



408 Washington Avenue, West Plains, Missouri 65775 ❖ Phone 417-257-2630 ❖ MO Relay 711

**Effective: April 23, 2024**

**Subject: Adult and Dislocated Worker Follow-Up Policy**

The South Central Workforce Investment Board (SCWIB) recognizes the importance of ensuring effective follow-up services to individuals who have participated in programs funded under the Workforce Innovation and Opportunity Act (WIOA). This policy establishes guidelines for tracking participant performance and providing comprehensive services for 12 months after program completion. Guidance from the Department of Labor (DOL) Employment and Training Administration (ETA) defines the “point of exit” for performance reporting. For WIOA Title I Adult and Dislocated Worker, WIOA Title I Youth, WIOA Title III Wagner Peyser (WP), and Trade Adjustment Assistance (TAA) programs, “point of exit” is the last date of service. Participants will exit the program(s) having gone 90 days without receiving a countable service, for performance-accountability purposes this guidance also establishes a policy restricting program operators from controlling the date of exit from the workforce programs included in the Primary Indicators of Performance.

#### **After Exit Follow-Up Requirements for WIOA Adult and Dislocated Worker:**

Staff must follow up with WIOA participants, as necessary, to provide accurate reporting on the WIOA indicators of performance measures. Data will be collected through various methods, including participant self-reporting, employer verification, and data sharing agreements with relevant agencies and organizations. Efforts will be made to ensure data accuracy and confidentiality.

#### **Employment/Wage Data**

All Adult and Dislocated Worker participants that are not showing on performance rosters as reporting wages must have the follow-up tabs for the 2nd and 4th quarter after exit completed.

1. SCWIB staff will issue a report during the last month of each quarter showing the participants that must be contacted for follow-up.
2. Staff must contact participants if a wage match is not made to obtain documentable supplemental employment information (i.e., paystub or signed statement).
  - a. If the individual is employed and supplemental employment wage information is collected, then staff must enter the appropriate information on the correlating follow-up tab (i.e., 2nd quarter, or 4th quarter after exit) by the due date. Documentation must follow the most current DOL regulations on the subject.
  - b. If the individual is not employed, staff must note this in the follow-up tab and offer follow-up services which may include:
    - i. Comprehensive Case Management: Upon exiting, staff are required to provide ongoing support and guidance for a period of 12 months. Staff will work closely with participants to assess their individual needs and develop personalized career plans.
    - ii. Job Placement Assistance: staff will facilitate job placement services, including job search assistance, resume writing, interview preparation, and job matching. Participants will receive continued support in their efforts to secure and retain employment.

iii. Referral Services: Participants will be connected to WIOA partners for additional services, such as counseling, transportation assistance, childcare, or housing resources, as needed. Referrals will be made to community organizations or agencies specializing in the respective areas of assistance.

3. Staff must attempt to use different avenues to contact the participants. Staff must document each attempt to obtain this information either in the follow-up tab or in Case Notes.

### **Training Related Employment Data**

For participants that received WIOA Title I funded training services:

1. Staff will use statewide case-management system report data to identify the participants that need contacted.
2. Staff must contact the participant to verify if they are working in an occupation related to their WIOA funded training.
3. Staff must complete the follow-up tab for the 2nd quarter after exit.
4. Staff must attempt to use different avenues to contact the participants. Staff must document each attempt to obtain this information either in the follow-up tab or in Case Notes.

Contact: Please direct comments or questions regarding this policy to [info@scwib.org](mailto:info@scwib.org)