

All services (including services provided post exit) 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. All documentation will be maintained in the youth's participant file except when noted differently in policy or via agreed upon alternative data system (e.g. maintained electronically). Files containing all documentation substantiating services and performance must be available upon request for auditing.

For the definitions of terms found in this policy, see the Definitions section of the Contractor's Procedure Guide.

A. Services (training, education, mentoring, etc.):

1. Assessment and Planning

The Individual Service Strategy (ISS) (see Youth Policy 3), will serve as the driving document to mutually identify and set employment, education, leadership, and personal gains in conjunction with the youth. The ISS will include responsibilities of both the case manager and the youth; items to be accomplished; schedule of review dates; & timeframes for completion. The ISS should be viewed as a living document allowing for revisions and updates that are mutually agreed upon between the youth and staff. No case shall be approved for services without an ISS being completed in accordance with the ISS policy.

2. Mandated Elements (service delivery) Pre/Post Exit, Except Work Experience (see 3)

In general, contractors decide which program elements to provide a youth based on their objective assessments and record a plan to provide these services in the youth's (ISS) that is directly tied to at least one indicator of performance. It is expected that each youth will receive exposure to multiple program elements during their participation in the youth program. The delivery of program elements must be entered in Delaware JobLink, (DJL) and documented in the youth's file.

Evidence of attendance and satisfactory progress will be documented in the following ways:

- Signed monthly attendance/progress sheet completed by the youth and contractor/other trainer. Attendance sheets may include multiple youth's signatures for a specified time period (e.g. daily); or
- Copies of completed work/certificates earned; or
- Contractor signed documentation for specific large or off site events (e.g. financial literacy workshop, leadership conference, etc.). Documentation should at a minimum list the student names that attended, date of event, brief description of event, and be signed by Contractors staff who was present.
- Note: If an in-school youth changes schools, the Contractor can still provide services to the youth or chose to exit. Contact your assigned Contract Specialist for further guidance.

3. Work Experience (includes Internship/Externship, On the Job Training, and Clinical)
This will be documented through completed Work Experience timesheets, Work Experience Agreement, and Work Experience Monitoring. For standard Work Experience Agreement, Work Experience Monitoring Form, and Work Experience Timesheet, see DET Contract Youth Policy 4-Work Experience.

B. Credential(s) (See Definition)

The ultimate goal for In-School Youth is a high school diploma. The ultimate goal for the Out-of-School youth is a high school diploma/equivalent, GED®, or other in-demand Occupational Skills 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 cases, the documentation should include the Participant's name, date of attainment (including passage of credentialing exam), and title of credential attained.

C. Outcomes (see definition for Day 1-90 Outcome)

1. Youth Outcomes include any of the following:
 - a. **Employment** (including Military and Registered Apprenticeship)-when a youth is working in a paid, unsubsidized job for at least 20 hours per week;
 - b. **Advanced Training**
 - i. *Post-Secondary Education*-when a youth is enrolled and attending an accredited institution of higher education full-time. Full-time is 12 credit hours. Remedial courses shall be included.
 - ii. *Occupational Skills Training*-when a youth is enrolled and attending an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Training should result in the attainment of a certificate. AmeriCorps and Job Corps are considered Advanced Training. Youth must be considered attending full time. Full time is determined by the school/trainer; or
 - c. **Combination of Employment and Advanced Training**-when a youth is participating in a and b above, this is allowed and encouraged. If a youth is in b above for less than 12 credits or not attending a school/trainer full time, they shall work at least 10 hours a week in addition to their education for this to count as Day 1-90 outcome.

Accommodation: If any participant requires an accommodation to attend school or work below the hours above, accommodation must be in writing and maintained with Outcome documentation. Accommodation must come from a medical professional detailing the requirement for less than the required hours. In addition, Contract Specialist may approve on a case by case basis waivers to the hourly requirements. Waivers shall be temporary in nature and requests shall include rationale for not meeting the standards outlined in this policy.

Outcomes that began prior to initiation of services are not eligible as Outcomes (Day 1-90). For any Outcome that begins during services the start date of the Outcome will be the day after the last day training.

2. Outcomes must be documented in several increments-Day 1, Day 30, Day 60, Day 90, 2nd, and 4th Quarters following exit. Except for Day 30 (see section 3), all increments can be verbal verification from the appropriate entity (e.g. employer, trainer, college, etc.) with the Outcome Verification Form (Attachment A) completed by the Contractor Staff. Nothing prohibits written documentation as described in section 3 below or Work Number/Post-Secondary Clearinghouse from being used to document any increment.
3. Day 30 Requirements-In order to document Day 30, written documentation is required. The following are the requirements for written documentation:
 - a. The completed Outcome Verification form (Attachment A) that is signed by the appropriate entity (e.g. employer, trainer, college, etc.). Signed copies sent via fax and email will be accepted.
 - b. If the Outcome Verification form is not signed, the Outcome Verification form shall be completed and accompanied by one of the following:
 - i. A pay stub that contains the following:
 - ✓ Participant Name
 - ✓ Employer Name
 - ✓ Period of Employment being documented
 - ✓ Wage information
 - ✓ Withholdings
 - ✓ Hours worked
 - OR
 - ii. Documentation from school/trainer (e.g. transcript, completed grades, letter)
 - OR
 - iii. Documentation from the Work Number/Post-secondary clearinghouse.
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.
5. Attempts to contact do not count as providing a service.

Outcome Verification Form

Name of Participant _____

Start Date _____ Continuous Employment _____

Outcome Organization Name _____

Outcome Organization Address _____

City, State, Zip _____

Phone Number _____

Job Title/Training Area _____

Hours Per Week _____ Credit hours? Yes No

If employed, Hourly Wage \$ _____

If employed, is employment is expected to last 180 days or more (Day 1 only)? Yes NoSignature of Employer/Trainer _____ Date _____
(Outcome Provider)**For Staff Use Only:**

Outcome being Verified

 Day 1 Day 30 Day 60 Day 90 2nd Qtr After Exit 4th Qtr After Exit

Complete this portion if this is a telephone verification:

Name of Individual Contacted: _____

Title of Individual _____

Signature of Staff Person _____ Date: _____