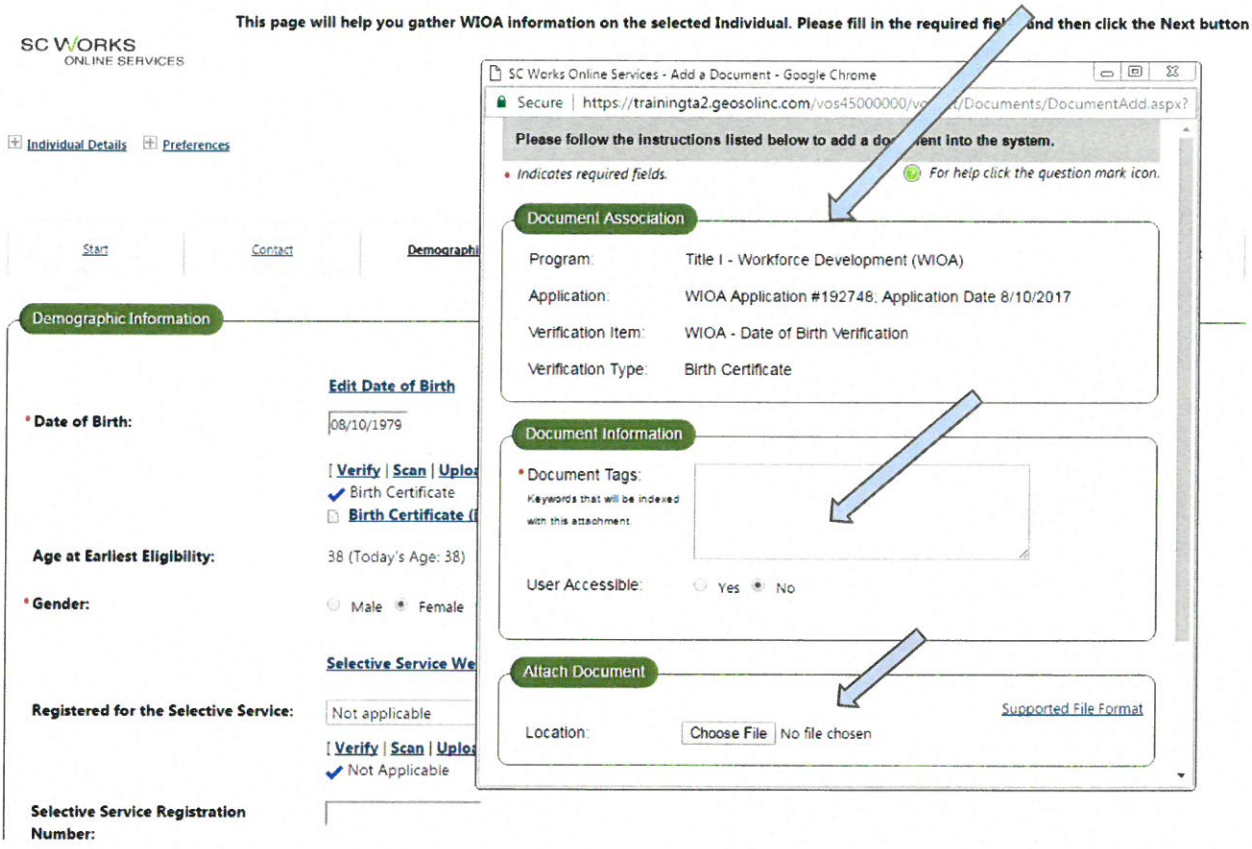
Verification in the SCWOS WIOA Application: SCWOS Membership/Authorization to Release Information, Re-Entry & Waiver Request Form if applicable, WIOA Application, WIOA Participation, Driver's License, Selective Service System Form, DD214 if Veteran, UI Form, Proof of Family Income and income worksheet, Birth Certificates, Public Assistance, Self-Attestation Form, WorkKeys/WIN Career Readiness, TABE, High School Diploma, Certificates, and Degrees.

Other forms/documents to scan:
First Initial.Last Name – Timesheet/s
First Initial.Last Name – Employment Verification
First Initial.Last Name – IEP
First Initial.Last Name – Certificate/s
First Initial.Last Name – OJT Contracts

First Initial.Last Name – Training Committee Forms
First Initial.Last Name – Training Budgets
First Initial.Last Name – Work Experience Contract

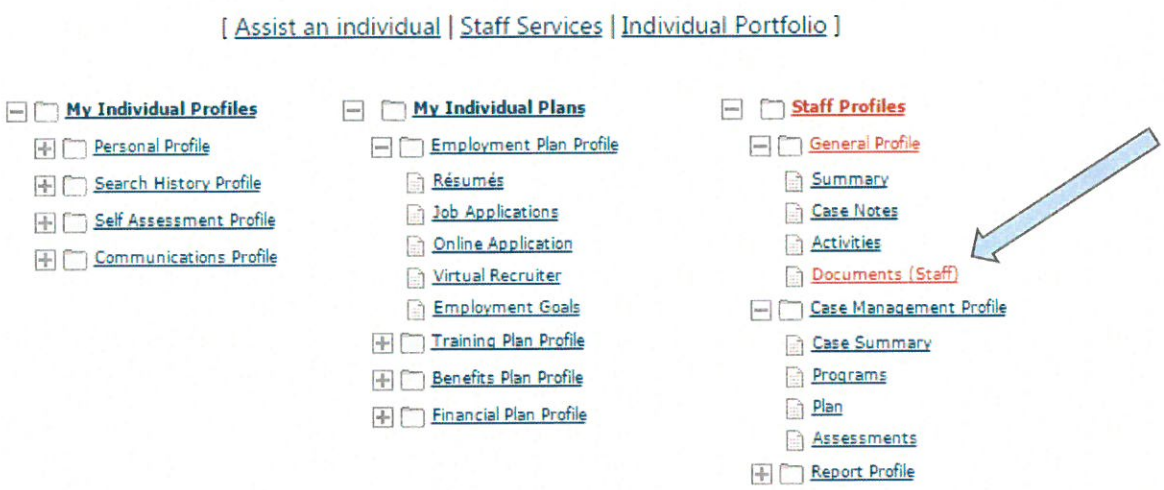
There are three options how to upload the files from your desktop to SCWOS:

1. Upload the individual file directly into the WIOA Application Verification

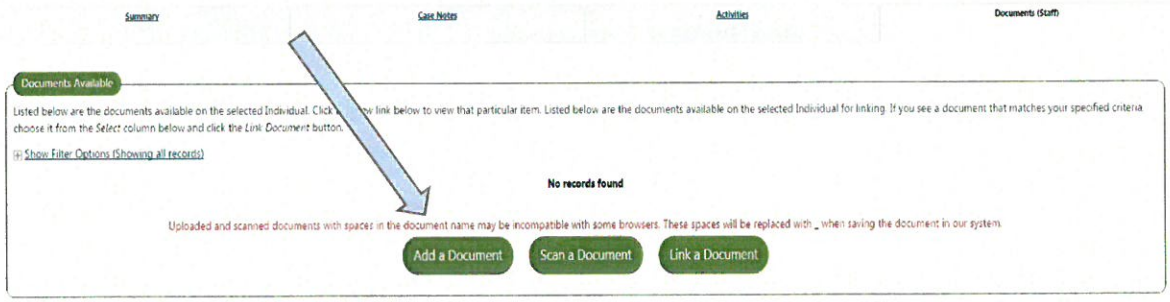


In order to upload individual files, the "Upload" button is used which opens another window. The section under "Document Association" is automatically updated from the application information. In the provided space next to "Document Tags", please use the same file format as listed above, then choose the corresponding file for the verification from your desktop folder and click save. The system will upload the document underneath the verification check mark in the WIOA Application and you have the option to view the document.

2. Upload batch files into the Staff Profile/General Profile/Documents (Staff) – Recommended Option One



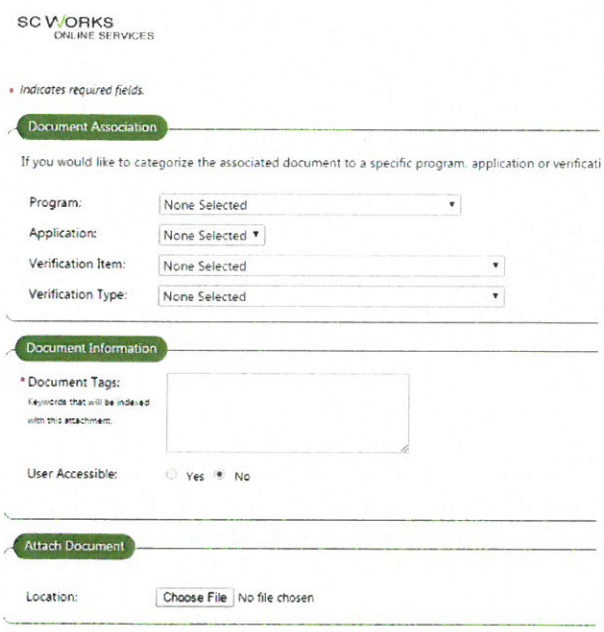
It is recommended to upload documents as a batch from the desktop folder to "Documents (Staff)".



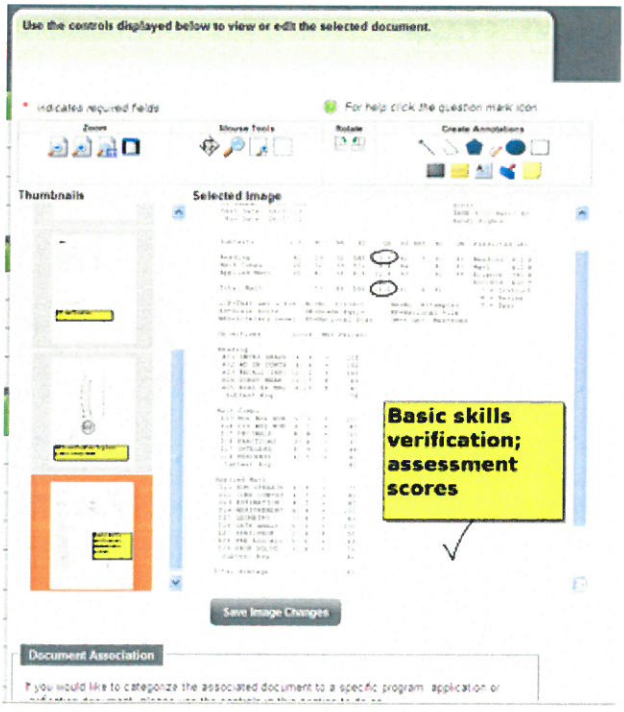
Staff needs to click on "Add a Document" which opens another window. Once the program has been selected all other dropdown fields will populate. Uploading the batch file will not require a selection from the Verification Item or Verification Type lists. The same file format as explained above shall be used to describe the file in "Document Tags". The corresponding documents can then be attached from the desktop folder.

3. Upload batch files after completion of the Summary Case Note - Recommended Option Two

Once the Summary Case Note has been written, the documents can be uploaded as a batch using the "Add a Document" button at the bottom of the Case Note screen. The same file format as explained above shall be used.



Once the batch file is uploaded, sub-recipient staff have the option to View, Edit and add Annotation to the input as well as add new documents. Any missing documents for WIOA Application verification purposes need to be entered into a case note for reference and have to be added individually utilizing the file description format listed above.



Within the view option for the file uploaded, you are able to annotate the file with various tools. It is suggested that each verification page within the one file be annotated properly to identify which verification it is being utilized for, i.e., such as the driver's license is verifying address and date of birth, or TABE scores for basic skills verification and assessment.

It is recommended that the Sub-Recipient's Program Manager approve the downloading of files to ensure the following:

- all documents for the WIOA Eligibility/Verification are present, and
- **no** personal identifiable information (PII) is visible on any of the documents.

NOTE: ALL DOCUMENTS NEED TO BE PURGED FROM THE DESKTOP FILE ONCE THEY HAVE BEEN SUCCESSFULLY UPLOADED TO SCWOS TO AVOID POSSIBLE DUPLICATIONS OF FIRST INITIAL AND LAST NAME FILING STRUCTURE.

Please reference the WIOA Eligibility/Verification Checklist located under the Resources page on the www.LowerSavannahWDA.org website for more details regarding verification documents needed to support eligibility.

ACTION: PLEASE COPY AND DISTRIBUTE TO ALL WIOA FUNDED (PARTLY or FULLY) STAFF

INQUIRIES: Direct all inquiries regarding this Instruction to the Lower Savannah Council of Governments' Workforce Development Staff, Post Office Box 850, Aiken, South Carolina 29801-0850; telephone (803) 649-7981; fax (803) 649-2248; or e-mail cchandler@lscog.org or abanderson@lscog.org.

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