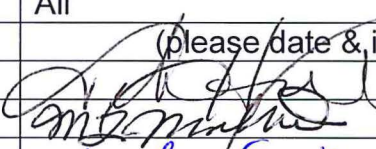
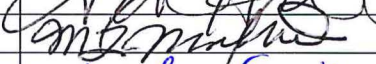





Defining Success. Driving Growth.

POLICY OF EMPLOYINDY

Policy Name	Case Management
Policy Number	2015-006
Program Funding Stream	All
Executive Team Approval	(please date & initial below)
CFO	 5/10/17
COO	 5/10/17
President Approval	 5/10/17

REV	Description of Change	Author	Effective Date	Review Date
	Reissued and replaces policy # 2011-OP-001 – Case Management	W. Miller	Upon Approval	6/30/16
1	Removed information about case notes in policy statement.	S. Johnson	Upon Approval	3/31/18

1. Purpose

To provide case management service expectations to staff serving clients within the EmployIndy system.

2. Scope

To establish standards for service providers and other staff on how to ensure continuity of services, case management, and documentation of case notes.

3. Summary of the Law, Rules, and Governing Policies

None

4. Responsibilities

EmployIndy Quality Department is responsible for the oversight of this policy.

EmployIndy Career Services Department, Youth Departments, and contracted service providers are responsible for the implementation of this policy.

5. Policy Statement

Philosophy

Case Management is a client-centered, rather than a program-centered, approach. It starts with the client and uses resources to try to help each client achieve his or her employment goals. Case Management enables clients to use their strengths and resources to overcome barriers and challenges. In order to be successful, the case management process shall be a shared partnership between the client and the case manager(s). Active participation on the part of the case manager(s) and the client is a requirement. Case management should not do for clients what they can do for themselves. Ultimately, the case manager(s) is responsible for the process while the client is responsible for the outcome.

Case Management

Case management is available to clients who are in the EmployIndy system. Case management starts with individualized services. This policy should be utilized in conjunction with guidance provided by the Indiana Department of Workforce Development case management policy¹ when applicable for WIOA funded programs.

Case management may be provided by EmployIndy contracted service provider staff or other partner staff working within the EmployIndy system for any given client. All service providers are responsible for continuity of service and case management to clients during their program participation and will maintain the case until successful transition to another case manager, to another service provider, or to follow-up through the entire follow-up period if the clients exit from program participation.

The service provider management of the program in which the client is receiving services is responsible for ensuring that the client is assigned a case manager in order to establish ownership of that client. This helps to ensure the client is not "lost" within the system and receives the services he or she needs in order to reach economic self-sufficiency.

Case management shall be provided to clients as needed. EmployIndy has set a minimum of skills and duties for case management within the EmployIndy system. Case management includes these specific skills and duties:

1. Documentation of services and contact with clients within the required case management or tracking system.
2. Ongoing and regular contact on all aspects of the client's workforce development needs at least once every 30 days.
3. Knowledge of all program partners, the services each partner provides, and the eligibility requirements of each program.
4. Interaction and documentation in a non-judgmental, objective, and respectful manner.
5. Development of an Individual Employment Plan (IEP) or Individual Service Strategy (ISS), as appropriate.
6. Comprehensive knowledge and utilization of assessment tools and the interpretation of the results with the client.

¹ DWD Policy 2007-37, "Entities Required to Use the Indiana Department of Workforce Development's Electronic Case Management and Labor Exchange (Job Matching) Systems."
http://www.in.gov/dwd/files/DWD_Policy_2007-37.pdf

7. Coordination of services for each client, including referral to and coordination of service delivery by all providers involved in the client's case.
8. Provision of job development, job placement, and job retention services.
9. Use of the appropriate tools to provide the client with information on growth industries and occupations within those industries in the area.
10. Knowledge and utilization of available resources to achieve the employment and employment-related outcomes set out in each client's employment plan.
11. Clear understanding of the client's right to confidentiality.
12. Provision of follow-up services.

6. Exceptions

There are no exceptions to this policy.

7. Definitions

Case Management: an organized, structured process for moving clients towards self-sufficient employment

EmployIndy System: WorkOne Service Providers, individuals conducting business with a WorkOne location, EmployIndy staff, and individuals working within any EmployIndy contracted service provider locations.

Individualized Career Services: one of the three subcategories that make up career services. Individualized career services involve significant interaction between the participant and the case manager and is the starting point for case management. Examples of individualized career services can be found at 29 C.F.R. § 463.430(b).

Successful Transition: when a service provider accepts ownership of a case, as appropriate. The operator will arbitrate and resolve situations when any service providers or partners disagree on the transition of services.

8. Related Policies and Documents

EmployIndy *Academic and Career Plan* Policy
EmployIndy Case Management Procedure
WorkOne Customer Workflow
EmployIndy *Follow-Up* Policy