

Case Management

Case management is the foundation for service delivery. Effective case management practices include the development and maintenance of an Individual Employment Plan (IEP) or Individual Service Strategy (ISS), file maintenance, proper case note documentation and follow-up services.

A successful case management approach includes assessing and interpreting needs; developing strategies to help reach education, training, and employment goals; providing tools and resources to help overcome personal barriers; documenting participations, referral outcomes, service decisions, summary of meetings and achievements, and providing follow-up services.

Case management provides an opportunity for career planners to build a working relationship with the participant in order to assist them in meeting their goals. There is no requirement that career services be provided as a condition to receive training services.

Best Practices

Contact with active participants should take place at least once a month. Case note any contact or attempts to contact participants.

Activities should be opened to align with the dates the service is provided.

Examples

An OST begins 8/12/2018 and the expected graduation date is 5/12/2019. The activity would be opened on 8/12/2018 and the projected end date would be 5/12/2019.

Assistance in paying for a participant's June rent. The activity should be open the entire month of June.

Required Action

Career planners must set NEworks Alerts to ensure soon to expire activities are closed or the projected end date is extended prior to a system closure taking place. A system closure will happen 30 days after the projected end date.

Steps to Set Alerts

Log into your NEworks account> My Staff Resources> My Alerts> Modify My Alert Subscriptions

Alerts Career Planners Must Set (WIOA Alerts & IEP Alerts)

- WIOA Activity Projected Start Date
- WIOA Activity Projected End Date
- WIOA Soft Exit
- WIOA Literacy Numeracy Pre-Test has not been posted (Youth only)
- WIOA Literacy Numeracy Post-Test has not been posted (Youth only)

- IEP Goal Alert
- IEP Objective Date

All other available alerts are optional. Career planners can determine the days in advance and frequency of the alerts based off their individual needs.

Coordination of Services

Coordination of services is maximizing the resources available in the one-stop delivery system to provide participants the most beneficial services.

Career planners must coordinate with partner programs to ensure that:

- Eligible participants are co-enrolled;
- Services across programs in which participants are co-enrolled are not duplicated;
- Funding sources across programs are leveraged; and
- Co-enrollment expenditures comply with all applicable Federal laws, rules and regulations, and NDOL policies.

Co-enrollment of participants enrolled in the programs listed below must occur when eligibility permits and co-enrollment benefits the participant and the participant agrees to co-enrollment. Participants have the right to refuse co-enrollment. Document the refusal in case notes.

Partner programs in which career planners must explore for co-enrollments include, but are not limited to, the:

- Adult, Dislocated Worker, and Youth programs (WIOA Title IB);
- Adult Education and Family Literacy Act (AEFLA) program (WIOA Title II);
- Wagner-Peyser Employment Service (ES) programs (WIOA Title III);
- Nebraska Commission for the Blind and Visually Impaired (NCBVI) programs (WIOA Title IV);
- Nebraska Vocational Rehabilitation Program (VR) (WIOA Title IV);
- Jobs for Veterans State Grant (JVSG) program;
- Migrant and Seasonal Farmworker (MSFW) program;
- Senior Community Service Employment Program (SCSEP);
- Temporary Assistance for Needy Families (TANF);
- Trade Adjustment Assistance (TAA) program; and
- Unemployment Insurance (UI).