

West Central Arkansas Workforce Development Board Lisa Greene, Chair

Case Management and Participant File Policy & Procedures

Policy Number:	WCAWDB- Policy 2024-04		
Change Number:			
Date Approved:	October 10, 2024	Effective Date:	October 10, 2024

Purpose

The purpose of this policy is to provide guidance to WIOA Title I-B staff Case Management policy and procedures.

Policy

West Central will adhere to the Arkansas Workforce Connections' 4.2 Case Management and Participant Files Policy as outlined in the WIOA Title I Policy Manual. Case management commence at enrollment and continue through the fourth quarter following participant exit.

All staff members are required to respond promptly to any requests from Department of Labor, Arkansas Workforce Connections and Board staff.

References

WIOA §§ 129(c)(3)(B) & §134(c)(2)(A)(xii)
20 CFR 380.220(b)
20 CFR 678.430(b)
20 CFR 681.420(e & f)
TEGL 19-16, Change 1
TEGL 21-16

Adult, DLW and Youth File Order

Staff should refer to the most current versions of the following: policies and procedures:

- AWC WIOA 1B 4.2 Case Management and Participant Files Policy

Procedures

The Title I-B Service Provider will adhere to the requirements in ADWS Policy 4.2. Participants files must be kept up to date with all documents listed on the file order. The SharePoint folder must also follow the file order.

Lisa Greene, Chair

Date

WCAWDB is an equal opportunity provider of employment and training services. Auxiliary aids and services are available up request to person of disability, if available.