CM-03 Youth Participant Case Management Process and Required Documentation

Updated 8/08 (See archives for prior versions)

Documentation Requirements 8/05: All participants are evaluated at program entry to determine any deficiencies in the areas of Pre-Employment/Work Maturity Skills, Basic Skills and Job Specific Skills. If a participant is identified as deficient, competency training will become part of their Individual Employment Plan. **For youth who are out-of-school and found to be basic-skill deficient, discussion about the youth's educational plans should occur before enrollment into the WIA Youth program.**
Effective 7/05, out-of-school, basic skills deficient youth will be included in the new Common Measure for Literacy and Numeracy Gain. If the youth is 18 or older, not interested in basic skills advancement but could benefit from WIA services, strong consideration should be given to enrollment in the Adult program rather than the Youth program.

Case managers will assist participants in developing their Individual Employment Plans and guide them through the steps needed to reach their employment and educational goals. The plan is jointly developed with the participant and the case manager. This document is periodically updated as participant progress through the program components. The case manager is responsible for referring participants to the programs identified in their plan and monitoring their progress. The case manager will maintain at a minimum, monthly contact with participant and every contact will be documented in case notes entered into ASSET.
Each participant will have a case file that will be maintained by the case manager. All required forms must be in the case file.

Required forms:

- Youth Checklist
- Document Verification Form
- Local Application - 5 pages including Acknowledgment (p3), Financial Disclosure (p4) and Consent & Release of Information (p5). Applicant must sign all pages (2, 3, 4, & 5). The Financial Disclosure Form is only necessary when the individual is a youth with a disability and was supported by family members (supported section), is a youth or adult who is self-supporting (self-supporting declaration) or is a youth or adult who has had no income for the previous 6 months (no income statement – must show source of support). Send copy of pages 1 & 2 to Pewaukee data entry staff. Give copy to applicant only if he/she requests one.
- Local IEP- Case managers will complete the paper Individual Employment Plan for youth and retain it in the participant file. Local policy for updating IEP's will be followed (See CM 05). If service components include a limited internship, a copy of the IEP will go to the Employer Services Representative with the paperwork.
- Needs Score
- Income Verification Form
- Participation Agreement
- Parental Consent for Customer Satisfaction Surveys
- All WIA Title 1 Youth participants, under age 18 must have parental consent to participate in the customer satisfaction telephone survey.
- Case Managers print the completed youth registration form and obtain the parent or guardian's signature.

- Once consent is obtained, the Case Manager marks the box on the youth registration form in ASSET. This box should only be checked if consent is given.

- A copy of the signed consent form must be retained in the participant's paper file.
- ASSET Manage Programs form
- ASSET Manage Services form
- WIA Exit Checklist

Other Required Forms, if Applicable:

- Selective Service print out or Selective Service Self Attestation Form
- DD-214 or military id
- ERS Referral form
- Eligibility documentation (family income verification, disability documentation)
- Certification of Successful Training Completion
- Transportation/Childcare reimbursement Forms
- Work Experience Contract Agreement
- Work Site Supervisor Monitoring
- Youth Work Experience Participant Monitoring
- ITA Form Form (used scholarship form for ISY WIA funded before WIOA)
- Financial Aid Application, Student Aid Application Report and Financial Aid Award Notice

Optional Forms

- Case Notes (paper notes)

ASSET Entries
While these are not the only ASSET entries that need to be made, the Board has identified these fields as the ones that need to be entered consistently across all the offices in our workforce area. Some entries will be made by the Information Specialist, other by the case managers.

Manage Customer Details

- Date of Birth – If customers enter their own JCW registration, date of birth should be double checked for correctness as this field is critical for the Selective Service policy.
- Mailing Address Line 1 and 2-These fields should only be used if the Customer's mailing address differs from their residence address

Manage Services Details

- **Policy:** No information should be entered in the "Actual Service Date" field until it has been verified that a participant has started training. Case managers have up to two weeks from the first day of the semester or class to contact the participant and enter actual service dates, if the participant actually did begin training. Local policy is that actual dates can be backdated up to 15 calendar days to reflect the dates that a participant started training. The participant becomes a part of the attainment of degree or certificate measure if a training service is provided. Case managers should not report a training service actual start date in ASSET until they know for a fact that the participant has begun attending the class or classes. In the event that actual service dates have been entered in an active case and the participant never started training, case managers can correct the participant's records in ASSET by simply removing actual start dates themselves. Case managers should make sure to check that no actual dates were entered in error in a training component before exiting a participant. If the participant has exited, the case manager will need to submit a data correction request to have the actual start dates removed in ASSET. THE PRACTICE OF REQUESTING THE DELETION OF ENTIRE TRAINING SERVICE COMPONENTS FROM ASSET IS NO LONGER PERMITTED BY THE STATE.

- Provider Name-The name of the agency providing the services should be entered in this field. For example, if the service is "case Management" the case manager should enter his/her own agency's name; if the service is "Occupational Classroom" the school or provider of this would be listed such as Moraine Park Technical College.
- O*Net Code-this field should include the code for the participant's desired occupational/training area.
- Provider Text- Any other information related to the service provider that a case manager feels is important should be entered in this field.
- Service open and close dates are subject to data validation monitoring and should match exactly with items in the paper file.

Manage Programs Details

- General Program Summary Tab
  - Education Status – pick most accurate description. Note: when selecting "attending post high school" this entry will exclude participants from the placement in employment performance measure
  - Education status – When selecting "attending post high school," "not attending, drop out" or "not attending, high school graduate" this will indicate an out-of-school youth. When this is paired with "yes" for basic skills deficient, the participant will be in the literacy/numeracy performance measure.
  - Employment Status – When selecting "employed" the participant will be excluded from the placement in employment performance measure.
- Youth Tab
  - Enrolled in Education – should only be marked "yes" for those who are in high school or an alternative school at enrollment or who enter post-secondary training during program participation. Marking "yes" to this field will place the participant in the attainment of degree or certificate performance measure. **Enrolled in Education – "Yes" or "no" must be checked. Once "yes" is checked, it cannot be changed and the Youth will be included in the performance measure. <u>If</u> "Yes" needs to be changed to "No", a Staff Request form must be completed and submitted to appropriate WIA staff. Case managers will be responsible for completing the entry or changing the entry. If the youth is in high school at the time of enrollment, check yes. For Youth completing GED/HSED, check yes only after pre-tests are completed and the Youth is ready to take the actual test. For Youth going into advanced training, occupational skills training, etc. that we are paying for, once an actual start date is entered, then check yes. Education is defined as participation in secondary school, post-secondary school, adult education programs, or any other organized program of study. Wait to check "yes", for all other Youth enrolled in Education such as technical college or other advanced training until they have begun their education program.**

- Basic Literacy Skills Deficient – If marked “yes” for an out-of-school youth, the participant will be in the literacy/numeracy performance measure
- Needs Additional Assistance – this field should be marked “yes” for youth who meet income requirements but do not have another listed barrier or for youth who are being enrolled under the 5% exception allowance
- Participant Signature/Staff Signature- Participants need to verify this information is correct and if this is the only place the information is collected, then it must be signed by the participant and staff.
- **End youth WIA program activity without exiting** by putting in end dates in Manage Service and in Youth 1, Manage Programs. Then open service in WIA Adult or Dislocated Worker program in Manage Programs. In Manage Services open the appropriate WIA program and indicate actual open date and planned close date. Report the appropriate fund source.

Reference:

- Workforce Investment Act Program Guide, Part 2, Chapter 3, Sections G, H, I & J
- ASSET User Guide, 3-2 Manage Customer, 3-5 Manage Employability Plans, 3-6 Manage Programs, 3-7 Manage Services, 3-8 Manage Program Exits

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