
TANF Policy 16 - Documentation for Services and Performance Measures/Outcomes

All services and performance measures/outcomes attained must be documented in accordance with this policy. Specifically, performance measures/outcomes must be documented prior to being entered in the Management Information Systems (Delaware JobLink (DJL) and ASSIST Worker Web (AWW)). There is an expectation that all data entry will be entered into DJL and AWW in a timely manner, see Section B below for data entry standards. Files containing all documentation substantiating services and performance must be available upon request.

For the definitions of terms found in this policy, see the Definitions found in the agreement in Appendix C Scope of Work.

A. Documentation Requirement

1. Assessment and Planning

At a minimum providers will complete the Individual Service Strategy (ISS) (see TANF Policy 3), which will serve as the documentation for the service delivery plan. The ISS should be viewed as a live document allowing for revisions and updates that are mutually agreed upon between the customer and staff. Required documentation in the ISS is as follows:

- a. An academic assessment (CASAS) – Scores must be noted within the ISS;
- b. Work Strategy Plan to identify short and long term educational and employment goals section completed in the ISS;
- c. Identifying needs and barriers – completed in the ISS.

2. Participation

a. Core Hours

i. Vocational Training (VET) – shall be documented by mandatory attendance sheets signed and dated by the trainer and participant. (Attachment III)

1. In the case of on-line training (whether a complete course or a portion of the course) when a trainer signature is not available on the mandatory attendance sheet the vendor will complete the mandatory timesheet and obtain:

- a. A copy of the tracking record provided by the institution for the period in question or;
- b. The VET work performed by the participant during the week that is being documented must be submitted to the contract specialist for approval of hours documenting training. Failure of prior approval will result in disallowed hours.

In the column with the heading “Instructor Initials” the vendor will enter “on-line” and the vendor will sign on the line for Training/Education signature.

ii. Employment – Subsidized and Unsubsidized

1. The completed Employment Verification form(s) (Attachment II) signed by the employer. Signed copies sent via fax and email will be accepted;

2. A pay stub that contains the following:

- a. Participant Name
- b. Employer Name
- c. Period of Employment being documented
- d. Wage information
- e. Withholdings
- f. Hours worked

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The paystub must always accompany an Employment Verification form completed by Contractor Staff. Any information not found on the Paystub must be obtained from the employer and may be accomplished on the telephone or via email; or

3. Documentation from the Work Number combined with the Employment Verification form completed by the Contractor Staff. The Work Number can only be used to document when the following criteria are met:
 - a. The employer will not provide information because they use The Work Number for their employment verifications; and
 - b. There is documented client contact that meet the standards in TANF Policy 2 – Minimum Standard of Contact.

- iii. Job Readiness (JSJR)
 1. Class/Workshop Activity - A weekly time sheet signed by the provider/trainer and participant. (Attachment VII). Note – this includes workshops provided by partner agencies.
 2. Job Search - A weekly time sheet as shown below. Job Search alone cannot be used to meet participation requirements. (Attachment VII).
 - a. On-Site - A weekly time sheet signed by the provider and participant.
 - b. Off-Site – A weekly log summarizing all completed job applications with documentation of each application submitted. Participant will be allowed 15 minutes per documented application submitted. Off-Site is when job search is conducted at a WIOA partner agency, attending a job fair, or applying in person. (Attachment VIII)
 3. Job Interviews – A weekly log summarizing all completed job interviews with documentation of each interview conducted. Documentation of each interview can include signed verification from employer (i.e. email confirming interview date and time), business card, or documentation from provider who arranged the interview. Participant will be allowed two hours per documented job interview.
 4. Bridge – A weekly log signed by both the Bridge provider and participant (Attachment IX)

- iv. Work Experience - The approved weekly Work Experience Time Sheet (Attachment IV) signed and dated by the work site supervisor and the participant, work site Agreement (Attachment V) & evidence of worksite monitoring (Attachment VI). A new work site agreement is required whenever there is a change, this includes, if an extension is approved. See TANF Policy 33 for further detail..

- b. Non-Core Hours – The following non-core activities will be documented by weekly timesheets (Attachment III-VET timesheet)
 - i. Job Skills Training directly related to employment
 - ii. Child care for an individual participating in a community service program.
 - iii. Community service programs
 - iv. Education directly related to employment for recipients who have not completed secondary school or received a GED
 - v. Attendance at secondary school or GED Program. See TANF Policy 20

3. Payment Point Outcomes (Other than Participation)
 - a. Credential - Documentation of the credential must come from the credentialing entity. This can be a copy of the credential, written verification (emails accepted) from credentialing entity, or a screenshot from the credentialing entity’s website. In all case, the documentation

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should include the Participant's name, date of attainment (including passage of credentialing exam), and title of credential attained.

- b. Day 1, 30, 90, 180 – These payment points require written documentation as described in section two above with corresponding completed payment verification form.

B. Documentation Timeframes

The following are the required timeframes for obtaining documentation and entering required information into DJL and AWW:

	Activity	Obtain Documentation	Enter in DJL and/or AWW***
1	Training	Within seven calendar days after the end of the weekly activity	Within 48 hours of obtained documentation
2	Employment	Within seven calendar days after the pay date	Within 48 hours of obtained documentation
3	Job Readiness Activities Conducted On-Site	Within 72 hours after the end of the weekly activity	Within 48 hours of obtained documentation
4	Job Readiness Activities Conducted Off-Site	Within seven calendar days after the end of the weekly activity	Within 48 hours of obtained documentation
5	Work Experience	Within seven calendar days after the end of the weekly activity	Within 48 hours of obtained documentation
6	Credential	Within 14 calendar days after the credential is issued to participant	Within 48 hours of obtained documentation

***** For Enrollment and Cure Sanctions that are met from activities completed on-site, every effort should be made to complete documentation and enter required information in DJL and AWW to open TANF Benefit ASAP. The standard will be 48 hours after completing activity*****

C. General Documentation Items:

1. Written verification obtained via an e-mail is acceptable when the e-mail is from the employer, trainer, credentialing entity, or partner. There must be evidence to support that the e-mail came from them the appropriate party. For example, email account must be JaneDoe@employername.com, not JaneDoe@gmail.com.

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2. The use of signatures obtained prior to the date of the documented performance event is forbidden.
3. Documentation must be obtained prior to performance being claimed in DJL and AWW.
4. The use of white out is forbidden.
5. All performance payments, participation hours, requests for reimbursement in relation to the approved budget in the Agreement must be supported by documentation.
6. If it is determined that documentation has been falsified, DET will move to terminate the Agreement.