



WIA TITLE I-B AND ARRA PROGRAM MANAGEMENT POLICIES AND PROCEDURES

MEMORANDUM #09-15

To: All WIA Title I-B and ARRA Adult and Dislocated Worker Program Subrecipients

Subject: Service Delivery

Supercedes: Adult and Dislocated Worker Intensive and Training Services #06-15

Effective Date: July 1, 2009

The Workforce Investment Act (WIA) and American Recovery and Reinvestment Act (ARRA) adhere to a customized approach to intensive and training service delivery. Integral to this approach is the delivery of just-in-time services that assist each program participant attain economic self-sufficiency.

B. Policy

The Workforce Investment Act Section 101 (5) defines case management. The term "case management" means the provision of a client-centered approach in the delivery of services, designed -

- a. To prepare and coordinate comprehensive employment and training plans, such as service strategies, for job-seeker to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer based technologies and
- b. To provide job and career counseling during program participation and after job placement.

For purposes of this policy the term "employment specialist" will replace the term "case manager."

Case notes, in conjunction with Individual Employment Plans (IEP), are intended to document the delivery of services to program participants. Information contained in participant case notes should be relevant to the goals of the participants IEP. All participant files must contain appropriate case notes in SKIES. When staff provide training or supportive services, SKIES case notes will document the services provided monthly.

Documentation of the employment specialist efforts to contact a participant to monitor progress towards the goals stated in her/his Individual Employment Plan and/or Participant Training/Job Search Agreement must be made in case notes. Participants are responsible for making contact with employment specialist and staff are responsible for assisting the participant with moving towards goal attainment. It shall be the responsibility of employment specialist to ensure monthly contact is made with the participant to maintain the highest level of participant service.

Additionally, the content of case notes should include information that accurately describes the services provided and the individual's experiences in WIA activities. The following are examples of appropriate areas of reference for case notes:

- a. **Introductory case notes at start of intensive services:** The needs of each individual should be clearly explained in an introductory case note. Information from intake, interviews, and the objective assessment can be woven together to discuss participant needs and the proposed service plan., The note should elaborate on the documentation to give a clear picture/story of the individual, her/his particular needs, the barriers s/he faces, strengths and skills, identified training preferences and possible future support service needs.
- b. **Contact during training and supportive services:** Case notes can will be used to show clearly how the mix of services offered will address the needs of each individual. Services provided should be linked back to the menu of services providing documentation of the services that are offered to an individual and the rationale for those choices. Case notes give the employment specialist or business services staff the opportunity to document the work s/he has done for each individual that isn't captured elsewhere. ***Denial of any service(s) for which the participant is eligible must be thoroughly documented in case notes and allowable under all applicable Federal, State, and local law as well as associated regulations, provisions, and written policy.***
- c. **Meeting and Follow-ups:** Meetings and monthly contacts will be noted in the case notes. In addition, the case notes can be utilized to highlight follow-up activity for each individual and to track pertinent information about the job-seeker that related to the goals in their IEP.

C. PROCEDURE

For the WIA and ARRA Adult and Dislocated Worker Programs, case notes must be documented and maintained in SKIES. Any information that describes an individuals' medical condition or disability should be printed and maintained in a separate file consistent with the Methods of Administration and General Program Management Policies and Procedures Memorandum #__-12, *Data and Information Collection and Maintenance*. This information should not be tracked in SKIES.

D. SITE OPERATOR ROLE

It is the Site Operator's responsibility to review and approve all registration paperwork, including pre-registration case notes, for completeness, accuracy, and internal consistency within 30 days of an applicant's registration into a WIA Title I-B and/or ARRA program. It is the Site Operator's responsibility to ensure that case notes in each participant's file and/or SKIES are current at all times.