

**SOUTHWESTERN AREA
WORKFORCE DEVELOPMENT BOARD**

**ELECTRONIC FILES
CONTENT MANAGEMENT
POLICY 17-19**

DATE OF ISSUE

June 29, 2017

EFFECTIVE DATE

July 1, 2017

APPLICABILITY

Electronic Files Content Management

DATE OF ISSUE

To establish the local board policy regarding electronic file storage and imaging standards for workforce programs utilizing the New Mexico Workforce Connection Online System (NMWCOS).

ACTION

The State established a standard for an electronic file (e-file) which includes a paperless registration, eligibility determination, and program enrollment. Effective January 1, 2015, all new program enrollments are required to be completed in an e-file format. The results are a real-time environment for storing and viewing applicant verification and eligibility determination documents. Authorized personnel are required to scan, import, and save all verification documents at the time they are being reviewed during the application process in NMWCOS per distinct program requirements.

E-files for purposes of this policy and all programs related to this policy, refer to the comprehensive storage of participant files in an electronic format using the NMWCOS. The program application, related activities, case notes, and all other relevant individual/entity information are captured and stored solely in NMWCOS, the state integrated management information system, and all documentation and eligibility verifications specific

to each applicant are scanned and stored in the Content Management System in the NMWCOS.

Content Management Access for all users shall be granted based on the users' security access profile.

Any and all pertinent documentation that is scanned is required to be legible in view and printed form. Illegible images must be removed and the document must be rescanned until a legible image has been captured.

The process of deleting an image that has already been saved to an applicant's electronic file can only be performed by the State or Local System Administrator. Scenarios requiring the deletion of images may include the following:

- A. Image was saved to an incorrect program applicant's file, or
- B. Image was saved under an incorrect document type

Documents scanned into the Content Management System are required to be scanned by case management staff. Uploaded documents must be processed, maintained, or discarded by case management staff to ensure the confidentiality of information and to safeguard against misuse.

Use of Content Management System in accordance with this policy provides opportunities for monitoring to be performed remotely. Information is readily available and files are current due to the real-time entry of all documentation.

The State and Local Workforce Board are responsible for completing the full scope of monitoring as outlined in federal, state, and local policies including all elements of notification, reporting, entrance, and exit conferences and

associated timelines. Transition to e-files and utilization of the content management system expands opportunity for remote monitoring as appropriate but does not eliminate any of the requirements for program administration and monitoring.

The Document Tag List attached is to be followed and no variation is to be made to this list.

INQUIRIES

Questions related to this policy should be directed to the Administrative Entity at (575) 744-4857.

ATTESTED

This policy was reviewed and approved by the SAWDB

on: _____

SAWDB Chairman

Date