

## **Governor's Workforce Investment Division Policy No. 7-00, Change 1**

**Subject: Operating System Requirements for Documenting and Tracking Customer Information Under the Workforce Investment Act**

**Effective Date: September 17, 2003**

**Purpose:** To provide information on the operating system to be used for documenting customers enrolled in programs funded under the Workforce Investment Act and the activities related to their enrollment.

**Background:** The State of West Virginia is a member of the Mid Atlantic Career Consortium (MACC), a multi-state consortium involved in completing a comprehensive web-based One-Stop operating system. The Governor's Workforce Investment Division (GWID) has begun the implementation of the MACC system, branded in West Virginia as the "WORKFORCE West Virginia" system. This implementation process has and will continue to require the testing and refinement of the system modules and the training of WORKFORCE West Virginia staff and other users on the use of the operating system. We must also provide for a seamless transition of staff and customer activities into the system, and ensure the necessary information is being gathered for compliance with the eligibility, performance, and customer service requirements in the Workforce Investment Act.

To meet these transition challenges the WORKFORCE West Virginia system will use the "WORKFORCE West Virginia" operating system on as the means for documenting WIA participant activities.

**Policy:** All state and local offices that provide WIA funded services will use the "WORKFORCE West Virginia" system to track WIA customers. Training on the use of the "WORKFORCE West Virginia" system has been ongoing, and will be continue to be provided to all WORKFORCE West Virginia field staff and other users as needed.

If you have questions concerning this policy on the "WORKFORCE West Virginia" operating system, contact the Governor's Workforce Investment Division (304-558-7024).

**Action:** The WORKFORCE West Virginia system will use the "WORKFORCE West Virginia" internet-based operating system described above for purposes of documenting WIA participant activities.

**Expiration:** Effective until modified or rescinded by the West Virginia Workforce Investment Council.