Northwest Workforce Service Area Letter 110

Subject: Client Contact

Issuance Date: 1 January 2004

Effective Date: 1 January 2004, Revised 1 October 2008

Action: To provide guidance to program provider staff regarding normal client contact.

Who: Workforce Investment Board Members, Local Elected Official Board Members, and Program Providers.

Background: The contracts that the Workforce Service Area has with program providers spells out that "The Contractor will provide, at a minimum, monthly contact with each participant. Personal contact should be the primary method of contact. In the event that this is not possible, the monthly contact can be made by telephone, email and/or letter. The date, type of contact, and results must be documented utilizing the progress notes in the individual's record". The purpose of this policy is to clarify this issue for program provider staff.

Policy and Procedures:

Client contact is an essential part of program development. It is obvious that staff do not always record each of the dealings that they have with particular clients. **It is important that credit is taken for the work actually accomplished by staff.** The following steps should be taken to insure that all client contact is documented at that clients are enrolled in the proper activity.

1. Contact with each WIA participant will be done, at a minimum, of once per month. More frequent contact is recommended based on the needs of the client and their individual situation. The contact is to be completed even if the client is involved in services not offered by the WSA or its program providers.

2. Personal contact should be the primary method of contact. In the event that this is not possible, the client contact can be completed by telephone, letter, and/or by e-mail.

3. The date, type of contact and results must be documented utilizing the progress notes in the individual client record. All supporting documentation such as grades, school/work schedules, attendance records, test results, or any other information documenting the client activity should be included in the client record.

4. Staff is to review the client record at the time of each contact to insure that the participant is enrolled in the appropriate activities and that those enrollments are reflected in the clients' Individual Service Strategy.

5. Staff is to complete the appropriate activities within Workforce One removing the client from any activities that the client is no longer participating in.

6. Staff is to insure that contacts with parents, schools, employers or other involved with the participant's career development are also recorded in the client case notes.

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