

Chicago Department Of Family & Support Services
WIA Policy # 3

TO: ALL YOUTH SERVICE PROVIDERS
ALL ONE STOP CAREER CENTERS
ALL ADULT AND DISLOCATED SERVICE PROVIDERS
ALL WIA SYSTEM PARTNERS

FROM: _____
Mary Ellen Caron
Commissioner

SUBJECT: Minimum Requirements for Case Management

DATE: 3/11/2010 (Initially released under MOWD February 16, 2001)

Purpose: To provide guidance to service providers on the expectations for contracting agencies with regard to case management services as required by the Workforce Investment Act of 1998 (WIA).

References: Chicago Department Of Family & Support Services (FSS) formally Children & Youth Services (CYS) Scope of Services (contract document) for Youth, Mayor's Office of Workforce Development (MOWD) Scope of Services (contract document) for Core and Intensive Service Contractors. Workforce Investment Act of 1998, Section 134(d)(3)(C). Workforce Investment Act, Final Rules, Section 663.200 - 663.240.

Background: Under the Workforce Investment Act, case management is one of the intensive services available to customers who have 1) registered into WIA and 2) been unable to secure employment leading to self-sufficiency through universal or staff-assisted services, and require additional assistance in order to do so.

Case management may be provided by several workforce development system partners for any given customer. However, the primary responsibility for case management lies with the service provider registering the customer into WIA. Placing primary responsibility for these services with the registering service provider helps to ensure that the customer is not "lost" within the system and receives the services he/she needs.

FSS believes that case management services will prove to be an integral part of the delivery of Chicago's workforce development system services. Case managers will need to expand their knowledge, skills and abilities to incorporate the needs of their customers and the WIA system as a whole. Since the WIA system targets a universal customer base, not all customers will require the same level case management. FSS requires a set of skills and duties which will prepare service providers for the diverse requirements of WIA case management.

Chicago Department Of Family & Support Services

WIA Policy Letter # 3

Page 2

Policy:

Case Management

Case management is the process in which counselors or case managers perform ongoing counseling, intervention and tracking of participants/customers. Service providers should provide case management services to registered customers as needed. While a customer's success is primarily their own responsibility, and all customers may not require such services, FSS has set up minimum skills and duties for case management within the WIA system. All of these duties need not be provided by one individual with the title of case manager, but rather must be provided in some way by service provider. Case management includes these specific duties:

- Ongoing regular contact with the customer on all aspects of their workforce development needs. This should be documented in a case file and occur at least every thirty days through a direct conversation with the customer.
- Development, in cooperation with the customer, of an Individual Employment Plan (IEP)/Individual Service Plan (ISS) which will be described in a later Policy Letter.
- Comprehensive knowledge, utilization, and interpretation by members of the service provider's staff of assessment tools such as the TABE.
- Coordination of services for each customer, including referral to other workforce development system partners or service providers and coordination of service delivery by all providers involved in the customer's case.
- Provision of job development, job placement and job retention services including determination of self-sufficiency using the Self-Sufficiency Calculator (adults/dislocated workers).
- Utilization of the technological aspects of the workforce development system in order to track services utilized by the customer and to provide the customer with information on growth industries in the Chicagoland area and training provider performance. These technologies will include, at a minimum: Illinois Workforce Development System (IWDS),
- Documentation in the IWDS system of the level of services received by the customer and the services accessed at each level.
- Referral to training services as appropriate through the FSS-contracted Training Assessment Review Agency, including facilitation of customer visits to certified training providers as part of the training selection process and ongoing case management and support throughout and after the customer's participation in training;
- Provision of follow-up services (as described in Policy Letter #7).

Case Manager Knowledge and Skills

Chicago Department Of Family & Support Services

WIA Policy Letter # 3

Page 3

As mentioned above, in order to effectively provide the range of services which will be required of case managers under the WIA program model, case managers or other appropriate staff at each service provider should develop certain additional skill sets and knowledge. These skills and knowledge include, but are not limited to:

- Knowledge of the WIA program partners, the services each partner provides, and the eligibility requirements for each program as well as the ability to forge successful relationships with the partner programs in order to facilitate and expedite customer referrals to those programs.
- Knowledge of the various barriers to employment which customers may face and of the services available within and outside the WIA system to assist customers in overcoming those barriers, including supportive services.
- Specific knowledge of the Temporary Assistance to Needy Families (TANF) system including eligibility for TANF benefits, available services, participation and sanction policies. Also, knowledge of the TANF Responsibility and Service Plan (RASP) and coordination of it with the IEP/ISS.
- The ability to navigate and interpret the technology that will be incorporated into the case management service menu, including the IWDS system.
- Knowledge of the self-sufficiency standard for the City of Chicago and how to calculate this measure for different family types (adult/dislocated).
- Extensive knowledge of the levels of services in the system, the services offered at each level, and the requirements for passing from one service level to the next.
- The ability to use all available resources to achieve the employment and employment-related outcomes set out in each customer's employment plan.
- Clear understanding of the customer's right to confidentiality; that all information provided remains confidential and should not be released to employers or other service providers without a specific signed legal release-of-information document signed by the customer; proper methods of handling customer information and data; and other knowledge regarding customer confidentiality.

Conclusion

As the primary point of contact with the job-seeker customer, it is the responsibility of the registering service provider to ensure that a customer is given the appropriate services which will enable that customer to move toward self-sufficiency. While the registering service provider will be responsible for ensuring that the customer receives the required services, these services need not be provided by that service provider nor one single case manager within the service provider. It should also be noted that these case management services are the *minimum* services required. The Individual Employment Plan/Individual Service Strategy must be developed in cooperation with the customer to ensure that his/her needs will be met by these services and any additional services which are available.