

Exit and Follow-up

Exit Criteria:

- A. Registrants who complete the program and need no other WIOA services should have all services and the End of WIOA Service Entry screen completed in the Georgia Workforce System. Registrants will be "soft-exited" automatically when a registrant has not received any WIOA or WIOA partner funded service for 90 days and are not scheduled to receive any future services. If older youth are served concurrently in the adult and youth program and no additional services are needed, all services must be completed including the WIOA "End of Services" screen. Special care should be taken to assure that proper credit is taken for older youth by working with NWGRC prior to the exit of the individual

Adults/dislocated workers End of WIOA Services data may be entered when the registrant becomes employed, receives a credential and no other services are planned. A credential should be attained by the end of the 3rd quarter after exit. Conversely, those receiving a credential must become employed in the 1st quarter after exit for purposes of WIOA performance still being collected.

- B. Follow-Up Services:

Following the completion of WIOA services the CONTRACTOR must provide and document in the Georgia Workforce System, follow-up activities for all customers, as appropriate, for not less than 12 months following the completion of WIOA services after the registrant's exit from the WIOA system.

The CONTRACTOR will document in Georgia Workforce System a minimum of five (5) follow-up contacts for all customers, information pertaining to all applicable designated areas of the Georgia Workforce System's management information system, at the following intervals:

- a. Exit Quarter:
- (1) Exit occurs when a registrant does not receive a service funded by the program or funded by a partner program for 90 consecutive days. The day of the exit is the date on which the last service funded by the program or a partner program is received by the individual.
 - (2) Record credential received;
 - (3) WIOA staff must contact customers one or two weeks before the exit to determine if additional services are needed;

- (4) If no additional services are needed, the CONTRACTOR should exit the registrant;

C. Follow-Up Services:

Following the end of WIOA services, the CONTRACTOR must provide and document in the Data Management System, follow-up activities for all customers, as appropriate, for not less than 12 months following the end of WIOA services:

The CONTRACTOR will document in the Data Management System a minimum of five (5) follow-up contacts for all customers, information pertaining to all applicable designated areas of the Data Management System, at the following intervals:

a. Exit Quarter:

- (1) The CONTRACTOR must document skill attainment (goals attained) in the Georgia Workforce System and the date of attainment prior to exiting the registrant;
- (2) The CONTRACTOR must document credential(s) received and date(s) of attainment;
- (3) Contractor must contact registrants no later than two weeks before the exit from WIOA to determine if additional services are needed;
- (4) If no additional services are needed, the CONTRACTOR must exit the registrant;
- (5) If additional services are needed, the CONTRACTOR should implement case management strategies to assist the customer in identifying suitable services;
- (6) Employment, Post-secondary training, and/or credential information, if applicable, must be documented in the applicable section of the Georgia Workforce System Data Management System. If the employment is not covered by unemployment insurance, the CONTRACTOR must obtain copies of check stubs and/or other acceptable employment verification and must then document the employment in the Georgia Workforce System (Data Management System); and
- (7) The CONTRACTOR must document the contact and registrant's status in the "follow-up/counseling notes" section of the Data Management System.

b. First Quarter After Exit:

The first quarter after exit for Youth is the "placement in employment or education quarter" and is critical to performance attainment. The

performance for placement in employment or education pertains to those customers employed, in the military, or enrolled in post-secondary education the first quarter after the end of WIOA services date. Therefore immediate job placement or post-secondary placement after WIOA exit is critical to meeting this performance. To ensure this performance is met:

- (1) WIOA staff should contact the customers one to two weeks into the first month after WIOA exit to determine what follow-up services, if any, are needed;
- (2) Record type of credential received and date of attainment, if applicable;
- (3) If follow-up services are not needed, WIOA staff should document the date of contact and customer's employment status as "follow-up" in the Data Management System case notes section.
- (4) If additional services are needed, WIOA staff should assist the customer to identify the problems and appropriate action plan to ensure the employment barriers are resolved and that the customer receives those services needed to assist them in becoming or remaining employed; and
- (5) The CONTRACTOR must record the date and method of all contacts and the employment status in the follow-up/counseling notes section of the Georgia Workforce System. If the customer was attending secondary school at exit and is still attending school, their progress toward maintaining their grade level should be documented. If the customer was not attending secondary school at exit, their employment status, attendance at post-secondary education, advanced training, and/or military should be documented.

If the customer is employed, WIOA staff should document in the case notes of the Data Management System the employment status including name, address, contact name, and phone number of employer; whether the employed is covered by unemployment insurance, customer's job title, date of hire, rate of pay; scheduled hours per week to work; estimated employment wages during the next quarter; and other relevant information. The date of contact and the initials of the WIOA staff documenting the case notes should be included at the end of each documentation in the Data Management System;

- (6) If follow-up services are not needed, WIOA staff must document, the follow-up/counseling notes section in the Data Management System, that no additional services are needed;

- (7) If additional services are needed, WIOA staff should assist the customer to ensure they receive those services; and
- (8) The CONTRACTOR must record the date and method of all contacts and the employment status in the follow-up/counseling notes section of the Data Management System;

c. Second Quarter After Exit:

The CONTRACTOR must:

- (1) Contact customers no later than the end of the first week of this quarter (the second quarter after the end of WIOA services for all customers who entered employment or attending post-secondary education);
- (2) Assist the customer in resolving any problems which may impact the customer's earnings during this quarter;
- (3) Record the date of the contact and the employment status, post-secondary education, advanced training, or military status in the follow-up/counseling notes section of the Data Management System;
- (4) Obtain copies of check stubs and/or other acceptable documentation for employment which was not covered by unemployment insurance (referred to hereafter as "supplemental employment information") and record the employment in the Data Management System;
- (5) Record training credentials received;
- (6) Record the date of the contact and the employment status of the individual in the "follow-up/counseling notes" section of the Data Management System.

d. Third Quarter After Exit:

The third quarter after the end of WIOA services is the quarter in which high school diploma, GED, degree, certificate and credential rate are calculated. This standard is applicable for youth who were in secondary school, post-secondary education, advanced training or GED training. Therefore, the CONTRACTOR must:

- (1) Contact those customers, for whom the standards apply, in the last week of the second quarter or the first week of the third quarter, assisting the customer with the resolution of any problems which may impact performance and to determine whether they have entered either post secondary education, advanced training, employment, military service, and/or a qualified apprenticeship;
- (2) Record credentials received;
- (3) Record employment and/or other training status and obtain

copies of check stubs and/or other acceptable documentation for employment which was not covered by unemployment insurance and then record the employment in the Data Management System; and

- (4) Record the date of the contact and the employment status of the individual in the "follow-up/counseling notes" section of the Data Management System.

e. Fourth Quarter After Exit:

The CONTRACTOR must:

- (1) Contact the customer week one of the fourth quarter;
- (2) Record third quarter earnings and, if applicable, self-employment, federal or military employment, or other wages possibly not covered by unemployment insurance (UI), in the Data Management System; and
- (3) Record credentials received by the end of the 3rd quarter.

Follow-up activities may be done via the telephone, e-mail, or in person with the student or with a designated contact person. All follow-up activities must be included in the follow-up/case notes section of the Data Management System. All deaths, medical conditions and incarcerations must be recorded in the appropriate sections of the Data Management System since these situations do not negative impact performance.

Follow-Up Services:

Following the end of WIOA services, the CONTRACTOR must provide and document in the Data Management System, follow-up activities for all customers, as appropriate, for not less than 12 months following the end of WIOA services:

The CONTRACTOR will document in the Data Management System a minimum of five (5) follow-up contacts for all customers, information pertaining to all applicable designated areas of the, at the following intervals:

a. Exit Quarter:

- (1) The CONTRACTOR must document skill attainment (goals attained) in the Georgia Workforce System and the date of attainment prior to exiting the registrant;
- (2) The CONTRACTOR must document credential(s) received and date(s) of attainment;
- (3) Contractor must contact registrants no later than two weeks before the exit from WIOA to determine if additional services are

- needed;
- (4) If no additional services are needed, the CONTRACTOR must exit the registrant;
 - (5) If additional services are needed, the CONTRACTOR should implement case management strategies to assist the customer in identifying suitable services;
 - (6) Employment, Post-secondary training, and/or credential information, if applicable, must be documented in the applicable section of the Georgia Workforce System Data Management System. If the employment is not covered by unemployment insurance, the CONTRACTOR must obtain copies of check stubs and/or other acceptable employment verification and must then document the employment in the Georgia Workforce System (Data Management System); and
 - (7) The CONTRACTOR must document the contact and registrant's status in the "follow-up/counseling notes" section of the Data Management System.

b. First Quarter After Exit:

The first quarter after exit for Youth is the "placement in employment or education quarter" and is critical to performance attainment. The performance for placement in employment or education pertains to those customers employed, in the military, or enrolled in post-secondary education the first quarter after the end of WIOA services date. Therefore immediate job placement or post-secondary placement after WIOA exit is critical to meeting this performance. To ensure this performance is met:

- (1) WIOA staff should contact the customers one to two weeks into the first month after WIOA exit to determine what follow-up services, if any, are needed;
- (2) Record type of credential received and date of attainment, if applicable;
- (3) If follow-up services are not needed, WIOA staff should document the date of contact and customer's employment status as "follow-up" in the Data Management System case notes section.
- (4) If additional services are needed, WIOA staff should assist the customer to identify the problems and appropriate action plan to ensure the employment barriers are resolved and that the customer receives those services needed to assist them in becoming or remaining employed; and
- (5) The CONTRACTOR must record the date and method of all contacts and the employment status in the follow-up/counseling notes section of the Georgia Workforce System. If the customer

was attending secondary school at exit and is still attending school, their progress toward maintaining their grade level should be documented. If the customer was not attending secondary school at exit, their employment status, attendance at post-secondary education, advanced training, and/or military should be documented.

If the customer is employed, WIOA staff should document in the case notes of the Data Management System the employment status including name, address, contact name, and phone number of employer; whether the employed is covered by unemployment insurance, customer's job title, date of hire, rate of pay; scheduled hours per week to work; estimated employment wages during the next quarter; and other relevant information. The date of contact and the initials of the WIOA staff documenting the case notes should be included at the end of each documentation in the Data Management System;

- (6) If follow-up services are not needed, WIOA staff must document, the follow-up/counseling notes section in the Data Management System, that no additional services are needed;
- (7) If additional services are needed, WIOA staff should assist the customer to ensure they receive those services; and
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c. Second Quarter After Exit:

The CONTRACTOR must:

- (1) Contact customers no later than the end of the first week of this quarter (the second quarter after the end of WIOA services for all customers who entered employment or attending post-secondary education);
- (2) Assist the customer in resolving any problems which may impact the customer's earnings during this quarter;
- (3) Record the date of the contact and the employment status, post-secondary education, advanced training, or military status in the follow-up/counseling notes section of the Data Management System;
- (4) Obtain copies of check stubs and/or other acceptable documentation for employment which was not covered by unemployment insurance (referred to hereafter as "supplemental employment information") and record the employment in the Data Management System;
- (5) Record training credentials received;

(6) Record the date of the contact and the employment status of the individual in the "follow-up/counseling notes" section of the Data Management System.

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- (1) Contact those customers, for whom the standards apply, in the last week of the second quarter or the first week of the third quarter, assisting the customer with the resolution of any problems which may impact performance and to determine whether they have entered either post secondary education, advanced training, employment, military service, and/or a qualified apprenticeship;
- (2) Record credentials received;
- (3) Record employment and/or other training status and obtain copies of check stubs and/or other acceptable documentation for employment which was not covered by unemployment insurance and then record the employment in the Data Management System; and
- (4) Record the date of the contact and the employment status of the individual in the "follow-up/counseling notes" section of the Data Management System.

e. Fourth Quarter After Exit:

The CONTRACTOR must:

- (1) Contact the customer week one of the fourth quarter;
- (2) Record third quarter earnings and, if applicable, self-employment, federal or military employment, or other wages possibly not covered by unemployment insurance (UI), in the Data Management System, "Supplemental Data" section; and
- (3) Record credentials received by the end of the 3rd quarter.

Follow-up activities may be done via the telephone, e-mail, or in person with the student or with a designated contact person. All follow-up activities must be included in the follow-up/case notes section of the Data Management System. All deaths, medical conditions and incarcerations must be recorded in the appropriate sections of the Data Management System since these situations do not negative impact performance.