

Department of Public  
Health and Human Services

SECTION:

WoRC CASE MANAGEMENT

WoRC GUIDELINES MANUAL

SUBJECT:

Participant Progress

### **PARTICIPANT PROGRESS:**

The intent of the WoRC program is to assist participants to make progress toward employment or another source of self-sufficiency. WoRC participants are accountable for their participation on a weekly basis. Case Manager weekly contact and activity verification must be recorded in the case file. Third party verification of participation is required. Due to federal participation rate requirements under TANF, accurate and timely data system entry is also mandatory.

The level and type of contact with a participant may vary according to the participant's needs. **It is imperative that the case manager spends enough time with the participant on a weekly basis to monitor and facilitate both compliance and progress.**

- ▶ Progress may be measured through planning goal setting activities and the participant meeting those goals no matter how small. Progress may also be noted through verification of activity level completion. Such verification may include, but is not limited to: progress or attendance report from an Adult Basic Education instructor or counseling personnel, work site attendance form signed by the site supervisor, employment wage verification, or other attendance records. Verification must be provided as outlined in each of the manual sections for a specific activity.
- ▶ Progress or lack of progress must be reported in the 90-day review case note on TEAMS. The 90-day review needs to include a review of the Barrier Reduction Screening Guide, Domestic Violence Screening Questionnaire, goal setting, outcomes and setbacks, and strengths of the participant.

### **MEETINGS:**

A clear lack of progress may be denoted via a Fair Hearing request or an Intensive Case Management meeting. The WoRC Case Manager has a role in each of these instances and must make note of the progress or lack thereof in working with the participant in the future.