

**Effective Date:** February 11, 2014

**Contact Person:** Agency Planner

## **OPERATIONAL DEFINITION:**

### Employment Services Case Management

There are several key factors that contribute to meeting the outcomes:

- a. the participant is engaged in an employment plan (“EP”) written for the activities that matter (such as job clubs, transitional work experience, ABE/GED, etc.) and for the appropriate correct number of hours to be invested in the activities;
- b. the participant achieves the activities and investment hours outlined in the EP;
- c. the participant provides appropriate documentation for the activities and the invested hours;
- d. the data is correctly entered (in a timely manner) into Workforce One (“WF1”)(or MAXIS); and,
- e. individual staff are engaged and monitor participant progress by addressing each and every case at least once a month.

There are other important factors such as the correct coding in MAXIS, timely availability of child care and support resources.

Case management is the means to best influence the accomplishment of these key factors. Case management effectively brings all factors together in order to meet outcomes and help participants.

The concept of case management is that every employment services case needs to be “touched” regularly – the monitoring, review, consideration, adjustment, actions and a sense of urgency in serving participants are inherent attributes of effective case management.

Employment Service (“ES”) programs having the greatest success with incorporating these key factors into their daily work and with achieving higher outcomes are those who execute the most “hands on approach.” This means that ES counselors have ongoing meetings with the participants, follow up with all participants at least monthly, and create EPs that outlines participant’s goal including steps to achieve it and the hours that are needed. The ES counselor also makes sure that all of the activities match the EP and there are support documents on file to document hours of participation. It also means that there is effective and consistent communication via emails and Status Updates between an ES, FAS, and Child Care staff.

The successful ES programs strategize with each and every participant on a monthly basis, including those who are working, WPR and FSS cases.

The redesigned scope of services for 2014 and beyond also brought an increased number of employment services outcomes to be measured. One accompanying challenge is to resist the temptation to teach to the test by focusing primarily on the outcomes. Our focus must be on helping participants make changes in their knowledge, skills, attitudes, functioning and

circumstances. We can do so through the services (a wider range of services than identified in earlier request-for-proposals) we provide.

Focus on the outcomes at the expense of the service delivery will be counter-productive. Case Management keeps our focus on delivering effective services to clients; outcomes follow.