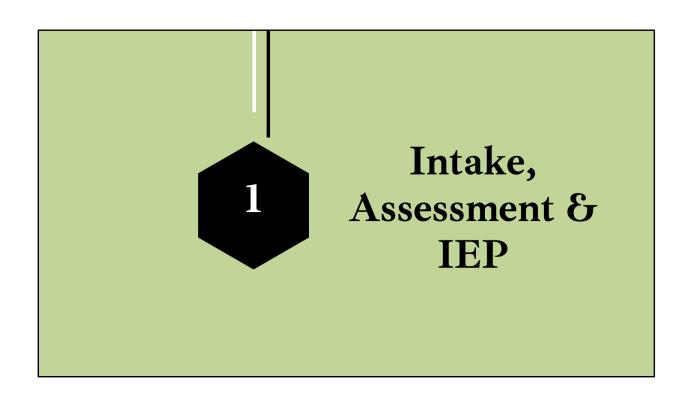


Table of Contents

- 1. Intake, Assessment & 2. Eligibility IEP
- **5.** Follow-up

- 3. Case Management
- 4. Case Notes





Customer Service

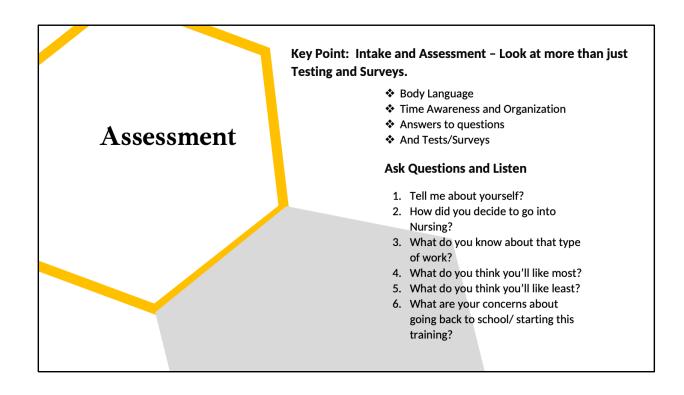
Non-Judgmental

Professional

Friendly

Body Language

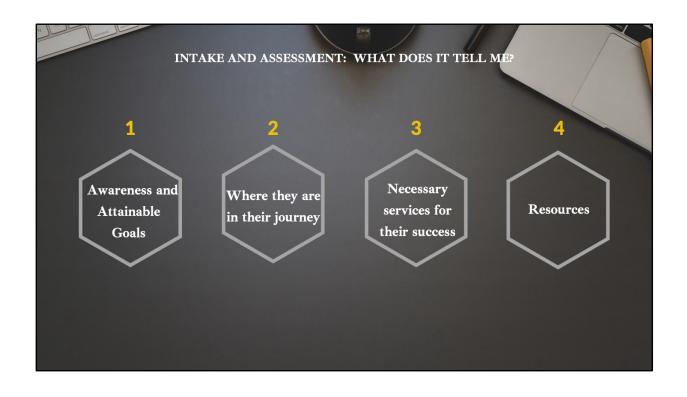


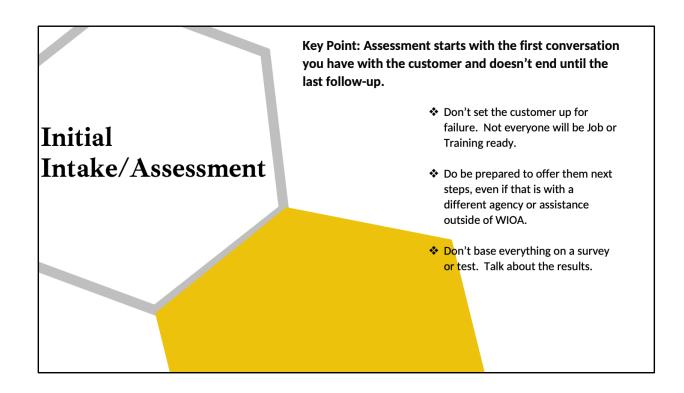


Assessment 1. Tell me about (high/post)? What classes did you like the most/least? 2. What happened that made you decide to stop attending? 3. What made you decide to go back? 4. What was your favorite job, Least favorite job and why? 5. What are the most important things to you in a job? 6. What would you co-workers say are your strengths?

Strengths, Obstacles, and Resources 1. Describe your free time - what does it look like? 2. Have you/are you involved in any clubs, Assessment activities, etc.? 3. How would your friends/co-workers describe you? 4. What do you see as your strengths that would help you finish school and/or get 5. What do you see as obstacles that might stand in your way? 6. What types of things do you need help with to reach your goal? 7. What does your family think about you going back to school?

Other questions To gain specific information, such as: Transportation Childcare Ability to pass a background check Ability to pass a drug test Past Employment Dates, Salary, & Contacts Number in household School attended, dates, graduation, credentials earned Contact information





Individual Employment Plan

✓ Work History

✓ Labor Market Information

√ Sector Identification (Local Approved)

✓ Strengths

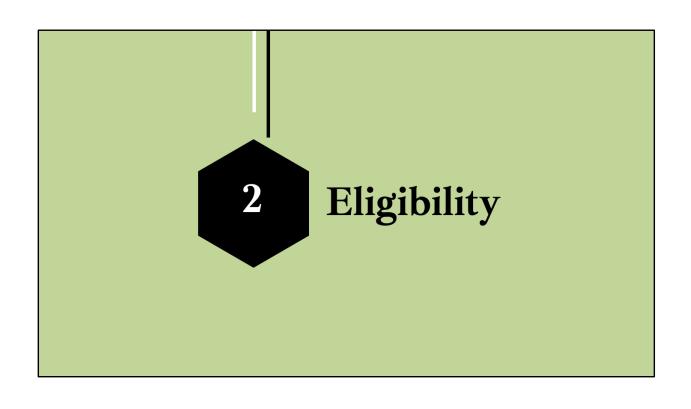
✓ Goals

✓ Tool Test

✓ Challenges

✓ Youth Elements

Assessments TABE - Test for Adult Basic Education MyNextMove - Career Interest Inventory National Career Readiness Certificate/WorkKeys College Scorecard - collegescorecard.ed.gov Career EDGE - kycareeredge.com/tenco KYStats - Occupational Projections - kystats.ky.gov KHEAA - Work Ready Scholarship FocusCareer - focuscareer.ky.gov WIN - Career Readiness - winlearning.com

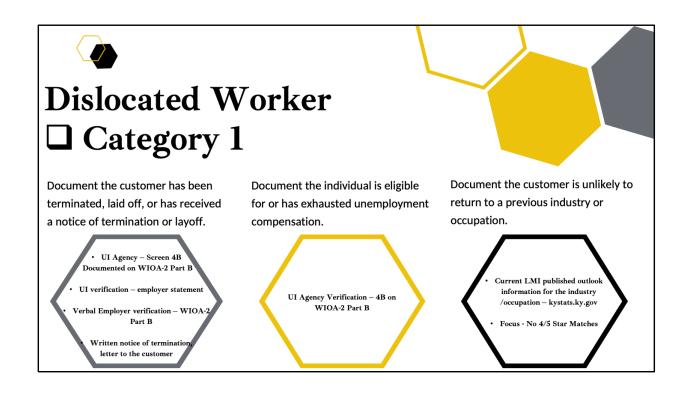


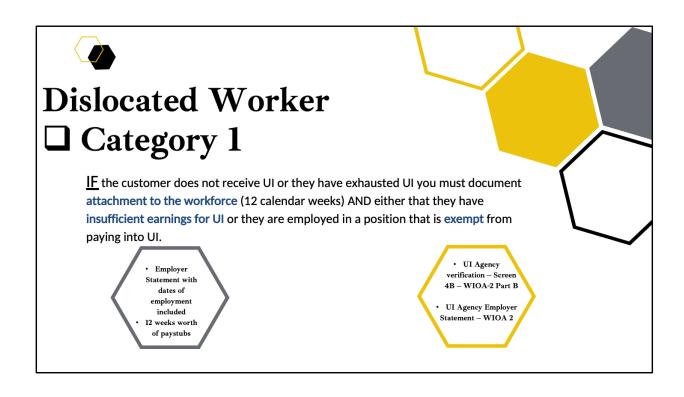
Key Eligibility Components

- **❖** KEE Suite is the official record for Eligibility.
- The person is NOT eligible for WIOA services until Eligibility is completed, submitted, and the task is approved.
 Services cannot be added for a date prior to eligibility. <u>See exception if eligibility cannot be completed in KEEs.</u>
- ALL sections relevant to the customer's funding category (A, DW, Y) must be completed.
- **Eligibility requires every item marked to be documented/uploaded in KEE Suite.**
- The hard copy of the WIOA -1 is used for Auditors. It will not be used for monitoring or proof of eligibility <u>UNLESS</u> an error is received when attempting eligibility in KEE Suite.
- <u>EXCEPTION</u>: If a KEE Suite Eligibility Error occurs, it <u>must</u> be documented in KEE Suite notes and upload the WIOA-1 as proof of the eligibility date. Errors in KEE Suite will not prevent us from serving our customers, as long as the errors and services/activities provided are noted timely and accurately.

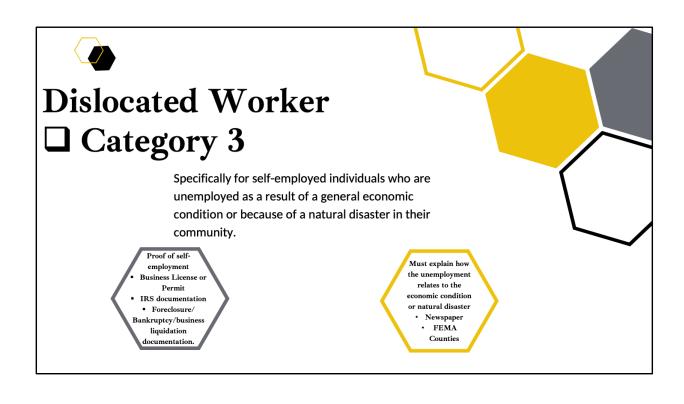














Dislocated Worker ☐ Category 4

Displaced Homemaker - providing unpaid services to family members in the home and has been dependent on the income of another family member but is no longer supported by that income.

OR

- **Court Records**
- **Divorce Papers**
- IRS Records
- Spouse Layoff/Termination, disability or death notice
- WIOA-2 Part A Self-Attestation

- Dependent spouse Active duty and whose family income is significantly reduced
 - of a member of the Armed Forces on
- Un or Underemployed and experiencing difficulty in obtaining or upgrading employment:
- Underemployed must include an ONET Code
- Un or Underemployed must explain the difficulty



Dislocated Worker ☐ Category 6

Armed Forces Military Spouse - Spouse is on active duty and has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station by the member.

AND

- DD-214
- DD-215
- Veteran Letter
- Spouse Card (current)
- Military Orders
- WIOA-2 Part A or B detailed

Unemployed

 Detailed explanation of why they are experiencing difficulty to obtain employment.

Underemployed

- Current ONET Code
- Detailed explanation of why they are experiencing difficulty to obtain employment.

OR

Adult

Choose One: Automatically meets income eligibility.

- Public Assistance
- Food Stamps (SNAP)

OR

- Family Size
- Family Income

Individual with a disability = Family of One.

Low-income/economic eligibility criteria met



Documents

- All documents must adequately support the marked category. Public Assistance is KTAP/TANF, Supplemental Security Income.
- Documents must be valid not expired.
- Food stamps/SNAP Member of a household that receives or has been determined eligible within the last 6-months.
- Family Two or more persons, related by blood, marriage or decree of court who live in a single residence: A married couple; A married couple and dependent children; a parent/guardian and dependent children.
- Family Income Calculations: Straight Pay/Salary method, Average Pay, Year-to-Date, Intermittent Work Method.
- Must document income for past 6 months
- Includes Alimony and Child Support
- Includes Unemployment Insurance

Youth 75% Out-of-school Choose One: Automatically meets income eligibility Free or Reduced Lunch (in-school) High Poverty Area (data.census.gov)

- Public Assistance (KTAP/SSI) Food Stamps (SNAP)
- Homeless/Runaway
- Foster Child

OR: Must meet the LLSIL Chart

- Family Size
- Family Income

Individual with a disability = Family of One, Individual Income Applies.

Low Income Criteria met

In-School or Out-of-School Youth

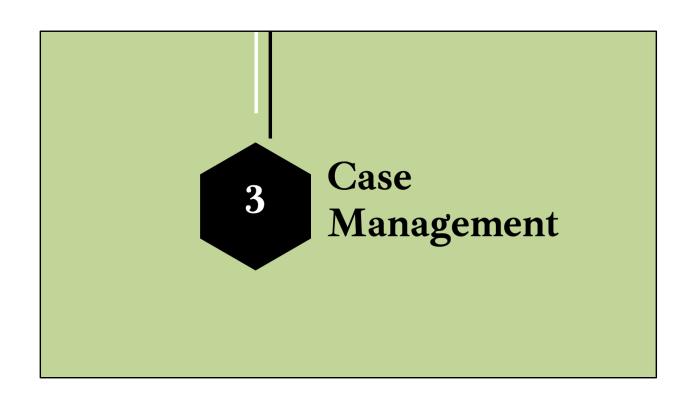
Youth Barrier

5% Special Rule - based on newly enrolled youth in the program year



Documents

- All documents must adequately support the marked category.
- Documents must be valid not expired.
- Food stamps/SNAP Member of a household that receives or has been determined eligible within the last 6-months.
- Family Two or more persons, related by blook, marriage or decree of court who live in a single residence: A married couple; A married couple and dependent children; a parent/guardian and dependent children.
- ❖ Family Income Calculations: Straight Pay/Salary method, Average Pay, Year-to-Date, Intermittent Work Method.
- Out-of-School Youth with the following barriers DO NOT have to meet income guidelines: Pregnant/Parenting; Drop-out; Offender; Homeless; Foster Care or aged out of Foster Care.
- All youth MUST have a barrier identified at time of eligibility.
- Must document income for past 6 months
- Includes Alimony and Child Support
- Includes Unemployment Insurance



Case Management

3.

Case management is the difference between our programs & self-service.
We must provide quality services and hold ourselves and our programs to a high standard.

EXPECTATIONS: Once enrolled in WIOA services, all individuals will receive, at a MINIMUM, monthly case management services.

✓ Basic, Individualized, (Training) & Follow-up Services

✓ Empower Decision-Making

✓ Develop Problem-Solving Skills

✓ Resource Guide

✓ Reach their Goals

*What additional services are necessary for an individual to obtain or retain employment self-sustaining employment? ASK this question, before moving through each stage. The purpose is to help the customer find self-sustaining employment. Movement through each stage should be documented in notes. **□** BASIC CAREER SERVICES **☐ INDIVIDUALIZED CAREER SERVICES** Does not enroll a customer *Must be made available to customers at the *Informational Career Center and/or through referral. *Self-Service *You will identify at least one individualized career service that is necessary to move the customer closer to self-sustaining employment. ☐ TRAINING SERVICES After an interview, evaluation, or assessment and career planning the customer: *Is unlikely to obtain or retain self-sufficient employment (or comparable wages) without training. *Have the skills and qualifications to participate successfully in training services. ✓ Need to Train must be met (6-criteria)

NEED TO TRAIN TENCO Policy #34

- 1. Suitable employment is not available with the current skill set.
- **4.** Reasonable expectation for employment following the training.
- 2. Customer will benefit from the training.
- **5.** Training is reasonably available.
- 3. Customer is qualified to finish the training.
- 6. Training is suitable and available on the ETPL.

Decision-Making Career Planning Share Resources Ask Questions Provide Information Utilize Assessments Problem-Solving Brainstorm possibilities Evaluate Determine steps to implement Plan B

Resource Guide

www.tencocareercenter.com

https://kynect.ky.gov

Area Development Districts

Department for Community Based Services

Food Banks/Clothing Banks

Career Development Office

Family Resource Centers

Goodwill

Vocational Rehabilitation

Veteran's Programs

Youth Programs

Farm and Migrant Workers

Community Action Programs

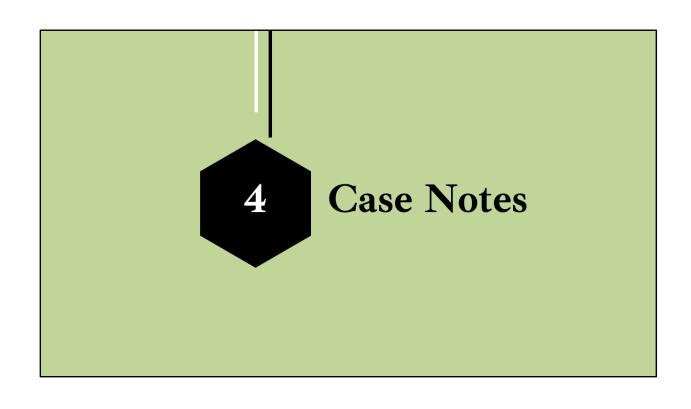
Mental Health

Rehabilitation Services

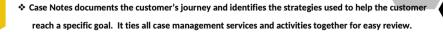
Low-Income Housing/Homeless Shelters

Health Department Services











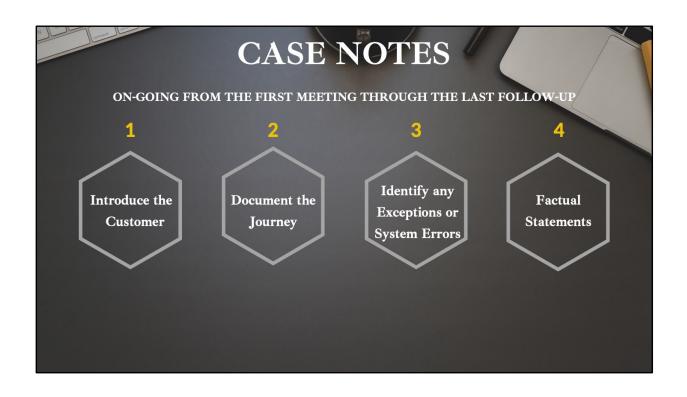
√ Timely - State and Local Policy

✓ All Customers

✓ Individualized & Customer Specific

✓ Legal Record

✓ Clear and Relevant



Initial Case Note Example

An initial case note(s) will:

- *Show basic career services were provided
- *Come from your intake/assessment
- *Describe the customer's circumstances
- *Identify what services they are seeking
- *Include any testing/surveys used
- *Identify information provided and/or next steps
- *Describe any additional circumstances
- *Include an orientation to CC services

TITLE: Basic Career Services

Informational and basic intake completed.

Informational and basic intake completed.

John is a 22-year-old single man who lives with his grandparents in Lewis County. He graduated from Lewis County High School but has not attended any post-secondary training. John took vocational classes in welding while in high school and has expressed an interest in pursuing a Welding Certificate through the Kentucky Welding Institute in Fleming County.

John is not currently employed. His only work experience has been fast food jobs (Arby's for two months and McDonalds for 2 weeks) which have been part-time and below the self-sufficiency wage of \$12.00 per hour set by the TENCO WDB. His work history has been entered. I provided information to John about employment projections in welding and KWI performance.

John stated that he had reliable transportation to get to a training program. He does not have any children and lives rent free with his grandparents.

John was referred by the Career Development Office for WIOA services. He has been looking for employment but has not found anything that would provide him with a self-sustaining wage. I provided information on the WIOA program to John, including eligibility requirements, services available, case management and follow-up.

John did not have all the documents necessary to complete eligibility. I provided him with a list of documents I will need to make him eligible. I also requested he contact KWI to see when the next class will start. John was provided the website link to My Next Move, a career interest inventory and was told that he could complete that while here in the career center. He was also asked to register in Focus while in the career center. While in the office, I contacted the Adult Education office so John could set up an appointment to complete the TABE test.

John has an appointment to complete eligibility on May 15, 2022.

Individualized Case Note Example

The individualized case note will:

- *Show individualized career services are needed and provided.
- *Follow up on any items from the initial meeting
- *Describe assessment results
- *Identify activities completed
- *Include next steps
- *Describe any additional circumstances
- *Identify any data entry errors.

Title: Individualized Career Service

 $\label{lem:assessment} \textbf{Assessment completed and reviewed. IEP started.}$

John was on time for his appointment and provided the necessary documentation to complete his eligibility. I uploaded his social security card, drivers license, and citizenship information. John had not registered for selective service when he turned 18, so we discussed what the registration meant, that it was a requirement, and he registered online while in my office.

John does not have any income for the past six months. His grandparents support him. We completed a WiOA-2 describing his living situation. This will be used to document his family size of 1 and income. John meets priority status – low income. WiOA-2 uploaded.

John completed My Next Move which indicates welding is a good fit with his interests. His TABE scores show that he is not basic skill deficient. He scored $10^{\rm th}$ grade in reading and $11^{\rm th}$ grade in math. He has met the training criteria as established by the TENCO WDB.

John and I discussed what he thought his strengths were: athlete in high school, made good grades in vocational, got along well with others, helps his grandfather on the farm, and has reliable transportation. His obstacles seem to be around his living situation. He helps take care of his grandparents and will need to find a stable job in the local area. He also does not have funding to pay for the training. KWI is not eligible for financial aid such as the Pell grant.

John has not met with KWI yet. I explained to him that he would have need to meet with them before we could move any further with his WIOA enrollment in training services. He is to call me when he has met with KWI.

Training
Case Note
Example

The training case note will:

- *Identify the need for training
- *Follow up on any items from previous\
 meetings
- *Include Training Timelines
- *Describe the six training criteria
- *Identify activities completed
- *Include next steps
- *Describe any additional circumstances that are policy specific

Title: Training Service

John met with KWI and has documentation to show that he can start training on May 15, 2022 pending payment. The training is six months and will result in three certificate, MIG, TIG, and...

After the interview, assessment, and review of LMI, it has been determined that John will not be able to find self-sustaining employment without training.

John and I completed the six criteria to train:

- 1. Suitable employment is not available. John has no credentials and Focus does not show any matches at a self-sustaining wage.
- 2. John will benefit from the program. The program will provide him with multiple credentials necessary for him to work as a welder, making him much more marketable.
- 3. John scored above basic skill deficient in reading and math. He received good grades in his vocational high school program. His interest inventory shows welding as a good fit.
- There is a reasonable expectation for employment following training. The TENCO WDB has identified welding as a high demand, high wage job. The TENCO WDB utilizes data from the KYStats projections and local businesses.
- 5. When comparing schools, KWI is available within a short commute from John's home. The school is more costly than KCTCs, but John can graduate 1 ½ years earlier. When considering this, the school costs is reasonable.
- 6. Training is suitable based on his interested inventory (mynextmove.org) and the school/program is on the ETPL.

I submitted John's file to Quality Control Coordinator for review. Upon enrollment, I will contact John for an appointment to complete his ITA and Training Agreement.

Training timeline: May 5, 2022 – November 5, 2022.

ITA/Budget Case Note Example

The ITA/Budget case note will:

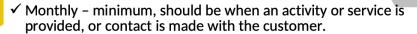
- *Follow up on any items from previous\
 meetings
- *Include Budget Information
- *Include Training Timelines
- *Include next steps
- *Describe any additional circumstances that are policy specific

John's eligibility file has been approved by Quality control. John will start at KWI on May 5th. He will be served with WIOA funds as an Adult. John completed his ITA and Budget Worksheet today.

KWI is not eligible for other financial aid resources. The training costs \$12,000.00 for the three certificates. He will receive \$8,000 from WIOA, as allowable based on policy____. This will allow him to complete two certificates. The school has confirmed that he is employable with the two certificates. Because he will only be able to complete two certificates, his timeline has changed to May 5, 2022 - August 30, 2022.

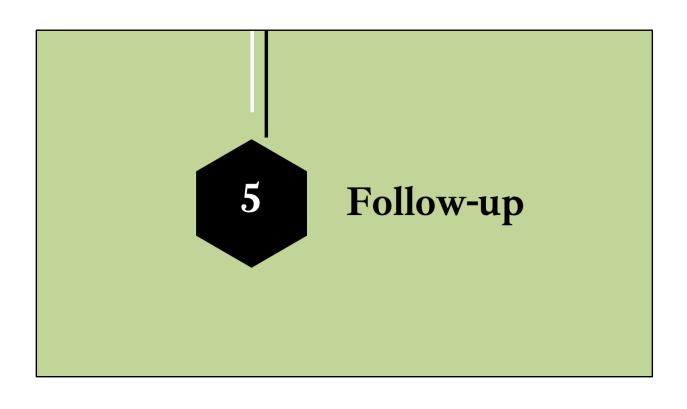
KWI is a private school and does not have schedules, grades, or financial aid documentation.





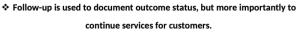


- ✓ Be specific your assessment has not ended, so ask questions. Instead of asking "everything ok", say "tell me about this monthwhat types of things are you studying in class?, how did that test go?, has financial aid been applied yet?, Are you having any difficulty with blackboard?, etc.
- ✓ Watch acronyms your notes are not just for you.
- ✓ Ensure notes are relevant.
- ✓ Individualize don't just copy and paste.
- ✓ Don't add your personal opinion. Keep it factual.





Follow-Up



❖ At a minimum, follow-up must be documented each quarter.



- ✓ Resource Awareness
- ✓ Referrals

- ✓ No Contact/Can't Locate is only after all efforts have been made.
- ✓ Timely
- ✓ Ensure outcome is in the right quarter
- ✓ Limit acronyms