

Adult DET Contract Policy 4 - 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 System (Delaware JobLink). See General Policy 5 for data entry timelines. There is an expectation that all data entry will be entered into DJL in a timely manner. 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 section of the Contractor's Procedure Guide.

A. Training

Documentation Requirements:

1. Assessment and Planning
The Individual Service Strategy (ISS) (see Adult Policy 2), 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. No case shall be approved for services without an ISS being completed in accordance with the ISS policy.
2. Occupational Skills Training
This will be documented in the following way:
 1. Documentation of attendance. This requires both the participant and trainer signature. Attachment B is a sample attendance sheet that may be used to document attendance. For successful OST completion, documentation must confirm that, at a minimum, 85% of the scheduled Training was completed; and
 2. Graded and/or completed assignments, portfolios, and other evidence of training.
3. Work Experience (includes Internship/Externship, On the Job Training, and Clinical
This will be documented through completed Work Experience timesheets (Attachment C), Work Experience Agreement, and Work Experience Monitoring. For standard Work Experience Agreement and Work Experience Monitoring Form, see Adult Policy 9-Work Experience.

B. Credential (See Definitions)

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

C. Employment (See Policy 5 and Definitions)

For employment that begins during training the start date of employment will be the day after the last day training.

1. Employment must be documented in 4 increments:
 - i. Day 1-Requires written documentation as described in Section 3 below.
 - ii. Day 30-Requires written documentation as described in Section 3 below.
 - iii. Day 60-May be verbal verification from the employer and trainer when applicable with Day 60 Verification Form completed by the Contractor Staff. Nothing prohibits written documentation or Work Number from being used to document Day 60.

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- iv. Day 90-May be verbal verification from the employer and trainer when applicable with Day 90 Verification Form completed by the Contractor Staff. Nothing prohibits written documentation or Work Number from being used to document Day 90.

2. If a participant is working in training related employment and is attending school/advanced training that is training related and the next required educational step along their career pathway, this can count for Outcomes Day 1-90. The combination of weekly hours in employment and school shall not be less than the minimum required hours specified in this policy or Agreement. See below for scenarios:
 - a. **Credit Hours:** For any school or advance training that is based on credit hours, the total credit hours per class shall equate to the maximum number of hours that can be counted. For example, if a participant is taking one 3 credit course, this will count for 3 hours per week and they will need to work at least 21 hours to meet the required minimum 24 hours to count as an outcome. Documentation will consist of enrollment verification (e.g. class schedule) and documentation of progress and/or attendance from trainer. See section 3 below.
 - b. **Clock Hours:** For non credit programs the clock hours will be used to determine the total number of hours the participant can receive towards an outcome. For example, if a participant attends a training program where they are in class four nights a week for four hours a night, they will be allotted 16 hours and will need a minimum of 8 hours per week in employment in order to meet the required 24 hours per week. Documentation of hours must be provided for hours attended. Documentation will consist of enrollment verification (e.g. class schedule) and documentation of progress and/or attendance from trainer. See section 3 below.

3. Day 1 and Day 30 Requirements:
In order to document Day 1 and Day 30, written documentation is required. The following are the requirements for written documentation:

Employment

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

- ii. A pay stub that contains the following:
 - Participant Name
 - Employer Name
 - Period of Employment being documented
 - Wage information
 - Withholdings
 - Hours workedThe 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

- iii. Documentation from the Work Number combined with the Employment Verification form completed by the Contractor Staff. The Work Number can be used to document Day 1 and Day 30 only when at least one of the following criteria is met:
 - The employer will not provide information because they use The Work Number for their employment verifications; and/or

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- The client has not been responding to outreach efforts. Outreach efforts must be documented in case notes and must include more than one attempt to contact the client using at least two methods of contact (i.e. email and phone).

Employment in Combination with School/Advanced Training

If a participant is in school as well as maintaining employment to advance their career pathway as described in C. 2. above, the following is required for documenting school in addition to documenting the employment:

- Day 1-School/Advanced Training enrollment verification from trainer;
- Day 30-documentation of attendance or progress from trainer. This would include graded work, documentation from online student portal (e.g. Blackboard) documenting progress and/or attendance, or other documentation from trainer showing attendance and/or progress.

4. Documentation Timeframes

Contractors are strongly encouraged to obtain documentation as soon as possible. Day 1 verifications can only count as documentation if obtained within 45 days of the date being documented. For example, the participant begins work on 7/1/2017, the Staff obtains written documentation by 8/15/2017 from employer, then 7/1/2017 would be the Day 1 and beginning of the tracking period. All other items (Day 30, 60, & 90) would be based on this start date. Using the same example, if the participant started on 7/1/2017 and the Staff did not get documentation until 8/16/2017, then 8/16/2017 would be the Day 1 and this date would begin the tracking period for Day 30, 60, & 90.

D. General Documentation Items:

1. Written verification obtained via an e-mail is acceptable when the e-mail is from the employer and when there is sufficient evidence to support that the e-mail came from the employer.
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 Management Reporting System.
4. The use of White Out is forbidden on verification forms.

Employment Verification Form

Name of Participant _____

Date of employment being Verified _____

Employer Name _____

Employer Address _____

Employer City, State, Zip _____

Employer Phone Number _____

Job Title _____

Hours Worked Per Week _____ Hourly Wage \$ _____

Employment is expected to last 180 days or more (Day 1only)? Yes No

Signature of Employer/Trainer _____ Date _____
Or Staff Person completing the form

For Staff Use Only:

Outcome being Verified

Day 1 Day 30 Day 60 Day 90

Employment in combination with School/Advanced Training

Complete this portion if this is a telephone verification:

Name of Individual Contacted: _____

Title of Individual _____

Signature of Staff Person _____ Date: _____

