

All services (including services provided post exit) 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. All documentation will be maintained in the youth's participant file except when noted differently in policy or via agreed upon alternative data system (e.g. maintained electronically). Files containing all documentation substantiating services and performance must be available upon request for auditing.

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

A. Services (training, education, mentoring, etc.):

1. Assessment and Planning

The Individual Service Strategy (ISS) (see Youth Policy 3), will serve as the driving document to mutually identify and set employment, education, leadership, and personal gains in conjunction with the youth. The ISS will include responsibilities of both the case manager and the youth; items to be accomplished; schedule of review dates; & timeframes for completion. The ISS should be viewed as a living document allowing for revisions and updates that are mutually agreed upon between the youth and staff. No case shall be approved for services without an ISS being completed in accordance with the ISS policy.

2. Mandated Elements (service delivery) Pre/Post Exit, Except Work Experience (see 3)

Generally, contractors must document the services received by youth. Evidence of attendance and satisfactory progress will be documented in the following ways:

- Signed monthly attendance/progress sheet completed by the youth and contractor or other trainer; or
- Copies of completed work/certificates earned; or
- Contractor signed attendance sheets for specific events (e.g. financial literacy workshop, leadership conference, etc.). Documentation should at a minimum list the student names that attended and be signed by Contractor's staff who was present.
- Note: If an in-school youth changes schools, the Contractor can still provide services to the youth or chose to exit. Contact your assigned Contract Specialist for further guidance.

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

This will be documented through completed Work Experience timesheets, Work Experience Agreement, and Work Experience Monitoring. For standard Work Experience Agreement, Work Experience Monitoring Form, and Work Experience Timesheet, see DET Contract Youth Policy 4-Work Experience.

B. Credential(s) (See Definition)

The ultimate goal for In-School Youth is a high school diploma. The ultimate goal for the Out-of-School youth is high school diploma or its equivalent or in-demand post-secondary credentials. 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. Outcomes (see definition for Day 1-90 Outcome)

Outcomes that began prior to initiation of services are not eligible as Outcomes (Day 1-90). For any Outcome that begins during services the start date of the Outcome will be the day after the last day training. **The requirement for Day 1-90 employment is a minimum of 20 hours per week.**

1. Outcome must be documented in 4 increments:

- i. Day 1-May be verbal verification from the appropriate entity (e.g. employer, trainer, college, etc.) with the Day 1 Verification Form completed by the Contractor Staff. Nothing prohibits written documentation or Work Number/Post-Secondary Clearinghouse from being used to document Day 1.
- ii. Day 30-Requires written documentation as described in Section 2 below.
- iii. Day 60-May be verbal verification from the appropriate entity (e.g. employer, trainer, college, etc.) with Day 60 Verification Form completed by the Contractor Staff. Nothing prohibits written documentation or Work Number/Post-Secondary Clearinghouse from being used to document Day 60.
- iv. Day 90-May be verbal verification from the appropriate entity (e.g. employer, trainer, college, etc.) with Day 90 Verification Form completed by the Contractor Staff. Nothing prohibits written documentation or Work Number/Post-Secondary Clearinghouse from being used to document Day 90.

2. Day 30 Requirements:

In order to document Day 30, written documentation is required. The following are the requirements for written documentation:

- The completed Outcome Verification form(s) (Attachment A) signed by the appropriate entity (e.g. employer, trainer, college, etc.) Signed copies sent via fax and email will be accepted; or
- A pay stub that contains the following:
 - ✓ Participant Name
 - ✓ Employer Name
 - ✓ Period of Employment being documented
 - ✓ Wage information
 - ✓ Withholdings
 - ✓ Hours worked

or

- Documentation from the Work Number/Post-secondary clearinghouse combined with the Outcome Verification form completed by the Contractor Staff.
 - A paystub or Work Number/Post-secondary clearinghouse or other written documentation from the appropriate entity must always accompany an Outcome 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.
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.

Outcome Verification Form

Name of Participant _____

Date of Outcome being Verified _____

Outcome Organization Name _____

Outcome Organization Address _____

City, State, Zip _____

Phone Number _____

Job Title/Training Area _____

Hours Per Week _____ Credit hours? Yes No

If employed, Hourly Wage \$ _____

If employed, is employment is expected to last 180 days or more (Day 1only)? 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: _____

