



UI-STANDARD OPERATING PROCEDURE

Subject: **Workforce Re-Employment Assistance Program (WRAP) - Reschedules and Missed Appointments**

Effective Date:
04/15/2022

Supersedes:
All previous documents and any conflicting oral directives.

Purpose:
To establish procedures for rescheduling Workforce Re-Employment Assistance Program (WRAP) appointments before and after the original scheduled date.

Authority:
S.C. Code § 41-29-110 (Duties and powers of Department).

I. BACKGROUND

The Workforce Re-employment Assistance Program (WRAP) is a one-time, in-person appointment with Employment Service staff. Claimants are given job placement assistance and specific strategies to help them return to work. Appointment notices are sent out approximately one week before the scheduled appointment using their preferred contact method showing in SCUBI and posting it in their Customer Self-Service (CSS) Portal where documents and correspondence are stored. Notifications and reminders are sent to the claimant up until the appointment date. More information on the communication strategy can be found in the FAQ's provided. Claimants can be selected to participate in both the WRAP and the RESEA program and they must participate in both programs.

II. PROCEDURE

The procedures outlined below ultimately result in a Salesforce Case being created, routed to the proper queue for review, and then escalated to the Employment Services Functional Area. Employment Services staff who handle and close these cases will communicate with the claimant and will re-schedule if necessary.

IMPORTANT: If the claimant states they need to change their appointment location, they need to be advised to log into their Customer Self-Service (CSS) Portal, click on "My Profile", click on "Change Address Information", and choose the city they prefer from the drop down menu located under

“Closest Employment Services Office”. This will ensure all future appointments will be scheduled for the Comprehensive Center associated with the City they selected.

The following procedures will use the information that was on record to set up the original appointment.

The following procedures cover two topics:

1. Missed Appointment
2. Request to Reschedule Appointment

1. Missed Appointment

Scenario: The claimant has missed their WRAP appointment. The time and/or date of the appointment has passed.

From the New Case: Call Center Screen -



Create a salesforce case:

- 🔍 Issue Type: WRAP Program
- 🔍 Subject Type: Missed Appointment

A screenshot of a Salesforce form titled "Agent Fields to Fill-In". The form contains three dropdown menus, each preceded by a red asterisk. The first dropdown is labeled "Caller Type" and has "Claimant" selected. The second dropdown is labeled "Issue Type" and has "WRAP Program" selected. The third dropdown is labeled "Subject Type" and has "Missed Appointment" selected. Each dropdown menu has a small downward-pointing arrow on the right side.


Case Notes: These are not required to be exactly the same each time due to the reasons for missing the appointment will be different for every claimant.

Case Notes **MUST** include:

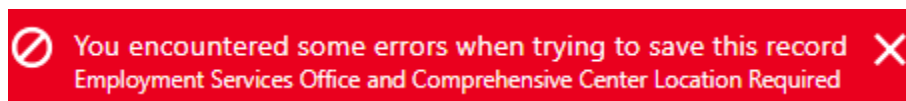
- 🔍 Details provided by the caller explaining why they missed the appointment.
- 🔍 Date and time of missed appointment. *Remember: If the time and/or date of the appointment is in the future, this is not the correct process to follow.*

Once the case is created, it is a requirement to select an answer for both the “Employment Services Office” and “Comprehensive Center Location” fields which are depicted below, outlined in red.

Note: Once the Employment Service Office (located on the Claimant Details Screen) is entered, the Comprehensive Center Location’s drop down menu will only show the associated locations. You can also find the Comprehensive Center Location listed on the WRAP notice sent to the claimant.

 Contact Details			
Name	Mr. John Doe	Employment Services Office	Walterboro
Email	jdoe@acmecorp.com	Comprehensive Center Location	Beaufort
Phone	1-803-555-5555		
Claimant ID	11223344		

If an attempt to escalate or close a case with the Issue Type of “WRAP Program”, **without** completing these fields, the following validation error occurs:



Once all information is entered, the case can then follow the normal route of being sent to a review queue.

2. Request to Reschedule Appointment

Scenario: The claimant is calling to reschedule a WRAP appointment. The time and/or date of the appointment is in the future.

Create a salesforce case:



- ❑ Issue Type: WRAP Program
- ❑ Subject Type: Reschedule Appointment

Agent Fields to Fill-In

* Caller Type	Claimant
* Issue Type	WRAP Program
* Subject Type	Reschedule Appointment

Case Notes: These are not required to be exactly the same each time due to the need to explain the request.

Case Notes **MUST** include:

- ❑ Reason for request provided by the claimant.
- ❑ Date and time of the upcoming appointment. *Remember: If the time and/or date of the appointment has already passed, this is not the correct process to follow.*

Once the case is created for a Reschedule request, the case completion and routing is the same as it is for a Missed Appointment. (Page 3)

The case will be reviewed by designated staff, and they will escalate to the Employment Services Functional Area as shown below:

