

CDO WORKFORCE INVESTMENT BOARD

POLICY # 05-07: Individual Employment Plan
Case Management

DATE: December 13, 2005

APPLIES TO: WIA Title I – Adult and Dislocated Worker Programs

History

The Workforce Investment Act of 1998 (WIA) Section 101 (5) defines case management at “the provision of a client-centered approach in the delivery of services designed – (A) to prepare and coordinate comprehensive employment plans, such as [individual employment plans], for participants to ensure access to necessary workforce investment activities and supportive services” Further, 20 CFR Part 652 specifies that intensive services are intended to identify obstacles to employment through a comprehensive assessment and/or individual employment plan in order to determine specific services needed and the requirement that each person receiving intensive services have a case management file that documents the need for additional services beyond core.

Purpose

The purpose of this policy is to communicate local policy regarding the expected case management process for program participants enrolled in the WIA Adult and/or Dislocated Worker programs. The policy will ensure that the case management process includes the development of an individual employment plan based on comprehensive assessments for every participant receiving intensive services. Additionally, the policy will ensure that assessment be an on-going activity that continues throughout a participant’s relationship with the service provider.

Provision

For every enrolled participant who has received at least one core staff-assisted service and is still determined to be unemployed or underemployed after sixty (60) days following enrollment into the WIA Adult and/or Dislocated Worker program:

1. The WIA Title I Case Manager (Career Specialist) will assemble a Case Management Team and present the case to the Team for determination and coordination of the intensive service needs of the individual. This team will include the participant and representatives from CDO Workforce partner agencies such as Wagner-Peyser, Department of Social Services, VESID, and community action programs.
2. Recommendations made by the Case Management Team will be used to develop the participant’s Individual Employment Plan (IEP). The goal of this process is to determine an individual’s work readiness and supportive service needs and address the identified needs through preparation and training services provided by appropriate partner agencies.

Components of the IEP will include:

- Identification of employment expectations for the participant (e.g., short-term employment goal, long-term employment goal, and labor market outlook for the goal), as well as the performance outcomes(s) to be achieved by the participant relative to local area Title I-B performance standards.

- Identification of work history, transferable skills, and the skill gaps to achieving the employment expectations and performance outcome(s). To the extent possible, the work history will document the earnings history for the prior six (6) to nine (9) months.
- Identification of leisure activities, hobbies, and affiliations with community organizations.
- Identification of education and training history.
- Assessment of participant's interests, aptitudes, and reading and math abilities.
- Identification of the service strategy to acquire the needed skills and achieve the employment goals and performance outcomes. The service strategy will include the services/benefits received, the activities to achieve employment, the training plan (when warranted), the follow-up services to ensure achievement of the goals/outcomes, and the collection of post-program employment-(outcome) related information from the participant.

Once developed, the IEP will be used as a tool to guide the participant through the CDO Workforce One-stop System of services. Case Management services will be recorded in the OSOS **only** when the career specialist has been in communication with partner agencies providing intensive services **and** when the career specialist has reviewed the IEP with the participant for updates and/or modifications. Review and/or update of the IEP will occur at least once every ninety (90) days.

The career specialist is charged with tracking participant activities associated with the IEP and must ensure that all services, outcomes, and partner agency interactions with the participant are recorded in the case file and the OSOS accurately and no more than 5 days following the service, outcome and/or interaction.