WORKFORCE DEVELOPMENT COUNCIL OF SEATTLE – KING COUNTY

TECHINCAL ASSISTANCE MEMORANDUM

Documenting Self-Sufficiency Planning and Use of the Self-Sufficiency Calculator, Timeframe for Planning and Saving Data, and Minimum Expectations for Attempting Contact at Exit

EFFECTIVE DATE: 08.20.2007 v.2 **TA#:** TA06

Documenting Self-Sufficiency Planning and Use of the Self-Sufficiency Calculator

What sort of documentation is required in case files to demonstrate self-sufficiency planning activity?

The required components of customer Self-Sufficiency planning are:

1. Vocational Planning: Identification of long-term career goal and creation of flexible plan to reach goal.
2. Financial Planning: Identification of wage requirements to support family and reach financial goals.
3. Resources/Work Supports: Identification of support resources a customer has/needs to achieve goals and succeed in training/employment, (e.g., scholarships, loans, financial counseling, child care, housing assistance, etc.).

The WDC does not require use of a specific format for the Self-Sufficiency Plan. We encourage agencies to create a format that is most meaningful and useful to the individual customer and case manager. When WDC Planners review files they will be looking for items such as those listed below that indicate self-sufficiency planning activity is taking place with WIOA customers.

Documentation of self-sufficiency planning activity might include:

- printouts from Choices, WOIS, Workforce Explorer, etc. that include results of skills/interest inventories, lists of occupations that fit skills/interests, wages, labor market information, etc.;
- results from formal assessments;
- printouts from the Calculator, including summary of test wage scenarios, wage adequacy, and impacts of work supports;
- budgets/budget worksheets;
- financial plans with short and long-term goals;
- information on specific work supports (printed from the Calculator or linked web sites, etc.);
- case notes documenting action steps agreed to and referrals to services/resources, etc.

What sort of documentation is required in case files to demonstrate that (A) we have saved information into the Self-Sufficiency Calculator Database, or (B) we have exempted clients because they are at or above Economic Self-Sufficiency, or (C) we have exempted clients in limited cases for other reasons?

A. When saving data to the Calculator at registration and exit, case managers should print out the "Summary" page of the Calculator (an option at the bottom of the last page before you hit

"Save") and put it in the case file.

B. (If you suspect that a customer is already at or above self-sufficiency, enter the customer's family composition in the "Personal Info" page of the Calculator and click on the button at the bottom of the page that says: "show me my self-sufficiency wage." If family income is equal to or greater than the self-sufficiency wage/income indicated, print out this page, write the current family income next to the self- sufficiency income, and put this page in the case file.

C. If you are exempting a customer, indicate that you are doing so, and the reasoning behind your decision, in the case notes.

Timeframe for Planning and Saving Data

How close to registration and exit do I need to save information into the Self-Sufficiency Calculator Database, and how soon after registration do I need to start self-sufficiency planning?

Information must be saved into the Self-Sufficiency Calculator Database within 30 days of registration and exit.

Please note that saving data to the Calculator is a 2-step process; case managers must save both the demographic information on the initial page and the income and expense information captured on the Calculator pages that follow. Please refer to the Step-By- Step Guide to Saving Customer Information desk aid that was provided at training (and is also available on our web site: www.seakingwdc.org. Follow the quick links to the Self- Sufficiency Calculator page.

Minimum Expectations for Attempting Contact at Exit

How many times do I need to attempt to contact a customer at exit to get the required information to save into the Self-Sufficiency Calculator database?

Case managers should make 3 attempts to contact a customer at exit and collect the information required for the Calculator database. When case managers collect data to save to the Calculator at registration, they should let customers know that they will be contacted for the same information at exit. Customers should be aware of the process so they are not confused or surprised by the contact at exit.

Case managers have multiple options for collecting data to be saved to the Calculator at exit: (1) via in-person visit, (2) by phone, (3) by mail, or (4) by email. The WDC has developed a budget worksheet for training that is designed around the information and income/expense categories covered in the Calculator and is available in electronic or hard copy to facilitate gathering information at registration or exit.

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