

PEE DEE LWIA INSTRUCTION NUMBER: WIA-10-006

TO: Pee Dee LWIA Adult and Dislocated Worker Grantees

SUBJECT: Follow-up/Retention Policy

ISSUANCE DATE: January 14, 2011

EFFECTIVE DATE: January 14, 2011

Purpose: The purpose of this instruction is to transmit the Pee Dee Local Workforce Investment Area's revised follow-up and retention policy for WIA adults and dislocated workers.

Background: Unemployment Insurance (UI) wage records have always been the primary data source for documenting entered employment and retention in employment for WIA exiters. However, because UI wage records are not available until several months after the close of each quarter, retention specialists have been required to collect and maintain supplemental data to document entered employment and retention for three quarters following exit from WIA.

This policy outlines procedures for collecting supplemental data only for those adult and dislocated worker exiters who are employed in a job that is not covered by UI.

Policy: Upon completion of a participant's WIA participation, the grantee will conduct an exit interview with the participant. During the interview, the participant's social security card should be reviewed and checked against the social security number recorded in VOS to ensure accuracy since UI wage records are reported by social security number. Alternate contact information should also be collected. Employment information should be obtained from the participant and recorded on the WIA case closure screen in VOS.

If it is determined that the employment is covered under UI, collection of supplemental documentation will not be required. In addition, the quarterly follow-up screens will not need to be completed. However, participants should be advised to contact the grantee in the event they lose their job or should job-related problems arise.

Supplemental data should continue to be collected for three quarters following exit for participants who are self-employed or working for an employer not covered under UI. The individual's employment status must be recorded and verified on the appropriate quarterly follow-up screen in VOS.

Participants who did not work during the first quarter after exit should be archived. No additional follow-up is required. This should be documented on the 1st quarter follow-up screen in VOS indicating the individual did not work during the first quarter after exit.

The VOS Follow-Up Ad Hoc reports (Follow Up 1, Follow Up 2, and Follow Up 3) should be used to assist in identifying individuals who did not have UI wages or supplemental wages reported during each quarter. These may be individuals who were previously employed with an employer covered under UI but are now working for a non-UI employer or are no longer employed. The retention specialists should conduct follow-up for individuals shown on these reports to determine if the individual worked during the quarter. For employed individuals, supplemental data should be collected and recorded on the appropriate follow-up screen in VOS. If not employed during the quarter, the current quarterly follow-up screen should be completed in VOS indicating the individual did not work during the quarter. The participant's file may then be archived and no additional follow-up is required. Unemployed individuals should be encouraged to visit their local onestop or conduct job searches in VOS.

If contact cannot be made to verify the employment status for the quarter, the current quarterly follow-up should be completed in VOS indicating 'Cannot Locate' as the status at follow-up. The participant's file may then be archived and no additional follow-up is required. At least five contact attempts must be documented during the quarter prior to recording this status. Different methods should be utilized in attempting contact such as calling at different times of the day, sending a letter or postcard, and utilizing alternate contact numbers. Contact attempts may be documented on the current quarterly follow-up screen by completing the 'Contact Attempt' section on the first page of the quarterly follow-up or by entering a case note after each contact attempt.

Inquiries: Questions pertaining to this instruction should be directed to Judy Gaymon at (843) 669-3138 or j-gaymon@sc.rr.com.


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