

July 2, 2004

To: Youth Program Managers, Site Supervisors, Case Managers,
Sacramento Works Career Centers (SWCCs)

From: Kathy Kossick, Executive Director

RE: **The use of SMARTware for tracking case management
activities for Youth Enrolled in WIA**

WIA Directive #04-02

All youth program operators must use SMARTware to document case management activities and progress for all participants. Effective immediately, the Individual Services Strategy Plan (ISSP) form will be replaced by an automated Plan that will reside in the SMARTware database. All information regarding employment history, assessment, justification for supportive services, counseling, WIA goals and goal attainment, case management, services (including program elements) and training will be entered into the SMARTware system.

Supporting/supplemental documentation must be kept in a participant file by the program operator such as:

- Evidence of eligibility
- WIA application, registration, enrollment, exit, and follow-up forms
- Assessment reports
- Release of confidential information
- Grievance procedure
- Work Permit
- Universal Worksite Agreement
- Sign In/Out logs
- Timesheets/payroll
- Medical consent
- Financial Needs Assessment
- Copies of certificates and other paper based records of service

The paper records will be maintained in accordance with the parameters described in each service provider's subgrantee agreement.

SMARTware records will be updated regularly. They will be organized in a manner consistent with the latest practices for youth records provided by SETA's SMARTware training team.

Program Operators may request to have SMARTware access at their site of operations. This will require internet access with a static IP address. Program operators should direct this request to the SMARTware team coordinator.

Should you have questions concerning this Directive, please contact the following staff:

To arrange SMARTware accessibility at your site

Melissa Noteboom 263-3858

For SMARTware technical assistance

Ellen Franz 263-3907

Ralph Giddings 263-0563

Patricia Correia 263-1878

Robin Pepper 387-1564

For Policy concerns or other related issues

Christine Welsch 263-3866

