

## **Adult DET Contract Policy 4 - Documentation for Services and Performance Measures/Outcomes**

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All services and performance measures/outcomes attained must be documented in accordance with this policy. Specifically, performance measures/outcomes must be documented prior to being entered in the Management Information System (Delaware JobLink). See General Policy 5 for data entry timelines. There is an expectation that all data entry will be entered into DJL in a timely manner. Files containing all documentation substantiating services and performance must be available upon request.

For the definitions of terms found in this policy, see the Definitions section of the Contractor's Procedure Guide.

### **A. Training**

Documentation Requirements:

1. Assessment and Planning

The Individual Service Strategy (ISS) (see Adult Policy 2), will serve as the documentation for the service delivery plan. The ISS should be viewed as a live document allowing for revisions and updates that are mutually agreed upon between the customer and staff. No case shall be approved for services without an ISS being completed in accordance with the ISS policy.

2. Occupational Skills Training

This will be documented in the following way:

1. Documentation of attendance. This requires both the participant and trainer signature. Attachment B is a sample attendance sheet that may be used to document attendance. For successful OST completion, documentation must confirm that, at a minimum, 85% of the scheduled Training was completed; and
2. Graded and/or completed assignments, portfolios, and other evidence of training.

3. Work Experience (includes Internship/Externship, On the Job Training, and Clinical

This will be documented through completed Work Experience timesheets (Attachment C), Work Experience Agreement, and Work Experience Monitoring. For standard Work Experience Agreement and Work Experience Monitoring Form, see Adult Policy 9-Work Experience.

### **B. Credential (See Definitions)**

Documentation of the credential must come from the credentialing entity. This can be a copy of the credential, written verification (emails accepted) from credentialing entity, or a screenshot from the credentialing entity's website. In all case, the documentation should include the Participant's name, date of attainment (including passage of credentialing exam), and title of credential attained.

### **C. Employment (See Definitions)**

Employment that began prior to initiation of the training activity is not eligible as Employment (Placement Day 1-90). For employment that begins during training the start date of employment will be the day after the last day training.

1. Employment must be documented in 4 increments:

- i. Day 1-Requires written documentation as described in Section 2 below.
- ii. Day 30-Requires written documentation as described in Section 2 below.
- iii. Day 60-May be verbal verification from the employer with Day 60 Verification Form completed by the Contractor Staff. Nothing prohibits written documentation or Work Number from being used to document Day 60.

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- iv. Day 90-May be verbal verification from the employer with Day 90 Verification Form completed by the Contractor Staff. Nothing prohibits written documentation or Work Number from being used to document Day 90.
2. Day 1 and Day 30 Requirements:  
In order to document Day 1 and Day 30, written documentation is required. The following are the requirements for written documentation:
- i. The completed Employment Verification form(s) (Attachment A) signed by the employer. Signed copies sent via fax and email will be accepted;
  - ii. A pay stub that contains the following:
    - Participant Name
    - Employer Name
    - Period of Employment being documented
    - Wage information
    - Withholdings
    - Hours worked

The paystub must always accompany an Employment Verification form completed by Contractor Staff. Any information not found on the Paystub must be obtained from the employer and may be accomplished on the telephone or via email; or
  - iii. Documentation from the Work Number combined with the Employment Verification form completed by the Contractor Staff. The Work Number can be used to document Day 1 and Day 30 only when at least one of the following criteria is met:
    - The employer will not provide information because they use The Work Number for their employment verifications; and/or
    - The client has not been responding to outreach efforts. Outreach efforts must be documented in case notes and must include more than one attempt to contact the client using at least two methods of contact (i.e. email and phone).

3. Documentation Timeframes

Contractors are strongly encouraged to obtain documentation as soon as possible. Day 1 verifications can only count as documentation if obtained within 45 days of the date being documented. For example, the participant begins work on 7/1/2017, the Staff obtains written documentation by 8/15/2017 from employer, then 7/1/2017 would be the Day 1 and beginning of the tracking period. All other items (Day 30, 60, & 90) would be based on this start date. Using the same example, if the participant started on 7/1/2017 and the Staff did not get documentation until 8/16/2017, then 8/16/2017 would be the Day 1 and this date would begin the tracking period for Day 30, 60, & 90.

**D. General Documentation Items:**

1. Written verification obtained via an e-mail is acceptable when the e-mail is from the employer and when there is sufficient evidence to support that the e-mail came from the employer.
2. The use of signatures obtained prior to the date of the documented performance event is forbidden.
3. Documentation must be obtained prior to performance being claimed in Management Reporting System.
4. The use of White Out is forbidden on verification forms.

## Employment Verification Form

Name of Participant \_\_\_\_\_

Date of employment being Verified \_\_\_\_\_

Employer Name \_\_\_\_\_

Employer Address \_\_\_\_\_

Employer City, State, Zip \_\_\_\_\_

Employer Phone Number \_\_\_\_\_

Job Title \_\_\_\_\_

Hours Worked Per Week \_\_\_\_\_ Hourly Wage \$ \_\_\_\_\_

Employment is expected to last 180 days or more (Day 1 only)?  Yes  No

Signature of Employer/Trainer \_\_\_\_\_ Date \_\_\_\_\_  
Or Staff Person completing the form

**For Staff Use Only:**

Outcome being Verified

Day 1  Day 30  Day 60  Day 90

Complete this portion if this is a telephone verification:

Name of Individual Contacted: \_\_\_\_\_

Title of Individual \_\_\_\_\_

Signature of Staff Person \_\_\_\_\_ Date: \_\_\_\_\_