

Catawba WIA Instruction Number: PY02-006

TO: All PY'02 WIA Contractors

SUBJECT: Revised VOS Change Request Forms

ISSUANCE DATE: December 30, 2002

EFFECTIVE DATE: Immediately

EXPIRATION DATE: Indefinite

Attached are the revised VOS Change Request Form and Instructions for Completion of the form. Please review these attachments and distribute this instruction as needed immediately. Please note this form is to be submitted by email. A copy of the form is being emailed to each contractor.

Any questions regarding this matter should be directed to me at (803) 327-9041.

Robert A. Barber
WIA Administrator

Attachments

VOS Change Request Form - Individual Records

LWIA/Statewide Grantee Name: _____

Name: _____

SSN: _____

UserName: _____

App ID#: _____

Select only one screen to be corrected:

Application: Youth _____ Adult/DW Core _____ Adult/DW Intensive Training _____

Activity Record _____

Activity Code _____

Actual Start Date _____

Youth Goals _____

Goal _____

Date Goal Set _____

Exit _____

Follow-Up _____

Follow-Up Quarter _____

Item Name

Change To

Verification Documentation
(if Applicable)

Reason for Change(s): _____

Requested by Case Manager: _____

Date: _____

Requested by Eligibility Staff: _____

Date: _____

Recommended by LWIA/Statewide Administrator: _____

Date: _____

Approved by SWIAD: _____

Date: _____

Denied by SWIAD: _____

Date: _____

System Changed by System Administrator: _____

Date: _____

System Administrator Notes: _____

VOS Change Request Form for Individual Records

Instructions for Completion

The VOS Change Request Form for Individual Records is designed to allow Local Workforce Investment Area contractors to request changes for individual records within the SCVOS System.

Please follow the directions below:

1. The VOS Change Request Form for Individual Records must be submitted via email. The attached VOS Change Request Form for Individual Records (provided in WORD) must be completed on the computer. Scanned, faxed, or mailed copies will not be accepted. This will enable us to track each request, and process requests in the order received.
2. Enter the LWIA/Statewide Grantee Name.
3. Enter the Applicant/Participant Name and Social Security Number.
4. Enter the Applicant/Participant User Name and App ID#.
5. Select the VOS Screen on which the change(s) needs to be made. Please note that only one screen can be chosen.
 - If the change is on the Application, mark the appropriate application with an "X".
 - If the change is on an Activity Record, place an "X" by Activity Record, and enter the Activity Code and Actual Start Date of the Activity Record to be changed.
 - If the change is on a Youth Goal, place an "X" by Youth Goals and enter the Goal and the Date Goal Set.
 - If the change is on the Exit Screen, place an "X" by Exit.
 - If the change is on Follow-up, place an "X" by Follow-up and enter the Follow-up Quarter to be corrected.
6. Enter the information required by the Item Name, Change To, and Verification Documentation Columns. Please note that you may enter more than one change to the screen.
7. Enter the Reason for the Change(s).
8. Enter the name of the staff requesting the change and the date. **Please note that only eligibility staff may request changes on the WIA Applications. Only Case Managers may request changes on Activity Records, Youth Goals, Exit, and Follow-up.** The eligibility staff/case manager emails the form to the LWIA VOS Coordinator for review. The Catawba VOS Coordinator is Phyllis Anderson, panderson@catawbacog.org
9. The LWIA VOS Coordinator reviews the request and, if he/she agrees with the request, enters his/her name and the date, and emails the request to the State Workforce Investment Administrative Department.

- Please name each attachment (VOS Request Form) as follows:
2 digit Region Code Last Name First Name Date Submitted (MMDDYY format).
[For example, 09(region code)PhillipsCathy(participant) 010603(date submitted)]
- Please “cc” Mary Ann McDow, mmcdow@catawbacog.org

10. The request will be reviewed by SWIAD.

- If a request is denied, SWIAD will complete the Denied by Name and Date and will email the Form back to the Local Area Administrator.
- If a request is approved by SWIAD, the Approved by Name and Date will be completed and the request will be forwarded to the State VOS System Administrator for the change(s) to be made.

11. Once the change has been completed, the VOS System Administrator will enter the date of the change and email the completed form to the Local VOS Coordinator.

Important Notes:

A VOS Change Request Form cannot be used to change the following:

- **Any item that is “System Set”.** Please check your VOS Procedures Manual for information regarding which items are “System Set”. If VOS is not setting one of the “System Set” items correctly, then a VOS System Error Report should be emailed to Phyllis Anderson.
- **Applicant/Participant Name, Address, or Phone Number.** Once the WIA Application has been saved, these items may be changed by staff in the applicant/participant’s Personal Profile.
- **Update the WIA Application.** Please note that the WIA Application contains data as of the Eligibility Date, and is only updated if there is an age change (17 to18, 18-19, or 21-22) between the Eligibility Date and the Registration Date.
- **Case Notes.** In general, this form should not be used to edit case notes. Case notes may be edited at the LWIA/Statewide Administrative level. However, deletion of a Case Note must be approved by SWIAD. Deletion of a Case Note will be approved only if the note is saved in the wrong applicant/participant record.

In addition, please note that requests to change eligibility dates, registration dates and exit dates will be reviewed very closely due to financial and performance issues. These requests will require a detailed explanation for the change. You may also be required to provide the original hard copy file for review before these changes are approved.