Comments and Responses for Chapter 1.7

The first two comments similarly express dissatisfaction with the time-frame contained in the draft policy and are answered in red below.

1. "The expectations of a career planner being reassigned within 10 days is unrealistic, especially depending on the circumstances of the initial career planner's departure or reassignment. I agree that there should be contact made with the participant when a change does occur with their career planner so they are aware of who to contact in the intermediary; however, it may take an organization longer than 10 days to determine who the participant will permanently be reassigned to. I would recommend considering 30 days for the reassignment of career planners within ASSET."
2. "Whenever there is staff transition, ensuring continuous service provision is always a priority; however, there are certain situations in which adhering to specific timeframes and reporting requirements could be difficult for service providers. For example, we have multiple service providers that employ a single Career Planner. If that Career Planner unexpectedly leaves, the Manager has stepped in to work with participants until the vacancy is filled or the caseload transferred to another service provider.

"During the transition period, the Manager will contact participants within the timeframes outlined in this draft policy, but due to the lack of reporting knowledge and allowable time, case notes for every contact attempt made to each participant may not be reported in ASSET. If these participant records were monitored it would appear that the service provider was not in compliance with policy, which would result in a finding.

"Knowing that staff transition may not be planned or that unexpected situations or complications may arise, is it possible to make Draft 1.7 Ensuring Continuity of Participant Services a goal instead of policy? Service providers would still be expected to adhere to the parameters outlined in the goal; however, non-compliance would result in an observation or area of concern rather than a finding."

DWD-DET appreciates the recommendations, however, this policy change is a result of observation of situations occurring when long periods of time passed between one career planner leaving their position and a participant being reassigned to a new career planner, and subsequently being contacted by that second career planner, along with clear guidance from the U.S. Department of Labor after a recent monitoring to address such situations.

DWD-DET recognizes that there may be a need to assign participants to a temporary, or interim staff person while conducting recruitment and hiring activities for a full-time, permanent replacement, and considers such temporary/interim assignments to be aligned with the expectations of this policy. Such temporary/interim assignment should still be documented in ASSET, and the temporarily assigned staff person should document contact attempts as outlined in the policy. (A "Note" will be added to the policy draft on this point.)

1. Are there any plans to add the option to add a multiple case note when using the Transfer Case load function in ASSET?  When there is staff turnover and reassignments need to occur, we usually do this through the ASSET transfer case load function, but there is not a way to add a multiple case note within this function to those cases being transferred.

Also, Add Notes (Multiple Customers) does not allow you to select cases where you are not assigned to their case team.  When there are large caseloads to reassign, it would be beneficial to be able to add a standard case note to all reassigned cases in one step.  If this is not doable, individual case notes would need to be created for each transfer which would be very time consuming.

DWD-DET appreciates these specific ASSET improvement recommendations and will analyze the possibilities and ramifications of making such changes. If made, DWD-DET will make interested parties aware of the changes through its existing ASSET change notification process.