CASE MANAGEMENT

WAGNER-PEYSER TITLE III

Case Management for Wagner-Peyser participants includes:

- Case management is to support a participant's progress and should be tailored to the needs of the participant.
- Case management includes assessing a participant's needs and establishing a plan to achieve goals, provision and coordinating of services, consistent contact with a participant, and documentation, Identification of additional program needs, direct linkage to other workforce programs in the One Stop System, and facilitation of co-enrollment. Coordinate joint training plans and employment services as appropriate;
- Initial assessment to determine skills, strengths, interests, prior work history, and family situation. Formal assessments are not required, but highly encouraged.
- 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 earning potential of such occupations.
- Continued efforts to provide assistance based on the participant's need until 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.
- Document services in SDWORKS regardless of the partner agency that provides the service.

ACTIVE RESOURCE COORDINATION AND INTEGRATED RESOURCE TEAMS

Be sure to speak with the client rather than about the client.

Active Resource Coordination (ARC)
ARC is coordinating resources and partners that can assist a customer in achieving their goals as identified through the assessment and employment plan process.

Integrated Resource Team (IRT)
The IRT meeting brings together those members representing the services and programs identified through the ARC process that can assist the customer in achieving their goals. This team should also include any natural supports of the participant and most importantly, the participant. This team works together with the participant to strategize on how services can be coordinated to reach and maintain the participant's employment goal. The membership of an IRT is likely to change as the participant's needs and short-term goals change.

Members of an IRT should be working towards a common goal. The team should establish how the team will communicate as you move forward. IRT meetings can be held to celebrate the completion of goals, as well as, when needs arise.

Preparing for IRT Meeting

1. Ensure necessary releases are signed
2. Identify location for meeting
3. Identify time that works for attendees → meeting does not have to happen immediately, schedule 2 weeks out (or what you find conducive) to adhere to partners availability. ****Unless client's needs are urgent****
4. Be prepared to bring what you may find relevant for the meeting (i.e. assessment results, employment plan, additional resources, etc.)

Facilitating the IRT Meeting

1. IRT is ***client*** driven. IRT meetings can be called by client or any member of the team
2. Have the participant, with assistance of IRT members if necessary, identify the participant's goal, strengths and needs.
3. Identify applicable services that may assist the participant through One Stop partner programs and community programs.
4. Utilize this information to develop a recommended plan of action with timelines and names of who is responsible.
5. Discuss client's preferred method of communication

Back to Table of Contents

CASE NOTES

Case notes must:

- Capture services, present the current situation of an individual, identify current barrier.
- Provide sequential tracking and reporting of customer contact and progress to build their story.
- Link services to the individual's deficiencies and barriers that are presented.
- Provide the story behind revised employment plans.
- Increase accountability to allow for oversight and monitoring.
- Fulfill an ethical requirement of helping professions.
- Assist another employment specialist in helping the participant.
- Be entered ***within five calendar days*** from the event, contact, attempt, correspondence, service, etc. If a case note is created after the allowed five days, it must include an explanation of why the five-day policy was not followed.

Case notes must be:

- Timely.
- Clear and brief.
- Concise and precise.
- Accurate and complete.
- Proofed and edited prior to submitting.
- Contain facts (not opinions).

Enter a case note when:

- Contact with a participant is made or attempted.
- Connections with a partner agency are made regarding a participant's situation.
- Any service is entered.

Parts of a Case Note

Subject Line
The subject line of the case note should be the name(s) of the service(s) provided or a summary of what happened if a service was not entered.

Body
The body of the case note must describe each service or the action that occurred. The service should be in all caps if multiple services are in one case note.

Case notes **should** include:

- ✓ Objective information.
- ✓ Assessment results.
- ✓ Service justifications.
- ✓ Future plans (next appointment).

Objective Information

Consider who, what, when, where, why, and how. Objective information can include:

- Behaviors reported by the participant or partner agency.
- Statements made by customer.
- Factual observations.
- Assessment results.

Assessment

- Substantiate conclusions and judgements based on objective information.
- Justify approval or denial of services.

Outline Future Plans

- Specific next steps based on the information provided.
- Details of any revisions to the Employment Plan.

Case notes should ***NOT*** include:

× Opinions
× Conclusions or judgements not based in facts.
× Phrases that contain “I think,” “it’s my opinion,” “it seems to me,” “I assume,” “probably”.
× Medically sensitive information.

Disability or Medically Sensitive Information

Information that could lead to the disclosure of the specific medical condition or disability of a participant cannot be entered into SDWORKS case notes or comment sections. Case notes may state a medical condition or disability exists but cannot provide information describing the condition. Summarize information needed to help with barriers to employment instead of listing the specific sensitive information.

WIOA Law Sec. 3(8)

Back to Table of Contents