

CASE MANAGEMENT

Career Planning is the provision of a client-centered approach in the delivery of services, designed to:

1. Prepare and coordinate comprehensive employment plan, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and
2. Provide job, education, and career counseling, as appropriate during program participation and after job placement.
3. Case management is not an impediment hoop or one more appointment, it is support to help participants' progress and should be tailored to needs of the participant.

WAGNER-PEYSER TITLE III

Case Management for Wagner-Peyser participants includes:

- Intake and orientation, including the review of intake forms (See [Intake and Orientation](#) Policy 5.5).
- Identification of additional program needs, such as WIOA Title I Adult, Dislocated Worker and Youth.
- Provision of basic labor exchange career services, such as job search assistance, general workforce information, and resume assistance.
- Discussion of the Employment Plan (informal) to be documented in case notes.
- Initial assessment to determine basic skills, strengths, interests, prior work history, and family situation. Formal assessments are not required, but highly encouraged.
- Provision of information and direct linkage to One-Stop partner and community services identified in the Employment Plan, including co-enrollment in all applicable programs as appropriate. Coordinate joint training plans and employment services as appropriate;
- Provision of information on training available in local and regional areas, information on individual counseling to determine which training is suitable training, and information on how to apply for such training.
- Provision of information on applying for financial aid and notifying participants that they may request financial aid administrators at institutions of higher education to use the administrators' discretion under section 479A of such act (20 U.S.C. §1087tt) to use any other recent 12 month period, rather than prior year income data, for determining the amount of need of the participant for Federal financial assistance under title IV of such Act (20 U.S.C. §§1070 et sep).
- Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - Job vacancy listings in such labor market areas; and
 - Information on jobs skills and education necessary to obtain jobs identified in job vacancy listings; and
 - Information relating to local occupations that are in demand and earnings potential of such occupations.
- Services should be opened/entered the day they occurred whenever possible. Service closure and end dates should be based on the last date the participant received the service as "Actual Beginning Dates" and "End Dates" in SDWORKS impact federal reporting (See [Services](#) section on next page).
- Case notes should be entered within five days of the event, interaction, correspondence, etc...
- Continued efforts to reach out to provide assistance based on the individual's need until their participation period has ended.

WIOA TITLE I

Case Management for WIOA Title I participants includes all of the items listed above under Case Management for Wagner-Peyser participants and the following items:

- Objective and specialized assessment of skill levels and service needs through diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers.
- Create and update of the Employment Plan to identify employment goals and objectives, and appropriate services needed to achieve those goals and objectives, including support services.
- Short-term prevocational services, including development of learning skills, communications skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare participants for employment or training;
- Individual career counseling, including job search and placement counseling, during the period in which the participant is receiving services, and after receiving services for purposes of job placement.
- Maintaining consistent contact with participants as appropriate to monitor a participant's progress towards their employment goals.
- Youth case managers must document all youth services elements in SDWORKS regardless of the partner agency that provides the service element.

A Case Manager must be assigned in SDWORKS for all participants, including Wagner-Peyser, during the enrollment process.

Services

Case managers should regularly monitor open services and close them in a timely manner to avoid system-closure. Services in SDWORKS are closed by the system thirty days after the "Projected End Date" has passed, which can result in reporting errors if the closure date does not accurately reflect the "Actual End Date." Contact the SDWORKS Help Desk to report system-closed services.

WIOA Title I Adults, Dislocated Workers, and Youth participants must receive Follow-up Services in accordance the [Follow-up Services](#) Policy 5.23 the follow up policy.

WIOA Law Sec. 3(8)