

## POLICY

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<b>CATEGORY:</b>	Workforce Programs- General	<b>No: 4.0.103.06</b>
<b>TITLE:</b>	Case Management	
<b>SUPERSEDES:</b>	4.0.103.05, dtd 5.24.2018	
<b>EFFECTIVE:</b>	September 22, 2023	
<b>BOARD APPROVAL:</b>	September 21, 2023	
<b>DATE OF LAST REVIEW:</b>	September 7, 2023	

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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 in work search activities to obtain a job and job retention services to retain a job.

### 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:

#### A. General – All Workforce Programs

Career Center Services 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.

**Consultive** – 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 customer 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 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. Evidence of completed or updated assessments such as Individual Employment Plans (IEP) must be completed in a Board approved case management system database such as The Workforce Information System of Texas(TWIST) or Work-in-Texas(WIT). 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.

### **WorkInTexas.com**

Workforce Solutions Office staff must complete the *Job Seeker Registration* information in WorkInTexas.com to identify occupational choices for which the job seeker qualifies. Workforce Solutions Office staff will complete the registration information before the job seeker enters the job search activity. Workforce Solutions Office staff is responsible for helping the job seeker understand how to use WorkInTexas.com and the circumstances under which the job seeker should change or update his or her registration information.

## **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 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 services 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.

## **Fidelity Bonding**

Fidelity bonding helps at-risk job applicants, such as ex-offenders, public assistance recipients and disadvantaged youth who lack a work history, get and keep a job. Free fidelity bonding services are offered to reduce employers' concerns about hiring at-risk job applicants which is an insurance policy that protects the employer against employee acts of dishonesty such as larceny, embezzlement, and theft. Workforce staff are required to share this employer incentive with both job seeker and employer as a competitive edge to the at-risk applicant. Either the job applicant or the prospective employer can request bonding through any Workforce Solutions office.

**B. Supplemental Nutrition Assistance Program Employment and Training (SNAPE&T)**  
Information on job retention services, support services, and the job retention period is to be shared with recipients at the employment planning meeting or before the recipient begins participation in regular SNAP E&T services.

Job Retention services, support services, or both must be received by SNAP E&T participants if requested, for a minimum of 30 days and not more than 90 days. Day one of the job retention period begins the day after a SNAP recipient enters full- or part-time employment. SNAP E&T participants in the Coastal Bend may receive retention services up to 90 days. However, before using SNAP E&T funds to provide job retention services or support services, careful consideration must be considered when determining the amount of funds available for outreach for regular SNAP E&T services to Abled Bodies Adults without Dependents (ABAWDS) and the General Population.

## **Nonvocational Education**

Nonvocational education is a nonwork SNAP E&T activity that provides educational programs or activities to improve basic skills or otherwise improve employability. It incorporates the following:

- Adult Basic Education
- Basic Skills and Literacy
- High School Equivalency (HSE) and high school instruction
- English as a Second Language
- Post-secondary education that does not result in a baccalaureate or advanced degree
- Work Readiness training.

In addition to basic skills and literacy, workforce development services must include financial literacy training.

In accordance with 7 CFR §273.7(d)(1)(ii)(c),

1. Federal E&T funds used for activities within the education component do not supplant non-federal funds for existing educational services and activities; and
2. The costs charged to E&T do not exceed the costs charged for Non-E&T participants.

Workforce Solutions Office staff must provide evidence of compliance with these supplanting and cost parity requirements upon request by the Food and Nutrition Service (FNS), Health and Human Services Commission (HHSC), and Texas Workforce Commission (TWC). Workforce Solutions Office Staff must provide documentation indicated in the TWIST Counselor Note that states:

1. Payment has been verified as being from a non-federal source; and/or
2. The cost of training has been verified to be the same for SNAP and non-SNAP training participants.

## **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 in a Board approved case management system database including but not limited to assessment, counselor notes, service tracking, and performance outcomes.

Support Services provided to customer will be documented in the customer's file, justified, and recorded in The Workforce Information System of Texas (TWIST) and WorkinTexas.com (WIT), 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 Board Policy 4.0.101.13. Support Services and subsequent changes to the Support Services Policy.

### **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:**

Texas Labor Code 301  
Texas Health and Safety Code  
45 CFR Part 265 – Data Collection and Reporting Requirements  
45 CFR, Chapter 809 – Childcare Services  
US DOL Training and Employment – TEGL 01-17  
US DOL Training and Employment – WIOA TEGL 19-16 – Issued March 2017  
US DOL Training and Employment – WIOA TEGL 21-16 – Issued March 2017  
TWC WIOA Guidelines for Adult, Dislocated Worker, and Youth – revised April 2020 and all subsequent revisions  
TWC TAA Guide – Issued April 2016  
TWC Choices Rules Chapter 811  
TWC Choices Guide revised February 2020 and all subsequent revisions  
SNAP E&T Rules Chapter 813  
TWC SNAP E&T Guide revised March 2022 and all subsequent revisions  
TWC NCP Choices Guide revised February 2020 and all subsequent revisions  
TWC NCP Choices Guide revised February 2020 and all subsequent revisions

**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 in accordance to the rules set in Section V. Related Policy Information and that relevant Career Center staff receive training regarding the requirements of this policy.

**VII. DISTRIBUTION:**

- Board of Directors       Board Staff       Service Provider Staff

**VIII. SIGNATURES:**

  
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Reviewed by EO Officer

09/22/2023 \_\_\_\_\_  
Date

  
\_\_\_\_\_  
President/CEO

09/22/2023 \_\_\_\_\_  
Date