

FSS Training

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Medical Field Example

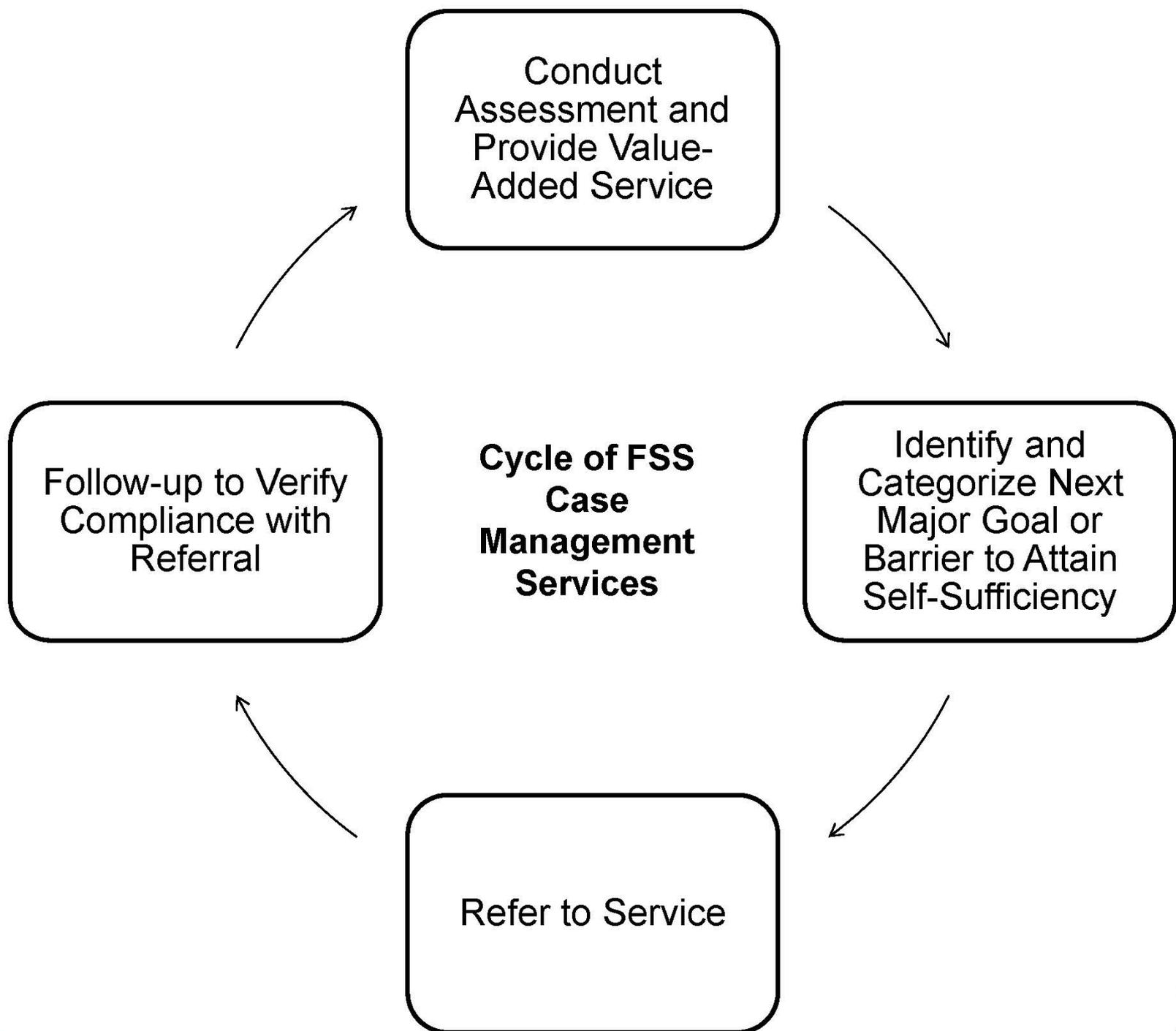
Visit to the doctor



Case Management Framework

1. Conduct Assessment
2. Provide Immediate Value-Added Service
3. Identify Next Major Goal(s) to Attain Self-Sufficiency
4. Refer to Services to Achieve and/or Begin Next Goal
5. Follow-up to Verify Referral (Diagnosis)





Step 1: Conduct Initial Assessment

- Review Participant file and determine if the Participant has an Initial Assessment (Baseline)
 - If No Baseline, Conduct Initial Assessment
 - If Yes Baseline, Conduct Monthly Assessment based on their next major goal to attain self-sufficiency



Step 2: Provide Immediate Value-Added Service

- E-mail Address
- Registration in Work-in-Texas
 - Registration must be Active
- Updated and Complete Work-in-Texas Resume



Value-Added Service

Visit # 1

- Does the Participant have an e-mail address?
 - If no, register the Participant for an e-mail address.
 - If yes, move on to next step

Visit # 2

- Is the Participant registered in WIT? Do they have an Active account in Work in Texas?
 - If no, register the Participant in Work in Texas
 - If yes, move on to next step

Visit # 3

- Does the Participant have a resume?
 - If no, assist participant in creating a resume in Work-in-Texas
 - If yes, move on to next step

VISIT # ?

- Does the Participant have an e-mail address? Are they registered in WIT and is their account active? Does the Participant have an electronic Resume?
 - If no, proceed to corresponding Visit #
 - If yes, update and revise resume with participant. Then refer family through Work Readiness Matrix



E-mail Address Sources

- www.100topfreeemailsites.com
- www.gmail.com
- www.yahoo.com
- www.hotmail.com

Location: S:\MASTER FORMS\Family Self-Sufficiency Program

Title: Instructions on How to Create a Free G-mail Account



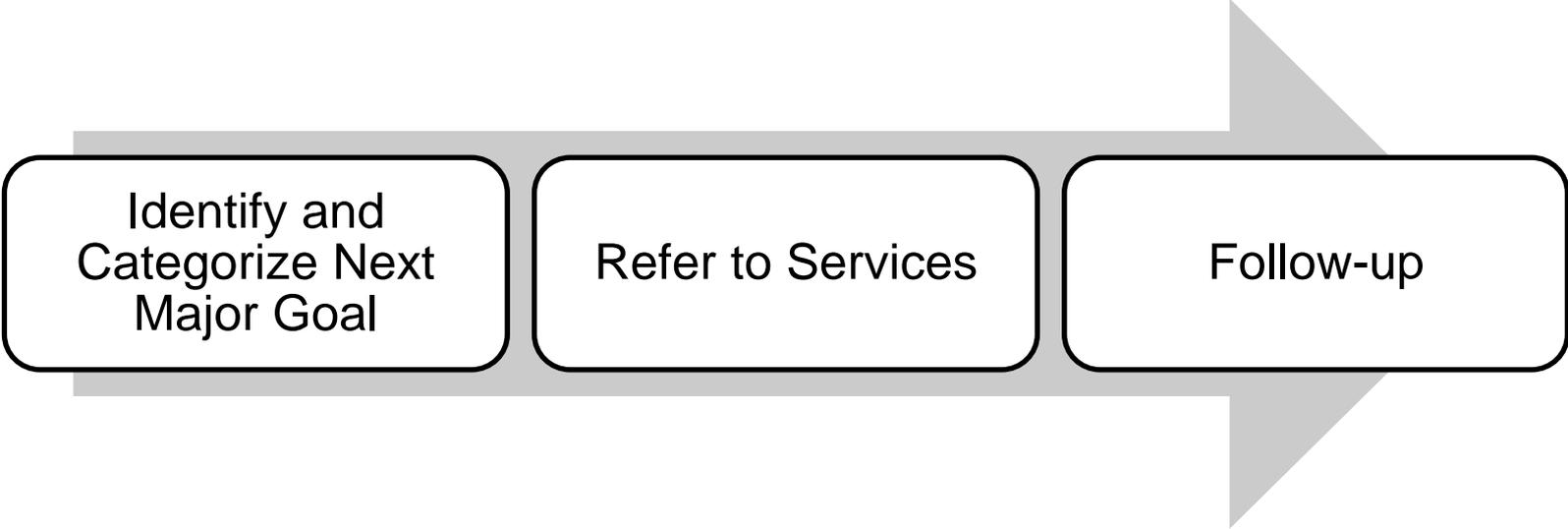
Work in Texas

www.workintexas.com



Step 3: Identify Next Major Goal to Self-Sufficiency

1. Is the goal education-related?
2. Is the goal employment-related?



Identify and
Categorize Next
Major Goal

Refer to Services

Follow-up

Step 4: Refer to Service (Educational-Related)

1. Is the goal education-related?

No GED/High
School
Graduate

Some College

College or
Certificate
Graduate (AAS
Degree;
Certificate)



Is the goal education related?

No GED

1. Register family for BVCOG GED Program
2. Provide schedule of TABE testing date
3. Provide instructions on how to access www.fafsa.ed.gov



Is the goal education related?

Some College

1. Provide instructions on how to access www.fafsa.ed.gov
2. Provide Participant with information on available programs at Blinn College
3. Provide Participant with instructions on how to apply to Blinn College



Is the goal education related? College or Certificate Graduate

1. Conduct analysis of next goal
 - Verify if a skills-gap exists between employment-related goal and previous training
2. If skills-gap exists, provide Participant with instructions on how to apply for financial aid at www.fafsa.ed.gov
3. Provide Participant with information on available programs at Blinn College



Step 4: Refer to Service (Employment-Related)

1. Is the goal employment-related?

Some College
and Training

Job Ready



Is the goal employment-related? Some College or Training

1. Conduct analysis of next goal
 - Verify if skills-gap exists between employment-related goal and previous training
2. If skills-gap exists, provide Participant with instructions on how to apply for financial aid at www.fafsa.ed.gov
3. Provide Participant with information on available programs at Blinn College



Is the goal employment-related?

Job Ready

1. Provide referral form to participant for Workforce Solutions job match
2. Provide training on how to apply for jobs using Resume and Cover Letter
3. Require job-search verification forms



Step 5: Follow-up to Verify Referral

1. Mail letter: FSS – Referral to Services
2. Verify Participant responded to Referral to Service
3. Request verification at next meeting by looking at your letter or referral form



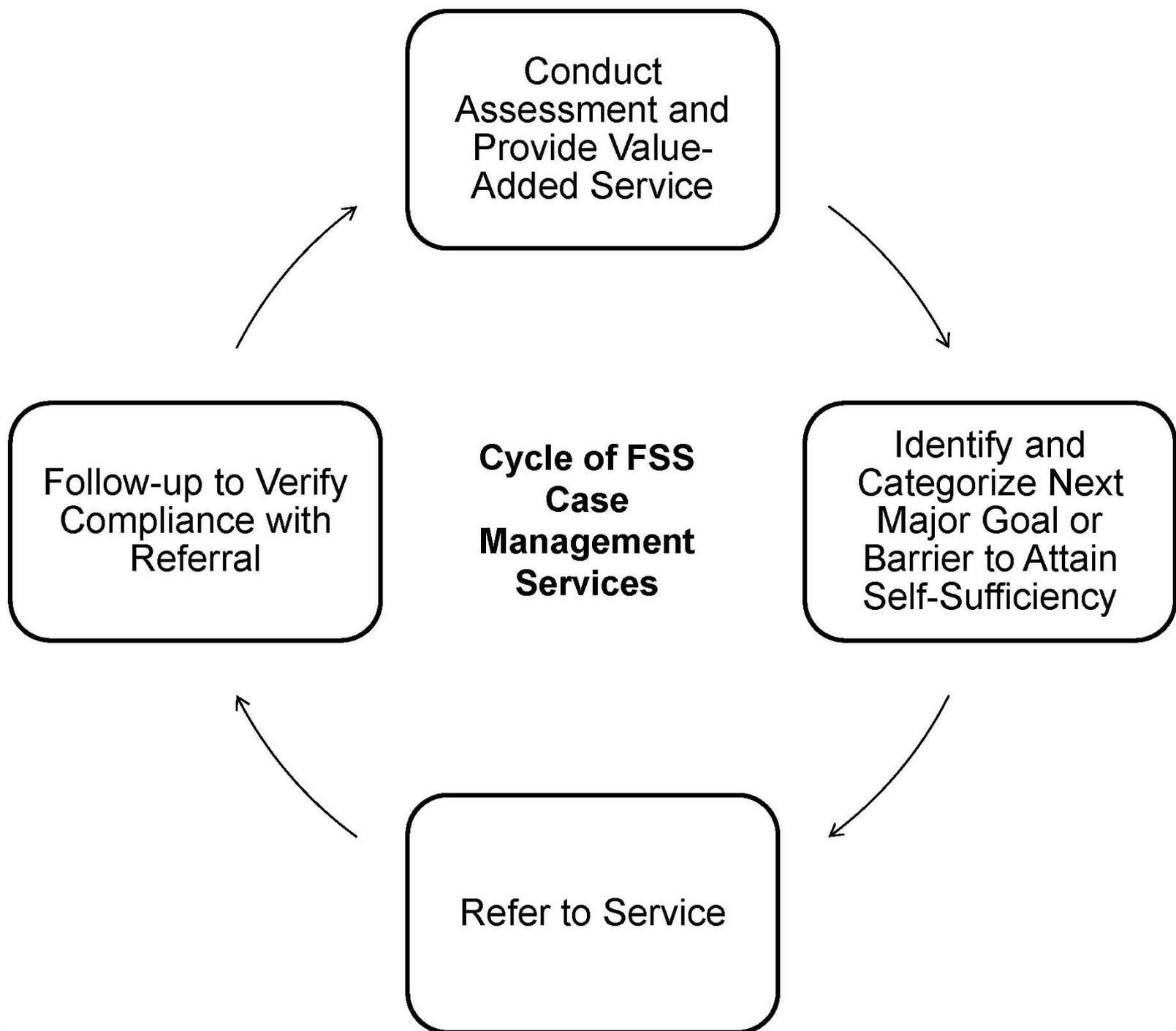
Repeat Cycle of Family Self-Sufficiency Case Management



Review: FSS Case Management Framework

- 1. Conduct Monthly Assessment**
- 2. Provide Value-Added Service**
 - Register for E-mail Address
 - Activate and Review WIT Account
 - Create Resume using WIT Account
- 3. Identify Next Major Goal(s) or Barriers to Attain Self-Sufficiency**
 - Is it Education- or Employment-Related
- 4. Refer to Service to Achieve Next Goal or Overcome Barrier**
- 5. Follow-Up on Referral**





Referral Form and Verification Requirement

- 1) Letter: FSS – Referral to Services
 - Verify Participant responded to Referral to Service

OR

- 2) Complete BVCOG Referral Form
 - Maintain carbon copy in the file
 - Verify Participant responded to Referral during the next monthly assessment using the carbon copy

Either a Referral to Services letter or a Referral Form must have been made to qualify as a required referral for a non-working family



Schedule of Appointments

- Once a Month for Non-Working Participants earning under \$10,000/yr in earned income
- Rule of Two:
 - Only two opportunities for a monthly appointment
 - After Participant misses 2nd scheduled appointment, you must call or e-mail them
 - If response, schedule them for a third appointment but document that you received a response
 - If no response, bring the file to Program Manager for committee review of eligibility



Quality Control

- A file will fail a Quality Control review if:
 - A monthly interview is not conducted within the last two months from the date of the audit is not present for a non-working family
 - Evidence of a value-added service is not in the file according to our case management framework:
 - E-mail Address (must be in Occupancy)
 - WIT Registration Verification
 - Updated Resume
 - Must have a resume if the family has had three visits
 - An official Referral has not been made for a non-working family:
 - Letter – FSS Referral to Services
or
 - BVCOG Referral Form

