

WIOA YOUTH POLICY

DATE ISSUED: July 01, 2018

REVISED: June 13, 2019

TO: Workforce Solutions Youth Staff

FROM: WIOA Employment Services Division Manager

SUBJECT: Youth Internal Case File Monitoring Policy

BACKGROUND: All Workforce Solutions programs are subject to regular and consistent monitoring from any funding source. In order to ensure consistent positive monitoring results, this policy is being created to give all staff the same expectations regarding the frequency, consistency, and the content of the internal monitoring.

PURPOSE: To establish system-wide understanding and expectations for monitoring all participant case files to ensure consistency, accuracy, and accountability for all participants served. This policy will also ensure positive monitoring for WIOA Adult.

PROCEDURES: Manager, Supervisor, or Planner will utilize Workforce Solutions internal, customized WIOA Monitoring Spreadsheet (extracted from Workforce One) and an internal, customized Support Service and Training Fiscal Ledger to ensure that counselors have followed programmatic requirements. Monitoring will commence on a quarterly schedule.

Specific items (listed below) will be monitored based on guidance from DEED per the following policies:

- WIOA Youth Data Entry Timeliness Policy
- WIOA Youth Allowable Activities Policy
- WIOA Youth Exit Policy
- WIOA Youth Case Management Policy
- WIOA Youth Consent for Release and Exchange of Information Policy

1.

- a. Employment Guidance Counselor (EGC) has submitted *Workforce One Youth Data Entry Form* to MIS unit within 5 days of completion of form for pending participants.
- b. EGC has submitted *Workforce One Youth Data Entry Form* to MIS unit within 5 days of completion of form for enrolled participants.

2. EGC has ensured that all required forms and documents are up to date and in the file.
3. EGC has attempted/initiated contact with participant every thirty days and has documented this actions in casenotes.
4. EGC has ensured participant's Individualized Service Strategy (ISS) is updated at least every 365 days or earlier, as needed.
5. EGC has followed policies ([WIOA Youth Client Training Policy & Support Services for Youth Programming Policy](#)) related to support service and training obligations and expenditures (utilizing the Support Service and Training Fiscal Ledger).
6. EGC has closed files of participants who have been out of contact for more than ninety days, or has consulted with supervisor about reason to keep file open and documented that discussion and reason in casenotes, as prescribed in *WFS Youth Exit Policy*.
7. EGC is following overall case management practices.

Each Employment Guidance Counselor (EGC) shall have cases monitored at least quarterly. Monitoring will be completed by a Manager, Supervisor, or Planner. The results of this audit will dictate the extent and nature of staff coaching.

Each internal monitoring review will cover the EGC's paper case file, as well as the electronic case file in Workforce One (WF1). The paper file and WF1 file will be cross referenced to ensure that all documents that exist in both files match, and are accurately recorded (for example, confirmation of Support Services in WF1 should have a matching paper receipt with the correct amount and date in the paper file).

If a governing body has provided guidance in case file management, or monitoring, that guidance shall be used in each internal monitoring meeting. Generally, what is being looked for is eligibility documentation, information related to the confirmation of the identity of the participant, the participants plan (i.e. ISS, individual service plan, etc.) while working with WFS, documentation noting the participants goals and progress towards those goals, educational information, employment and training information, case note accuracy and consistency, and documentation of support services/monies spent on the participant.

During the internal monitoring meeting, the monitor will provide feedback to the EGC regarding what is, and is not, missing from the file. This should be given to the EGC in writing. The EGC will have 30 days to ensure all case file errors, WF1 errors, inconsistencies, and missing documents have been resolved. If the reviewer is not the program Supervisor or Manager, the reviewer will provide feedback to the Program Supervisor. It is the responsibility of the Program Supervisor to ensure and enforce all follow-up after the internal staff monitoring.



While the internal case file monitoring will happen quarterly, the reviewer can choose to review new files each quarter, or go back and re-review previous case files.

EFFECTIVE DATE: June 24, 2019

CONTACT PERSON: WIOA Employment Services Manager