



## POLICY

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<b>CATEGORY:</b>	<b>Workforce Programs- General</b>	<b>No: 4.0.103.02</b>
<b>TITLE:</b>	<b>Case Management</b>	
<b>SUPERSEDES:</b>	<b>4.0.103.01, dtd 9.20.2012</b>	
<b>EFFECTIVE:</b>	<b>October 25, 2013</b>	
<b>BOARD APPROVAL:</b>	<b>October 24, 2013</b>	
<b>DATE OF LAST REVIEW:</b>	<b>July 17, 2014</b>	

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### I. PURPOSE:

The following policy outlines the requirements for Workforce Solutions of the Coastal Bend (WFSCB) Career Center staff providing case management to program participants.

### II. DEFINITIONS:

*Case Management* - The process by which comprehensive, unified, and timely services are provided to program participants. Because of the varied needs and barriers faced by program participants, this process will be individualized, customer-centered, and holistic so that it addresses the needs of individual clients within the family unit.

### III. POLICY STATEMENT:

#### General

Career Center Service providers for Workforce Solutions of the Coastal Bend may determine an organizational structure for providing case management to job seekers. Case management shall be provided by WFSCB Career Center staff that have been trained and demonstrate competency in required and specialized job functions.

Case management will be based on the following principles:

**Customer Oriented** - Provision of quality services will be based on the individual needs and best interests of each customer, stressing ease of access and convenience, according to high standards of customer service.

**Individualized** - Services will be personalized, based on appropriate respect for the dignity and individual rights of each customer. This approach will help to develop a relationship of mutual trust and respect which fosters a cooperative relationship aimed at helping the customer gain independence as a contributing member of society.

**Consultative**- As much as possible, decisions will be made in consultation with the customer through consistent dialogue and input from the customer. WFSCB Career Center staff providing case management will assist customers in self directed activities by demonstrating how to make

sound decisions based on knowledge of themselves and the world of work as well as understanding program rules, purposes of the assigned activities, and benefits of program participation. While the emphasis will be on such positive factors, customers will also be made aware of the consequences of failure to comply with federal/state laws, rules, and regulations.

**Confidentiality-** Customers' rights to privacy and confidentiality will be protected and customer information shared with other WFSCB staff or other service providers strictly on a need to know basis, according to federal/state rules and regulations and Board policy.

**Comprehensive-** Case management will provide close contact and monitoring of each customer's status, with appropriate intervention to ensure that there is compliance with program rules and requirements, support services are available to the customer to overcome barriers, and that the customer makes progress through allowable activities towards the ultimate goal of employment.

### Assessment

Ongoing assessments will be performed to determine the employability and retention needs of the customer, including wage advancement and career development. Assessments will also identify individuals with higher than average barriers to employment so those individuals may be referred to community-based organizations and other entities, to address the barriers; higher than average barriers may include individuals with such issues as, family violence, substance abuse, mental health and disability-related issues. Assessments shall include evaluations of strengths and potential barriers to obtaining and retaining employment, such as:

- 1) skills and abilities, employment, and educational history in relation to employers' workforce needs in the local labor market;
- 2) pre- and post-employment skills development needs to determine the necessity for job-specific training;
- 3) unmet housing needs and whether those needs are a barrier to full participation in the workforce and progressions to self-sufficiency;
- 4) support services needs; and
- 5) individual and family circumstances that may affect participation, including the existence of family violence, substance abuse, mental health, disability-related issues, or the need for parenting skills training.

### Training

If the skills assessment indicates that an individual requires job-specific training for placement in a job paying wages that equal or exceed the Board's identified self-sufficiency wage the service provider must, to the extent that funds are available and to the extent allowed under the applicable program, place the individual in training designed to improve employment/wage/job retention opportunities.

Training may also be provided through job skills training activities. Post-employment service strategies are used to address the training needs of individuals and encourage their career progression toward the established self-sufficiency wage.

### Referrals

Referral programs are to be developed to provide individuals identified as having higher than average barriers to employment with referrals to pre-employment and post-employment services offered by

community-based and other organizations that provide employment service specifically for persons with high levels of barriers to employment.

Collaborative partnerships with housing authorities and sponsors of local housing programs and services for individuals identified as having unmet housing needs will be utilized.

#### **IV. PROCEDURES:**

##### Documentation

Case management includes the ongoing maintenance of supporting documentation regarding a program participant's planned goals, key decisions, status, and progress in all relevant areas of TWIST including but not limited to assessment, counselor notes, service tracking, and performance outcomes. Appropriate paper documentation will be kept in the program participant's paper file.

Support services provided to customers will be documented in the customer's paper file, justified and recorded in the TWIST system, and requested through the appropriate financial management system so that costs may be assigned and reported according to grant and category. Additional information regarding Support Services can be found in Policy 4.0.101.06 Support Services.

##### Coordination

In cases where a participant is enrolled in more than one program, or referred to activities provided by an outside provider, procedures will include appropriate coordination between programs and/or agencies to ensure continuity of services, sharing of customer information, accurate reporting, and compliance with program rules and regulations.

#### **V. RELATED POLICY INFORMATION:**

Workforce Investment Act of 1998  
Wagner-Peyser Act  
Texas Labor Code 301  
Texas Health and Safety Code  
45 CFR Part 265  
Food Stamp Act of 2008  
45 CFR, Chapter 809

#### **VI. RESPONSIBILITIES:**

Board Staff shall ensure that appropriate Contracted Service Provider(s) are aware of and comply with this policy.

The Board Monitor shall provide oversight and evaluation of the Contracted Service Provider(s) case management systems.

Contracted Service provider(s) shall ensure that appropriate procedures are implemented and that relevant Career Center staff receive training regarding the requirements of this policy.

#### **VII. FORMS AND INSTRUCTIONS:**

**VIII. DISTRIBUTION:**

Board of Directors     Board Staff     Contracted Service Provider Staff

**IX. SIGNATURES:**

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**Reviewed by EO Officer**

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**Date**

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**President/CEO**

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**Date**