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Council of Governments

Workforce Development Board

UPPER SAVANNAH WDA INSTRUCTION NUMBER: PY'18-04

TO: Upper Savannah Grantees

ISSUANCE DATE: September 28, 2018

EFFECTIVE DATE: Immediately

SUBJECT: Upper Savannah SCWOS Scanning/Uploading Document Management Process

PURPOSE: The purpose of this instruction is to provide information and guidance regarding the implementation of the Upper Savannah SCWOS Scanning/Uploading Document Management Process.

The Upper Savannah Area is striving to go paperless by October 1, 2018. This process will start with the scanning of the documentation collected and completed during the WOS eligibility determination and verification process. Staff have the ability to scan, upload, link and view documents in SC Works Online Services (SCWOS). For the WIOA Application verification documents, please reference SCWOS or the SCWOS Eligibility Verification Checklist (Attachment A of the Eligibility Determination and Comprehensive Assessments Addendum).

Staff may utilize the SCWOS Training Site to practice scanning/uploading documents (https://trainingta2.geosolinc.com/vos45000000/vosnet/Default.aspx?plang=E).

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 directly into SCWOS)
- Upload – Uploads an existing image file (PDF format)
- 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 and dated WIOA program eligibility verifications such as birth certificate, driver's license, selective service documents, etc. (please reference the WIOA Eligibility/Verification checklist).

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- Signed and dated authorization for release of information
- Signed and dated Equal Opportunity is the Law – Rights Handout
- Other documents signed and/or collected during the eligibility determination process

What not to scan or upload:
- Social security card or copies
- I-9 employment verification
- 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, such as personal letters, notes, workshop announcements, etc.

Process for scanning and uploading
All staff should have access to a scanner. It is recommended to scan all documents to a PDF file and save in a folder labeled "SCWOS Documents to Upload".

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

> WIOA Application Verification: Last Name First Initial Last 4 SSN – Eligibility Verification
> *(SmithJ4321 – Eligibility Verification)*

> Some verifications in the SCWOS WIOA Application: Authorization to Release Information, Re-Enrollment Request Form if applicable, WIOA Application, Driver's License, Selective Service documentation, DD214 if Veteran, UI Printout, 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 optional forms/documents to scan, but not required:
Last Name First Initial Last 4 SSN – Timesheet/s
Last Name First Initial Last 4 SSN – Employment Verification
Last Name First Initial Last 4 SSN – IEP
Last Name First Initial Last 4 SSN – Certificate(s)
Last Name First Initial Last 4 SSN – OJT Contract(s)
Last Name First Initial Last 4 SSN – Training Plan(s)
Last Name First Initial Last 4 SSN – ITA / Training Budget(s)
Last Name First Initial Last 4 SSN – Work Experience Contract

There are three options in which to upload the files 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 the "SCWOS Documents to Upload" folder and click save. The system will upload the document underneath the verification check mark in the WIOA Application. There is an option to view the document.
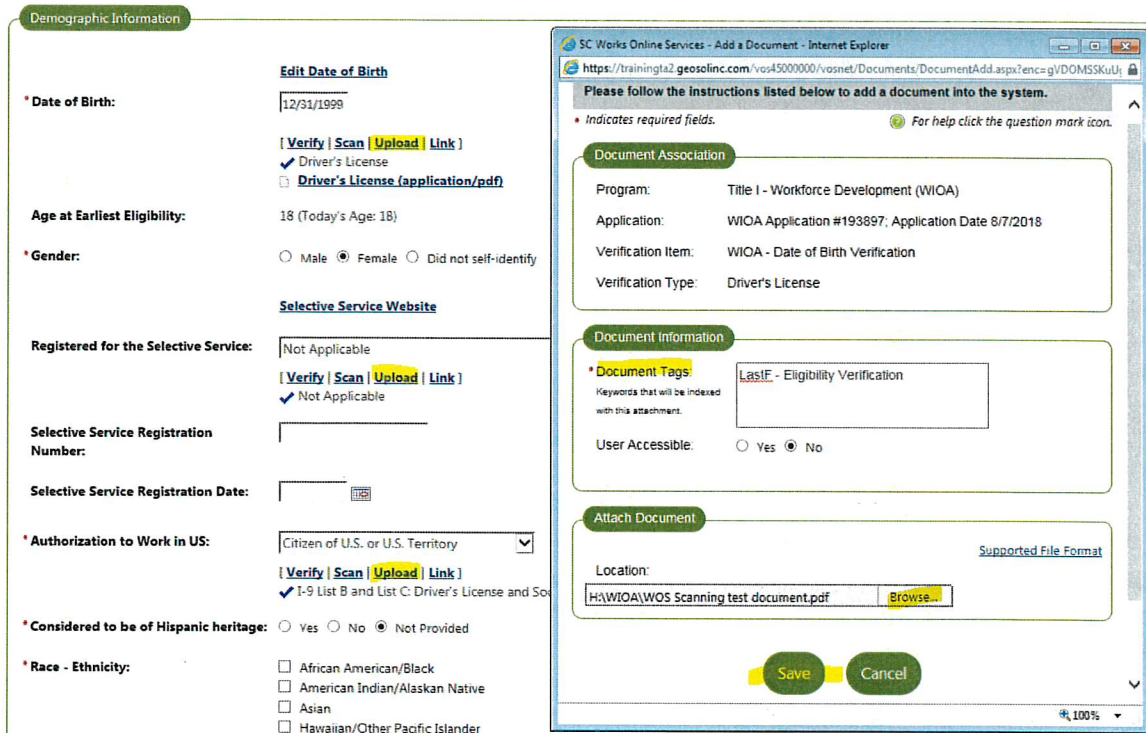
2. **Upload batch files into the Staff Profile/General Profile/Documents (Staff) – Recommended Option**
    It is recommended to upload documents as a batch from the "SCWOS Documents to Upload" folder to "Documents (Staff)".

    In order to upload a batch file, click on "Add a Document", which opens another window. Select Program and Application information from the dropdown fields. (If currently managing an applicant's record, the Application field will populate once Program is selected.) Uploading the batch file will not require a selection from the Verification Item or Verification Type lists. The same file format as explained above will be used to describe the file in "Document Tags". The corresponding document(s) can then be attached from the "SCWOS Documents to Upload" folder.

[Assist an individual | Staff Services | Individual Portfolio]

My Individual Profiles
- **Personal Profile**
  - General Information
  - Background
  - Activities
  - Memo
  - Documents
- Search History Profile
- Self Assessment Profile
- Communications Profile

My Individual Plans
- **Employment Plan Profile**
  - Résumés
  - Job Applications
  - Online Application
  - Virtual Recruiter
  - Employment Goals
- Training Plan Profile
- Benefits Plan Profile
- Financial Plan Profile

Staff Profiles
- **General Profile**
  - Summary
  - Case Notes
  - Activities
  - Documents (Staff)
- **Case Management Profile**
  - Case Summary
  - Programs
  - Plan
  - Assessments
- Report Profile

- Activities
- Documents (Staff)
- Case Management Profile
  - Case Summary
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  - Assessments
- Report Profile

Summary	Case Notes	Activities	Documents (Staff)

Documents Available

Listed below are the documents available on the selected Individual. Click the *View* link below to view that particular item. Listed below are the documents available on the selected Individual for linking. If you see a document that matches your specified criteria, choose it from the *Select* column below and click the *Link Document* button.

Show Filter Options (Showing all records)

No records found

Uploaded and scanned documents with spaces in the document name may be incompatible with some browsers. These spaces will be replaced with _ when saving the document in our system.

Add a Document   Scan a Document   Link a Document

Please follow the instructions listed below to add a document into the system.

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* *Indicates required fields.*   ⑦ *For help click the question mark icon.*

Document Association

If you would like to categorize the associated document to a specific program, application or verification document, please use the controls in this section to do so.

Program: Title I - Workforce Development (WIOA)   ▼

Application: None Selected   ▼

Verification Item: None Selected   ▼

Verification Type: None Selected   ▼

Document Information

* Document Tags:
Keywords that will be indexed
with this attachment.

User Accessible: ○ Yes ◉ No

Attach Document

Supported File Format

Location: [   ] Browse...

Save   Cancel

3. Upload batch files after completion of the Summary Case Note
   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 will be used.

* LWIA/Region:	Upper Savannah ⌄
* Office Location:	None Selected ⌄
* Program:	None Selected ⌄
Partner Program:	None Selected ⌄
* Subject:	
Contact Type:	None Selected ⌄

* Case Note Description:

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[Spell Check]

Message Options

☐ Create Message From Case Note on Save

Case Note Attachment(s)

Listed below are the documents associated with this case note. Click the *View* link below to view that particular item.

No records found

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[Add a Document | Scan a Document]

Once the batch file is uploaded, 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 recommended Option 2 listed above.

Within the view option for the file uploaded, annotation can be added to the file with various tools.

Each verification document within the one batch file should be noted or annotated properly to identity which verification it is being utilized for, i.e., driver's license is verifying address and date of birth, or TABE scores for basic skills verification and assessment. Staff can note which item the documentation is verifying by either neatly and clearly writing on the documentation prior to scanning or using the annotation option.

Documents in the batch file are to be scanned in the order of verification requirement on the WIOA Application. Other documents are to be scanned in the order as they are completed and would be placed in the hard copy file. The following is the recommended scan order for batch files:

- Re-Enrollment Authorization, if applicable
- Signed WIOA Eligibility Application

Questions regarding this instruction should be directed to the Workforce Development Staff at 864-941-8050.

Ann Skinner
Director of Workforce Development

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Upper Savannah SCWOS Scanning/Uploading Document Management Process

Batch File Checklist:

	Re-Enrollment Authorization, if applicable
	Signed WIOA Eligibility Application
	SSN (viewed Social Security Card)
	Residency/Address
	Age/Date of Birth
	Selective Service Registration, if applicable
	Citizenship
	Disability (name/type of document placed in secure file), if applicable
	Veteran, if applicable
	Employment
	Unemployment Compensation, if applicable
	Dislocated Worker Category, if applicable
	Dislocation Hourly Wage, if applicable
	Highest Education Level
	School Status
	Public Assistance, if applicable
	TANF
	SSI
	GA
	SNAP
	RA
	SSDI
	Barriers, if applicable
	English Language Learner
	Basic Skills Deficient
	Homeless
	Ex-Offender (name/type of document placed in secure file)
	Displaced Homemaker
	TANF Lifetime Eligibility
	Family Size
	Family Income
	Other documents that are completed at time of eligibility:
	Orientation (completed and signed)
	Rights Handout (signed)
	Release of Information (signed)