

Draft
One Stop Committee
Agenda
Tuesday, October 15, 2019
10:00 AM
Fredericksburg Workforce Center
Fredericksburg, VA 22408

1. Call to Order
2. Roll Call
3. Public Comment
4. Approval of July 16, 2019 Meeting Minutes
5. New Business
 - a. BCWDB Policies
 - i. Case Management, Case Notes, and IEP/ISS Update and Review Policy
6. Old Business
7. Other Issues Open for Discussion
8. Adjournment

Bay Consortium Workforce Development Board, Inc.
One-Stop Committee Meeting
Draft Minutes
Tuesday, July 16, 2019
10:00 a.m.

The One-Stop Committee met Tuesday, July 16, 2019 at the Fredericksburg Workforce Center.

Call to Order: Debbye Warf called the committee meeting to order at 10:00 a.m.

Roll Call: Present in person were Debbye Warf, Rebecca Mann, Nikole Cox, and Cherlanda Sidney-Ross. Not present was Tracy Harrington. In addition, present were Jackie Davis and Katlyn Moss, WDB Staff. A quorum was present.

Public Input: There was no public input.

Approval of Minutes: There was a motion to approve the April 16, 2019 minutes. The motion was seconded and approved.

New Business: Jackie Davis went over the Self Sufficiency Policy, noting that the policy was updated annually to reflect income changes. It was asked that the policy include the information for the 200% as well. A motion was made to approve the Self Sufficiency Policy with the addition of the 200% information. Jackie Davis gave members an update on staff community outreach. She mentioned that she was working on updating information pamphlets and new Board member orientations. She also stated that she was working on Board member training. She mentioned that the State is supposed to be releasing new business services outreach materials.

Old Business: Jackie Davis let members know that the rails were finally up at the Center. She also let members know that Katlyn Moss would be taking minutes for the Partner Meetings. A discussion was had about the common referral portal that should be released in September.

Other Items for Discussion: Jackie Davis stated that the August 9, 2019 Board Meeting would be at the Comfort Suites hotel in Chincoteague. The location of the networking dinner is still being sorted.

There being no further business, the meeting was adjourned at 11:45 a.m.

Respectfully submitted,

Katlyn Moss

Bay Consortium Workforce Development Board

Policy Number: 14-01

Effective Date: July 1, 2014

Revised Date: November 6, 2019

Title: Case Management, Case Notes, and IEP/ISS Update and Review Policy

PURPOSE

The purpose of this policy is to describe the general expectations and responsibilities for professional staff performing Case Management support for participants enrolled under WIOA programs being administered through the Bay Consortium Workforce Development Board (BCWDB).

POLICY

Case Management: The general term Case Management is used to describe an individualized, staff-focused service approach of professionally assisting and coordinating a customer's entire program participation from time of program application to post-program follow-up. The key concepts with this comprehensive service philosophy include individualized attention, timely and responsive customer assistance, proactive needs assessment and service planning, and effective case file management (both physical and electronic). The general Case Management responsibilities for WIOA program customers begin as early as program application and eligibility determination and continues throughout a customer's entire program participation including: initial assessment, employability planning and development, program enrollment, objective assessment, establishment of an Individual Employment Plan (IEP)/Individual Service Strategy (ISS), deployment of program services, program completion, outcomes, post-program activities and follow-up.

Case Notes/Counseling Log: One of the most important and primary tools that Case Managers have available are case notes. Case notes are an indispensable tool that is used to tie everything together and tell the entire story in the cumulative and chronological history being maintained by the assigned Case Manager.

This collection of Case Notes should begin at the time of first meeting or conversation with a program applicant and then continue with any additional significant event or milestone that may occur as a participant progresses through the program participation. Having a chronological and clear written history of significant program events, meetings and discussions with the customer as recorded in the Case Notes is a prerequisite for effective case management.

The following provides a summary of the mandatory reporting requirement, general benefits, basic reporting protocols and guidance.

Mandatory Electronic Posting of Case Notes into the VAWC: Since the VAWC is the official system of record for reporting of all WIOA participant activity, all Case Notes must be recorded electronically within 14 business days of contact with the participant using the VAWC's available Case Note functionality. **The mandatory electronic posting of Case Notes will apply to all WIOA Adult and Dislocated Worker activities and all WIOA Youth activities as of July 1, 2014. Paper copies of Case Notes will not be required to be kept in participant case files, beginning October 1, 2019.**

Benefits of Effective and Timely Counseling Notes:

- Clear and concise chronological understanding of all critical events associated with a customer's program participation.
- Provides a comprehensive and immediate feedback on the current status and history of every customer served.
- Archival written documentation of all past events long after clear recollection has faded.
- Facilitates improved case management and program coordination by offering a timely, cumulative history of a participant's entire period of participation.
- Opens access and improves information sharing among other key partners and reviewers.
- Promotes improved continuation of services for the customer regardless of changing staff assignment due to up-to-date nature of service record.

Electronic Posting of Counseling Notes into VAWC - Requirements and Guidelines:

- When reviewed collectively, the individual counseling notes must describe the participant's entire period of participation and clearly provide any outside reviewer with a comprehensive understanding that tells the participant's entire story during program participation.
- Must clearly depict significant program milestones and events.
- Notes must reflect all significant contact and conversations with the customers.
- Notes must record all efforts to contact and follow-up with the customer, including unsuccessful contact attempts.
- Notes must record any significant update to the customer's program participation, including changes to the IEP/ISS, service additions or corrections, etc.
- Must accurately reflect the events being recorded and offer enough content to be clear and specific.
- All notes should be keyed in VAWC within 14 days of contact and responsive to the events being recorded.
- Must support and complement the events being recorded/documented by other program support forms or tools (e.g. Application, IEP/ISS, Service history, etc.). No internal discrepancies or inconsistencies with other records or file folder documentation.
- Notes should be made as frequently as needed, even multiple times in one day if necessary but should be at a minimum at least every 30 days. During active program enrollment, notes should be posted with each new program milestone or significant program actions and events as described above. During post-program follow-up, notes will vary depending on the situation of each customer.

IEP/ISS Update and Review: In an effort to review participants' changing needs and goals on a regular basis, a review of the Individual Employment Plan (IEP)/Individual Service Strategy (ISS) is necessary to address client needs and focus the plan in an appropriate direction. With this in mind the BCWDB is initiating an IEP/ISS update/review policy.

A review of the IEP/ISS is required every ninety (90) days at a minimum for ALL programs (Adult, Dislocated Worker, and Youth) with the following stipulations:

- The review will be documented in a VOS Case Note with the subject line reading "90 Day Update/Review".
- The Case Note will clearly state what change(s) are needed in the IEP/ISS.
- If there are no changes/updates to the IEP/ISS clearly state this fact in the Case Note.
- The Case Note will be printed and signed by the participant and case manager and retained in the Case Notes section of the client file.
- A corresponding objective & goal will be created in the Plan in VOS
- Original hard copy of the signed IEP/ISS as well as all review/update signed case notes must be retained in the client file for review and monitoring purposes.