

P.O. Box 995
1550 Gadsden Street
Columbia, SC 29202
dew.sc.gov



Henry McMaster
Governor

Cheryl M. Stanton
Executive Director

STATE INSTRUCTION NUMBER 17-01, Change 1

To: Local Workforce Area Signatory Officials
Local Workforce Development Board Chairs
Local Workforce Area Administrators
DEW Area Directors
DEW Regional Managers

Subject: Required Employer Registration in SCWOS

Issuance Date: August 29, 2018

Effective Date: Immediately

Purpose: The purpose of this instruction is to ensure that business services are provided to valid employers and accurately captured to meet Workforce Innovation and Opportunity Act (WIOA) reporting requirements and performance accountability measures. **This policy guidance further clarifies State Instruction 17-01 and rescinds State Instruction 15-06.** This change to previously issued guidance provides the employer services and corresponding employer service activity codes that require employer verification.

Background: The Department of Employment and Workforce (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. The role of the SC Works system is to deliver high quality services to job seekers and business customers that improve the employment outcomes for both groups. Employer registration in the South Carolina Works Online Services (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.

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. The ESE performance measures currently used in South Carolina include Employer Penetration Rate and Repeat Business Customers. The attached employer service activity codes have been mapped to eight employer service categories specified by the U.S. Department of Labor. Current employer service activity codes are maintained in SCWOS under Staff Online Resources.

Policy: The new 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: Strategic and Economic Development Planning |
| E03: Job Order Assistance and Follow-up | E27: Participation in WIOA-Funded Registered Apprenticeship |
| E04: Mass Recruitment Services | E30: TAA OJT |
| E12: Job Profiling | E40: WIOA State or Local IWT |
| E13: WIOA OJT | E90: Referral of Qualified Applicants |
| E20: Rapid Response IWT | E92: Notification of Potential Applicant |
| E23: Federal Bonding* | E93: Field Checks/Inspections - Rural Manpower Services* |
| E25: readySC Recruitment Activity | E94: Employer Viewed Internal Resume |

**(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. **Noncompliance with this policy may be cause for corrective action, up to and including revocation of SCWOS privileges. Additionally, providing services that require employer verification and approval to non-verified employers, including but not limited to, job fair/hiring event services, Incumbent Worker Training (IWT) contracts, or On-the-Job Training (OJT) contracts, could result in disallowed costs.**

The employer registration requirement in SCWOS may be waived for job fairs and hiring events in response to mass layoffs and closure activities. 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 Workforce Support at WorkforceSupport@dew.sc.gov.

The following SC Works services may be provided to employers who are not fully registered and approved in SCWOS. To accurately reflect employer engagement efforts, employer service activity codes for these services, rather than Work Items, must be recorded in SCWOS for performance purposes.

| | |
|--|--|
| E01: On-Site Consultation Services | E21: Federal Tax Credit (WOTC) |
| E05: Provided Detailed Labor Market Study | E22: Community Resource Connections |
| E07: Promotional Contact | E24: On-Site Re-employment Services |
| E15: On-Site Rapid Response Management Meeting * | E28: Electronic Rapid Response Management Meeting* |
| E16: Rapid Response Group Orientation * | E70 – E79: Employer Referral Codes |

**(entered by state level staff only)*

To avoid the creation of duplicate accounts and the risk of entering inaccurate data, staff must ensure an employer does not already have an account in SCWOS prior to creating a new one. Additionally, staff must ensure activity codes are being entered on the correct employer account and not a duplicate account, in accordance with this policy.

Employer Account Management in SCWOS

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 orders, reviewing candidate resumes, and managing virtual recruiter alerts. Employer 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 Customer Relationship Management (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 is encouraged to provide a high level of customer service by entering Recruiting accounts on behalf of employers when possible. 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. Any account in this status will allow the employer to login, update a profile, and add locations and additional contacts, but will not allow the employer to post a public job order, conduct a candidate search, or access the virtual recruiter system. Employers in this status will be reviewed by the SCWOS Employer Verification Team.
- **Not Verified:** The SCWOS Employer Verification Team has attempted to contact the employer, but has been unable to complete the verification process. Additional information requested by the SCWOS Employer Verification Team will appear in case notes on the employer's account. The employer will continue to only have the rights and privileges of those in a pending verification status.
- **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. Additionally, employer accounts may be locked out if the account is no longer actively used. Employers in this status are unable to login and all active job orders are closed.
- **Enabled:** The SCWOS Employer Verification Team has verified this employer and approved the account. The employer has full employer access rights to the system. The employer can manage profiles, edit locations and contacts, conduct a candidate search, create a virtual recruiter, schedule hiring events, post public job orders, accept job seeker applications, and contact job seekers using the internal messaging system.

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.



Prior to the 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, rather than Work Items, must be recorded for these tasks to accurately reflect employer engagement efforts. The following employer service activity codes should be entered in place of 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

Action: Ensure that all staff receive and adhere to this policy.

Inquiries: Questions may be directed to Policies and Procedures at PolnPro@dew.sc.gov.

Susan M. Boone, Chief Legal Officer
SC Department of Employment & Workforce

Employer Service Codes
Definitions/Notes/DOL Reporting

| Service Code # | Service Code Name | Definition | Notes | Services That Do Not Require Employer Verification Are Marked Yes | DOL Reporting Item On ETA-9169 |
|----------------|---|--|--|---|--|
| E01 | On-Site Consultation Services | On-site visit to the employer to discuss and promote the range of services available through SC Works | Case note must summarize the results of this visit. Include the services company expressed an interest in. | Yes | Employer Information and Support Services |
| E02 | Job Fair/Hiring Event Services | Organized a job fair or hiring event on behalf of the employer and/or provided screening services for the employer at a job fair or hiring event and/or employer participated in an SC Works job fair | Case note must specify the nature of this service. Include outcomes when available. | | Workforce Recruitment Assistance |
| E03 | Provided Job Order Assistance and Follow-up | Assisted the employer in creating or editing a job order in SCWOS. May include 30/60/90 day follow-up on open job orders. | N/A | | Workforce Recruitment Assistance |
| E04 | Provided Mass Recruitment Services | Provided labor exchange services (company matching & job matching) at an employer's site or alternate location | Case note must identify how many staff members were out-stationed, how long the out-station was, and how many applications were taken. | | Workforce Recruitment Assistance |
| E05 | Provided Detailed Labor Market Study | Provided customized workforce information to the employer such as: information on state, regional or local labor market, industries, and occupations; skills analysis for the business; local employment dynamics such as workforce availability, worker supply and demand; business turnover rates; or identification of high growth and high demand industries | Case note must summarize the labor market information provided. Do not use this code if you direct the employer to a website or provide information readily available through the LMI module of SCWOS. | Yes | Employer Information and Support Services |
| E07 | Promotional Contact | Telephone call, email, or in-person conversation at an off-site location (job fair, SHRM meeting, etc.) to schedule an on-site consultation visit (E01) or to promote the use of the range of services available through SC Works | Case note must summarize the results of this contact. | Yes | Not Reported to DOL - For Internal Purposes Only |
| E12 | Job Profile | One or more job profiles were conducted for the employer. | Case note must include the job titles that were profiled. | | Workforce Recruitment Assistance |
| E13 | WIOA OJT Agreement | Employer signed an OJT agreement. Activity code may include follow-up with employer on existing OJT agreement. | Case note must include the OJT agreement number, number of positions, and timeline. If for follow-up, case note must include status of ongoing OJT. | | Training Services |

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|----------------|--|---|---|---|--|
| E15 | RR Management Meeting - On-Site | Coordinated and facilitated a Rapid Response Management Meeting with the employer in-person | This service is only to be entered by state level staff. Local staff should not be using this service at this time. | Yes | Rapid Response/Business Downsizing Assistance |
| E16 | RR Group Orientation | Coordinated and facilitated Rapid Response Group Orientation(s) for the impacted workers of an employer | This service is only to be entered by state level staff. Local staff should not be using this service at this time. | Yes | Rapid Response/Business Downsizing Assistance; Planning Layoff Response |
| E20 | RR-Funded IWT Agreement for Layoff Aversion | Employer signed a Rapid Response-funded IWT agreement for Layoff Aversion. | Case note must include the IWT agreement number, number of positions, and timeline. | | Training Services; Incumbent Worker Training Services; Rapid Response/Business Downsizing Assistance; Planning Layoff Response |
| E21 | Federal Tax Credit | Federal tax credit (WOTC) is provided to an employer. | System Generated | Yes | Employer Information and Support Services |
| E22 | Community Resource Connections | Use this code when an employer is referred to an economic or community partner for additional services and resources other than those partners listed in E70-E79. | Case note must summarize who the employer was referred to and why. | Yes | Employer Information and Support Services |
| E23 | Federal Bonding | Issued a bond to an employer | This service is only to be entered by state level staff. Local staff should not be using this service at this time. | | Untapped Labor Pools Activities |
| E24 | On-Site Re-employment Services | Use this code to schedule and record the provision of on-site re-employment services to a worker group, prior to their separation date. This includes resume building and posting in SCWOS, job search assistance, and soft-skills awareness training. | Case note must summarize the services provided. | Yes | Rapid Response/Business Downsizing Assistance; Planning Layoff Response |
| E25 | readySC Recruitment Activity | Use this code when working directly with readySC to provide an employer with mass recruitment services. | Case note must summarize the number of positions, referrals, and outcomes. | | Workforce Recruitment Assistance |
| E26 | Engaged in Strategic Planning/Economic Development | An employer was engaged in either workforce investment strategic planning or business growth and economic development strategic planning. These activities could include, but are not limited to participating in community based strategic planning; sponsoring employer forums; securing information on industry trends; providing information for the purpose of corporate economic development planning; and partnering in collaborative efforts to identify workforce challenges, and developing strategies to address those challenges. | Case note must summarize the engagement. | | Strategic Planning/Economic Development Activities |

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Definitions/Notes/DOL Reporting

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|----------------|--|---|--|---|---|
| E27 | Participation in a WIOA-Funded Registered Apprenticeship Program | An employer is participating in a registered Apprenticeship program that combines structured on-the-job training, job related education, and a scalable wage progression. WIOA funds are being used for the classroom and/or on-the-job training. | Case note must summarize the length and type of apprenticeship and indicate how funding is being used (CT or OJT). | | Training Services |
| E28 | RR Management Meeting - Not in Person | Provided the employer (electronically or telephonically versus in-person) the range of services and other assistance available to workers and employers affected by layoff | This service is only to be entered by state level staff. Local staff should not be using this service at this time. | Yes | Rapid Response/Business Downsizing Assistance |
| E30 | TAA OJT Agreement | Employer signed an OJT agreement funded by TAA. Activity code may include follow-up with employer to existing OJT agreement. | Case note must include the OJT agreement number, number of positions, and timeline. | | Not Reported to DOL - For Internal Purposes Only |
| E40 | WIOA State or Local IWT | Employer signed a State or Locally-funded IWT agreement. | Case note must include the IWT Agreement Number, number of positions, and timeline. | | Training Services; Incumbent Worker Training Services |
| E70 | Referral to SC Vocational Rehabilitation | Referred employer to SC Vocational Rehabilitation menu of services | Case note must include a description of the services referred for and the location/office the employer was referred to. | Yes | Employer Information and Support Services |
| E71 | Referral to WIOA | Referred employer to WIOA menu of services | Case note must include a description of the services referred for and the location/office the employer was referred to. | Yes | Employer Information and Support Services |
| E72 | Referral to Wagner-Peyser | Referred employer to Wagner-Peyser (WP) menu of services | Case note must include a description of the services referred for and the location/office the employer was referred to. | Yes | Employer Information and Support Services |

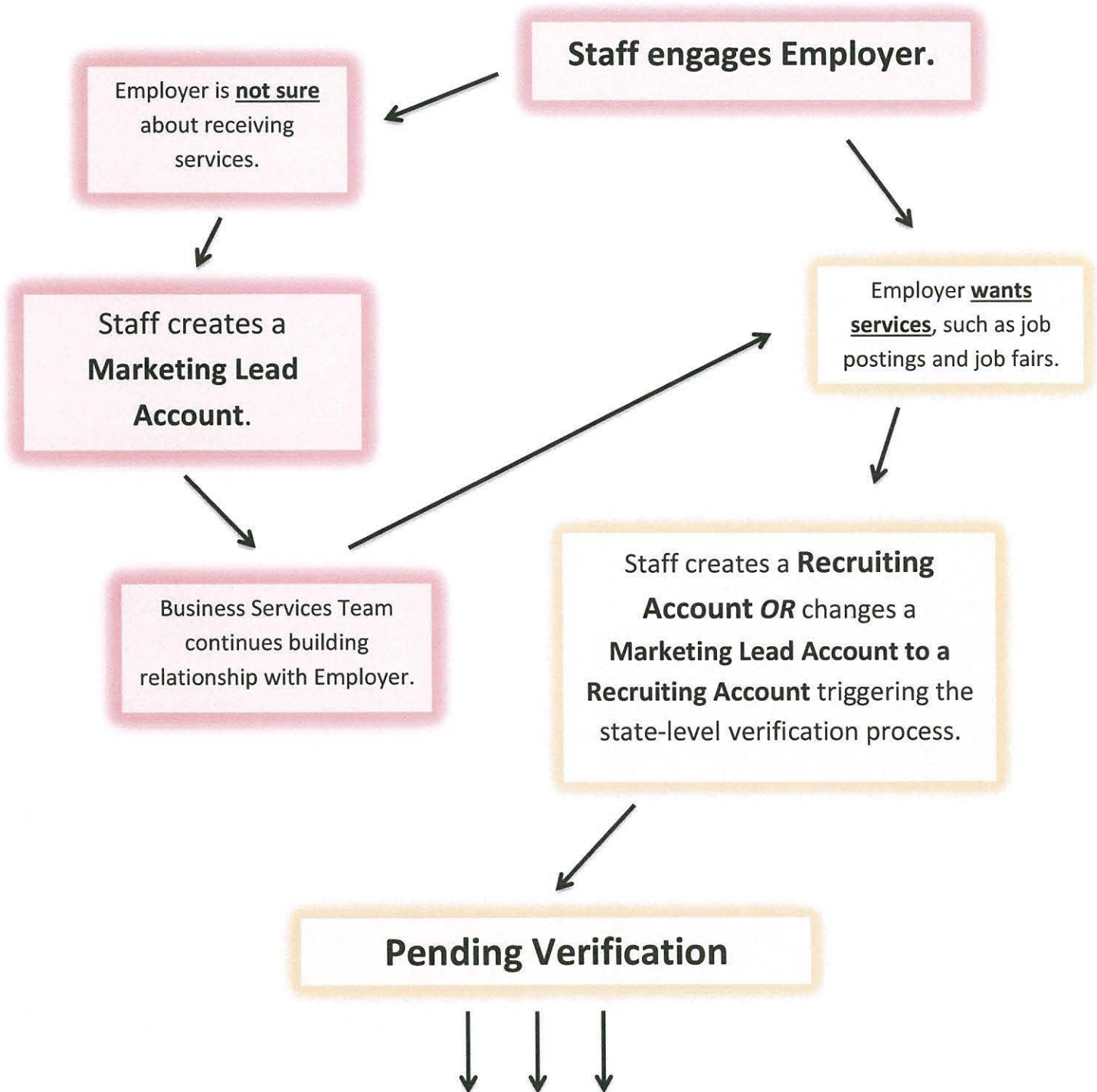
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|----------------|--|--|---|---|---|
| E73 | Referral to Apprenticeship Carolina | Referred employer to Apprenticeship Carolina menu of services | Case note must include a description of the services referred for and the location/office the employer was referred to. | Yes | Employer Information and Support Services |
| E74 | Referral to Adult Education | Referred employer to Adult Education menu of services | Case note must include a description of the services referred for and the location/office the employer was referred to. | Yes | Employer Information and Support Services |
| E75 | Referral to SC Department of Social Services | Referred employer to SC Department of Social Services menu of services | Case note must include a description of the services referred for and the location/office the employer was referred to. | Yes | Employer Information and Support Services |
| E76 | Referral to Work Opportunity Tax Credit | Referred employer to Work Opportunity Tax Credit (WOTC) menu of services | Case note must include a description of the services referred for and the location/office the employer was referred to. | Yes | Employer Information and Support Services |
| E77 | Referral to Enterprise Zone | Referred employer to Enterprise Zone menu of services | Case note must include a description of the services referred for and the location/office the employer was referred to. | Yes | Employer Information and Support Services |
| E78 | Referral to SC Manufacturing Extension Partnership | Referred employer to SC Manufacturing Extension Partnership menu of services | Case note must include a description of the services referred for and the location/office the employer was referred to. | Yes | Employer Information and Support Services |

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|----------------|---|---|--|---|--|
| E79 | Referral to Job Profiling | Referred employer to services that provide Job Profiling | Case note must include a description of the services referred for and the location/office the employer was referred to. | Yes | Employer Information and Support Services |
| E90 | Referred Qualified Applicants | Recorded automatically in SCWOS when job referrals are entered | System Generated | | Workforce Recruitment Assistance |
| E92 | Notification to Employer of Potential Applicant | Recorded automatically in SCWOS when staff elect to notify the employer of a potential applicant (not a job referral to the employer) | System Generated | | Workforce Recruitment Assistance |
| E93 | Field Checks/Inspections | This activity code is used by Rural Manpower Services. | This service is only to be entered by state level staff. Local staff should not be using this service at this time. | | Not Reported to DOL - For Internal Purposes Only |
| E94 | Employer Viewed Internal Resume | Recorded automatically when an employer views a resume stored within the system. | System Generated | | Workforce Recruitment Assistance |

Employer Verification Process: Local Level



Employer Verification Process: State Level

