



DWD Issuance 16-2010

Issued: May 5, 2011
Effective: May 5, 2011

Subject: Documentation of Customer Outcomes within the Next-Generation Career Center (NGCC) Model Policy

1. Purpose: This Issuance is written to improve the Workforce Investment Act (WIA) Performance Outcomes of NGCC customers in the Missouri workforce system.
2. Background: This Policy is warranted to clarify the need for documentation of customer outcomes; and to address the common misperceptions regarding case management and follow-up services.
3. Substance: While the traditional case management approach is no longer feasible within the overall NGCC framework, it is imperative that staff continue to monitor and document all services which require the direct expenditure of WIA funds.

When Career Center customers receive services beyond the Core level, a higher degree of documentation is required. An explanation for all WIA expenditures at the Intensive and Training levels must be recorded in Toolbox. When staff enter a customer in an Intensive service or extends an Intensive service, a justification for that decision must be recorded in Toolbox. In cases where a customer is enrolled in a Training activity, Service Notes to record progress must be recorded (at a minimum) following the end of each semester or term. Staff efforts must include processes which ensure the following:

- Recording of accurate and timely Service Notes in Toolbox;
- Monitoring of customers enrolled in Intensive and Training services and recording their progress in Toolbox; and
- Documenting in Toolbox the provision of Supportive Services to enable a customer's active participation in a program or service.

Equally significant is the federal and state mandate to accurately report customer outcomes. All NGCC services must be appropriately recorded in Toolbox to substantiate WIA expenditures

and to calculate performance measures. It remains important for federal performance reporting (including Data Element Validation) to record the attainment of degrees and certificates in Toolbox. To accurately report outcomes for individuals served above the Core service level, staff must do the following:

- Record Training-level customers' attainment of a degree or certificate on the Exit Snapshot tab;
- Record a customer's employment status (if known) on the Exit Snapshot tab; and
- Record supplemental employment data (if necessary) on the Exit Snapshot tab.

DWD Issuance 10-2009 WIA Follow-up Services states, "...verbal or written contact by staff with a participant or their employer merely to confirm the participant is still employed is not necessary or appropriate **unless supplemental employment information is needed for performance outcome documentation.**" In most circumstances it is not practical to verify the employment status of customers every ninety (90) days following their exit from WIA funding. However, in instances where it is known Career Center customers enter employment that is not recorded through wage credits (i.e., self-employment), it is appropriate to contact those customers to verify their employment status.

4. Action: Effective immediately, local Workforce Investment Board and Career Center staff must implement and comply with the Policy contained in this Issuance.
5. Rescissions: None
6. Contact: For questions, contact Steve Reznicek, DWD Quality Assurance Manager at steve.reznicek@ded.mo.gov.
7. Reference: DWD Issuance 10-2009, U.S. Department of Labor WIA Data Validation Standards, Toolbox Exit Snapshot Guidance
8. Attachments: None



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