

Adult and Dislocated Worker Employment Verification, Follow-up Services and Performance Accountability Policy

Employment Verification

In order to ensure accurate accountability of customer employment at the time of exit, the One Stop Operator is requiring that one of the following sources be used to verify employment:

- Copy of paycheck stub
- Letter of employment verification from employer
- For those self-employed: self-attestation

Follow-Up

Adult and Dislocated Worker customers are eligible for and should receive follow-up services for a minimum of 12 months following exit from the applicable program. These services should be based on individual customer need(s). Follow-up activities could include additional assistance with job search; assistance in obtaining a better job, increased hours or increased wages; assistance in resolving conflicts or issues on-the-job; access to One Stop Center or program resources for use in obtaining/upgrading employment, etc. When exceptional circumstances warrant, and with prior approval from the WIB Executive Director, supportive services may be provided to ensure customer remains in current employment.

In order to identify and meet these customer needs, the One Stop Operator is requiring contact with customers at least once during the first four weeks of each quarter during the twelve (12) months of follow-up activity. Program Operators may elect to make contact more frequently than the minimum requirement, but must make contact during the specified time period to allow sufficient time for intervention as needed. In addition, if the customer is found to be unemployed during the first nine months following exit, the One Stop Operator then requires at least monthly contact with the customer up until nine months following exit.

If the customer requires additional services during any contact, the Program Operator is responsible for providing whatever services are allowable and suitable for the customer. Particularly when a client indicates that he/she is unemployed or has received a cut in hours or wages during the first nine months following exit, diligent effort **MUST** be made to secure/upgrade employment for this customer.

A follow-up log should be maintained in the file to document all contacts and efforts made on the customer's behalf during the twelve-month follow-up period. Usage of follow-up questionnaires and logs are at the discretion of the Program Operator. However, follow-up questionnaires should verify the complete status of the customer, including place of employment, wage, hours per week, and information about any lapses of employment. In addition, the customer should be asked if additional services are needed. For those customers who participated in training, the follow-up contact should include a question about whether the customer has received a credential since program exit. If a credential is obtained, the

supplementary data collection form for credentials should be completed and forwarded to the Workforce Investment Board.

Customer contact information should be updated and entered into the performance management system at each customer contact. Customers should be reminded to anticipate contact from an outside agency regarding customer satisfaction with program service delivery.

Performance Accountability

For the purposes of tracking performance data, the following procedures should be used:

1. Following program exit, the Program Operators will comply with the aforementioned follow-up policy.
2. For the Adult and DLW programs, the One Stop Operator staff will automatically obtain and enter 1st, 2nd and 3rd quarter post-program wages/earnings. A copy of these printouts will be sent to the customer's case manager for the customer file.
3. The case manager must verify the customer's 1st, 2nd and 3rd quarter post-program wages/earnings through one of the following methods:
 - Verification letter from the employer specifying the quarterly earnings/wages
 - Copy of a pay stub from within the 1st, 2nd, and 3rd quarters. (Reminder, each pay stub used must show year-to-date gross earnings and employee and employer name.)
 - For those who are self-employed, self-attestation must be provided regarding gross profits from the 1st, 2nd and 3rd quarters following exit

Upon receipt of one of these valid forms of earnings verification, the One Stop Operator staff will input the data into the performance management system.

For reference information, wages from all states bordering Virginia can be accessed through Virginia's UI system.

4. The One Stop Operator will submit all data to the Workforce Investment Board for purposes of generating quarterly performance reports.

Credentialing

By the end of the 3rd quarter following exit, the Program Operator must input credentialing information into the performance management system. Credentials must be verified by obtaining a copy of the diploma, certificate, license, or training provider records for the client file; a copy of this documentation must be submitted to the One Stop Operator.