DIVISION OF PUBLIC ASSISTANCE WORK SERVICES
CASE MANAGEMENT EXPECTATIONS

The following expectations are provided to help guide your work as an employee of DPA Work Services (DPAWS). These expectations have been developed based on the needs of our program, quality assurance reviews and participation requirements. Adherence to these expectations will improve our performance achievement, deliver excellent service to our clients and will ensure we are following the laws, regulations, policies, and procedures of our program.

Please read these expectations thoroughly and be sure that you understand their meaning. Case file reviews are conducted on a regular basis to ensure these expectations are being met. If you have any questions, please contact your supervisor.

ALL STAFF:

1. **Case Management:** provide individualized case management services which are sensitive to geographic location and each client's individual situation.

2. **Initial Engagement:** contact clients within one (1) business day of the referral to DPAWS. If a client cannot be contacted in person or by telephone, the CM will generate an EIS notice, J016, with a specific Employability Assessment (EA) appointment time in the free-form text area. All attempts to contact must be documented in Client Notes (CLNO). Clients must have an EA, Family Self-Sufficiency Plan (FSSP) and Employment Planning Information (EPI) completed within 30 days of referral, case manager change or track change.

3. **On-going Engagement:** maintain frequent client contact based on client need. Ensure there is at least 1 meaningful contact with every client every month that includes a review of the FSSP. For clients who are not engaged, attempting to contact the client twice per month (as a minimum) using multiple methods, including phone, letter, and home visits is a requirement. Additionally, a penalty must be requested for lack of engagement if good cause does not exist.

4. **Employability Assessment (EA):** conduct EA at the time of referral or in the first available interview time slot. Use the EPI as a guideline and use the EA CLNO format to document the results of the assessment. If there are discrepancies noted, these must be explained in the EA CLNO. This standard also applies to cases changing tracks and a new EA must be done within 30 days of referral, case manager change or track change.

5. **Consultation Requests:** recognize the appropriate track for clients and request a track change utilizing the consultation request process.

6. **CLNOs:** templates are to be accessed from the DPA web ESS Resource Link. CLNOs are to be formatted using the standardized titles and headings. Separate CLNOs must be entered for separate major subjects. CLNOs will be detailed and concise; factual, and related to the client's self sufficiency. EA CLNOs are to be entered within

two (2) days of the EA, unless there are extenuating circumstances, which must be approved by your supervisor. CLNOs documenting client contact or any other reason are to be entered within 1 business day. Case managers should schedule time every day for this task. CLNO titles are to be very specific, indicating what they relate to. A CLNO should be clear and descriptive regarding the information in the client note. i.e., Contacted regarding childcare issue

7. **FSSPs & IFSSPs:** FSSPs must be current and signed to be valid. A penalty can be imposed for failure to sign the FSSP without good cause. FSSPs must be reviewed with the client every month and must be updated as the client's situation changes and no less than every three (3) months. The FSSP will incorporate other agency service plans as applicable. The FSSP will be SMART with clear intermediate goals that are linked to the steps with dates to accomplish the steps. The review date needs to be the date that it is reasonable to review the step, ***not*** the next FSSP appointment. The FSSP expires after the last review date. FSSP update appointments must be scheduled in advance of the expiration date to ensure there is a current FSSP. FSSP's developed in the field (home/village visits) will be entered in CMS with required fields; plan date, goal date, goal and date signed. In the goal field, enter the goal and "Field FSSP, original in file". If an FSSP is mailed for signature, the CLNO must indicate when it was mailed and when it is due back.

8. **Assessment:** continually assess the entire family's situation and make referrals to appropriate agencies for the children as well as the parents. Establish dates to follow-up on referrals.

9. **Collaboration:** case manager will coordinate and collaborate with other agencies the family is involved with, to include joint meetings as appropriate.

10. **Monitoring:** monitor all activities assigned to client, maintaining frequent contact to follow-up on activity assignments. Use a tracking system to monitor follow-up.

11. **Penalties:** request penalties for non-compliance at the time the situation occurs and after determining good cause. Good cause results must be documented in CLNO. End penalties back to the date the client stated their intent to comply or the date they actually comply, whichever is first.

12. **Home & Community Visits:** conduct home/community visits as necessary to get to know the whole family, engage the family, evaluate their needs, and resolve penalties when appropriate.

13. **Case Notes & Alerts:** set an "E" alert in CMS each time a Case Note (CANO) is entered. CMs entry of CANO is limited (Admin manual 109-10) to:

    a. Notifications of Job Start and OJT placements
    b. Requests to end, delete or impose penalties. (any information regarding a potential Job Quit disqualification is allowed per policy Aug 2015)
    c. Requests to start or end exemptions from work activities
    d. Notifications of extension decisions

e. Notifications of home visits conducted and decision to increase an ATAP penalty amount to 75% or full family sanction.

14. **Exemptions:** ensure cases are coded correctly for exemptions and that exemption change information is transmitted to eligibility the same day of receipt.

15. **Timesheets:** require clients to turn in a work activity timesheet to document their activities. It is up to you to determine the frequency of timesheet submission (i.e. weekly, bi-weekly, or monthly). Debrief work search with the client to discuss how they can meet work requirements and thoroughly document the number of work search hours you enter in CMS. A reminder that you are "supervising" all work search hours performed by your clients, so justification to support J3 hours is required according to the Work Verification Plan. A penalty cannot be imposed for failure to submit a timesheet, but can be imposed for failure to participate in the work activity.

16. **Work Verification:** verify monthly work activities for each client every month. Enter the work activity data, initialize the next month and enter the standardized CLNO by close of business on the 20th of every month for the prior month's hours. A CLNO must be entered each month for every client even when the client is not participating or does not submit activity information.

17. **Case Files:** use six (6) part classification folders for case management files. Sections must be labeled appropriately (format on the ESS Resource link). Tab important documents in the case management file that are within the sections, such as ROI, TA10, Staffings, etc. Archive your files according to local office procedure.

18. Releases of Information: the FSSP contains a release for most situations. A general release may be necessary in some situations (probation officer, etc). Some agencies also require their own release (typically MH/SA). A HIPAA release is needed for any client that we receive or release medical information on. Ensure a signed ROI is in the hard file and documented in client notes.

19. **Exit Summaries & Post TA:** enter an exit summary the month of or month following TA closure. Close the work activity screen on the last day of the month following TA closure (i.e. case closes June 30th, the Exit Summary is written prior to July 31, and the CMS work screen is closed July 31st). For clients who close with work, provide 12 months of Post TA services focused on job retention and advancement. Your Exit Summary gives you the information needed regarding whether Post TA services are available.

20. **Resources:** be familiar with local community resources, communicate with vendors and services providers, know the DPA website, ALEXsys, Career Ready, SAM, etc.

21. **Supportive Services:** properly authorize and document supportive services, including childcare, with full justification entered into CLNO the same day as authorization. Supervisory approval documented in CLNO is required for any service over $1500 and for all non-typical, non-routine supportive services. See Supportive Service guidelines for full expectations.

22. **Childcare:** request childcare authorization in CMS before the first of each month. Refer providers with questions to the CCPO. Refer clients to *thread* and CCPO website for childcare provider referrals. If the child needing care has a disability, refer the family to thread for additional services and to the CCPO for the Alaska IN program. Clearly document the justification in the comments section which is automatically populated into a CMS CLNO.

23. **Case Review Staffing:** Conduct case review staffings with the client at specified intervals. Document staffing in client notes to include progression, regression and discrepancies between client self-report and case manager assessment.

24. **Extension staffings:** complete the extension staffing form with the client and submit to your supervisor a week prior to the staffing. When applicable, obtain an updated TA10 and invite partner agencies to attend. If partner agencies are not available, solicit information in advance of the staffing and include it on the staffing form.

25. **CWE/BWE:** develop and maintain Community Work Experience (CWE) and Business Work Experience (BWE) sites with information on CWE/BWE positions available including hours, skills, number of volunteers needed, contact person, address, phone, etc. Generate employer site agreements and placement agreements. Coordinate the placement with the provider and monitor the client's progress in the activity.

26. **Employers:** develop quality relationships with employers by conducting employer outreach, attending job fairs, and attending agency meetings. Identify and respond to employer needs. Educate employers about services, hiring incentives, tax credits, Temporary Assistance and the Work First philosophy.

27. **OJT / Job Starts:** develop placements by negotiating with the client and employer. Prepare and submit OJT and Job Start contracts and employer reimbursements.

28. **Quality Assurance:** Meet or exceed 80% (mid-acceptable) rating for quality assurance case reviews and target reviews.

29. **Responsiveness:** emergent client needs are to be addressed immediately. Respond to emails, phone calls and customer, coworker, and partner agency requests in a timely manner, generally the same day or within one (1) working day.

WORK FIRST SPECIFIC:

1. **Work Readiness:** embrace the philosophy of "any job is a good job". Clients will register in ALEXsys, have an appropriate résumé, general application and budget within 1 month of referral to DPAWS. Clients should be engaged in work search immediately. If work is not readily available, the client should be placed in a CWE or BWE. For offices with no job club, the client should be assigned to report to their CM each day to check in, receive job referrals, follow-up on interviews, etc. Ensure job seekers are prepared to apply for work and that they have a positive attitude, appropriate résumé, references, have practiced interviewing skills, can explain their

employment gaps, know about the company they are applying with, and are willing to dress appropriately for an interview.

2. **Work Search:** communicate frequently and clearly the expectation of 40 hours of work activity for each client and actively monitor the client's participation in assigned activities. Use the guideline for Increasing the 2 Parent Participation Rate for two parent families.

3. **All-Families Participation Rate:** Meet a 50% All-Families Participation Rate for all cases in the Work First track.

4. **2-Parent Participation Rate:** Meet a 75% 2-Parent Participation Rate for all 2-Parent cases in the Work First track. Although the federal requirement is 90%, individual achievement of 75% statewide is more realistic and will allow the state to meet its federal requirement following caseload reduction credits.

FAMILIES FIRST SPECIFIC:

1. **Family Support Team:** discuss with and encourage the client to participate in Family Support Team meetings to provide collaborative, community-based services and supports for the family to move them toward greater self-sufficiency.

2. **Evaluation for Disability:** obtain appropriate medical verification of long-term incapacity. Refer to specialists, disability advocate or assist in applying for SSI as may be appropriate for individual situations. Review medical documentation for criteria aligned with Social Security rules.

3. **Work Activity Expectation:** engage clients to their highest level of capacity while providing wrap around services and supports to the family.

4. **Monthly Track Review:** Review 100% of your caseload a minimum of monthly to determine if client is ready for a Work First track change. Movement to Work First provides the environment and client expectation to support the concept of self-sufficiency through training and/or employment.

5. **Additional Documents:** complete a Family Network, identify a Family Support Team and complete a Weekly Calendar of Routines within 60 days of referral to DPAWS. Evaluate and update these documents as the situation changes.

I have read and I understand the expectations as provided in this document.

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Printed Name Signature

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Date