

The Seventh Planning District Consortium Workforce Development Board

Administrative Office

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Matt Wheeler, Chairman | Candle Sattler, Director of Workforce Development

GUIDANCE LETTER ISSUED 09/16/21

Subject: LWDA 70 WIOA Youth Business Coordinators (YBC) and Business Service Representative (BSR) responsibilities within the Louisiana Workforce Commissions (LWC) HiRE platform; as well as, the role Career Specialists and Success Coaches have in this co-management arrangement.

Purpose: To provide guidance to YBC's & BSR on their responsibilities to case management in HiRE. **Also**, to provide knowledge to LWDA 70's Case Management staff to be aware of the dual partnership in case management regarding Youth Work Experience (WEX) and On-the-Job-Training (OJT) and Adult WEX.

Procedure: YBC and BSR's are to follow this guidance regarding their responsibilities in HiRE as in relation to WEX's and OJT.

YBC and BSR's responsibilities in the case management of participants in relation to WEX and OJT are limited to case notes and the uploading of documents in Document (staff).

YBC/BSR duties in HiRE:

Activity Codes – No
IEP/ISS – No

Case Notes - Yes
Document (staff) - Yes

Case notes: In **bold** is the title which shall be used to name the case note. Text is a list of items which should be included in the case note at minimum. [**always start with title of program (WEX or OJT)**].

>**program Contract** > list name of company & contract number. Effective dates of contract & effective dates of training period. Name of supervisor. Price of payment. Only Attachment 9 of the contract is attached to the case note.

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>**program Skills Gap Analysis** > Summary of what the participant is missing in order for him/her to qualify for OJT opportunity. Attach document to case note.

>**program Training Plan** > identify the skills, not the description, which the participant will be learning. How long will the training take (3 month, 6 months, etc.). Attach document to case note.

>**program Invoice** > Include pay period dates, amount of invoice, and the date it was emailed to CDC Finance Office for payment. Attach document to case note.

>**program End of Training** > Record any comments from the employer that would be useful for the Career Specialist/Success Coach to know. Is the participant still employed or if Youth WEX, was the participant hired? Email Success Coach/Career Specialist informing them that training has come to an end. Attach Document to case note.

***Progress Reports** > Note: Progress reports must be emailed to the proper Success Coach/Career Specialist, and they will case note and upload the progress report. Any issues reported should be discussed with the participant on ways to solve the issue(s).

Any discussion with the employer regarding the participant or with the participant directly, the YBC/BSR must case note. Also, any discussion with a potential employer has to be case noted by the YBC/BSR. Any documents obtained related to training which was not listed in this guidance letter, must be case noted and uploaded.

In the event that the YBC/BSR forgets to attach the related document to the case note, they will need to upload the document to Document (staff). The document must be titled the same as the case note.

Any questions should be directed to the WIOA Program Manager.



Nicholas Olsen
WIOA Program Manager