CIS-HOT Internal Operational Policies and Procedures

2019-2020

Title:	
Case File Maintenance and Contact Procedure	
Creation Date:	**Revision and Implementation Dates:**
10/1/2007	7/25/15 JT 9/8/2016-KZ 2/26/2019 – JJ 9/26/2019 - JJ

Case File Monitoring:

1. Each staff member serving as a case manager (Career Coach or Support Specialist) will submit a weekly contact log by Friday at 6:00 PM for the previous week of services. The Data Specialist will compile the weekly contact logs into a master log and will redistribute the Weekly Contact Log and Corrections Logs each Monday. This contact log will assist WIOA program leadership in ensuring staff are conducting services as written in the grant requirements.
    a. If TWIST is down or a Career Coach is not in the office on a Friday, contact logs will be due by 10 AM the following Monday.

2. Program supervisors and data specialists will conduct monthly internal monitoring as scheduled in the "Internal Monitoring Plan" for the current contract year. Program supervisors will also monitor weekly contact logs and TWIST to check for inactive clients, soft close services or other changes to their caseload.

3. Monthly and weekly monitoring results will be used in training and individual case corrections will be documented on the "Corrections Log" which is distributed to staff as a communication tool for issues to be addressed.

4. Each staff member will be offered individual assistance as needed to correct files that are incomplete. If files are consistently missing documentation, notes or services, staff will be required to attend training and/or submit a corrective action plan (which may include organizational plans, scheduling, etc.).

5. The Program Coordinator will review the Contact Log created by the Data Specialist and provide instruction to the assigned Case Manager as needed regarding exiting and/or additional methods for contacting clients.

Contact Requirements:

1. Counselor notes should indicate a minimum of twice monthly contact with all active OSY participants and monthly contact (or every 30 days) with all ISY and follow-up participants.

2. The CIS-HOT Learning & Training Center (LTC) will be open daily and participants may access tutoring, self-study time, job-search, and other scheduled activities in this room.

3. All attempts to contact and/or locate students should be clearly indicated in TWIST counselor notes. Case managers are required to attempt alternative contact methods for a client who is unresponsive. As appropriate, staff may use additional methods to reinitiate contact when a case is inactive such as: phone calls, mail, email,

home visit(s), attempted contacts with alternative contacts, identifying new contact information in TIERS, and school visits.

4. In the event that a case manager position is vacant for any amount of time, the caseload for this particular position may be divided among staff in order to provide coverage.

5. If a staff member is unable to make contact due to vacation, sick, or training days, he or she must write a counselor note documenting explanation of the missed week of contact.
    a. If a staff member is out for a significant period of time (more than 2 weeks), a caseload coverage plan will be put in place for this staff member's caseload.

Case File Maintenance:

1. After determining a client has met eligibility, the assigned case manager will submit the intake packet to the Workforce Program Coordinator for review. The intake and eligibility paperwork will be reviewed and staff will be notified of any corrections needed.

2. After the intake has been approved, the Data Specialist will enter all information into TWIST Intake Common, Specialized Services and WIOA Youth Program Detail screens in TWIST.

3. The Data Specialist will enter an intake note on all new participants indicating barrier, identification documents, and characteristics.

4. As part of the intake process, the case manager will meet with the student to complete the Objective Assessment and Individual Service Plan. The Individual Service Plan must be reviewed and updated with the participant a minimum of once per calendar quarter.

5. Recommended timelines for staff to complete counselor note documentation is within 24 hours of the contact/service provided, but no later than one week in order to be in compliance with the HOTWDB policy.

    a. Counselor notes should be clear, concise, objective, non-judgmental, and accurate.
    b. Counselor notes should reflect current open activities and justification for opening and/or maintaining open services.
    c. Counselor notes should describe where and when the participant contact took place, the topic that was discussed, any problems that were addressed, as well as what action is going to take place next to address the issue. Notes should describe who, what, when, how, and why.
    d. Counselor notes should not detail personal information which is not relevant to the services provided. Details regarding family issues should not be shared. However, if the family issues are an obstacle to the client's progress – the case manager may document this in a vague manner.
        i. For example, "Client reports family difficulties are making it difficult to focus at school. CC assisted client by brainstorming problem solving and coping skills to manage distractions so that he may be successful in school."
        ii. Drug use/mental health/disability related information may be documented as it relates to employment/obtaining employment/referrals or other service needs, however detailed information must be documented in a confidential case note kept separately from the file and noted in TWIST as "see confidential file for additional information."
    e. All counselor notes should have an appropriately labeled subject line. As instructed by contract manager, staff will label counselor notes with "WIOA Youth" and a brief title indicative of the case note content.

f. If the Case Manager attempted contact and the client was unavailable, the counselor note should document the attempt. No service should be opened if contact is not made with anyone regarding the client.
g. If the Case Manager speaks to someone on behalf of the client, a Service 21 for Case Management may be opened and documented in the counselor notes. The Case Manager may not speak to anyone regarding the client's care unless a release of information has been obtained for that particular person or place. Exceptions include legal guardian and immediate family members for the purpose of making contact (For example: asking regarding whereabouts or for a new phone number).
h. A case management service does not prevent exit and is not a qualifying service.
i. If a case needs to be exited, please see the WIOA Exit Policy and Procedure.

6. In compliance with HOTWDB policy, services will be entered into Service Tracking in TWIST any time activities occur.
    a. Appropriate services should be determined using the TWIST Service Matrix.
    b. Any open services should have a corresponding note in TWIST Counselor notes.
    c. Case Managers should direct any questions about appropriate services to the Program Director and/or the Data Specialist.
    d. Service tracking and services should align with the participant's Individual Service Plan.
    e. Youth must be enrolled in other activities in addition to Case Management (21). Case management alone is not a qualifying service.

7. Backup documentation will be updated and filed on a regular basis for the purposes of data validation.
    a. Backup documentation will be required for any supportive service request submitted to the Program Director. This documentation must be submitted before a supportive service request can be processed.
    b. Backup documentation must be maintained for any performance-related outcomes, including employment verification and attainment of degree or credential.
    c. Purchase vouchers, receipts, and other fiscal documentation which support a payment of supportive service or trainings may be attached.

Data Security and Personal Identifying Information (PII)

1. Printed documents containing PII
    a. All documents printed that contain PII must be printed using a WIOA code
    b. Printed documents must be picked up immediately off of the printer
    c. If a staff member encounters a document containing PII sitting on the printer, he or she must shred the document at that time

2. Documents Containing PII
    a. All documents containing PII must be locked in a locking filing cabinet when not in use.
    b. Staff members may not leave PII unattended at any point
    c. All documents containing PII must be locked in a locking case during transport to or from a destination
    d. Any electronic document containing PII should be password protected on a computer as well as through electronic communication
    e. If a password to a document is to be provided to an individual, it must be provided in a separate email to ensure security.

3. Data Security
    a. All employees must log off of their computers when they are not in use

b. Employees may not share passwords to any data system, electronic device or log-in information of any kind.
c. Computers and other electronic devices containing PII must be locked up at the end of the business day.

Periodic checks of these security measures will be completed by WIOA Program supervisors. Should staff be found in violation of these procedures they may receive disciplinary action which may include training, corrective action plans, or potentially termination.

Title:	
Service Plan & Progress Review Procedure	
Creation Date:	**Revision and Implementation Dates:**
7/27/16	8/1/16-JT 10/8/18 - JJ 10/8/19 - JJ

Purpose: Communities In Schools of the Heart of Texas uses its own individual employability plan which promotes flexibility for use in multiple settings including in schools, out-of-school meetings, and various home visits which are often required in order to provide meaningful services to youth. CIS-HOT also values regular review of the service plan in order to adjust service activities and ensure youth are making progress.

Procedure: The CIS-HOT Individual Service Plans (ISPs) will initially be created at intake/enrollment using a standardized form which provides prompts for common service activities/goals and also allows for staff to create goals tailored to the individual.

Intake: The Career Coaches will use the ISP form at intake to set an initial outline for services. Upon completion of the intake, Case Managers will submit to supervisor for approval. Upon supervisor approval, the initial individual service plan will be entered into TWIST and Service 68 will be opened by data entry staff.

Adding Interim Goals: The Add form will be used to add a new interim goal. After completion, the form will be submitted to the supervisor for review and then to data entry staff for TWIST entry. Data entry staff will assist by inputting into the TWIST service plan tab. Case managers will use service 68, 24, and 21 as applicable when discussing adding a new goal with youth.

ITA: Youth in ITA funded training will use an ITA ISP when applying for training services. Once a client is actively participating in ITS funded training, only the ITA ISP should be used until the training is completed.

Progress Reviews: Reviews will be completed quarterly in order to assess progress, make service plan edits, and add goals as applicable. Staff will print the service plan from TWIST in order to avoid removing the original standardized form from the file and will review with the youth. Case Managers will use the printed service plan from TWIST to make edits on the hard copy and then use the hard copy to update TWIST. This allows for flexibility in reviewing ISPs in the field. This includes updating any completion dates, extending planned completion dates, and editing any goal which may no longer be applicable. If no changes are required, a printed service plan will be placed in the file and marked "No changes made" with the current date.

- Progress Reviews will be monitored and reviewed by Workforce Coordinator for timely completion

If it is determined that an addition needs to occur, the Add form will be attached to the TWIST print out and will be submitted for supervisor approval and data entry into TWIST.

On occasion, a staff member may not be able to conduct an in-person progress review. In these cases, Career Coachces may complete a progress review over the phone. This is not preferable method of review and should not be a regular occurrence with any youth. If this occurs, the Career Coach will not open a service and should clearly state that the review and counselor note is for case documentation only and does not constitute a direct client service.

Example: “WIOA Youth: PROGRESS REVIEW

“CIS-HOT Staff reviewed participant goals via phone as an in-person meeting with the client was not possible. independent of youth as client was unable to be reached. From information provided by youth, all goals appear to remain applicable. Updates have been made to reflect the client’s goals achieved and remaining goals.

Service 68 was opened for changes made to the client’s ISP.”

Please see overview below:

FORM/DOCUMENT	WHERE TO FIND	WHEN TO USE	WHO DOES DATA ENTRY?	SERVICE ACTIVITY
Standardized Individual Service Plan	Dropbox > Intake packets	Intake	Data Entry Specialist	Service 68 opened by data entry specialist at intake
Individual Service Plan – ADD Form	Dropbox	Any time additional goals present as a need	Data Entry Specialist	Service 68 opened by case manager
Printed service plan from TWIST	TWIST > Service Plan Tab in Assessments	Progress reviews, edits, minor changes	Case Manager	If a direct client service, Service 68 will be opened by case manager.* Service 24 and 21 may also be applicable.

Title:	
Objective Assessment	
Creation Date:	**Revision and Implementation Dates:**
2/26/2019	4/4/2019 – JJ

Purpose: To provide guidance on how to conduct an accurate and informative objective assessment of a potential or enrolled youth participant, both for determining eligibility and appropriate levels of service.

Each participant shall be objectively assessed for academic skills, aptitudes, talents, and family and social circumstances. A thorough and accurate evaluation is the basis for the development of an appropriate service strategy for each individual. Objective assessment results determine the mix of services and activities appropriate to achieve a high school diploma and individual post-secondary or employment goals. Assessment shall be ongoing throughout the period of service provision.

As applicable, data for the objective assessment can be gathered in the following ways (with parental consent if serving a minor):

In School Youth

ISY clients are required to complete an objective assessment during the intake process that includes information on academics, employment goals, current occupational skills, emotional/behavioral needs, and social service needs. The intake assessment also helps the client identify their personal strengths, life skills, and employability skills. Coupled with the O*Net Interest Profiler, these components provide Career Coaches with a foundation for crafting an appropriate service plan for ISY.

In addition to completing the O*Net Interest Profiler, In School Youth are also required to complete the following assessment tools during intake:

- Texas Reality Check (www.texasrealitycheck.com) – Texas Workforce Commission
- Job Values Inventory, p. 5 – Texas Job Hunter's Guide, Texas Workforce Commission

Completion of these assessments must be documented in the hard file and in TWIST along with results of the O*Net Interest Profiler and the other intake assessment information.

Out of School Youth

In order to assess basic academic skills for youth who are not currently enrolled in school, program applicants will be required to complete HiSET Practice Exams in Math and Reading. These scores will be recorded in TWIST and in the hard file by the Data Specialist upon entry of the intake information. HiSET Practice Exams are scored as Not Yet Prepared, Somewhat Prepared, Prepared, and Well Prepared in relation to the HiSET Exam, an assessment tool recognized by the Texas State Board of Education as an assessment of high school equivalency.

In addition to completing the O*Net Interest Profiler and the HiSET Practice Exams in Math and Reading, Out of School Youth are also required to complete the following assessment tools during intake:

- Texas Reality Check (www.texasrealitycheck.com) – Texas Workforce Commission
- Job Values Inventory, p. 5 – Texas Job Hunter's Guide, Texas Workforce Commission

Completion of these assessments must be documented in the hard file and in TWIST along with results of the O*Net Interest Profiler and the HiSET Practice Exam results.

Basic Skills Deficiency - Test of Adult Basic Education (TABE)

The WIOA program uses the TABE test as the basic skills deficient indicator. At Intake, all OSY clients who are potentially basic skills deficient are administered a TABE pre-test to determine their level of skill in three subjects, Reading, Language and Math. These clients will not be required to complete the HiSET Practice Exams required for OSY clients with other eligibility.

An individual who meets either of the following criteria satisfies the basic skills deficient requirement for WIOA Youth Services:

Reading: 575 or lower (at or below 8th grade level)
Mathematics: 595 or lower (at or below 8th grade level)
Language: 583 or lower (at or below 8th grade level)

If clients test above an 8th grade level or higher on any subject, those scores are considered not basic skills deficient and will not require post-testing. In the event that a client receives a score below the 8th grade level, the client will be considered basic skills deficient in that subject(s) and will need to post-test annually on that subject(s) until a score of basic skills sufficiency is achieved. Once a client is Program Exited, s/he no longer needs to post-test.

Completion of the TABE Test must be documented in the hard file and in TWIST.

GED/HSE Enrollment

As the TABE Test is required for enrollment in GED/HSE classes with McLennan Community College, clients who have the goal of obtaining a GED/HSE have the option of completing the TABE with CIS or with the Adult Education and Literacy Dept. at MCC. Client scores can be shared between programs as long as a Consent to Disclose Student Education Records form (required by the Family Educational Rights and Privacy Act of 1974) is signed by the client and documented in the client's hard file.

Title:	
Eligibility and Documentation	
Creation Date:	**Revision and Implementation Dates:**
5/22/17	5/22/17 5/9/2019 – JJ

Purpose: To provide guidance on determining eligibility for potential WIOA Youth participants.

Each case manager is responsible for determining the eligibility of youth participants and submitting a complete intake packet to the Workforce Coordinator for approval.

Case managers will refer to the Texas Workforce Commission Workforce Innovation and Opportunity Act Guidelines for information on In-School and Out-of-School youth eligibility.

Once a participant has been determined as eligible for services by the Case Manager, he or she should refer to the WIOA Eligibility Documentation Log for Youth. The Case Manager will complete the Documentation Log using the back-up documentation listed.

After determining eligibility and gathering the required documentation and signatures, Case Managers will submit the entire intake packet to the Workforce Coordinator for review. The Workforce Coordinator will indicate any corrections to be made and return it to the Case Manager. After all corrections have been made the Case Manager will submit the intake packet for final review by the Workforce Coordinator. Intake processing and input into TWIST will be completed by either the Data Specialist or other trained personnel.

Additional Assistance Needed

For Eligibility defined by the Local Board Criteria- "Requires additional assistance to complete an educational program or gain employment'- case managers will refer to HWD 001-09. Should a Case Manager determine that a youth is considered to be eligible as an "At-risk youth requiring additional assistance to complete their education program and/or gain employment," he or she will include the following documentation to fulfill the appropriate eligibility criteria:

Behind Grade Level:

- School records

Failure to pass state-mandated exit tests:

- School records indicating that the youth has not met the standards for state-mandating exit tests

Single Parent Family:

- Family Status Form signed by corroborating witness (with knowledge of family composition) noting parent and youth

- TIERS Record showing family members noting parent and youth

Recipient of public assistance (SNAP, TANF, SSI):

- TIERS Record showing that client is currently receiving SNAP, TANF, or SSI or is a member of a household that is or has received SNAP, TANF, or SSI benefits within the past 6 months.
- HHSC Record*
- TWIST Legacy Search*
- SSI Award Letter*
- Letter from disbursing agency*
- Refugee assistance records*

Incarcerated Parent:

- Documentation from adult criminal justice system AND youth's birth certificate listing the incarcerated parent or Family Status Form stating the parent as being incarcerated (listed in the "Family members not residing in the household" section.)
- Telephone/written verification from court representatives and Family Status Form documenting incarcerated parent

Public housing:

- Letter or documentation from public housing authority listing youth/youth's family member AND a Family Status Form
- TIERS Record showing current address and a printout from the Waco Housing Authority website which displays the housing unit as "Public Housing"

**If the relation between the recipient of the assistance and the client is not mentioned in the document provided, a Family Status Form must also be completed to document client's residence with the recipient of the assistance.*

Title:	
WIOA Exit Policy and Procedure	
Creation Date:	**Revision and Implementation Dates:**
July 2014	7/1/2016-JT 10/21/2016- KZ 2/26/2019 – JJ

Summary:

Program exiting is the process of removing an active client from active status and transitioning the client to follow-up status for at least one calendar year. The official performance exit does not occur until 90 days past the last qualifying service. This date determines the performance quarter in which a customer will be tracked.

Exit Qualifications and Performance Measures:

1. **Credential Rate:** This outcome is designed to capture the achievement of a high school diploma or recognized equivalent, an industry-recognized certificate, or a degree awarded by an institution of higher education. An ISY enrolled/intake client who is actively attending high school must complete a High School diploma or GED in order to meet the Credential Rate performance measure. An ISY who is enrolled in post-secondary courses, or an OSY who has a goal of achieving a post-secondary degree or industry-recognized certificate, must complete their degree or certificate to meet this performance measure.
2. **Employment:** For ISY and OSY, this outcome will be captured once the client has obtained employment that can be verified by the employer or The Work Number. This outcome is measured twice during the follow-up period, at six months past the date of exit and then again at one year past the date of exit.
3. **Enrollment:** For ISY and OSY, this outcome will be captured once the client has provided proof of enrollment in post-secondary education or a targeted skills training program. This outcome is measured twice during the follow-up period, at six months past the date of exit and then again at one year past the date of exit.

Determining Qualifications for Program Exit include the following:

1. Youth who have completed a high school diploma or GED must have proof of credential in the permanent/hard file. Youth will only be exited prior to receiving their diploma/GED if verification of pending graduation has been provided by the school.
2. Youth who have enrolled in post-secondary education or skills training must have a school schedule or proof of enrollment. These students will be exited as "All Other Voluntary."
3. Youth who have obtained full or part time employment (full time preferred) must have documentation/proof of employment (i.e. Employment/Income Verification form, Telephone Verification form with detailed employment information, The Work Number (fee for this service), pay stubs, etc.). These youth will be exited as "Entered Employment."
4. Youth who cannot be located for more than 45 days, have moved out of the area, and/or are not participating in the program will be followed up with for a period of 2 weeks. During that time, the following attempted contacts must be made and documented in TWIST:

a. Weekly attempted phone contact with participant.
b. Weekly attempted phone contact with all contacts listed in TWIST.
c. Weekly attempted email contact, if email is available.
d. Weekly attempted contact through home visits. Note: This does not apply if circumstances exist which make a home visit unsafe, the participant does not have a permanent place to live, or the current address is unknown.
e. Career Coaches must also check TIERS for updated contact information or addresses and must document the TIERS check on Exit Transition form and in TWIST.

Prior to 45 days inactive, if contact has not been made with the participant, the assigned case manager will notify the Coordinator or Director to discuss the case and request that the case be staffed for exit. After staffing this case, if no further contact is made within 15 days, a home visit is mandatory and should be attempted in the following 5 days. If no contact can be made, the client will be exited and placed in follow-up. Follow-up Services will still be opened for non-compliant clients and case managers will need to attempt monthly contact with those clients.

TWIST and Documentation Protocols:

1. All exited participants must have follow-up Service 67 opened on the date of exit. (Note: The only exception to the rule of opening follow-up services is if a client is exited with an Exclusion).
2. Additional appropriate follow-up services must be opened during the follow-up period. New follow-up activity codes must be opened in TWIST only when the participant is provided with these follow-up services.
3. Participants may be provided as many follow-up services as needed, but at least one new follow-up service must be provided in TWIST before Service 67 and the case can be closed one year from the start of follow-up.
4. Follow-up services must be provided for twelve (12) months and may be provided for over 12 months based on the individual needs to the participant. Participants needing more than 12 months of follow-up services must be staffed with the Program Coordinator and Board Contract Manger during the twelfth (12^{th}) month of follow-up.
5. Follow-up services will consist of, at a minimum, monthly in person or telephone contact between the participant and the WIOA Support Specialist.
   a. The Support Specialist will offer and suggest services to the participant and verify that they are on track to meet the required performance measures.
   b. Supporting documentation to verify the above should be entered into TWIST Performance Data tab (such as completion of semester/quarter for post-secondary education, verification of wages, etc.)
   c. Each time a follow-up activity occurs, a counselor note must be entered into TWIST. This is required for general follow-up as well as for any specific activities in which the youth is participating.
6. Follow-up performance must be tracked in TWIST and in client's permanent file for the **TWIST Quarter of Exit <u>and</u> the TWIST Quarter after Exit (two quarters) in order to achieve positive performance measures.**

Procedure for Submitting Exit (Paperwork)

While the supervisor will assist in staffing cases for exit during individual supervision meetings, it is the responsibility of the case manager to determine when a case qualifies for program exit. If a Career Coach is unsure about whether or not a client qualifies for program exit, the Coach should discuss the case with the Workforce Coordinator. When a client has been appropriately determined for Exit, Career Coaches must:

1. Ensure that all of client's performance information is current and correctly entered into TWIST Performance Data tabs.
2. Ensure that all Services are properly closed in TWIST Service Tracking, Services tab (at least one follow-up service is required).
3. Accurately fill out an Exit Transition Form with a synopsis of client's participation in services and exit qualifications.
4. Complete a Follow-up ISP by extending completion dates for all remaining goals through the assigned closeout date. In the event that a client cannot be located, a Follow-up ISP will still be required to be completed with completion dates for all remaining goals extended through the assigned closeout date.
5. Submit the Exit Transition Form and Follow-up ISP to the Program Coordinator who will review, verify all necessary information and approve the case for program exit. If information is missing, the form will be returned to the Career Coach for revision.
6. Once the Exit Transition Form has been approved by the Coordinator, the Career Coach will write a "Submitted for Exit" case note into TWIST Counselor Notes stating that the case manager has staffed and submitted client for Exit. This case note should include the summary from the *Follow-up Transition Exit Form*.
   - Exit note must include the following information:
     - Staffed case for exit and submitted form to WIOA Program Coordinator & Data Specialist
     - Barrier which made client eligible for services (found in Initial Intake Note)
     - Summary of activities in which client participated
     - Outcomes/goals achieved
     - Data validation (backup paperwork) for proof of goal achievement
     - Extension of any ISP goals that were not met by time of exit and updated contact requirements to once a month for duration of follow-up period
     - Support Specialist will maintain contact monthly for a period of 12 months to provide follow-up services
7. Submit the *Follow-up Transition Exit Form*, with performance documentation attachments, to the Data Specialist.
8. The Data Specialist will use the *Follow-up Transition Exit Form* and attachments to verify that performance information was accurately placed into TWIST and the case will be processed for program exit in TWIST.

<u>Procedure for Exiting in TWIST</u>

WIOA Data Specialist will conduct the exit process in TWIST. Exit is accomplished by:

1. Opening WIOA Program Detail
2. Entering exit date and reason as well as follow-up staff in WIOA Program Detail. Save.
3. Writing a "WIOA Youth Exit Note" in TWIST Counselor Notes stating that client was exited in TWIST and that follow-up services were opened for client.
4. Open Service 67 for follow-up services.

5. Placing the Exit Transition forms with attachments in client's permanent file.

Sample Note: (Do not copy and paste)

CC Roger Rabbit staffed case for exit and submitted the exit transition form to the WIOA Program Coordinator for exit on 6/29/15. Client enrolled in the program as a dropout youth. During program participation, client attended GED classes, subsidized work experience employment and received financial literacy education. Client has obtained her GED and part-time employment at Dollar General which has been verified by an employment verification form and a copy of the GED placed in the client's hard file. CC discussed goals with client and extended planned end dates for applicable goals through follow-up, and added a goal of "Maintain employment." Please see assessment tab for additional information. CC will continue to contact client monthly and provide follow-up services.

Service 68 opened for developing an individual's service strategy, or follow-up ISP.

Title:	
Internal Supportive Services Policy	
Creation Date:	**Revision and Implementation Dates:**
November 2012	November 2014-JT September 2015-JT August 2016- KZ May 2017-KZ July 2017-KZ 10/8/2018 – JJ 7/24/2019

Reference: HWD 008-04 – 07 (Change 7, issues 5/21/2018)

I. Policy Overview

A. Definition: Supportive Services are those financial or physical accommodations that are reasonable and necessary for an individual to successfully participate in workforce activities and employment.

B. Eligibility: WIOA Youth receiving and/or enrolled in Assisted Core, Intensive, Training or Post-Program (Follow-up) Services may be eligible for Supportive Services only if they are unable to obtain assistance from other community resources.

C. Supportive Services payments must be based on the ***actual needs*** of the eligible participant only.

The following supportive services are available to eligible WIOA participants based on individual need basis:

1. Transportation Assistance
2. Housing and Utility Assistance
3. Job Search Expenses
4. Training or Work Related Expenses
5. Health and Medical Services
6. Exam Fees
7. One-Time Emergency Assistance
8. On campus or training-related housing
9. Childcare

These Supportive Services are limited to expenses incurred by the participant that are directly related to participation in WIOA Youth Services, and expenses incurred and necessary to retain employment during the post-program/ follow-up period. Supportive Services should not be a regular part of a participant's budget except in the instance of transportation or childcare.

D. Determination of Need:
- An individual's need for Supportive Services will be assessed initially during the Objective Assessment at enrollment and during the creation of the Individual Service Plan (ISP).
- Any Supportive Service needs identified at this time should be addressed through referral to community resources as they are available.
- All attempted use of community resources should be documented in an individual's Supportive Service Request.

   i. For transportation supportive services Case Manager should refer to the Quarterly Community Resources Check. Once each quarter, a CIS-HOT Staff member will contact the known transportation assistance providers in the service area, and document what funds they have or do not have available for assistance in the quarter. In the justification of need, the Case Manager will mention the date, time, and person completing the Quarterly Community Resources Check, and if he or she reached out individually to a community resource.
   ii. For other types of supportive service assistance (emergency assistance, work related expenses, etc.) at least two other community resources must be contacted and documented in the justification of need.

- Once community resources have been attempted, if a Supportive Service need is still present, the participant and Case Manager should complete a Supportive Service Request Packet.
- Determination of Need for eligibility of Supportive Services includes creating a budget with the participant to show income and expenses for the 30-day eligibility period. This budget will be marked “Not Applicable” in the case of participants with a current SNAP/ TANF record that may be printed from TIERS and attached to the Supportive Service Request. This avoids duplication of services and processes for low-income individuals as they complete extensive budget information in eligibility determination for approved receipt of public assistance.
- A participant determined eligible and in need of Supportive Services, is eligible for 30 days, and after this time period, must complete another request to re-determine eligibility.
- Changes in income or financial situation must be reported to the Case Manager immediately.
- For a participant without an active SNAP or TANF record, living in a household where the participant is supported by income other than his/her own, the household income supporting the participant will be documented.

E. Documentation and Data Entry Requirements:

- A copy of all Supportive Service Requests (which include eligibility determination) must be kept in the participant’s hard file.
- Each participant’s Supportive Service needs will be reviewed every quarter in the Case Manager’s Progress Review of the participant’s ISP.
- A supportive service packet and required documentation will be completed each time the CIS HOT Case Manager submits a request for supportive services.
- All Employed Participants must have a current employment verification in the hard file and in TWIST
- TIERS records must be attached for individuals receiving TANF/SNAP
- For emergency assistance payments of support services, the participant must document a plan to prevent reoccurrence of needed payment. This plan should be included in the permanent file and submitted with Supportive Service requests. This may be completed after submission of Supportive Service Requests if approved by the appropriate supervisor.
- Case Managers must explain on the Supportive Service Request and in a counselor note in TWIST the Justification of Supportive Services including:
   i. Reason for needed supportive services
   ii. How service relates to ISP goal(s)
   iii. Discussion of financial literacy and decision-making with the client
   iv. Community resources attempted
- If the requested amount of services exceeds the required procurement amount (currently $100), at least three (3) bids must be solicited; and upon approval, the lowest bid will be honored.
- The completed Supportive Service Request will be submitted to the appropriate supervisor for approval.
- Upon approval, the supervisor will initiate the check request through completion of a purchase voucher. Completion of these purchase vouchers will follow the approved and appropriate fiscal procedure.
- The CIS-HOT Case Managers are responsible for follow-up to ensure services and payment for services have been rendered in a timely manner.

- The CIS-HOT Case Manager will ensure that the appropriate paperwork documenting services and attendance records are filed in the participant's file, and that Supportive Service data has been entered into TWIST upon notification of approval. This documentation will be monitored by the supervisor and /or data entry personnel.
- A Supportive Service Tracking Log will be maintained by the supervisor and data entry personnel.

F. Timelines:
- After the submission of a Supportive Service Request, the supervisor has a maximum of 7 business days to approve the request and distribute to the Case Manager, but it is preferable that this occur within 3 business days. Case managers are required to document the approval or denial of the request within 7 days of the decision from the Workforce Program Director.
- The participant will receive payment at the next in-person meeting of the participant and Case Manager.
- With exception of true emergencies, CIS-HOT Case Managers are required to turn in requests by the CIS-HOT check run due dates.

G. Payment and Reimbursement:
- The primary means for payment of Supportive Services will be payments made directly to the vendor.
- Customers who receive advanced payments will be required to submit receipts.
- Customers who receive gas cards for transportation assistance will be required to complete and sign a Receipt of Transportation Assistance.
- Supportive Service requests involving direct reimbursement to the participant will be reviewed by two supervisors, and will be approved on a case-by-case basis.

Additionally, Communities In Schools - HOT reserves the right to provide a partial payment of the amount requested or to refuse payment of requested services.

H. Case Review and Monitoring:
- Case Managers will be responsible for maintaining documentation in the case file and TWIST.
- Supportive Services will be included in the monitoring plan to ensure that policies are followed correctly. This should occur no less frequently than twice per year.
- Prior to approval of Supportive Service payments, the supervisor will complete a Supervisory Checklist to ensure requests are complete.
- Participants receiving supportive services for attendance at employment will be required to submit a copy of their pay stubs each pay period to his or her case manager.
- If neither of these attendance tracking methods is applicable/appropriate based on the client circumstance, the Workforce Program Director may approve an alternative form of attendance tracking.

I. Termination and Cancellation:
- Supportive Services may be cancelled by recommendation of the Case Manager and/or approval by the supervisor. Cancellations may include but are not limited to the following reasons:
  i. Participant is not attending the scheduled activity
  ii. Participant is not maintaining contact with the Case Manager as outlined in the ISP
  iii. Attendance documentation is not submitted as directed
  iv. Supportive service system is being abused
  v. Supportive service funding is not available
  vi. Participant is making unsatisfactory progress

In the event supportive services are cancelled, the participant will be notified by the Case Manager and an appropriate narrative concerning cancellation of supportive services and supporting documentation will be entered into TWIST and noted in the participant's file.

Supportive services may be adjusted each week based on the previous week's (or pay period's) attendance. If participants do not attend *any* of the approved activities in a given week (zero participation), for which they are receiving transportation supportive services, they will be ineligible the following week for the supportive service disbursement due to non-participation. Case managers will request verification of participation in activities as frequently as available.

All supportive service payments are contingent upon availability of funds. Participants are not guaranteed payment of Supportive Services at any time. Some items may be charted as allowable or unallowable and determined one or the other because of extenuating circumstances by the supervisor.

Clients will be requested to return items provided for training activities if he/she does not complete the coursework. If client does not return items provided, he or she may not be eligible for any service which uses WIOA funds such as training related expenses or supportive services. Should this occur, the Case Manager will make three contact attempts with the client requesting items to be returned; two by phone and at least once in writing. A copy of the written notice will be placed in the client's file.

II. Allowable Supportive Services for WIOA Services other than training

The following provides descriptions of allowable Supportive Services for which assistance may be provided. Allowability does not imply entitlement. Need and availability of funds are the basis for authorizing the use of Supportive Service funds.

A. Transportation Assistance
    a. In determining transportation allowances, individual participants' needs, availability of transportation resources, and the most appropriate and economical method of meeting transportation needs will be evaluated.
    b. Public Transportation is considered the most appropriate, where available and when it most effectively meets the participants' needs. Transportation assistance may purchase bus passes, or may pay for other forms of public transportation at rates established by the Board.
    c. For participants using personal automobiles who need assistance with gasoline expense, transportation assistance shall not exceed $20.00 per day. Actual assistance must be based on mileage from the participant's residence to the location of the activity as outlined below. To control costs, Case Managers should document total miles traveled for one week. For example, if the client travels 25 miles total in one week then he or she will receive one gas card of $5 for one week. The supervisor reserves the option to approve additional funds up to the $20.00 per day maximum allowance for special circumstances.

Miles	Weekly Allowance
1 - 25	$ 5.00
26 - 50	$10.00
51 - 75	$15.00
76 - 100	$20.00

d. Payments must be documented in the participant's service plan, in TWIST, and in Counselor Notes. Payments may continue as long as the customer maintains satisfactory participation and contact with the Case Manager. Transportation payments can be paid to a parent or other adult responsible for transporting the participant to activities.
e. Transportation assistance is to be paid in advance to remove the immediate barrier to participation. In the event that gas cards are not readily available – the Case Manager may provide a gas card as a reimbursement with the Workforce Program Director's approval. Adjustments for absences and/or non-participation may be deducted from the immediate subsequent payment.
f. Participants receiving transportation assistance will be required to sign a Receipt of Transportation Assistance.

B. Automobile Repair

a. Costs associated with the unforeseen repair of a personal vehicle may be considered for Supportive Service if the vehicle is the only available transportation for the participant and would result in non-participation by the participant. This assistance cannot exceed a total of $500.00 per year of active participation.
b. The participant must secure 3 quotes for the work being done. Supportive Service will be provided for the lowest bidder.
c. The participant must provide proof of ownership of the vehicle prior to approval of the repair. If the participant is not the owner of the vehicle to be repaired, the owner must give written permission authorizing use of the vehicle before authorization for the repairs can be given.

C. Housing and Utilities

a. Assistance with payment of housing/rental or utility expense may be provided to a participant who is active in a workforce program activity.
b. Only one payment may be provided within a six-month period for up to 3 months of expenses which are in arrears. Payment may be made for late fees if it is a requirement to prevent eviction or shutoff.
c. To receive this assistance, a letter stating that eviction or shut off is imminent, an eviction policy substantiating that shutoff or eviction is imminent, or a notice of eviction or utility shutoff submitted with the Supportive Service request and a copy should be maintained for the participant's file.
d. Allowable assistance includes full or partial payment of monthly rent on leased housing, electric bill, gas bill, water bill, or local service phone bill, charged to the residence of record of the participant.
e. Temporary shelter may be secured and paid for to assist homeless individuals participating in workforce services. Such assistance may continue for up to three months.
f. On campus or training related housing is allowed for WIOA customers who live more than 50 miles from the campus where enrolled in full-time training or short-term training. It is allowable for persons who are homeless or living in a shelter and who cannot attend school without living arrangements. Other situations may be considered on a case-by-case basis. For example, the Case Manager may submit a request to pay the housing deposit for a student who will be attending college at least 50 miles from their home.

D. Exam Fees

a. GED/HiSET exam fees may be paid for participants who have demonstrated readiness to take the GED/HiSET Exam by attaining sufficient scores on the GED/HiSET Practice Tests, by notice from the GED/HiSET instructor that monitored progress indicates readiness, or by other documentation showing preparedness. Customers may have four tests paid for with the option for a fifth with written Board staff approval.
b. Exams required for admittance to a post-secondary training institution may be paid for with WIOA funds for one administration for the examination (For example, SAT, ACT, TSI). Documents demonstrating

cost of exam, preliminary admittance to the school requiring TSI, or other supporting paperwork should be attached to the supportive service request submitted by the Case Manager.

   c. Payments should cover the actual cost of testing, national and state processing fees, and cost of the certificate.

E. Job Search Related Expenses
   a. At the start of job search activities, participant's hygienic and/or presentation needs may be provided for using Supportive Service funds. These needs include, but are not limited to: a haircut, interviewing outfit, or other items identified and justified by the Case Manager and Workforce Program Director.
   b. All needs should be verified and documented in TWIST by the Case Manager, and expenditure may not exceed a total cost of $100.00
   c. All needs should be verified and documented in TWIST by the Case Manager, and should not exceed approved State of Texas travel guidelines, with a maximum cumulative total of $250.00.

F. Work-Related Expenses
   a. When a participant secures employment and is in need of assistance, or is enrolled in WIOA Youth Work Experience activities, work-related assistance may be provided. This assistance includes, but is not limited to: tools, uniforms or other clothing, equipment, transportation, car repairs, housing, moving expenses, and the cost of required examinations or certificates necessary for employment.
   b. Work-related needs should be outlined in the updated ISP and documented in TWIST.
   c. Assistance is available only when the participant has accepted or retained a specific and verified job paying equal to or greater than the federal minimum wage. CIS staff may not refer or enroll clients into any form of employment paying less than the federal minimum wage.
   d. Eye glasses, hearing aids or other medical items necessary to secure and maintain employment are allowable as a one-time expense and should not exceed a maximum of $150.00

G. Child Care
   a. Child care requests are treated differently than other supportive service requests. Child Care Services has set maximum rates that it will pay to day care providers throughout the service delivery area.
   b. See Childcare Services Procedure for more information.

H. Health and Medical Services

   a. Payment for immunizations and tests required for admission to a training institution that cannot be obtained through the participant's personal insurance or a public health organization are allowable Supportive Service expenses.
   b. Health and Medical payments must be reasonable and customary for the service being provided. For example, immunizations, drug tests, TB tests, etc.
   c. Eye glasses, hearing aids or other medical items necessary to succeed in training are allowable as a one-time expense and should not exceed a maximum of $150.00

IV. Allowable Supportive Services During Follow-Up

A. WIOA participants may continue to qualify for needed Supportive Services during the 12-month follow-up period.
B. To qualify for continuing assistance, employment/ enrollment and reasonably frequent contact with the assigned CIS-HOT Workforce Youth Services Case Manager must be maintained.

C. Financial need for continuation of Supportive Services must be reevaluated every 30 days, and individuals that do not complete this review with the Case Manager will no longer receive Supportive Service assistance. Upon evaluation, the Case Manager may determine that reduction or termination of assistance is appropriate.
D. All decisions to maintain, reduce or terminate Supportive Services must be documented in case notes and entered into TWIST.

Procedure:

1. Case Manager identifies Supportive Services need(s) or participant states Supportive Service need.
2. Case Manager refers participant to available community resources.
3. If community resources are not available, or have been exhausted and a need still exists, Case Managers should complete a Supportive Service Request Packet.
4. All applicable documentation will be attached to this request and submitted to the Program Director.
5. Program Director will complete a Supervisory checklist and approve Supportive Service Payment.
6. Program Director will distribute Supportive Service payment to Case Manager.
7. Case Manager will distribute to participant.
8. Receipt of payment page will be placed in participant file along with a copy of the Supportive Service Request Packet, and Supervisory Checklist.
9. Case Manager will track Supportive Service payments in TWIST service tracking and this will be monitored by the Coordinator, Director, and Data Specialist. When necessary, the Case Manager will ensure that weekly or bi-weekly documentation is provided by the client to justify the supportive service provided, i.e. pay stub, employment verification, or attendance record.
10. Once the time period for which the supportive service request was made has elapsed, the Case Manager will submit all documentation to the Data Specialist for placement in the client's hard file.

Title:	
Procedures for Cash Equivalents	
Creation Date:	**Revision and Implementation Dates:**
8/29/14	7/1/16- JT 8/4/2016- KZ 10/8/2019 - JJ

I. Policy Overview

A. The following cash equivalents are utilized by the CIS-HOT WIOA program based on individual participant need and in compliance with the supportive service policy & procedure:
   1. Bus Passes
   2. Gas Cards
   3. Incentive Gift Cards

B. The cash equivalents are stored a locked filing cabinet. The Program Director and data specialist staff ensure that the cash equivalents are always secured and access is limited to authorized personnel only.

C. Once purchased, all cash equivalents are itemized on a tracking spreadsheet which is maintained by the WIOA Program Director or the Data Specialist. Cash Equivalents are only disbursed to WIOA case managers with proper documentation in compliance with the Supportive Services Policy. Each time a cash equivalent is disbursed to a WIOA case manager, the disbursement is logged on the tracking spreadsheet.

II. Cash Equivalent Tracking Processes

A. Upon purchase of gas cards, bus passes, or incentive gift cards, an excel document (see below) will be created. The excel document will be titled by the PV # used to make the purchase. The last four digits on the back of the gas card will be used to document the "card #." The "card amount" will also be documented. A similar log will also be kept for bus passes – see example.

PV# 800924 (05/05/14)

#	ISY ONLY	Card #	Card Amount	Assigned to:	Date:	Student:	Sign Page Received

Bus Pass Control Sheet

PV: Date of Purchase:

#	Pass #	Amount	Client Name	career coach	date	Sup Serv	Verif
1							

B. The “career coach name”, “date of distribution”, and the “student” who will be receiving the gas cards after filling a supportive service request for gas cards will also be documented.

C. After the client signs the Receipt of Transportation (gas cards) or Verification of Goods form (bus passes), the receipt form(s) will be returned to central office for the case file.

D. Requests for gas cards (both new requests and requests for additional cards), bus passes, and incentives must be:

- Accompanied by a map showing the route and mileage (gas cards only).
- Accompanied by a Supportive Service request form (gas cards and bus passes).
- Accompanied by documentation verifying completion of incentive item (see Incentive Procedure).

E. Any cash equivalent signed out by a case manager is the responsibility of the case manager until the cards/passes are assigned to the student. Any lost or stolen cards will be the responsibility of the staff they were signed out to. Each staff will sign a receipt page acknowledging that a cash equivalent was disbursed to him/her.

- Case Managers are required to keep gas cards, bus passes, and incentive gift cards in a locked filing cabinet or secure briefcase and should exercise caution when distributing cards to participants.

F. Career Coaches must maintain regular contact with each participant receiving transportation assistance. This contact should not be limited to issuance of another gas card, but should include assessing student progress in the activity for which they are receiving transportation assistance. Student progress and distribution of supportive services must be documented in counselor notes.

G. Problems with using cards (i.e. cards that show no balance) should be reported to the WIOA Program Director and the defective card returned to the CIS-HOT Central Office as soon as possible for processing.

H. If contact with client is lost for more than 2 weeks, unused cards should be returned to be re-issued to another WIOA participant.

I. The WIOA Program Director or the data entry specialist will reconcile the log to the cash equivalents monthly and document within the excel sheet when this is complete. At the time in which the monthly and annual reconciliation/audit occurs, the Data Specialist and the Workforce Program Director will print the log and sign/date.

J. The CIS Office Manager will reconcile any distributed gas cards with a prepaid expense account to accurately track the expenditure of gas cards as cash equivalents.

Title:	
Procedure for Incentive Distribution	
Creation Date:	**Revision and Implementation Dates:**
3.4.10	1/26/16 5/22/17

Background:

Incentives are monetary equivalent disbursements that are reasonable and useful for engagement of an individual to successfully participate and achieve objectives in workforce activities that lead to employment.

In addition to providing meaningful and engaging workforce development activities, and building trusting relationships with customers, contractors may use incentives as inducements for retaining students throughout their Individual Service Plan or Employment Development Plan for goal achievement. All disbursements are to help focus the student on the completion of performance measures.

The following incentives will be available to participants in CIS-HOT Workforce programming ***as funding permits:***

Incentive Justification	
Incentives	**Criteria**
$100	Completion of 6 months of unsubsidized employment with the same employer or a registered apprenticeship program for 6 months
$100	Completion (all passing grades) of semester in a full-time* skills training program at a community college or technical college/school.
$100	Attainment of Certification or Licensure following successful completion of a skills training course of study at a community college, technical college/school, or other rapid training provider.**
$75	Youth attendance and active participation in 8 sessions of Job Readiness, Financial Literacy, Mentoring or Leadership Development activities.
$75	Youth attends a minimum of 30 GED classes over a four month span of approximately two classes per week.
$200	Youth completes the academic/occupational education component of the work experience program by attending a minimum of 75% of educational hours as outlined in the Work Experience Accountability Agreement.
*Full-Time student as defined by the college/program ** Only Eligible upon completion of an industry recognized exam providing licensure or certification NOT after completion of the training program.	

Incentive Eligibility:

1. WIA/WIOA participants are eligible for incentives upon completion of the above-mentioned activities.

2. Participants must be engaged in active or follow-up services to receive incentives.

3. Participants are only eligible for incentives for activities completed while enrolled in WIA/WIOA programming. Activities completed prior to entering WIA/WIOA services or after the completion of follow-up services are not eligible for incentives.

Requesting Incentives for WIA/WIOA Participants:

1. CIS-HOT Workforce staff will complete the Incentive Request Form for the participant, and will attach relevant back-up documentation upon completion of the incentive eligible activity.

2. CIS-HOT Workforce staff will complete all necessary TWIST data entry to document the incentive, including any relevant performance data. Below is a list of acceptable forms and items to document the incentives in hard files as well as necessary TWIST documentation required:

Incentive	*Documentation*	*TWIST*
Completion 6 months of unsubsidized employment with the same employer or a registered apprenticeship program for 6 months while in WIA/WIOA programming	Employment Verification or Check Stubs showing 6 months continuous employment	• Employment Verification in Employment Outcomes • Appropriate Services • Counselor Notes
Completion (all passing grades) of semester in a full-time* skills training program at a community college or technical college/school.	Transcript listing full-time status and verification of passing grades	• Performance Outcomes tab in Performance Data tab • Appropriate Services • Counselor Notes
Attainment of Certification or Licensure following successful completion of a skills training course of study at a community college or technical college/school.	Copy of licensure/certificate or verification of passing exam for industry recognized credential	• Credential Information in Performance Outcomes • Last Grade tabs in Performance Data tab • Appropriate Services • Counselor Notes
Youth attendance and active participation in 8 sessions of Job Readiness, Financial Literacy, Mentoring or Leadership Development activities.	Attendance sheets	• Appropriate Services • Counselor Notes
Youth attends a minimum of 30 GED classes over a four month span of approximately two classes per week.	Attendance sheets	• Appropriate Services • Counselor Notes
Youth completes the academic/occupational education component of the work experience program by attending a minimum of 75% of educational hours as outlined in the Work Experience Accountability Agreement.	Attendance sheets, accountability agreement	• Appropriate Services • Counselor Notes • Last Grade & performance outcomes tab as applicable

3. CIS-HOT Workforce staff will provide the Incentive Request Form and backup documentation to the Program Coordinator.

4. Program Coordinator will approve the incentive request **as funding permits.** The incentive will be filled and distributed to the appropriate staff member (while abiding by the procedure for distributing cash equivalents). Program Staff will be responsible for obtaining participant signature and documenting in TWIST.

5. Staff will obtain the participant's signature on the incentive receipt of verification form and will provide this documentation to the CIS-HOT Program Coordinator/Project Specialist **as soon as possible.** If the staff member is unable to reach the client within 90 days of receiving the gift card, he or she must return it to central and documentation must be made in TWIST.

6. If a gift card has to be returned for any reason, the CIS HOT Workforce Staff will write "RETURNED" on the receipt form. The CIS HOT Workforce Staff will then enter a counselor note in TWIST that the client has not been reached and the incentive gift card has been returned.

Title:	
Storage and Use of Disability- Related and Medical Information	
Creation Date:	**Revision and Implementation Dates:**
April 2001	7/25/15- JT 10/8/2018 – JJ

BACKGROUND:

To maintain compliance with WD Letter 17-07, equal opportunity provisions in the Workforce Investment Act (WIOA), and the Social Work Code of Ethics standards for Privacy and Confidentiality (1.07), Communities in Schools of the Heart of Texas has developed a procedure for securely storing disability-related and medical information to maintain confidentiality. Section 504 of the Rehabilitation Act of 1973 requires that individuals with disabilities be afforded equal opportunity to participate in and benefit from WIOA§188 services and activities. WD 17-07 specifies that "medical information or history be collected and maintained on separate forms that must be kept confidential, as follows:

(d) Information obtained in accordance with this section as to the medical condition or history of the applicant shall be collected and maintained on separate forms that shall be accorded confidentiality as medical records, except that:

(1) employing officials may obtain the information after making a conditional decision to make a job offer to the applicant or the applicant was placed conditionally in a job pool or placed conditionally on an eligibility list;

(2) supervisors and managers may be informed regarding restrictions on the work or duties of qualified handicapped persons and regarding necessary accommodations;

(3) first aid and safety personnel may be informed, where appropriate, if the condition might require emergency treatment; and

(4) government officials investigating compliance with the Act shall be provided information upon request.

PROCEDURES:

1. Confidential medical or disability-related information collected by CIS-HOT WIOA staff shall be collected and provided to the Program Coordinator at the time of eligibility determination.
2. CIS-HOT WIOA Program Coordinator shall store all medical and disability-related documentation in a secure location. All confidential medical or disability-related information will be stored in a locked filing cabinet and will not be stored with other program files or participant information.
3. All medical and disability-related information will be marked "Confidential."
4. CIS-HOT WIOA staff will only discuss medical or disability-related information with supervisors, managers and employers with the informed written consent of the WIOA Youth participant's parent. CIS-HOT Parent Consent and Release of Information are included in each participant's intake packet.
5. In the event of a medical emergency, CIS-HOT WIOA staff may inform first aid and safety personnel of a WIOA participant's medical condition or disability. Should an incident of this nature occurred, staff will follow CIS-HOT procedures for reporting the incident and will complete an incident report. Incident reports should be signed by the staff person's supervisor and maintained in a confidential incident report file.
6. Medical or disability-related information can be accessed by government officials, TWC and HOT Workforce monitors through a written request to be provided with this information.

7. Medical or disability-related information shall be maintained for a minimum of 5 years after the participant has completed WIOA programming through CIS-HOT.

FILE DISPOSAL PROCEDURE:

1. CIS-HOT shall retain WIOA participant files and medical/disability-related documentation for a period of 5 years after the participant's completion of follow-up services.
2. Closed files shall be kept in a secure location (locked filing cabinet in a locked storage facility).
3. After 5 years, CIS-HOT will shred participant files and medical/disability-related documentation.

WIOA STAFF:

1. All personnel files are stored in a locked filing cabinet in the Human Resources Department at Communities In Schools of the Heart of Texas.
2. Only Human Resources personnel and appropriate management staff have access to these records.
3. Any medical inquiries are handled by the Chief Operations Officer.

Title:	
WIOA Individual Training Accounts	
Creation Date:	**Revision and Implementation Dates:**
7/25/14	1/6/15-JT 9/23/15- JT 10/8/2018 - JJ

Policy: The CIS-WIOA ITA internal policy is modeled after The Workforce Solutions Heart of Texas Policy HWD 007-99, Change 8 (October 18, 2018). The ITA policy states that "funds under WIOA Title 1 are used to make payment for purchasing training services from eligible providers selected by the participant in consultation with the case manager based on the plan developed after objective assessment." Individuals must meet eligibility requirements and receive intensive services. Intensive services include intake, objective assessment, ISP, job search, and counseling services prior to referral for training services. Participants who are residents of the six county Heart of Texas Workforce Investment Area (Bosque, Falls, Freestone, Hill, Limestone or McLennan) must be given priority for ITA-related services. The client may be eligible for training services after he/she is found both eligible and suitable for job skill training. It is expected that the customer is committed to employment in the field upon completion of training.

Procedure:

ELIGIBILITY/JUSTIFICATION: Prior to receiving training services, the client must have received the services below and have the following documented in TWIST service tracking and counselor notes as well as hard copies of documentation maintained in the physical file:

1) Eligibility (completed at intake)
2) ISP documenting client's goals for future employment which require skills training
3) Assessment data indicating the client's need for the training and potential success in the training/occupation (OSY Training ISP – client's obstacles to employment section & strengths/skills section). The assessment must document that the client:
    a. is unable to obtain employment that will adequately support themselves and their dependents
    b. is in need of skills most appropriately developed in a classroom training
    c. has the literacy skills, qualifications, and commitment to successfully participate in the demands of the training program (High School transcript showing a 2.0 GPS or above, TABE, CIS WIOA Career Profile, Workforce Solutions for the Heart of Texas Participant Classroom Training Agreement)
4) Training is directly linked to a locally targeted occupation (must use the most current version of the HOT Workforce published targeted occupations)
5) Client has explored multiple career options (CIS WIOA Career Profile Part 1 & 2)
6) Has the necessary basic skills and pre-requisite qualifications required by the training provider to enter the program of training (High School transcript showing a 2.0 GPA or above, TABE, meets program pre-requisites)

7) Assessment documenting the client's aptitude for the occupation's work environment and demands (OSY Training ISP – Strengths/skills section/ CIS WIOA Career Profile)

Eligible participants may select a program of training that best meets their needs from among any of the appropriate eligible providers on the Statewide Training Provider List; however, ITA and Supportive Services policy limitations apply regardless of the location of the trainer. Career Coaches are required to check for community resources for discounted or tuition-free training programs from eligible providers. A program of training is defined as one or a sequence of courses that, upon successful completion, leads to a certificate, an associate's degree, or a competency or skill recognized by employers. A competency or skill-only program of training must be pre-approved by the contract manager.

PROCESS: The approach taken to participants shall be one of individual empowerment with coaching, advising, and guidance from the case manager. Participants must 'own' or feel fully responsible for the choices made about their occupational future.

The case manager will be responsible for empowering the client by:

1) **Assessment and Strategy**:
    a. Assessing the client's needs (strengths/skills and obstacles portions on the OSY Training ISP),
    b. Outlining the participant's responsibilities in completing the employment goals, with any timeframes for completion (Interim Goals/Client actions, Planned End Dates on ISP) as well as documenting case manager's intervention strategy; and,
    c. Updating and modifying the service plan as needed to ensure that the services the client is receiving are relevant and current (1 time per semester or as goals/needs change).
    d. The ISP forms must include:
        i. A specific employment goal;
        ii. A strategy to address barriers to employment;
        iii. Detailed step-by-step activities and training the participant will perform and/or participate in;
        iv. A list of requirements that the participant must meet in order for the Board to continue to fund training and support services; and
        v. Specific dates on which Workforce staff will follow up to evaluate each activity, provide additional assistance, and make any necessary adjustments.
2) **Training Packet**: allows client the opportunity for individual choice. The training packets contain:
    a. a list of eligible providers located in the Heart of Texas,
    b. The Heart of Texas Targeted Occupation List,
    c. information on the approved training programs offered by area providers,
    d. program cost information,
    e. pre-requisites required,
    f. ITA procedures,
    g. personal responsibility for attendance and active engagement in the training program.
3) **Training Completion:** once the determination of training is made and the client completes the ITA request, the CC will provide client with an ITA certificate (after approval by WIOA Program Director) which outlines:
    a. Anticipated start and finish date

b. Chosen program and institution
c. Cost cap by semester and in total
d. Brief descriptions of the items to be purchased (tuition, books, fees, uniforms, etc.)
e. Outcome (degree, certificate, etc.)

The client will be responsible for owning their choice to participate in training by:

1) Ensuring appropriate use of/respect towards WIOA funds
    a. Client is required to apply for other sources of funding (other agencies, Pell grants, scholarships, etc.) to support themselves throughout the program of training (copy of FASFA or Financial Aid Award must be in file).
    b. The client is required to demonstrate that they have the adequate resources to sustain themselves and/or their family during the time they are in training as evidenced by participation in budget planning with CC each semester or as the client's financial situation changes (budget to be completed with CC – copy to client and in file).
    c. The client will verbalize need for referrals and/or supportive services to the case manager to ensure successful completion of training (to be reported on "ITA Training Packet Checklist" or ongoing during weekly meetings/documented in TWIST Co. Notes).
2) Committing verbally and in writing to the training program that he/she (Workforce Solutions for the Heart of Texas Participant Classroom Training Agreement):
    a. Has a high degree of interest in the training program,
    b. a commitment to completion,
    c. knowledge of job requirements and probability of success, and
    d. completes all required paperwork with CC in a timely manner.
3) Following through to completion and upholding ITA participant expectations such as:
    a. Participating in regular contact,
    b. providing monthly attendance to the case manager,
    c. maintaining 2.0 or required GPA for degree program,
    d. informing case manager immediately of any difficulties with a course, and
    e. speaking with an advisor and/or case manager prior to dropping a course at any time (this may/will result in loss of funding if client drops a course without pre approval).

The WIOA Program Coordinator, Data Specialist, and Case manager will ensure appropriate use and documentation of funds through use of the *ITA methodology* and *ITA Assurances* in the Heart of Texas Workforce Development Policy.

Communities In Schools of the Heart of Texas
WIOA OSY Program/ ITA Purchase Voucher Procedure

Step 1: Complete the following:

- □ ITA Application Checklist
- □ Communities In Schools HOT/Training Services Determination of Need (2 Pages)
- □ OSY Training ISP
- □ ITA College Student Budget
- □ Workforce Solutions for the Heart of Texas Participant Classroom Training Agreement.

Step 2: CC will obtain a CIS purchase voucher (PV) from CIS central office with an original red number at the top. *The PV is not valid if the number at the top is black.* Be sure to complete the PV's in a timely manner to ensure your client receives payment of tuition, books, or supplies.

Step 3: Client will complete the ITA Purchase Voucher with the CC's direction and attach to the back of the CIS Purchase Voucher.

a. The "Purchase Voucher #" is the red number on the CIS Purchase Voucher.
b. The "School Student ID #" is the student's institution assigned ID – not the TWIST ID.
c. Fill in the Course #'s for a tuition PV and attach the student's schedule or bill showing the course #'s.
d. Fill in the Books/Supplies and attach supporting documents from the school. You may write in "see attached list, required books only."
e. The total allowance for books will be based on the student's book list and prices at the bookstore. PV allowance will be rounded up by $175 to allow for fluctuation.
    a. CC will initial change upon receipt of bookstore receipt. Exceeding the approved allowance is not permitted unless signed off by the WIOA Coordinator.
    b. CISHOT will not provide a credit to the bookstore for the maximum amount. The maximum amount is only allowed to be used on required materials/books.
f. The client, CC, and the Workforce Coordinator will sign the ITA Purchase Voucher.

Step 4: Client will complete the CIS PV with the CC's direction.

a. "Amount of Check" is the amount on the bill or estimate of supplies/book.
b. "Make Check payable to": VISA/Vendors Name if using the VISA card OR Vendors Name and address for a check to be mailed.
c. "Request submitted by" will be the CC's name.
d. "Disposition of Check": Check the box "Hold until CIS is billed."
e. "Documentation of expenditure": Check "CIS HOT will be billed"
f. "Description of Item" – Examples: ITA/Required textbooks, ITA/Tuition, ITA/Supplies – (list specifics)
g. Place a checkbox in the bottom row next to "No" for each item.
h. In the "Notes" box: place the client's name, degree plan, and semester of training.

Step 5: Each vendor must have its own PVs. One CIS PV and one ITA PV for each vendor.

a. One set of PVs must be completed for the institution for tuition, place of purchase for books, place of purchase for supplies, and so forth depending upon client's need.

Step 6: Submit to WIOA Program Director for approval.

a. WIOA Program Coordinator will review the case file, the ITA Application Checklist and materials, and discuss the case with the CC. (added 1.6.15)
b. WIOA Program Coordinator ***may*** write a case note outlining review of client for training services to ensure clarity of completed materials. The Coordinator and the Program Director will then review the Application and materials.
c. WIOA Program Director will sign off on any and all paperwork, provide Data Specialist with the ISP and submit PVs for other signatures.
d. WIOA Program Director will deposit the allowable amount of the ITA in TWIST and create a Certificate of Training.
   a. The allowable amount will be based upon % of the program remaining if client has already begun the training program. For example, if a client is required to complete 60 credit hours and the maximum allowed ITA for this program is $10,000 and the client has already completed 10 hours; then, the client will be awarded up to $8300 due to 83% of the program remaining.
e. Supervisor will then submit all PVs for other signatures and approval.
f. Following approval, the CC will receive the Certificate of Training, CIS PV, ITA Purchase Voucher, and supporting documentation back in mailbox/office box.
g. CC will then make two copies of each item.
   a. The original CIS PV with a copy of the ITA Purchase Voucher and supporting documentation will be given to the WIOA Program Director for billing/fiscal purposes.
   b. The original ITA PV with a copy of the CIS PV and supporting documentation will be distributed to the client.
   c. The client will then take the original ITA PV, copy of CIS PV and supporting documentation to the business office and/or book store. The school/bookstore will accept the PV and use this for billing purposes.
   d. A copy of all items should be placed in the client's file.
   e. Upon completion of purchases and/or when any receipts become available – the client must provide receipts to CC and CC must place in the client's hard file.
   f. Two copies of the Certificate of Training will be made. One placed in the client's file, one given to the client, and one back to the WIOA Program Director.

Step 7: WIOA Program Director will process billing and completion of the PVs.

a. Upon receipt of the invoice/billing from the bookstore and/or institution, The WIOA Program Director will submit to the fiscal department for payment. Any additional documentation submitted with billing will be copied and placed in the client's file by the WIOA Program Director.

Title:	
Direct Training Other than ITA Procedure	
Creation Date:	**Revision and Implementation Dates:**
11/13/2014	6/1/15- ET

I. Overview

WIOA Youth participants may have the opportunity to participate in a direct training experience such as welding or CNA as grant funding is available. By participating in these training experiences, clients may also require financial assistance for exams and other testing which creates opportunities for training experiences and future employment. The case manager must document a participant's interest and compatibility for training experience by use of career assessments and expressed interest in objective assessments. Case manager must document client's financial need for exam or training fees as well as demonstrate and document client's preparation for exam/test.

II. Request

The case manager must submit a "Direct Training Other than ITA Request" and a "Direct Training Other than ITA Determination of Need" (both forms are located in one packet, the Direct Training Other Than ITA Request packet). With these items, the case manager must provide documentation and justification of the needed items (tools, clothing, exam, etc.) to ensure successful completion of the training and/or training assessment.

III. Approval

The Workforce Program Director will request any additional information needed and approve or deny the request based on documentation, client's potential to be successful (location of training, preparation for course or exam, transportation accessibility, previous attendance/participation in WIOA activities, etc.), and/or funding availability.

IV. Documentation

As funding permits, the client will be provided with tuition for the training and/ or any tools, clothing, or other items needed for a safe and productive training experience. If similar items have been purchased for the client previously, the need for the new or replaced items must be documented in counselor notes and on the Determination of Need form, part of the Direct Training Other Than ITA Request packet.

Any expenditure made such as training, tools, supplies, exam fees, and any other fees or costs must be documented in the hard case file as well as in TWIST. After the purchase has been completed, the case manager will document in a counselor note specifics regarding the amount spent and items purchased. The total amount of training costs including tuition and tools will be tracked in services as applicable. Applicable services (1, 179 etc) will be opened on the first day of client's attendance and closed on the last day of attendance. Attendance sheets or verification from a training provider must be placed in the client's hard file to show completion of the training service. In the event that a client participates in an activity that is not directly related to a training course experience (e.g. Accuplacer test/TSI) but is still vital for enrollment into a training experience (e.g. college), the total amount of direct training costs for this service will be tracked in a detailed Counselor Note in TWIST; a Service 1 will not be opened for this service.

V. Scope

Direct Training Other than ITA funds can pay for any training that does not fall under the scope of ITA services or Supportive Services and Incentives. Direct Training other than ITA funds are intended for services and activities that enhance client opportunity for obtaining employment or direct training experiences like participation in a CNA or welding course, enrolling into post-secondary training/education, or obtaining certification/license of training. Direct Training other than ITA funds include, but are not limited to, CNA and welding training, CNA and Accuplacer/TSI exams, post-secondary application fees, and/or a direct training experience that leads to employment (e.g. food handler's course), etc. In short, Direct Training Other than ITA funds support clients in obtaining the required testing and experiences they need to enter employment and pursue their career goals.

Title:	
Internal Monitoring and Management Process	
Creation Date:	**Revision and Implementation Dates:**
May 2014- ET	July 2016- JT 10/1/2019 – JJ

Purpose:

The purpose of the CIS-HOT/Workforce Solutions Youth Services Monitoring and Management Process is to clarify procedures for monitoring and managing staff performance in specific areas such as case management controls, ensuring cases are exited in a timely manner, client contact, consistent tracking of youth participation in program services, and services/ISP alignment and completion. This process will also ensure the integrity of documentation in case files and data entered into the TWIST software system, strengthen opportunities for positive performance outcomes, and ensure compliance with applicable WIOA and HOTWDB policies.

Procedure:

Each month, the WIOA Data Specialist chooses fifteen percent of total WIOA Program Caseload. Each month has a primary focus as outlined on the Monitoring Plan in the Contract for each contract year. WIOA Data Specialist conducts internal monitoring of client's TWIST and hard files in an Excel spreadsheet stored on the CIS Server for WIOA Program Director's review.

The Program Director uses copies to include information on the monthly deliverable report to the WIOA Contract Manager. Internal monitoring is completed in order to:

a) show that WIOA staff are meeting Contract requirements,

b) help the program stay on target with case management and performance measures, and

c) illuminate any program weaknesses or areas in need of staff trainings.

Any issues or corrections needed found during the monitoring process are noted on the monitoring spreadsheets and then added to the Corrections/Items Needed Log by the monitor. Items not added to the Corrections Log are directly addressed with staff and/or Program Director. Case managers are responsible for completing the items on the Corrections Log in a timely manner, preferably within 30 days of the notification date. The Corrections Log is distributed weekly as there is ongoing internal monitoring being conducted on a daily basis in addition to the contract-required monthly monitoring. If an item is unable to be corrected due to extenuating circumstances, this should be noted in the corrections log.

The Workforce Program Coordinator responsible for supervising Career Coaches will also conduct monthly monitoring of TWIST documentation for active cases and will address weaknesses during bi-weekly supervision meetings.

**See attached Monitoring Plan.

WORKFORCE SOLUTIONS ★★★ HEART OF TEXAS ★★★ YOUTH SERVICES

Communities In Schools
The Heart of Texas

Communities In Schools of the Heart of Texas
Workforce Solutions HOT/CIS-HOT Workforce Services

2019-2020 Internal Monitoring Plan

Communities In Schools of the Heart of Texas has developed the following procedure for internal monitoring effective **October 1, 2019.**

A. Monitoring/Case Review Schedule

- Program Supervisors and data specialists will serve as the monitors for WIOA files and will review **15% of case manager files** according to the following schedule:

Month:	Primary Focus:
July	Work Experience, ISPs/Progress Reviews, Case Notes & Service Tracking
August	Follow-Up Cases, Exit, Closeouts, Performance
September	Eligibility, Supportive Services, Training Services (ITA & DT-NON)
October	Work Experience, ISPs/Progress Reviews, Case Notes & Service Tracking
November	Follow-Up Cases, Exit, Closeouts, Performance
December	Eligibility, Supportive Services, Training Services (ITA & DT-NON)
January	Work Experience, ISPs/Progress Reviews, Case Notes & Service Tracking
February	Follow-Up Cases, Exit, Closeouts, Performance
March	Eligibility, Supportive Services, Training Services (ITA & DT-NON)
April	Work Experience, ISPs/Progress Reviews, Case Notes & Service Tracking
May	Follow-Up Cases, Exit, Closeouts, Performance
June	Eligibility, Supportive Services, Training Services (ITA & DT-NON)

Title:	
Follow-Up Policy and Procedure	
Creation Date:	**Revision and Implementation Dates:**
1/27/2017	

Purpose: To clarify and provide guidance to case managers in providing follow-up services to youth participants in the CIS-HOT WIOA Youth Program.

Policy: All youth participating in WIOA Youth Services will be given a verbal explanation of follow-up services by their assigned case managers which will be documented in TWIST. By the last day of each month, following the participant's program exit date, the Workforce Support Specialist will attempt to contact youth to track progress and provide follow-up services, as needed. These services will be provided for 12 months following their program exit date. For a list of eligible follow-up services, please see the TWIST Service Matrix. In the event that a participant is exited as "Cannot Locate" the case manager will document efforts to contact youth prior to exit, as well as attempt contact per follow-up policy while enrolled in follow-up services.

Monthly follow-up contact attempts may be terminated prior to 12 months provided that case managers have documented contact attempts in TWIST per the procedure below and pending approval of the Workforce Program Director. Youth will remain eligible for follow-up services up to one year from their date of program exit if the youth re-engages and requests follow-up services.

Procedure:

1. In the month following receipt of notification from the Data Specialist that a participant has been program exited, the Workforce Support Specialist will begin monthly follow-up contact attempts using information recorded in TWIST. Acceptable forms of contact methods may include the following:
    - Phone contact
    - Additional contacts in TWIST
    - Email
    - Social Media
    - Text
2. If contact is not successful through the first attempted method, the Support Specialist should attempt at least one more method of contact and document both in a TWIST counselor note.
3. If the Support Specialist obtains contact with a youth participant and provides a follow-up service listed in the TWIST Service Matrix, this service should be documented in the counselor note and service tracking.
4. If the Support Specialist obtains contact with a youth participant and the interaction does not match the definition of any follow-up service in the TWIST Service Matrix, the Support Specialist should write "No service opened as there is no service available for this type of contact."

Refusal and Loss of Contact:

Occasionally, youth may ask to terminate follow-up services prior to the end of 12 months, or case managers may be unable to reach the youth with the contact information available. If a participant asks to terminate follow-up services, explicitly rejects a case manager, or case managers are unable to obtain contact in two consecutive months using the procedure detailed above, follow-up contact attempts may be terminated. While youth will remain eligible for follow-up services for the remainder of the 12 month period, and may choose to re-engage in services, if the situations listed above occur, the following steps should be taken to terminate follow-up contacts:

1. Workforce Support Specialist will document all contact attempts, rejection, or participant request to terminate follow-up contacts in TWIST counselor notes.
2. Support Specialist will inform the Workforce Coordinator and request early follow-up contact attempt termination.
3. Workforce Coordinator will review case and document in TWIST approval of early follow-up contact attempt termination.
4. Workforce Coordinator will notify case manager and Data Specialist of approval and Case Managers may cease follow-up contact attempts for the remainder of the 12 months unless the youth re-engages with services.
5. After the 12 month follow-up period, the Support Specialist will send a closeout letter to the participant, and document this in TWIST counselor notes per closeout policy.

Title:	
CIS-WIOA Close-Out Policy and Procedure	
Creation Date:	**Revision and Implementation Dates:**
July 2014	July 2016- JT November 2016-KZ October 2019-MK

Summary: WIOA Closing-out is the process of taking a program exited case that has had follow-up services (service 67) open for at least 12 months, closing all follow-up services, terminating with the client and informing client that s/he no longer qualifies for follow-up services (or any WIOA services).

Policy: Close-out occurs once a client has completed one full year of follow-up services and consists of:
To be completed by the case manager:

1. Informing the client of her/his successful completion of follow-up services and follow-up year in the WIOA Program through a phone conversation or by mailing a Master Close-Out Letter to client's home address listed in TWIST (see Attachment 1).

To be completed by the data specialist:

2. Closing the client's Service 67 (and any other open services) in TWIST.
3. Removing client's file from WIOA secure file cabinets and placing file in WIOA storage for five (5) years. At this point, client is no longer considered part of the case manager's caseload.

Procedure: At the beginning of each week, Data Specialist updates WIOA Master Weekly Contact Log and sends copy to entire WIOA team, including the Follow-Up Specialist. The Follow-Up Specialist reviews the Follow-Up tab on the Contact Log and determines which clients are nearing the end of their follow-up period. Follow-Up Specialist then sends Close-Out Letter to all clients nearing the end of the follow-up period communicating the completion of the WIOA follow-up period. Follow-Up Specialist turns in copy of Close-Out letter to Data Specialist for processing. ***It is the responsibility of the Follow-Up Specialist to notify the client of close-out date and write a final counselor note to that effect in TWIST Counselor Notes. This note must be documented in TWIST before close-out date.***

On the day of Close-out, the data specialist will remove the client's file from WIOA Cabinets, close Service 67 in TWIST, write a "WIOA Youth Close-Out" case note in TWIST, remove the client from the weekly contact log, update client's case with performance information into the outcomes tracking spreadsheet located on the server and notify respective case manager and program coordinator.

Data specialist writes the Close-out date and the File Termination date on the front of the file before sending the file to storage (example: 06/2014 – 06/2019). At the end of five years, files are terminated by staff.

Example Close-Out Letter

Date: _____________

Communities In Schools
WIOA Youth Program
1001 Washington Avenue
Waco, Texas 76701

Dear ________________________,

We are writing to you regarding your current status in the Workforce Innovation & Opportunity Act youth program (WIOA Youth Program) through the CIS non-profit agency here in Waco, Texas. You began Follow-up Services in the CIS – WIOA Youth Program on _______________ and completed/will complete your year of Follow-up on __________________. Upon this Follow-up close date you will no longer be eligible for WIOA Youth services.

If you have any further questions regarding your enrollment and/or participation in this WIOA Youth Program or if you would like to request a professional reference for applications or referral to the Workforce Center, WIOA Adult Program please contact your current case manager, ________________, at ______________________.

Sincerely,

WIOA Youth Program Case Manager

Close-Out Case Note (TWIST)

Subject: WIOA Youth Close-Out, 67 closed

Body: DATE - End of WIOA Youth Follow-up Period for client. Data specialist closed Service 67-Follow-up Services because follow-up has been open for one year and client is no longer in need of WIOA services. CC, NAME, notified client of impending close-out on DATE & METHOD. File moved to storage for five years. Service 67 Closed. File moved to Storage.

Title:	
Customer Satisfaction and Complaint Resolution Procedure	
Creation Date:	**Revision and Implementation Dates:**
10/19/2015	10/1/2019 – JJ

Complaint Resolution:
All WIOA Youth participants receive the "Orientation to Complaint" and "Customer Rights & Complaint Resolution Process" forms during intake. Case managers review the documents with youth, offer them a copy and place a signed copy in the hard copy case file.

CIS-HOT and organizations that partner with CIS-HOT through the Temporary Work Experience program must not discriminate in deciding who will be admitted, or have access, to any WIOA Title 1-financially assisted program or activity. Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. When covering the Complaint Resolution procedures during the intake process, Career Coaches must emphasize that the client has a right to report a complaint about the WIOA Youth Services provider, about partner organizations they may come into contact with through the Temporary Work Experience program, or a company or organization that the client has obtained work with through WIOA Youth Services.

The Workforce Program Director is available and actively involved in service intervention with WIOA Youth. The Workforce Program Director contacts youth by phone and in person to assess customer satisfaction as necessary. CIS-HOT Case Management Staff must report any perceived or verbalized dissatisfaction to the Workforce Program Director immediately. The Workforce Program Director will then call the youth or offer a meeting in person. At that time, the Program Director will offer resolution to the dissatisfaction (Ex: Policy Clarification, provision of written policy, new case manager, resolution meeting, etc.) and will offer for the youth to submit a formal complaint. If the youth verbalizes a request to submit a formal written complaint, the youth will then be provided with the appropriate form to document the complaint. The Workforce Program Director maintains a contact log as a means of documenting any formal written complaints and submits any complaints to Aquanetta Brobston (or other appropriate staff member of the Heart of Texas Workforce Board) immediately upon their completion.

If the youth declines to submit a written report or wishes to speak to someone other than the Workforce Program Director, the youth will be referred to the Communities In Schools Chief Operations Officer, Directors, and/or the CIS-HOT HR Director. Any formal written complaints will be logged in the monthly deliverable report provided to the WIOA Youth Contract Manager.

Customer Satisfaction: Communities In Schools of the Heart of Texas distributes surveys to youth and work sites during work experience internships. A survey developed for the participant and for the site is developed to assess work experience procedures, processes, and assists in the development of the program for both the youth and the work site partner. The survey may undergo revisions as needed.

In addition, Communities In Schools of the Heart of Texas has implemented a confidential approach of reporting general customer service satisfaction. Surveys will be conducted using an anonymous survey internet source. The survey will be distributed via email to all WIOA clients upon exit from active status and transition into follow-up. The survey will be available to be completed in person at the CIS-HOT computer lab and may be conducted by phone through data entry staff. The survey results will be reviewed with staff and training will be implemented to address any client concerns and to strengthen the program.

Title:	
Work Experience Policy and Procedure	
Creation Date:	**Revision and Implementation Dates:**
9/20/15	Implemented-11/16/15 8/18/16-KZ 5/2017 – KZ 10/2018 – JJ 6/2019 – JJ 10/2019- JB

Overview

The Communities In Schools of the Heart of Texas WIOA Youth Temporary Work Experience program exists to provide WIOA youth participants with the opportunity to "enhance the employability and work maturity skills…by promoting the development of good work habits and basic work skills."[1] Youth will be provided opportunities to increase soft skills, improve work habits, gain awareness regarding employment interests, and obtain transferable skills for demand occupations by becoming a Temporary Work Experience Program intern at a partnering business or organization.

Due to risk of injury as well as employer environments which require multiple levels of confidentiality (FERPA, HIPPA, etc.), many in-demand occupation employers may not be willing or able to host work experience interns. Consequently, it will be the priority of the WIOA Program Staff to identify host employers which will offer the opportunity to practice comparable demand occupation skills and gain career interest awareness through exposure and observation. For example, a youth may not be able to work as a medical assistant, but he or she may be placed in the same office as a medical assistant. The environment will offer exposure to the profession and provide observation opportunities to the intern. CIS-HOT will assist youth in identifying how skills obtained during the work experience may be transferable to specific demand occupations. By using O*Net Summary Reports and other LMCI information for Heart of Texas demand occupations, CIS-HOT will assist youth in framing the skill set gained in the work experience towards obtaining future employment. The following policies detail how the Temporary Work Experience Program is to be carried out at CIS-HOT.

Worksite Agreement

The Worksite Agreement form is used after an employer has been recruited and educated on the Temporary Work Experience Program and has agreed to partner with CIS-HOT as a host site.

The agreement collects general contact information from the employer and explains the funding source (WIOA), the average hours per week allowed for interns (10-29) and the duration of the agreement. The agreement itself does not assign or commit an intern or a certain number of interns to the worksite. The agreement simply lays out the conditions and necessary actions for each party when an intern is placed at the host site. The agreement gives details on the

[1] HWD 004-02, Reviewed 9/2009, Work Experience Policy

responsibilities of the worksite and CIS-HOT, as well as the limitations of the agreement. A Worksite Agreement Addendum & Job Description form is required to give specific details on the placement of an intern.

The Worksite Agreement requires the signature of an employer contact, as well as a designated CIS-HOT representative to be valid. Worksite Agreements are kept in hard copy, and once an intern is placed with a worksite, a copy of the agreement will be kept in his or her hard file.

Worksite Addendum & Job Description Form

The Worksite Addendum & Job Description is used to provide the following necessary information: title of position, tasks to be performed, expected work hours, location of assignment, and supervisor(s) name(s).[2] The Worksite Addendum & Job Description form sets the work schedule for the intern. This schedule must be worked by the intern unless the intern has verbally notified his or her supervisor and Career Coach. The site-specific job description, hire dates, anticipated work experience end dates, the intern's schedule, an explanation of the disciplinary process, and signature spots for the intern can all be found on this form. Job titles will vary by intern and placement, however, the general format will be WIOA Youth Intern: (WORKSITE NAME OR PRIMARY DUTY). A hard copy of Worksite Addendum & Job Description Form will be kept in the WIOA Youth file and copies may be requested by the employer or youth at any time.

Application & Placement Process

1. Identify participant interest
    a. Career Coaches will assist in identifying suitable candidates for the Temporary Work Experience Program and explain the program to interested WIOA Youth participants
2. Complete and Submit Application Materials (As applicable, copies will be kept in the intern's hard file)
    a. Work Experience Application
    b. CIS-HOT Background Check Forms (Required for all CIS-HOT employees; confidential and will be maintained with Human Resource files due to applicable laws and confidentiality)
3. Intern Interview*
    a. Interns will participate in an interview during the application process of the Temporary Work Experience Program. These interviews will be conducted by a CIS-HOT staff member. Copies of interview questions will be kept in the intern's hard file.
4. Following the interview, interns will be notified of acceptance into the Temporary Work Experience Program and they will be placed at a host site by the Workforce Coordinator. If needed they will be provided with additional site-specific application or background check forms. Employers are also offered the opportunity to interview interns as desired.
5. Finally, interns will be required to complete New Hire Training with CIS-HOT Human Resources prior to the first day on the worksite. Occasionally, New Hire Training will be completed prior to a confirmed placement due to scheduling conflicts. Signed New Hire Training documents will be kept in the interns's HR file.

[2] WD 14-10, Change 1

* During high-volume seasons and at the discretion of the Workforce Program Director and Workforce Coordinator, interviews do not need not be conducted for all Temporary Work Experience interns, but will be recommended when possible as an opportunity to develop job readiness skills.

Background Check Results & Processes

All CIS-HOT part-time and full-time staff members are required to complete background checks prior to employment including Temporary Work Experience Program interns. CIS-HOT is legally unable to release background check results in writing or verbally to host sites. The Workforce Program Director and Workforce Coordinator will be trained and allowed to review results in order to make proper placements based upon the host site's willingness and ability to host individuals with certain background check results. The Workforce Coordinator will be aware of convictions host sites are able and unable to accept.

The designated Workforce Program Director, Human Resources Administrator, Workforce Coordinator, and Executive Director will collaborate and discuss potential placements together as needed to make informed and legal decisions. Due to CIS-HOT's limitations in releasing any information regarding the background check results, it will be recommended that host sites conduct their own agency required background checks as they would in the case of a volunteer on site.

New Hire Training (Service 313 open on this day)

Temporary Work Experience interns' first day of employment will consist of approximately 1-6 hours of new hire training. New Hire Training hours vary based upon how many youth are in attendance and how long it takes to complete the training components. The first section of New Hire Training is conducted by the CIS- HOT Human Resources staff and consists of overall agency policies and procedures, general agency information, new hire forms, and is a requirement for all full and part-time CIS-HOT staff members.

At the conclusion of the Human Resources Training, interns will then enter the job readiness portion of new hire training for the Temporary Work Experience Program. Since many interns are seeking to improve employability and basic workplace soft skills, this session consists of an introduction to basic soft skills, employability, and job retention practices to be implemented by interns at worksites. In addition, interns without a bank account will be offered the opportunity to sign up for one and provide direct deposit information as this opportunity is offered to all CIS-HOT full and part-time employees. This will expedite payment to the intern and will simultaneously increase financial literacy by using banking processes. Temporary Work Experience interns may opt out of this option and are not required to use direct deposit.

As new hire training is a requirement for all CIS-HOT employees, interns will track and be paid for their time at training, and Service 313 will be opened on this day. Hours on the intern's first day may differ from their typical work schedule due to New Hire Training. New Hire Training will be offered periodically to accommodate multiple start dates and offer work experience services year around. After new hire training, each individual intern will be given a start date at his or her worksite.

Additional Academic and Occupational Education/Training

Once interns complete New Hire Training, they will also be able to participate in further academic and occupational education/training as available and hosted by CIS-HOT. These trainings are designed to increase the intern's ability to transition to unsubsidized employment once their subsidized work experience is complete and will be held to help address intern needs as the Workforce Program Director and/or Workforce Coordinator see fit. Topics could include, but are not limited to: Job Search Strategies/Resume Writing, Interviewing Skills, focused and time-limited coaching sessions to improve a specific job skill (i.e. money handling), industry specific training (i.e. Customer Service workshops), etc.

First Day at Worksite

On the intern's first day at his or her worksite, any remaining paperwork that has not been reviewed will be reviewed and signed. A CIS-HOT staff member will meet weekly with the intern and supervisor to ask a set of questions regarding areas of strength and improvement, professionalism and to review timesheets. Weekly supervision will not be conducted the first week as this first meeting is meant primarily to help the intern become oriented to the worksite, job duties, and to meet worksite staff.

Wages for Interns

CIS-HOT Subsidized Work Experience interns will earn a wage of $9.00/ hour. Wage increases will occur as recommended by the Heart of Texas Workforce Development Board and as needed in order to meet federal minimum wage requirements.

Timesheet Requirements

- Interns in the Temporary Work Experience program will use the Time Clock Wizard online time tracking system to account for their hours worked. The Time Clock Wizard mobile app may be used with approval from CIS-HOT staff.
- Interns must clock in at the beginning of the shift and clock out at the end of the shift
- Interns may not work hours other than those set on the Worksite Addendum and Job Description (unless approval is received from the WIOA Program Director or the Workforce Coordinator)
- Timesheets must be complete and ready for processing on the due dates in the Temporary Work Experience Intern handbook
- Timesheets that are incomplete or contain potential inaccuracies will not be processed until corrected. This may result in delayed payment, or payment during the next pay period.
- Pay day is on the 7th and 22nd of each month, unless those days fall on a weekend then it is the weekday immediately before.
- Interns have the option of receiving their pay either via direct deposit or by check sent through standard U.S. mail. Mailed checks will be sent on payday and can take several days to reach their destination. Checks are allowed for direct pick-up only with WIOA Youth Program Director and/or Workforce Coordinator approval.

If a worksite does not have the capability to implement the online time clock system (or at the WIOA Program Director/Workforce Coordinator's discretion), interns may also clock time using a paper timesheet. These paper timesheets have the following additional guidelines:

- Original documents must be submitted
- Timesheets must be in blue or black ink and submitted on the due date (see handbook)
- A supervisor's signature must be present for processing (worksite or CIS –HOT if needed)
- Whiteout/correction tape is not allowed
- Minor errors can be corrected with a single strike thru '---' & the initials of the person making the change

- Timesheets that are not complete and accurate on the due date may result in delayed processing, which may result in payment during a subsequent pay period.

Supervisor Duties

To ensure that CIS-HOT adequately provides oversight of the work experience, each intern will be assigned two supervisors, which will include a minimum of one worksite supervisor (and ideally two) and one CIS-HOT supervisor. Supervisors will be documented on the Worksite Addendum and Job Description Form.

The worksite supervisor(s) and the CIS-HOT Supervisor both have authority to sign timesheets and verify hours (preferably, the host employer will sign the timesheet if a paper timesheet is being implemented). The intern's Career Coach will review the timesheets and verify the time with both the intern and the supervisor at weekly supervision.

CIS-HOT staff will conduct weekly site supervision with the intern and the worksite supervisor to discuss progress in the Temporary Work Experience Program, beginning the second week of their internship. The Weekly Supervision questionnaire will be placed in the intern's file and will be documented in a TWIST Counselor Note. Ideally, the three parties will meet together face-to-face, however, at times, it may be necessary to conduct portions of the weekly supervision meeting by phone.

The following questions are examples of what will be discussed each week:

Supervisor Questions:
On a scale from 1-5 (1=lowest, 5=highest) how punctual was the participant this week?
On a scale from 1-5 (1=lowest, 5=highest), how would you rate the participant's initiative this week?
What is a strength the participant used or developed this week?
What is one thing the participant can do to be a better employee next week?

Participant Questions:
What is one challenge you encountered at work this week, and how did you overcome it?
What is one thing your employer can help you with next week (more training etc.)?
What is one thing you have experienced/ learned this week that you can apply to future jobs?

Other:
Is the participant clocking in and out correctly?
□ Yes
□ No-- Describe training provided to participant to correct issues:

Success Plans

In addition to weekly supervision, CIS-HOT staff will work with the intern and the worksite to develop positive workplace habits and skills as well as provide a space to address and identify any potential problematic behavior and underperformance through the implementation of the Success Plan. The success plan is a document that will be created on the interns' third week of work. It identifies current strengths and areas for growth, then creates goals and identifies training the worksite supervisors, CIS-HOT Staff, and the intern can enact to provide opportunities for ongoing growth as well as opportunities to address problematic behavior or underperformance.

The Success Plan forms a critical part of the intern's ongoing growth and success, so it will be reviewed formally on at least two separate weeks prior to the end of the internship to notate the interns progress towards these goals and what additional training (if any) can or needs to be provided. Finally, the Temporary Work Experience Program's positive discipline system is also incorporated into the success plan process to provide as much opportunity for feedback and improvement as is possible and functional.

Duration of Work Experience

Each intern will complete a work experience not to exceed 500 hours per occurrence. Temporary Work Experience duration will be dependent upon availability of WIOA Youth ISY and OSY funds. The duration of the work experience also depends upon both interns' expressed interests/needs and the type of experience the host employer can accommodate. This should provide adequate time to benefit both the worksite and the intern. Temporary Work Experiences may be extended or terminated prior to the anticipated end date based upon the discretion of the WIOA Program Director or the Workforce Coordinator.

Work Experiences may be terminated early in the following instances:

- Intern relocation
- Intern non-compliance with personnel policies or ongoing underperformance
- Worksite request (effort will be made to place youth at a different site when possible)
- Intern obtained permanent full-time or part-time employment (this does not exclude an intern from continuing a work experience)
- Intern unable to manage work experience and education/outside, personal commitments

Other instances may qualify for early termination based upon the discretion and explanation of the WIOA Program Director or the Workforce Coordinator. CIS-HOT will take scheduled holiday breaks into account when considering the duration of a work experience, as CIS-HOT is unable to provide adequate supervision when the agency is closed. Interns will not be permitted to work if the CIS-HOT offices are closed. Interns and employers will be alerted to these closures in writing and a copy of the letter will be placed in each intern's hard file.

Interns may complete multiple work experiences in some instances as funding is available. Some examples of reasons an additional work experience opportunity may be offered to youth are below. This list is not exhaustive, and each intern wishing to complete an additional work experience must apply first and then can receive approval from the Workforce Program Director and/or Workforce Coordinator on whether they are eligible to participate in an additional work experience.

Examples of reasons for additional Temporary Work Experience opportunities:

- Underdeveloped soft-skills
- Youth with disabilities who may benefit from additional work experience
- Youth desiring to explore additional career interests
- Youth who have completed work experience, but have not transitioned into permanent employment

Positive Discipline System

In order to give interns, the greatest opportunity for success for the greatest period of time, the Temporary Work Experience Program implements a Positive Discipline System to provide a source of feedback and opportunity for interns to correct problematic behavior and underperformance. The positive discipline system consists of the following steps*:

Step 0	Conversation between Intern, Worksite Supervisor, and Career Coach
Step 1	Verbal Warning
Step 2	Written Warning
Step 3	Termination of Work Experience

**An intern may be moved to any level of the Positive Discipline Process at any time at the discretion of the Workforce Coordinator.*

Ideally, the positive discipline process will be implemented by conducting a face-to-face conversation with the intern, worksite supervisor, and CIS-HOT staff. It will further ideally utilize the success plan to provide opportunity to receive specific, direct feedback, identify potential training that can be utilized to address concerns, and practice building the good work habits of resilience and the ability to receive critical feedback for the intern.

Taking into consideration the severity of the situation and input from worksite staff, the WIOA Program Director or Workforce Coordinator will determine what step the intern is to be moved to at any given instance of positive discipline. If problematic behavior or underperformance persists, additional training opportunities will be attempted as able and is functional, with the ultimate goal of helping provide the opportunity for interns to receive feedback, improve behavior/performance, and remain a successful part of the team as long as possible.

Work Experience Monitoring

Work Experience monitoring will be conducted per the contract monitoring plan. The following types of questions may be addressed in monitoring:

- Proper use of service matrix codes
- Service code open and close dates align with timesheet/actual days worked
- Documentation is maintained in the case file (site supervision forms, timesheets, and worksite agreements)
- Counselor notes include weekly site supervision results & copy is in the file

Concluding the Work Experience

At the completion of the work experience term, the Workforce Coordinator or WIOA Program Director will fill out a termination form. These forms are kept separately in the HR file.

CIS-HOT staff will ask the host employer as well as the intern to fill out a survey/evaluation of the intern and the Temporary Work Experience Program to gain feedback. During this time, CIS-HOT will provide a method for the work experience host supervisors to document the intern's gains in skills, use of technology, knowledge, tasks, work duties and abilities.

Finally, the intern will be encouraged to inquire about open positions within the place of employment and properly request use of the onsite supervisor as a reference for future job applications. CIS-HOT will assist youth in requesting and storing contact information for this use and request the site to provide a written recommendation letter for the youth to store on his or her electronic job readiness portfolio. As these are able to be obtained, CIS-HOT will file a copy in the case file.

Work Experience Follow-Up

It will be suggested that CIS-HOT Career Coach staff then work with the intern to update his or her resume to include transferable skill gains acquired during the work experience which may be applicable to his or her career path. Based upon the skills gained and survey results, the Career Coach and CIS-HOT staff may work with the intern to develop skills reported by the employer as needing improvement. For example, if it is apparent that the youth is lacking basic math or literacy skills needed to complete job tasks, then he or she should be referred to additional Adult Education classes.

Summer Earn & Learn

Summer Earn & Learn participants referred through Texas Workforce Commission Vocational Rehabilitation will not always follow the same processes as WIOA Youth in the Temporary Work Experience Program, but can utilize the existing Temporary Work Experience Program and structure to meet the Summer Earn & Learn program goals and requirements. Documentation will be kept for Summer Earn & Learn interns, which may include referral forms, worksite agreement & job description, weekly supervision (monitoring) forms, and timesheets.

Title:	
Cell Phone Policy	
Creation Date:	**Revision and Implementation Dates:**
9/26/2019	10/1/2019 – JJ

Purpose: To provide guidance to all WIOA staff using cell phones for the purposes of contacting clients and partner organizations on how to conduct professional contact, protect personally identifiable information, and maintain phone integrity as CIS-HOT property. Cell phones are the primary source of contact for WIOA staff with clients and their use will be monitored to ensure adherence with contact requirements and storage of sensitive information.

Phone Calls and Text Messages

Phone calls and text messages should be limited to those necessary to conduct program business and should only be used in a professional nature. Under no circumstances should a CIS-HOT cell phone be used for personal reasons.

All communication through cell phones at CIS-HOT should appropriately model professional writing skills for CIS-HOT and WIOA clients.

Data Usage

Data may only be used for professional CIS-HOT and WIOA business and should never exceed the allotted amount. If you have concerns about exceeding this amount, immediately contact your supervisor. Habitual use of data over and above the allotted amount will result in mandatory repayment of associated overage fees to CIS-HOT.

Camera

Pictures may only be taken on cell phone cameras for professional purposes. A customer's image may only be captured if there is a current signed media release in the customer's hard file. Any pictures deemed inappropriate by CIS-HOT management will be addressed directly with the cell phone user, and consequences may include disciplinary action, up to and including termination.

Safety and Personally Identifiable Information

As cell phones may store customer information in the form of names, phone numbers, emails, and text message conversations, all cell phone users are required to protest this information by a personal pass code. Personal pass codes must be changed at the beginning of each WIOA Youth contract year and must be provided to the direct supervisor.

Additionally, all iPhones must be linked to Apple IDs that correspond with CIS-HOT business email addresses. The use of a personal email address as an Apple ID is not allowed. Apple ID account email addresses and passwords must be provided to the direct supervisor at the beginning of each WIOA Youth contract year along with their new pass code.

Storage of personally identifiable information on CIS-HOT cell phones must be very limited. Any images containing personally identifiable information such as driver's licenses, school ID cards, social security cards, I-9 related documents, etc., must be deleted after 24 hours. Additionally, cloud storage for photos must remain turned off at all times.

All phones must have appropriate voicemail messages which provide information on when the cell phone user is available as well as a notice to call 9-1-1 in the case of an emergency. All cell phones must have voicemail greetings updated periodically to reflect holiday breaks and vacation time in which the cell phone user will not be available.

Monitoring

WIOA supervisors will conduct a thorough monitoring of all CIS-HOT cell phones used by staff members every 60 days, coinciding with 60-day case reviews for Career Coaches. Monitoring may include but is not limited to the review of browser history, Career Coach CIS social media pages, text message conversations, call history, voicemails, and saved images. Passwords and pass codes will also be checked to ensure phone security. Call history and text message conversations will be reviewed to ensure frequency and quality of contacts with clients to ensure WIOA staff members are meeting programmatic standards.

Acknowledgement

All WIOA staff who are issued business cell phones will sign an acknowledgement of these policies on a yearly basis which will be kept in individual personnel files.

Communities In Schools
The Heart of Texas

Procedures for Using Social Media
Communities In Schools of the Heart of Texas
Workforce Youth Services (WIOA)

This procedure governs activity and commentary on social media by all employees and representatives of Communities In Schools of the Heart of Texas (CIS-HOT) for the Workforce Development Services program funded by the Workforce Innovation and Opportunity Act (WIOA). For the purposes of this policy, social media refers to any avenue for online publication and commentary including, but not limited to, blogs, Facebook, Facebook Messenger, Instagram, Snapchat, Twitter, YouTube, and Pinterest. **This procedure is in addition to and complements any existing or future policies regarding the use of technology, computers, e-mail, and the Internet (including the Workforce Solutions for the Heart of Texas Communications & Graphics Standards Guide).**

The reasons for Workforce Development staff being present and active on social media are to stay informed of useful community resources, to share employment-related information, and to communicate with clients using a popular and efficient tool. However, the rapid growth of social media communication tools and the ease of accessibility can have unintended and potentially damaging consequences to employees if basic guidelines are ignored. Employees are expected to adhere to social work values and ethics, and engage in professional conduct as outlined in the NASW Code of Ethics while using personal or professional social media communication tools.

Common issues to understand and manage when using social media include, but are not limited to, privacy and confidentiality (NASW Code of Ethics, Section 1.07), conflicts of interest and dual relationships (Section 1.06), and informed consent (Section 1.03) in relationships with clients, colleagues, and in practice settings. Utilizing social media communication tools as a human service agency requires ongoing attention to these ethical challenges.[1]

As a human service agency, attention to the legal and ethical responsibilities of professionals and the use of social media communication tools is imperative.

The **NASW Code of Ethics** provides specific standards that social workers (and professionals in agencies providing social work services) should adhere to when engaging in the use of social media. A few examples relating to the use of social media follow:

[1] All references to section numbers refer to the NASW code of ethics:
National Association of Social Workers. (2008). Code of ethics of the national association of social workers. Retrieved from: https://www.socialworkers.org/pubs/code/code.asp

Standard 1.06 states that "social workers **should not engage in dual or multiple relationships**…in which there is a risk of exploitation or potential harm to the client…and social workers…are responsible for setting clear, appropriate, and culturally sensitive boundaries" (1.06c) The Code goes on to note that "dual or multiple relationships can occur simultaneously or consecutively" (1.06c) E*thical obligations to clients, colleagues and other professionals are no different when using Facebook, Twitter, or other social media channels as well as communications via cell phones such as texting or email.*

Standard 1.07(i) states that "**social workers should not discuss confidential information in any setting unless privacy can be ensured**." There is no such thing as privacy on a social media site or the Internet.

Comments can be forwarded or copied, posts and pictures can be found on search engines years after the initial publication, and archival systems save information even after it is deleted. Always consider the image portrayed by the photos and comments posted. Understanding privacy settings and reviewing them regularly helps protect the disclosure of confidential information. Refrain from disclosing personal information such as home addresses or full birth dates.

Standard 4.03 states that "**social workers should not permit their private conduct to interfere with their ability to fulfill their professional responsibilities**." Social media channels provide an excellent means to connect with others, build rapport and express oneself. When using a social media platform, indicate that views expressed are of a personal nature and use good judgement regarding sensitive issues. Verify information before it is posted, correct mistakes in a timely manner, and be aware of legal liability issues such as copyright infringement, defamation, and posting proprietary information.

Also, see http://www.socialworkers.org/practice/standards/naswtechnologystandards.pdf for additional standards regarding social media policies provided by NASW.

<u>Policy/ Procedures:</u>
By creating a profile and using social media related to CIS-HOT for yourself, you agree to be cognizant of the information disclosed on the social media platform as you represent the organization for which you work and the funding source. You must take care not to bring the office, business unit or yourself into conflict with CIS-HOT's or Workforce Solutions for the Heart of Texas mission, vision, or policies. Using social media sites for your work at CIS-HOT is not mandatory but it is strongly encouraged in order to provide meaningful services to youth. CIS-HOT WIOA youth staff must also abide by the Workforce Solutions for the Heart of Texas' "Communications & Graphics Standards Guide."

All information sharing and usage must follow the terms of use found on the Facebook website at: https://www.facebook.com/policies.

Creating a Facebook Profile:

All profiles used for professional CIS-HOT communication should be kept entirely separate from any personal social media accounts. Use your name as it appears on your business card. Staff members' personal friends as well as customers should be able to distinguish between personal and professional profiles based on the profile pictures. Profiles created for CIS-HOT business use must adhere to the following standards:

1. **Info Tab**. You must have a comprehensive job title and contact information input into the info tab of your professional profile. Information in this tab should be limited to your location, email address, and physical office address. Your employer should be listed as Communities In Schools of the Heart of Texas.
2. **Text Box.** On your feed, underneath your profile picture is a small text box where you can type information. In the box you may choose to type something from the following list:
   - Mission statement
   - Job title and the office you represent
   - Contact information such as your professional phone number and email address
3. **Profile Picture.** Use discretion when selecting your profile picture. You must wear an agency branded shirt, or professional attire. You may use the following images as your profile picture:
   - Agency logo may be used as your profile picture as long as it is in accordance with marketing standards and guidelines.
   - You may use a picture of yourself in the professional environment, such as sitting at a computer behind your desk.
   - You may use a photo of yourself in front of a simple background, like you would find on a passport.

4. **Photos Tab.** Other photos may be included on the Photos tab, but these should be professional and directly related to your current position. Applicable photos include pictures of office space, hiring events, the building exterior, maps to the office, et cetera. Do not include individual faces or representations other than yourself or professional colleagues. Do not include pictures of family, friends, pets or other personal photos as these do not adhere to the professional purpose of the profile. Posted pictures of events and activities which include customers must be approved by the supervisor and a current signed media release must be maintained in the customer's file.
5. **Notes Tab.** You may copy and paste information from professional websites in your notes as long as you format it properly. You may also post a note that advertises job postings in the area provided you keep all information up-to-date.
6. **Video tab.** A video tab may be added to the profile; however, the video must be professional in nature and directly applicable to the goals of the organization. Training videos, informational videos, and videos of agency events may be added at the discretion of the profile owner with the approval of his or her immediate supervisor before inclusion on the profile page. ALL media inclusions must follow standard use copyright guidelines.
7. **Events Tab.** The events tab will allow you to share events (hiring events, job fairs, etc.) that are happening in the area. Events should be up-to-date and removed after they have occurred.
8. **Links.** You may choose to share links to different online resources for your customers. These links should be germane to the work you are doing.

Usage Guidelines

1. Third-party applications should not be added to your professional profile. Third-party applications come in many different forms. The most popular are quizzes, causes, badges, and various role-playing games.
2. In certain social media sites you have the option to "become a fan" of certain pages or join groups. You may only become a fan or join groups for relevant professional organizations, such as Chambers of Commerce, Industry Professional Groups, Schools, and Networking Groups. You must refrain from any political or religious activity on social media including liking, reposting, or posting.
3. Certain applications are built-in to social media like on Facebook "poke" and "gift." *You may not use these applications.*
4. Your clients may invite you to join certain groups or causes. Politely decline all such requests when they are not directly related to business purposes.
5. Your clients may tag you in a note, post or photo, however you should remove those tags as soon as possible, as they will be visible to other clients/customers and may be inappropriate and violate confidentiality.
6. Your clients have the ability to post comments on your wall. Please refer to the "Facebook Feed" section below. If you would like to keep all comments from being posted on your wall, refer to the privacy settings to remove the option.
7. Should you no longer work for CIS-HOT, be sure to communicate login information to your supervisor and you will no longer be able to use the profile.

Facebook Feed/Timelines

The Feed/Timeline within the individual profiles should be used solely for sharing information that is directly related to the professional purpose of the profile. Applicable information includes hiring events, job postings, special services, workshops, training opportunities, financial aid announcements, and office closures (holidays, inclement weather, all-staff meetings). All information posted on walls must be current and up-to-date.

Exclusions from Facebook Feed
Because professional profiles are for professional purposes, the following information is to be excluded from the office and professional profiles of staff members:

- Personal religious, political, or lifestyle views
- Pornographic or sexually suggestive content, links or other information
- Hateful, discriminatory, or violent language or content
- Inappropriate communication between staff members and/or clients as well as communication not related to business

Professional profiles should not include any information unrelated to direct business operations.

Communication Between Staff Members
Staff members with professional profiles may friend request or follow other staff members' professional profiles.

Without exception, staff members **MUST NOT** link to other staff members' personal profiles.
Facebook profile communication between staff members should be used to facilitate daily operations of business.

Appropriate communication "wall-to-wall" (public) or private messages may only include business related information. Staff members should constantly monitor their profiles to ensure that information is current and appropriate, and within the guidelines of Facebook Terms of Use. Content not following these guidelines should be deleted immediately.

Communication with Clients/Customers:
Staff member communication with customers will adhere to the same guidelines as listed above for staff-to-staff communication. Staff members may not like or comment on Client/customer pages.

Staff members may friend request customers only using the established professional profile under the guidelines outlined here and for the purpose of providing services to customers/ clients.

Staff members are required to notify their supervisors ***immediately*** if a client/customer verbalizes or indicates in any way intent to harm self or others, past or present abuse of any kind, sexual or suggestive language, or any other content that may pose a risk to the client or CIS-HOT. Lack of action concerning any of the listed content may result in disciplinary action, up to and including immediate termination.

Professional Behavior with Facebook Use:
Use of Facebook in the professional environment is intended to enhance communication with clients/customers in the effort to make services more accessible. Staff members should adhere to ethical internet usage policies including being mindful of the amount of time spent on social media sites. Staff with professional Facebook profiles should maintain the same boundaries of communication as are appropriate for text, email, and phone calls. Staff members must use professional communication and not shorthand to model appropriate professional communication to clients/customers. Staff members **may not** log-in to their professional Facebook page on any personal devices or after regular working hours. CIS-HOT WIOA youth staff must also abide by professional behavior expectations outlined in the Workforce Solutions for the Heart of Texas' "Communications & Graphics Standards Guide."

Quality Assurance and Compliance:
Staff members will be required to submit professional Facebook user names and passwords to their immediate supervisor. Periodically the WIOA PC (supervisor) will review each staff member's professional social media or Facebook profile for compliance with these policies. WIOA PC will make recommendations to owners after reviewing the page which must be fixed within two working days. Consistent findings on staff members' pages will result in disciplinary action, up to and including termination.

Communities In Schools of the Heart of Texas
Facebook and Social Media Staff Usage Agreement

Read the following carefully and completely before signing:
The purpose of this document is to inform you of your responsibilities concerning the use of Facebook and other social media profiles. This agreement applies to all CIS-HOT WIOA employees.

I understand, acknowledge and agree that:

- I will supply my User ID and Password to my direct supervisor for the purpose of monitoring my social media usage
- I fully understand and agree to adhere to the rules and procedures for Facebook and social media access outlined in this policy.

I understand that violation of any of this procedure could result in disciplinary action, up to and including termination of my employment.

Employee Printed Name: ______________________________________

Employee Signature: ____ Date:___________

Supervisor Signature: ____Date:___________

User ID: __________________ Password: ______________________________

Original copy with supervisor, copy provided to employee.
Adapted from WDB Letter #10-05 WFS Southeast Texas "Southeast Texas Guidelines for Using Facebook" and HOTWDB's "Workforce Solutions for the Heart of Texas Communications & Graphics Standards Guide"

Created 12.3.15

Communities In Schools
The Heart of Texas

Social Media Procedure Acknowledgement
Communities In Schools of the Heart of Texas Participants

This document outlines Communities In Schools of the Heart of Texas (CIS-HOT) office procedures related to use of social media. If updates are made, you will be notified about changes in this procedure.

Friending
Upon enrollment into the CIS-WIOA program, your Career Coach may send you a friend request through a professional Facebook account. You may choose to accept or ignore this friend request. Career Coaches may not accept friend requests on their personal Facebook profile.

☐ I give my Career Coach and the CIS-WIOA program permission to friend request me on Facebook through his or her professional Facebook account.

☐ I **do not** give my Career Coach or the CIS-WIOA program permission to friend request me through Facebook.

Following & Communication
You are welcome to view the CIS-WIOA Facebook Page and read or share articles posted there. Please be aware that posting, sharing, or communicating with Career Coaches or CIS-WIOA on Facebook may indicate your participation in services and thereby compromise your confidentiality. Use these social media services at your own discretion. Career Coaches and CIS will not follow any program participant on Facebook or view participants' online content outside of the professional environment.

Privacy & Communication
Please use caution if messaging on Social Networking sites such as Twitter, Facebook, or Messenger to contact CIS-HOT staff. These sites are not secure. Be aware that use of wall postings, replies, or other means of engaging with CIS-HOT in public online could compromise your confidentiality. It may also create the possibility that these exchanges become a part of your legal record and will need to be documented and archived in your file. *If you need to contact your career coach between meetings, the best way to do so is by phone within business hours.*

Monitoring
The CIS-HOT Facebook pages, and Career Coach professional Facebook pages will not be monitored after working hours (Before 8am or after 5pm), on weekends, or during holidays. Do not expect communication from a CIS-HOT staff member outside of the hours of 8:30am-5pm, Monday through Friday. If you have an emergency call 911 or refer to the emergency contact page distributed to you by your Career Coach.

I have read and understand the CIS-WIOA social media procedure, and will direct any questions I have to my Career Coach. I understand that following CIS-HOT, accepting friend requests from my Career Coach, and sharing or liking CIS-HOT material may indicate my participation in services at CIS-HOT. I give my permission for my Career Coach to contact me through Facebook, and understand that my Career Coach will not monitor Facebook before 8:30am or after 5:00pm, or on the weekends or holidays.

____________________________________ __________________________
CIS-HOT WIOA Participant Date

____________________________________ __________________________
WIOA Career Coach Date

Original copy with supervisor, copy provided to employee.
Adapted from WDB Letter #10-05 WFS Southeast Texas "Southeast Texas Guidelines for Using Facebook" and HOTWDB's "Workforce Solutions for the Heart of Texas Communications & Graphics Standards Guide"

Created 12.3.15