![Catawba Regional Council of Governments logo]

LOCAL INSTRUCTION NUMBER 23-08

To: Local Workforce Development Area

Subject: **Setting Staff Alerts in SCWOS**

Issuance Date: 08/10/2023

Effective date: **08/10/2023**

Purpose: To provide guidance on setting the proper staff alerts in SCWOS.

Background: Staff alerts is a SCWOS tool used to assist staff with properly maintaining participant's file. Staff should ensure proper alerts are set in SCWOS to assist with maintaining participant's SCWOS file and case notes.

Policy: Staff should have at least the following alerts set with notification dates and timeframe in SCWOS:

- WIOA Activity Projected End Date
- WIOA Activity Projected Start Date
- WIOA Soft Exit
- WIOA Follow-up Alert
- IEP Goals Alert
- IEP Objectives Alert
- Individual # of Days Since Last Workforce Innovation Opportunity Act (WIOA) Activity
- IEP Goals Nearing Estimated Completion Date for Case Managers
- IEP Objectives Nearing Estimated Completion Date for Case Managers
- WIOA Case Note Reminder

Staff alerts should be set to be notified within **30** days and staff should be notified **Everyday**. Staff should ensure they are checking SCWOS messages daily.

Action: Please ensure that all appropriate staff receive and understand this policy.

Inquiries: Questions may be directed to abaker@catawbacog.org

Amanda Baker, WIOA Administrator