

Tompkins County Workforce Development Board Alternative Methods of Service Delivery Policy

Purpose:

The following is to provide guidance for all Tompkins Workforce New York Adult and Youth Program Staff on various methods of appropriate service delivery.

Background:

Per TEGL 19-16, WIOA provides for a workforce system that is accessible to all job seekers, customer centered, and training that is job-driven. The workforce system delivers career and training services at the nation's nearly 2,500 American Job Centers. The Adult, Dislocated Worker, and Youth programs provide training and employment services in the American Job Center network and are required partners under the law. Under WIOA, partner programs and entities that are jointly responsible for workforce and economic development, educational, and other human resource programs, collaborate to create a seamless customer-focused American Job Center network that integrates service delivery across all programs to make it easier for workers to access the services they need to obtain skills and employment.

As such, the Tompkins County Workforce Development Board seeks to establish guidance on approved methods of service delivery for the TWFNY Adult and Youth Program staff to follow in order to improve access to services, enhance linkages to community partners and promote the reduction of barriers for participants, in particular for circumstances where in-person delivery of service is unable to be conducted.

Personal interaction with a trained staff person is the preferred method of service delivery for Tompkins WDB programs. However, when in-person contact is not able to be conducted, other methods of service delivery will be considered acceptable, upon approval by the TWFNY Youth Program Coordinator and/or the Office of Employment & Training (OET) Director.

The use of telephone, electronic mail, internet-based instant messaging, mobile phone texting, and internet-based video conferencing for providing services to program participants must not be used by the services provider as the sole or primary means of service delivery to the participants while operating under normal circumstances. The purpose of these types of service delivery options is to allow the service provider some flexibility in service delivery options, particularly under circumstances that would dramatically limit / prohibit in-person interactions between participants and staff.

Procedure:

A qualifying service must be provided to the enrolled participant at least once every 90 days. Further, In-person service delivery gaps may not exceed 180 days without approval of the Tompkins WFNY Youth Program Coordinator/OET Director.

Methods of obtaining required signatures must be conducted in accordance with the Tompkins Workforce Development Board Electronic Signature policy.

1. In-person

- a) Face-to-face contact by trained staff from the youth provider/adult program is the preferred method of service delivery.
- b) In-person staff assisted services **require an OSOS data entry** outlining the type of service and results of the interaction. It is important to note that action verbs, specifically related to one of the above criteria, should be used in ALL OSOS entries.
 - i. An example would be - "Staff met with the participant at the job site during the second week of unsubsidized employment. Staff met with employer to determine progress. Based upon this information, Staff counseled the participant on reporting to work on time and appropriate attire. Staff recommended that the participant take advantage of the travel vouchers available at the One Stop." The SENSE model for comments is required for all comments in OSOS.

2. Telephone

- a) Staff assisted services delivered via telephone may be used in place of face-to-face contact when the situation demands and **upon approval** by the Tompkins WFNY Youth Program Coordinator / OET Director. This method must not be the sole method of service delivery, nor should it be used for periods of time of more than 180 days between face-to-face contact unless approved by the Tompkins WFNY Youth Program Coordinator / OET Director.
- b) If staff does not receive response from the participant in return, alternate methods of contact should be attempted, and OSOS case notes should be used to record and reflect all attempts at contact.
- c) Staff assisted services delivered via telephone **require an OSOS data entry** outlining the type of service and results of the interaction. It is important to note that action verbs, specifically related to one of the above criteria, should be used in ALL OSOS entries.
 - i. An example would be - "12/6/20 Staff was unable to meet with participant due to scheduling difficulties. Staff contacted the participant via telephone to determine the participant's academic progress. After completing a brief assessment based on recent grades and skills obtained in the vocational program, Staff counseled the participant on the importance of the TASC to one's future career choice, specifically the youth's stated hope of obtaining employment after graduation. Staff recommended that the customer visit the One Stop as representatives from several local employers will be doing

open interviews next week.”

3. **Electronic Mail (Email)**

- a) Staff assisted services delivered via email may be used in place of face-to-face contact when the situation demands and **upon approval** by the Tompkins WFNY Youth Program Coordinator / OET Director. This method must not be the sole method of service delivery, nor should it be used for periods of time of more than 180 days between face-to-face contact unless approved by the Tompkins WFNY Youth Program Coordinator / OET Director. Additionally, there may not be gaps of more than two business days between contacts between the emails to demonstrate continuity of the service delivery.
- b) If staff does not receive response from the participant in return, alternate methods of contact should be attempted, and OSOS case notes should be used to record and reflect all attempts at contact.
- c) Staff assisted services delivered via email **require an OSOS data entry** summarizing the type of service and results of the interaction. It is important to note that action verbs, specifically related to one of the above criteria, should be used in ALL OSOS entries.
 - i. An example would be -“12/5/20 Staff was unable to meet with the participant due to scheduling difficulties. Staff contacted the participant via email to discuss the participant’s mentoring success. The participant has been paired with a new mentor for three months now. Staff had received comments from the mentor outlining outstanding issues. Staff requested a brief self-assessment from the participant. Staff to follow-up upon receipt. 12/7/20 Received self- assessment back from the participant via email, emailed thoughts back (counseled) based upon initial review and set meeting date to go over the results.”

4. **Internet-based Instant Messenger (IM)**

- a) Staff assisted services delivered via IM may be used in place of face-to-face contact when the situation demands, and **upon approval** by the Tompkins WFNY Youth Program Coordinator / OET Director. This method must not be the sole method of service delivery, nor should it be used for periods of time of more than 180 days between face-to-face contact unless approved by the Tompkins WFNY Youth Program Coordinator / OET Director.
- b) If staff does not receive response from the participant in return, alternate methods of contact should be attempted, and OSOS case notes should be used to record and reflect all attempts at contact.
- c) Staff assisted services delivered via IM **require an OSOS data entry** summarizing the type of service and results of the interaction. It is important to note that action verbs, specifically related to one of the above criteria, should be used in ALL OSOS entries.

- i. An example would be – “12/5/20 Staff was unable to meet with participant due to COVID-19 related circumstances. Staff contacted the participant via Instant Messenger services to provide a job referral. Staff referred the participant to a job opening at the local convenience store, as well as emailed the adjusted copy of the participant’s recent resume revisions. Common interview questions were discussed as well as appropriate dress for an interview.”

5. Texting via Mobile Phone

a.) Staff assisted services delivered via texting may be used in place of face-to-face contact when the situation demands and **upon approval** by the Tompkins WFN Youth Program Coordinator / OET Director. This method must not be the sole method of service delivery, nor should it be used for periods of time of more than 180 days between face-to-face contact unless approved by the Tompkins WFN Youth Program Coordinator / OET Director.

b.) If staff does not receive response from the participant in return, alternate methods of contact should be attempted, and OSOS case notes should be used to record and reflect all attempts at contact.

c.) Staff assisted services delivered via texting **requires an OSOS data entry** summarizing the type of service and results of the interaction. It is important to note that action verbs, specifically related to one of the above criteria, should be used in ALL OSOS entries.

- i. An example would be – “12/5/20 Staff was unable to meet with the participant due to scheduling difficulties. Staff contacted the participant via text to provide a job referral. Staff referred the participant to a job opening at the local convenience store, as well as emailed the adjusted copy of the participant’s recent resume revisions. Common interview questions were discussed as well as appropriate dress for an interview.”

6. Internet-based Video conferencing

- a) This method of contact should be documented the same as a telephone conversation (see above).
- b) This method of contact may be used as a method of service delivery and provision of education / training in the absence of in-person contact, and **upon approval** by the Tompkins WFN Youth Program Coordinator / OET Director.