

WIOA YOUTH POLICY

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REVISED: August 16th, 2019

TO: Workforce Solutions (WFS) Youth Staff

FROM: WIOA Employment Services Division Manager

SUBJECT: U LEAD Case Management Policy & Procedures

PURPOSE: The purpose of this policy is to provide guidance and instructions to Employment Guidance Counselors (EGC) and other WFS staff on providing high quality customer service through evidence-based case management supports to all youth participants. Case management is a vital aspect of employment and training supports. High quality case management supports lead to improved outcomes, as demonstrated by internal and external performance measures, for both individual youth participants, and the U LEAD program.

POLICY: It is the policy of Ramsey County WFS to provide high quality case management supports for all individuals enrolled in any of the department's employment and training programs, in alignment with the county's values of Serving with Integrity, Investing in People, Valuing Community, and Advancing Equity.

PROCEDURES: Below are procedures required to implement the U LEAD Case Management Policy.

Scope of Comprehensive Guidance Counseling & Role of EGC

Comprehensive Guidance Counseling is individualized, specific supports to aid youth participants in achieving their educational and/or employment goals. If a youth requires additional supports, such as substance abuse treatment, mental health treatment, housing assistance, transportation, and disability services etc., EGCs should make appropriate referrals to other Ramsey County departments or community-based providers. WFS staff are not funded, nor are trained, to provide these supports, but should include any barriers to success and identify support strategies in the youth's Individualized Service Strategy (ISS). This is in recognized that youth participants live in communities and systems, and may need additional supports to be success in employment and training.

Supports to Participants

Intake and Assessment

When a youth participant is identified as interested in the U LEAD program, and is determined likely eligible.

1. EGC will meet with youth to complete Intake documentation (U LEAD application, copy of Social Security Card, copy of ID, proof of Selective Service Registration, Parental Permission, etc.). Following completion of this information, EGC will follow *WFS Youth Programming Enrollment Policy*. EGC must clearly document required eligibility (including self-attestation) in case note in WF1 and label case note Subject "Intake & Assessment".
2. EGC will work with youth to complete required skills and career interest assessments. Additionally, EGC will work with youth to assess their individual career interests, short-term and long-term goals.

Support Planning (Individualized Service Strategy)

Once intake and assessment has been completed, EGC will aid youth in identifying what Activities and Supports would be beneficial in helping them achieve their individualized goals.

1. EGC will document the youth participant's individualized goals in the Individualized Service Strategy plan (ISS). EGC will work with youth to ensure that goals are specific, measurable, attainable, relevant, and time-specific (SMART).
2. EGC will document the youth participant's current strengths and barriers.
3. EGC will inform and explain all available Activities and Program Elements to youth participants. EGC may recommend and advise certain Activities that may closely align with the youth's individualized goals.
4. Youth participants chose which Activities and Program Elements that they would like to engage in. EGC will document these Activities and Program Elements in the ISS.
5. Both youth participant and EGC will and date sign ISS.
6. EGC will coordinate youth's participation in their chosen Activities and Program Elements.
7. EGC will make updates to the ISS as youth participant's Activities and Program Elements change and as goals are completed.

Annual Evaluation & Updates

If a youth participant remains open with U LEAD programming for over one year (365 days), a number of items need to be reviewed and re-evaluated.

1. Once a youth has been enrolled in U LEAD for one year, EGC must review ISS with youth participant. This review should include a re-evaluation of individualized goals, assessment of current strengths and barriers, and review of requested Activities and Program Elements.
2. Both youth participant and EGC will sign and date updated ISS.

3. EGC will update Employment Plan in Workforce One to reflect updates, changes and Measurable Skills Gains.
4. If a youth continues to be enrolled in U LEAD after 1 year, EGC and youth will complete Steps 1 and 2 at least every 365 days.

Communication

Communication with youth participants is a key aspect of case management. Good communication leads to good case management. Because WFS values the participants of all our programs, it is critical that EGCs and all other staff use professional communication with those they are serving. The majority of communication between EGCs and youth participants should be related to the goals and activities documented in the ISS.

- All communication between EGC and youth participant should be completed during EGC's work hours. If client contacts EGC outside of work hours, EGC should return the contact the following day during work hours.
- All communication related to youth participant's case should be documented in case notes, following Documentation and Communication directions.

Contact Standards

EGCs are required to attempt at least monthly live contact with any youth participants enrolled in U LEAD programs. If a youth participant does not return contact to EGC, EGC should continue to attempt to make monthly contact. If a youth participant has not been in contact with their EGC or engaged in any Activities for 90 days, EGC should follow WFS *Youth Exit Policy*.

Phone Use

Voice mail greeting:

- Record a message indicating regular work hours and availability to serve participants. You are not required to change message daily, you should have one message outlining your normal work schedule.
- Change your voice mail greeting prior to any absence
- Include in your voice mail greeting a statement regarding participant's ability to call another number (such as the supervisor).

Checking your voice mail:

- Check voicemail regularly and clear out messages so your voice mailbox does not fill up

Returning your phone calls:

- Strive to return phone calls on the same day received
- If unable to return phone calls on the same day received, return phone calls on the following day (no later than end of the work day)

Texting:

- Any text communication with youth participants should be completed during work hours and focused on the goals and activities documented in the youth's ISS.

Social Media

Any communication with current, former, or potential youth participants should be done through official Ramsey County social media pages, and never through staff's personal accounts, excluding career focused social networks, such as LinkedIn.

Face to Face Meetings

Face to face meetings with youth participants should take place in public, community locations or WFS offices. These meetings should not take place in a youth participant's home. EGCs will under no circumstances drive participants (either in their personal vehicle or any county owned vehicles). Transportation support is available through "Support Services". If emergency transportation is needed, EGCs may provide support such as calling 911, a participant's family/friend, etc. All face to face meetings, including group sessions, scheduled with youth participants should be documented in EGC's Outlook Calendar prior to the meeting. If these meetings are changed, EGCs will document these changes in Outlook Calendar.

Documentation & Casenoting

Documentation is extremely important in providing effective case management. All participant related activity will be casenoted in WF1 within five (5) working days of activity being completed. Case notes should be informative, concise and professional. EGCs should ensure that all fields in WF1 case notes are completed. The narrative of the case note should not include jargon, slang or derogatory nicknames. EGCs should expect that agency supervisors, planners, managers, and director may read their case notes. Case notes should provide enough information for another EGC to take over case and provide high quality case management. EGCs should follow the procedures as directed in annual case management trainings.

Supervision

Supervision is an essential aspect of providing effective case management services. EGCs are required to meet with their supervisor at least once per month for case supervision. This case supervision includes a review of youth participant file(s), and relevant case notes. This review will take place in accordance with WFS *Youth Internal Monitoring Policy*. Additionally, supervision is an opportunity for EGCs to consult about recent successes or challenges presenting on the EGCs caseload. If EGC needs to change the time of their supervision, as it is the priority of WFS to ensure staff are serving participants, they will email supervisor and request scheduled change.

Continuing Education and Professional Development

It is the expectation of WFS that EGCs and other staff will seek opportunities to continue their professional growth. These opportunities will include internal Ramsey County

trainings, external professional trainings, and engagement in other internal leadership opportunities, such as Labor Management Committee, Safety Committee, etc.

Safety Procedures

The safety of all WFS staff is critical. If there are any safety concerns, please consult with the supervisor and follow directions listed below.

- Anytime if there is a direct threat, please call law enforcement.
- If there is a customer who seems to be assertive and upset, please call any available supervisor.
- Supervisor must resolve issues at hand.
- Anytime law enforcement is called, supervisor must be notified.
- Anytime law enforcement is called, supervisor must notify manager.

Reporting Abuse or Neglect

It is the policy of WFS that participants' safety and well-being is a top priority. Because of this position Ramsey County encourages EGCs, to voluntarily report any suspected abuse, neglect, or financial exploitation of children (under age 18) or vulnerable adults to the proper authority within 24 hours of knowledge or suspicion of wrong-doing. If report is in good faith, EGC is not liable for any damages that may occur.

EFFECTIVE DATE: June 24, 2019

CONTACT PERSON: WIOA Employment Services Manager

RELATED POLICIES:

WFS Youth Internal Monitoring Policy

WFS Youth Exit Policy

WFS Youth Programming Enrollment Policy