

EFFECTIVE CASE MANAGEMENT

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Overview

- Eligibility
- Assessment
- Individual Employment Plan/Individual Service Strategy
- Documentation
- Case Notes
- Follow-Up
- AJC Management Reports

Case Management

- Effective Case Management requires a supportive relationship between the program staff and a participant, with the staff providing guidance and motivation while the participant seeks training, employment, and possibly advancement.

Typical Service Flow



*Remember the Service Tiers: Core always first;
Intensive as needed; Training as appropriate*

Eligibility

- Federal Requirements
 - WIA Adult
 - 18 years of age
 - Priority to Low Income and Public Assistance Recipients
 - WIA Dislocated Workers
 - Defined in WIA, Section 101(9)
 - WIA Youth
 - Defined in WIA, Section 101(13)

Eligibility

- Additionally
 - Selective Service Registration
 - Completed Application
- State Requirement
 - Proof of Citizenship

Assessment

- Help Participant learn about themselves
 - Learn Who they are; Realize their current Skills; Visualize where they are going; and plan How they will get there
- Standardized Tests
 - Staff should be trained and know the materials
 - Be sure environment is conducive to testing
 - Know the testing abilities of the participant
 - Are accommodations needed?

Assessment

- Formal

- Interviewing, Needs Assessments

- TABE, COPS, COP, Holland Skills Inventory

- O*NET activities: Interest Inventory, Transferable Skills; www.mynextmove.org

- Labor Market Information

- Past Educational Experience, Transferable Skills

Assessment

- Informal
 - Actively Listen: Take Time to Talk
 - Create Relaxed Setting for Meeting Participants
 - Be Flexible. Meet in Participant's Comfort Zone, Accommodate Work/Family Schedule

Individual Employment Plan/ Individual Service Strategy

- Is developed by the case manager and participant
 - What is the participant's goal?
 - Assessment
 - Supportive Services
- A living document updated as the participant's information, goals, achievements, etc. are obtained or change

Developing an Effective IEP

- Individualized Service Strategy – General Characteristics
 - Participant-Centered
 - Involves Co-enrollment, Leveraging of Resources
 - Up-dated and Reviewed Regularly
 - Goal is Employability: “If you want to be an opera singer, learn to type” - *Barbara Bagri, opera singer / school teacher* . In other words, pursue your dreams, but you’ll need to eat.

Developing an Effective IEP

- Individualized Service Strategy – Basic Components
 - Assessments Completed and Results Evaluated (TABE, etc), Basic Skills (ESL, Math, etc.)
 - Goal with LMI Wage Attached
 - Degree Planning, OJT plan

Developing an Effective IEP

- Individualized Service Strategy – Basic Components (cont.)
 - Co-enrollment Commitments (WIA, etc.)
 - Financial Aid Awards
 - Other Considerations: Health, Transportation, Child Care, etc.
 - Time Frame for Goal Attainment
 - Scheduled Review

Developing an Effective IEP

- Individualized Service Strategy – Challenges Encountered
 - Length of Time for Degree Completion
 - Geographic Distance from Training Providers
 - Co-enrollment: Benefits and Challenges

Rapport with Participants

- Sharing Stories
 - Develop Trust
 - Build Relationship
-
- How do you develop a bond with your participants?



Rapport with Participants

- New Practices
 - Social Media
(Facebook, Blogs, etc.)
- Share Your Strategies and/or Successful use of Social Media in Outreach or Connection with Participants!



Documentation

- While the State may have established allowable Eligibility source documents, the guidance of Federal requirements for allowable Data Element source documents is published annually.
- Many states follow the federal guidance for allowable Data Element source documents as their allowable Eligibility documents requirements.
 - Allowable source documentation can be maintained in paper or electronic file format.

Documentation

- State Monitoring
 - Proof of identity
 - Social Security Card copy
 - Birth Certificate
 - Proof of Citizenship
 - Proof of Selective Service registration
 - Proof of Income or Disability
 - Proof of layoff

Case Notes

- Provides a Picture
- Provides required documentation to support case management
- Assists staff in overall case management-stay focused on what working towards and why
- Provides protection

Content of Case Notes

- Case notes should be Clear, Relevant, and Useful, and include information such as:
 - Date
 - Type of Contact
 - Description of the event
 - Recounting the interaction
 - How interaction relates to the ISS – progress, etc.
 - Issues
 - Resolution or next steps

Case Notes

- Case Notes, like the rest of the participant's record, is available to the participant, as well as others to access.
- Be aware not to use language that is:
 - Negative
 - Biased
 - Prejudicial

Case Note Example #1

- "Talked with Joe today. He said things are going well."

Case Note Example #2

- "1/25/2011. Mindy came into the office today. She looked horrible with dirty clothes and hair, and she smelled. She said she had not been to class because she was not feeling well. Told her to go to the Doctor. Will call the school to see if they know why she looks and smells so bad."

Case Notes

- Case notes are legal and binding
 - Must contain only factual information and not opinion
- Local Workforce Investment Areas must set local policy regarding case notes
- Case notes entered into AJC can not be deleted without state permission
 - If case notes not entered into AJC, then **MUST** be documented in the case file
- Spell check prior to saving case note in AJC

Case Notes in AJC

○ Universal

- Case notes written in the Universal section of AJC can be read by both Employment Service staff and WIA staff. It is recommended that the client case notes only be used to communicate to Non-WIA staff the applicant's status with WIA.

Case Notes in AJC

○ Program

- Case notes written in the Program Details area are referred to as Program notes. They relate to specific information relating to enrollment into each of the WIA funded services for adults, younger youth, older youth and dislocated workers.

Case Notes in AJC

○ Enrollment

- Case notes written in the Enrollment Details area may be used to identify supporting documents to support the eligibility for WIA services. These notes are related to the enrollment of the participant into specific WUA programs (adult, dislocated worker, older youth or younger youth) and WIA service delivery within those programs.

Follow-Up

- Services do NOT extend Participation
- Twelve Months Follow-Up
 - Required for Youth participants
 - Available for Adult and Dislocated Worker participants
- AJC data entries
 - Must be sure and enter services and activities , such as supportive service, in the Follow-Up category and not Service Delivery
- Exit to Follow-Up
 - Participants exit to follow-up when services end, not held with open activities until employed

Job Search and Placement

- Last day of training does not end the responsibility of the case manager
- Always keep focus on the ISS/IEP
- Keep an open dialogue with the participant at all times
- Understand your participant's strengths and weaknesses



Job Search and Placement

- Know the diverse job titles for the trainings in which participants are enrolled
- Get to know your state and local Labor Market Information department
- Be familiar with local workforce partners



AJC Case Management Reports

○ **WIA no youth goals – case manager**

- The purpose of this report is to identify those 14-18 year olds who do not have a youth goal set. All in-school youth must have at least one goal set. Out of school youth assessed to be in need of basic skills, work readiness skills, and/or occupational skills, must also have at least one goal set.

○ **WIA youth goals warning – case manager**

- The purpose of this report is to identify those participants that have a youth goal set and the status of that goal.

AJC Case Management Reports – cont.

- **WIA no youth Literacy / Numeracy-case manager (Out of school testing information)**
 - The purpose of this report is to identify those 14-21 year old out-of school youth who are basic skills deficient that do not have literacy numeracy set.
- **WIA youth Literacy/ Numeracy warning-case manager**
 - The purpose of this report is to identify those out-of-school youth participants that have literacy/numeracy pre-test scores set and when the post-tests are due.

MIS Screen Shot

AZ Job Connection - Management Reports - Windows Internet Explorer

https://www.azjobconnection.gov/ders/ea/wcmrs/sl_reporting/rpt_selecttype_dsp.cfm

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Labor Market Reports Job Link Reports, Labor Market Information, and Real Time Labor Market Information.	WIA Reports Management and Performance reports for WIA activities.
TAA Reports Management and Performance reports for TAA activities.	Employment Service Reports Management and Performance reports for Employment Service activities including MSFW, VETS, WPRS and RES.
Case Manager Reports Report 8 for client enrollments and activities, Automated Call-In Report.	EEO Reports Equal Employment Opportunity reports.
Provider Reports WIA Performance reports for Eligible Training Providers and Eligible Youth Providers.	Self Service Reports One-Stop and System Self Service Reports.
Miscellaneous Reports Other reports.	Exit Reports Exit Warning and Recently Exited Reports.

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AZ Job Connection - Workload - Windows Internet Explorer

https://www.azjobconnection.gov/ders/ea/wcmrs/casetracking/jobseeker/jsm_supervisorview_dsp.cfm

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Regions for Arizona WIA

Region Name

Coconino

Cocopah Trib

Colorado River Indian Tribes (CRIT)

Labor Market Reports

WIA Reports

TAA Reports

Employment Service Report...

Case Manager Reports

EEO Reports

Provider Reports

Self Service Reports

Miscellaneous Reports

Exit Reports

Pascua Yaqui Tribe (PYT)

Phoenix, City of

Pima

Quechan Tribe

REPAC

Salt River Pima Maricopa Indian Community

https://www.azjobconnection.gov/ders/ea/wcmrs/casetracking/jobseeker/jsm_supervisorview_dsp.cfm?regid=90&callingfile=jsm_supervisorview_dsp.cfm&

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https://www.azjobconnection.gov/ders/ea/wcmrs/sl_reporting/rpt_selecttype_dsp.cfm?choice=3&mailid=2&msiid=4

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Management Reports

- Aged Pending Client Report
- WIA No Participation - Statewide
- WIA No Participation - Local Area/WIB
- WIA No Participation - Office
- WIA No Youth Goals - Statewide
- WIA No Youth Goals - Local Area/WIB
- WIA No Youth Goals - Office
- WIA No Youth Goals - Case Manager
- WIA No Youth Literacy/Numeracy - Statewide
- WIA No Youth Literacy/Numeracy - Local Area/WIB
- WIA No Youth Literacy/Numeracy - Office
- WIA No Youth Literacy/Numeracy - Case Manager
- WIA Youth 5 Percent Report - Statewide
- WIA Youth Elements - Statewide
- WIA Youth Elements - Local Area/WIB
- WIA Youth Goals Warning - Statewide
- WIA Youth Goals Warning - Local Area/WIB
- WIA Youth Goals Warning - Office
- WIA Youth Goals Warning - Case Manager
- WIA Youth Literacy/Numeracy Warning - Statewide
- WIA Youth Literacy/Numeracy Warning - Local Area/WIB
- WIA Youth Literacy/Numeracy Warning - Office
- WIA Youth Literacy/Numeracy Warning - Case Manager

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AZ Job Connection - Management Reports - Windows Internet Explorer

https://www.azjobconnection.gov/ders/ea/wcmrs/sl_reporting/rpt_selectscope_dsp.cfm?report=WIA%20No%20Youth%20Literacy%2FNumeracy&scope=Case

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Choose Report Options

* indicates a required field

* Case Manager

WIA Year 2013

Date Type

Participant Between

First Youth Service Within Last 30 Days

First Youth Service Within Last 60 Days

First Youth Service Within Last 90 Days

Currently Open

Start Date (Only for date type Participant Between)

End Date (Only for date type Participant Between)

LANGUAGES | SECTION 508 COMPLIANT | EEO | PRIVACY STATEMENT | PROTECT YOURSELF | BROWSER HELP

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Format Choice

Please indicate which report format.

Excel HTML

↑

LANGUAGES | SECTION 508 COMPLIANT | EEO | PRIVACY STATEMENT | PROTECT YOURSELF | BROWSER HELP

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Report 8 for [] All clients that meet the selected characteristics and are open in Older Youth (Local Formula) -- Generated 08/09/2013

Part ID	Last Name	First Name
92968		Ramon
151179		Leticia
173834		Gabriel
245876		Orlando
288838		IVETH
294655		Lauren
308313		Elizabeth
589000		GEORGE
391350		Diego
538362		Matthew
557719		KAYLON
673651		Diana
687734		JAZMIN
757306		Mariah
816780		Chandler
834246		alex
928509		Christopher
980142		Chanae
986420		Cayla
1096407		Amy
1120897		JOHN
1233856		Ian
1249304		Amanda
1278937		JAZMINE

Report Comments: Reg Date from enrollment start date, Last Contact from enrollment note, Staff is primary case tracker, Office and Exit Date from Program, and Petition from TAA demographic snapshot. Case Manager report matches on enrollment primary case tracker. All participants displayed have a service except for unemployment. For reports using order by, order by columns must be included on report. If not, use Do Not Order. Accessing current data tables so this report requires extra time and resources.

Done | Internet | Protected Mode: On | 75%

Questions??

