

Appendix B

WIOA Youth Reporting Requirements

Monthly Case Notes:

1. Monthly case notes are required to be entered each month by the vendor for each youth enrolled.
2. The case note will be entered as a general case note in Adult Mentoring
3. Case notes will be in narrative form addressing progress or addressing any issues that have occurred. Topics such as: grades, interviews for work experience opportunities, and scheduled group activities are examples that would be addressed.
4. Case notes should be entered into CT Hires within 10 days after the end of the month.
5. NRWIB staff will review CT Hires to assure that vendors comply with this requirement.

Documenting Measurable Skills Gains (MSG)

1. Measurable skills gain are a required WIOA performance measure that needs to be done once a year for as long as youth is participating in a program
2. For youth being serviced by a vendor funded by the NRWIB there are **Two Skill Types** that will determine a positive outcome / MSG attainment:
 - Skill Type: Post-Secondary Transcript / Report Card**
 - Type of achievement:** Completed minimum of 12 credit hours in a semester & meets academic standards, or Part time student & completed 12 credits hours over the course of two consecutive semesters and meets academic standards.
 - Skill Type: Skills Progression**
 - Type of achievements:** Successfully completed a required exam for a particular occupation, or satisfactory progress in attaining technical / occupational skills evident by trade related benchmarks based in exams
3. Upon documenting the MSG, the documents that verifies the gain along with the NRWIB Youth Measurable Skills Gains Form needs to be filled out and uploaded into CT Hires
4. A case note is required to be completed and should be put in general case notes.
5. Once an MSG is attained it should be entered into CT Hires with 10 days after the attainment of this performance measure
6. NRWIB staff needs to be notified of all attainments to that they can be reviewed for accuracy.

Documenting Credential Attainments

1. Vendors are responsible for completing all required paperwork for any youth attaining an industry recognized credential, this includes the following-
 - a. Completion of the NRWIB Youth Credential Attainment form
 - b. Attach the documented proof of the credential attained by the youth.
 - c. To be reviewed by NRWIB for compliance.
2. After reviewing by NRWIB staff the vendor will be responsible for closing out the **430 Youth Occupational Skills Training Activity** and then will follow the next steps
 - a. Go to programs click on Tittle One Workforce development.

- b. Scroll down and click on credentials
 - c. Then click on create credential.
 - d. Scroll down to credential information and fill in the required information
 - e. Once done click on save.
3. Next step: the vendor will click on **case notes** and record a case note stating the attainment of the credential. It is important that the case note will require a date and the initials of the individual recording the credential attainment.
4. Also, it is important to note that youth can attain multiple credentials during their participation in the program. If this is the case a new 430 activity will need to be opened and the above steps will need to be followed.
5. Any questions regarding the recording of credentials in CT Hires can be directed to NRWIB staff.

Documenting (Individual Service Strategy) ISS and Reviews and Updates

1. An initial ISS is required for every individual registered for services under WIOA.
2. It is an ongoing strategy jointly developed by the participant and the assigned case manager.
3. In short, the ISS is a living document that identifies the participants employment and educational goals; and services to achieve these goals.
4. During participation the ISS will be reviewed and updated **twice a year** by the participant and the case manager
5. The first review and update will occur in December, while the second would happen in the May / June time frame.
6. These reviews and updates will be required for as long as a participant is active in their respective program.
7. There is a required form with questions to be answered (all questions must be addressed). Additionally, if appropriate supporting documentation such as transcripts report card should accompany the review.
8. The review and update form with supporting documentation has to be uploaded into CT Hires within 10 days of the end of the reporting period and needs to be accompanied by a case note
9. Prior to uploading this information into CT Hires NRWIB staff will need to review all documentation to assure that the information is correct

Documenting Exits of a participant from a WIOA program.

1. When the decision to exit a participant from their respective program the vendor / case manager for that individual needs to notify NRWIB staff
2. The vendor / case manager will write up an exit memo which will include the last date of services for the participant and the reason for the exit.
3. Accompanying the exit memo would be any supporting documentation such as employment, entrance in to the military, apprenticeship training or post-secondary education.
4. Prior to closing out a participant NRWIB needs to review the exit memo and supporting documentation before it is uploaded into CT Hires.
5. Next step is to close all open activities In CT Hires.
6. The case manager would pull up the participant's file in CT hires and click on **PROGRAMS**
7. Scroll down to WIOA and click on **ACTIVITIES** and close out all open activities.
8. Next go to **CREDENTIALS** and if appropriate record and upload any that were enclosed with the exit memo
9. Then scroll down to **Closure** and complete **Outcome Information and Employment information** as appropriate and upload with relevant documentation.

10. Scroll down to **Staff Information** and add a case note.
11. Finally scroll down to **Save** and click save

Documenting Quarterly Follow Up

1. Follow up is one of the 14 elements and begins after the last day of services are provided.
2. The duration of follow up for exited participants is required for 12 months.
3. Follow up is done on a quarterly basis.
4. As a vendor you will be notified as appropriate by NRWIB staff of required follow up for exited participants for each month
5. Required paperwork to be used is an NRWIB Quarterly Follow Up Form
6. You would have one month to contact the participant to see what they are doing. If working then verification of employment would be required, this would also hold true for any other positive outcome such as attending post-secondary school , advanced training or in the military.
7. If the participant is not doing any of the above activities then you would explain in a narrative on the quarterly follow up form
8. Always keep in mind that during follow up you as the vendor want to make exited participants know that you are available to assist with them employment and another activity that will leading to a positive outcome.
9. The 2nd and 4th quarters are the two quarters that are required for performance
10. Once all required paperwork is gathered it needs to be reviewed by NRWIB staff for compliance then this information would be uploaded into CT hires under **FOLLOW UP**
11. This is to be done within 10 days of the reporting month