IowaWORKS

A proud partner of the AmericanJobCenter network

Iowa System Alignment – Desk Aid

Case Management Examples

ISOLATION	COMMUNICATION	COORDINATION	COLLABORATION	INTEGRATION
Each agency uses its own separate case management system and does not regularly communicate with other partners. Co-enrollment between programs happens occasionally and is not part of how services are planned within the workforce system.	Program case managers and career planners ask other programs for updates, usually to check referral progress or enrollment status.	Some staff share information about customers, following what Iowa programs consider "safe data." Staff understand that customer consent is required before sharing information across different programs. Resource coordination occurs on a case-by-case basis for clients perceived as having complex resource needs.	Staff may meet with customers together across agencies to provide joint case management and direct services for people who are co-enrolled. Systems intentionally use the IRT service strategy for any career seeker who will benefit from the combined expertise and resources of multiple programs. Staff follow the CORE 4 procedures and meet as a team to share case management duties	Staff use cross-agency case management as a regular practice for anyone who is co-enrolled. Electronic case management systems are set up to share "safe data" across programs. Staff are aware when participants are receiving support and what those supports include from other programs within the workforce system. All intake, evaluation, assessment, and plan development are done and implemented in a cohesive way across all relevant programs

This information is based upon the workforce system alignment model developed and used by RSA's Workforce Innovation Technical Assistance Center 2015 – 2020

This information is based upon the workforce system alignment model developed and used by RSA's Workforce Innovation Technical Assistance Center 2015 – 2020

This information is based upon the workforce system alignment model developed and used by RSA's Workforce Innovation Technical Assistance Center 2015 – 2020