WorkSource
MONTGOMERY
Connecting Employers & Job Seekers

POLICY: PROG_032024_CASE MANAGEMENT

EFFECTIVE DATE: 03-01-2024 **POLICY NUMBER: 6003_PROG_030124**
REVISION DATE:

RESPONSIBLE PARTIES: AJC Staff, Career Services Manager, Career Advisors, Director of Programs, Deputy Director of Workforce Services, Quality Assurance, Quality Assurance Manager, Director of Performance and Compliance

Background: Case Management is offered to client under Title III (Wagner Peyser) and Title I (WIOA) at the Wheaton, MCCF, East County, and Germantown One-Stop American Job Centers in Montgomery County.

Purpose: The purpose of this policy is to ensure that all clients in Montgomery County are receiving quality case management services in a consistent and compliant manner.

Policy:

Wagner Peyser- Title III
Case Management for Wagner-Peyser includes:

- Identification of additional program needs, such as WIOA Title I Adult, Dislocated Worker, and Youth. (Complete electronic referral: WIOA Referral when applicable)
- Provision of basic labor exchange career services
  - Job search assistance
  - General workforce information
  - Resume assistance
- Employment plan to be documented in MWE
- Initial Assessment
- Referrals to One-Stop partner and community services.

- Services should be opened/entered the day the occurred whenever possible. Accurate service dates are to be entered into MWE.
- Detailed case notes entered on date of interaction or outreach.

WIOA – Title I

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

- Participation and Enrollment – A client does not become a program participant until they have completed intake and participated in their first service or activity in WIOA. Participation is not triggered by contact with the client scheduling an appointment until a service has been performed. Participation should happen within 7 days of enrollment completion.
- Objective Assessment completed within 7 days of intake completion to assess the client's background and barriers to employment. Objective Assessment should be updated as needs and barriers to employment change. The Objective Assessment is a living document and should be addressed monthly as the client's needs and barriers to employment change.
- Individual Employment Plan completed within 7 days of intake completion to establish client's employment and training goals. The client and Career Advisor will work together to work toward achieving these goals. IEPs are a living document and should be updated as needed. IEP should include:
    - Employment Goal – The IEP must contain an employment goal aimed at ensuring that participants receive training and career services geared toward achieving sustainable wages and a strong likelihood of success.
    - Needs and Barriers – Any potential needs or barriers must be addressed in the IEP. Needs and barriers may include, but are not limited to:
        - Technology needs
        - Occupational Skills Gaps
        - Job Search Skills
        - Job Readiness Skills
        - Job Retention Skills

  - Training Goals – If training is needed, training must be clearly identified and aligned with employment goal.
  - Participant Involvement – The client and Career Advisor work together throughout the IEP process, client and Career Advisor signatures on IEP are required.
  - Other goals as they relate to employment that the client has identified.
  - Objectives as they relate to each goal (how is the goal going to be achieved).
  - Regular updates – IEPs should be reviewed monthly with the client during meetings and adjustments made in real time.
- Employment related services – the assigned Career Advisor and client will engage in employment related services at a minimum once every 30 days. These services will be recorded and monitored in MWE on the date of service. All services should be employment and/or training related and meet the client where they are at, custom tailored to the client's needs, abilities, skills and interests.
- Data Entry – It's essential for team members to keep timely and complete records in MWE. All case notes and services are to be entered on date of service. Outcomes are to be entered within 3 business days of receipt.
- Case Closure– Case Closures are entered upon employment/completion of IEP and should be entered within 3 days of confirmation. All clients should be reminded that they have 12 months of follow up services upon closure.
- Participant Exit –
  - Unresponsive client - If client is not responsive to Career Advisor for 3+ contact attempts (both phone and written for each attempt, documented in MWE), Career Services Manager is to reach out by both phone and email. Career Advisor and Career Services Manager should make all attempts possible to keep contact with client to avoid unsuccessful exit.
  - Client Request - If a client requests removal from WIOA program, Career Services Manager is to contact the client and follow up with email to confirm removal from WIOA.

  - o Career Advisor Neglect – Clients will exit from program after 90 days without a staff assisted activity code. The Career Services Manager will address with Career Advisor per the "Soft Exit Policy".

Service During Participation

Staff should only record services that have been performed with clients and are aligned with the client's IEP goals. Staff may not add services solely to keep a client from exiting WIOA or delaying exit. Most activities should be closed the same date of service. If a code is left open without a completion date, that is indicating that this service is consistently ongoing with the client and should be reflected in the notes. Codes that are an exception to 1-day codes are often:

- Training Services (ITA, WEX, OJT) – these codes should have accurate start and end dates and should be closed upon completion of the training.
- Supportive Services – Often linked to training (supportive services are not stand alone services and are always linked to another activity) - Supportive Services should be opened upon request and closed with all documentation upon the client's receipt/payment of Supportive Services.

Case Note Guidence

Case notes should document all encounters with the client. MWE should tell the client's story from beginning to end in the case file, showing all WSM staff who has assisted the client along the way. Case notes should be attached to every service/activity provided and are entered on the date of service.

Each case note should include:

- Descriptive title (Do not title case notes "case note" or "client contact") – title the major highlight of the conversation (ex: ETPL discussion, Resume Revision, Assisted Job Search)
- Background – context, setting, conditions and any other framework for the meeting.
- Reason – purpose of the meeting, these should all support IEP and the goals and objectives outlined.
- Observations – **Factual** observations from the meeting – opinions or commentary are not appropriate

- Content – Factual summary of the meeting, site specific examples of what was discussed
- Next Steps – This is next steps for both the client and the Career Advisor, include when you will meet again for progress on next steps. All team members are encouraged to send a “recap email” of client meetings to the client– summarizing the meeting, next steps and next date to reconvine.

Disclaimer

The OJT policy is based on WSM's interpretation of the statute, in accordance with the Workforce Innovation and Opportunity Act and related federal and state policies. Any updates or changes to federal, state, or local guidance may lead to revisions in this policy. WSM is committed to reviewing and updating the policy as needed to reflect the most current regulations and best practices.