



## GENERAL PROGRAM MANAGEMENT POLICIES AND PROCEDURES

### MEMORANDUM #05-07

**To:** All Subrecipients  
**Subject:** SKIES Management  
**Effective Date:** September 1, 2005

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#### **A. BACKGROUND**

In April, 2002, the State of Washington implemented a new data and case management system for WorkSource Washington. This system, known as Services, Knowledge, and Information Exchange System (SKIES) is managed at the local level by the Snohomish County Workforce Development Council (WDC).

#### **B. POLICY**

The WDC has been vested by the State with the role of identifying and authorizing SKIES Site Administrators for Snohomish County. It is the policy of the WDC that this designation will be issued exclusively to Site Operator staff responsible for eligibility determination, quality control, and data entry for Workforce Investment Act (WIA) programs. These Site Administrators will be assisted by data entry staff whom the WDC designates as SKIES Management Information System (MIS) Staff. Only Site Administrators and MIS Staff have the authority to enter WIA program data into SKIES.

#### **C. PROCEDURES**

The WDC has established WIA intake and registration procedures that require WIA-funded case managers to complete paper WIA registration packets. These packets are to be submitted to a SKIES Site Administrator for eligibility determination, quality control, and data entry into SKIES which includes program-specific validation of the data. All subsequent transactions, including status changes and exit, are to be reported by the case managers to the Site Administrators using the appropriate paper forms. The Site Administrators then perform quality control and data entry. Any questions that a given case manager has regarding the data in SKIES is to be directed to the Site Administrator who will make a determination if this question needs to be directed to the WDC's Data

Analyst/Compliance Coordinator. Further, the Site Administrator is responsible for the administration of the system for maintaining individual WIA participant files with all paper documents.

**D. SITE OPERATOR ROLE**

The Site Operator is responsible for having a fully trained SKIES Administrator on staff and for providing the Administrator the support needed to implement this policy and procedures. The Site Operator is further responsible for working in tandem with the WDC to resolve any data entry exceptions resulting from data entry by Site Administrators, MIS Staff, and/or any other WorkSource partner staff who enter non-WIA data directly into SKIES.