

# SCDEW

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Separation Responses

# Separation Response Mechanisms

- Mechanisms for Response
  - SIDES
  - South Carolina Business One Stop
  - E-Response
  - “Paper” which could be paper, phone, fax...

# SIDES

- Production Dates
  - Subset of ADP as well as E-Response –December 2011
  - Remainder of ADP and all of TALX – January 2012

# SCBOS

- SCBOS is a SC based application that allows a business to start a new business, apply for license/permits/registrations, pay corporate taxes, pay withholding tax, file unemployment quarterly filings, pay sales tax, renew alcohol beverage permits and many other business related functions. Essentially, the goal of SCBOS is to provide a single location to allow a business to manage all of their transactions with the state of SC. One of the other functions is to handle employer separation for the businesses that are registered with SCBOS.
- Production date for SCDEW separation responses 8/2011

# Statistics

- Start Date:02/01/2012 End Date:08/10/2012
- PAPER Requests 38108
- SCBOS Requests 26461 Responses:21106 Rate:79.76%
- SIDES Requests 21295 Responses:20260 Rate:95.14%
- Total Requests:85864 PAPER:44.38% SCBOS:30.82% SIDES:24.80%
- SCBOS Response Time Minimum(days):0.002778  
Minimum(hours):0.066672 Maximum(days):14.308333  
Average(days):4.218209
- SIDES Response Time Minimum(days):0.052778  
Minimum(hours):1.266672 Maximum(days):97.795139  
Average(days):7.148811

# SIDES Details

- Approximately 10% of SIDES Responses have separation indicator that do not provide value.
  - SIDES Response with 99 (NOT PROVIDED) - 1472
  - SIDES Response with 21 (TPA Does not Represent) - 164
  - SIDES Response with 19 (Other) Separation Indicator - 536

# Further SIDES Details

- DISCHARGED - 5960
- LACKOFWORK - 7930
- NOTMYEMPLOYEE -70
- OTHER - 536
- RETIREMENT - 40
- STILLWORKING - 1582
- VOLUNTARYQUIT - 4303

# SIDES Issues

- A high number of responses from SIDES still require additional follow up with the Employer.
- Numerous issues keeping the list of employers that should be sent to SIDES synchronized with both SIDES and the employers.

# SCBOS Communications

- SCDEW send request to SCBOS which responds with
  - Accept (if the employer is handled by SCBOS)
  - Reject (if employer is not handled by SCBOS)
- SCBOS Contacts the employer through
  - Email
  - Automated dialer
- SCBOS Sends Reminders after configurable number of days
- SCBOS sends a cancellation if response due date expires and disallows responses after the cancellation.
- Communications are “push” instead of “pull”. SCBOS pushes responses to SCDEW.

# SCBOS Responses

- SCBOS asks additional details (fact finding) based on separation reason.
- Very few responses from SCBOS require additional follow up with employer.

# Further SCBOS Details

- DISCHARGED 8212
- LACKOFWORK 5649
- NOTMYEMPLOYEE 279
- RETIREMENT 56
- STILLWORKING 2301
- VOLUNTARYQUIT 4609