



INSTRUCTION LETTER

INSTRUCTION NUMBER: WIOA Regional 18-09 Amendment 1

TO: SC Works Service Provider/Operator

SUBJECT: Follow Up Policy

DATE	DATE	DATE
ISSUED: <u>October 26, 2021</u>	EFFECTIVE: <u>June 16, 2021</u>	EXPIRES: <u>Indefinitely</u>

Purpose: The purpose of this instruction is to transmit the Greenville County Workforce Development Board and the Upstate Workforce Boards follow-up policy for WIOA adults and dislocated workers.

Background: Under the provisions of the Workforce Innovation and Opportunity Act (WIOA), Unemployment Insurance (UI) wage records have always been the primary data source of documenting entered employment for exiters. 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 or employed in a job that is located in another state.

Policy: Upon completion of a participant's WIOA participation, the contractor will conduct an exit interview with the participant. During the interview (in person or by phone), the participant's social security number should be reviewed and checked against the social security number recorded in SCWOS to ensure accuracy, since UI wage records are reported by social security number. Alternate contact information should be reconfirmed. Employment information should be obtained from the participant and recorded on the WIOA case closure screen in SCWOS.

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. In addition, staff will enter a case note in SCWOS verifying this.

Supplemental data should continue to be collected for four quarters following exit for participants who are self-employed, working for an employer not covered under UI, or working in another state. Refer to TEGl 26-16 and State Instruction Letter 20-11 for more information on supplemental data and related charts displaying timeframes of UI wage match availability. The individual's employment status must be recorded and verified on the appropriate quarterly follow-up screen in SCWOS.

The SCWOS Follow-Up Ad Hoc reports (Follow Up 1, Follow Up 2, Follow Up 3, and Follow Up 4) should be used to assist in identifying individuals who did not have UI wages or supplemental wages reported each quarter. It may be necessary to identify other reports to assist in identifying WIOA exiters in need of follow up. Follow up Ad Hoc reports provide information on exiters by program year which can

sometimes be problematic.

These may be individuals who were previously employed with an employer covered under UI but are now working for a non-UI employer, working in another state, or are no longer employed. The contractor should conduct follow-up for individuals shown on these reports (and other reports) to determine if the individual worked during the quarter. For employed individuals, only supplemental data should be collected and recorded on the appropriate follow-up screen in SCWOS. If not employed during the quarter, the current quarterly follow-up screen should be completed in SCWOS indicating the individual did not work during the quarter. Unemployed individuals should be encouraged to visit their local SC Works Center or conduct job searches in SCWOS.

If contact cannot be made to verify the employment status for the quarter, the current quarterly follow-up screen should be completed in SCWOS indicating 'Cannot Locate' as the status at follow-up. 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, sending an email or text, 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.

Follow up codes should be used as appropriate. Case managers must follow local area policies in determining eligibility for receipt of follow-up services. In general, payment for follow-up supportive services with WIOA funds is approved only when the service is needed to remove a barrier to participation in education or employment after exit. Follow-up services funded by WIOA should only be provided after other resources such as family, friends, DSS and other partner agencies have been exhausted. Follow-up services may be provided up to one year after exit. Access to Follow-up service records is available after Case Closure has been entered into SCWOS.

Available SCWOS Codes:

- F00- Follow Up Service that require funding
- F01- Referral to Community/Medical
- F03- Tracking Progress in Employment/Education
- F04- Work-Related Peer Support Group
- F05- Assistance Securing a Better-Paying Job
- F06- Career Development/Further Education Planning
- F07-Assistance with Work Related Problems

Training-Related Employment Data Entry into SCWOS

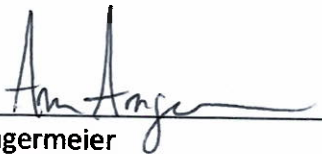
South Carolina's Program Year 2019 performance levels for training-related employment were lower than anticipated due to a lack of reporting of follow-up data. In order to successfully track participants in training-related employment, staff must indicate the employer that the participant is employed with and whether or not the participant is in training-related employment on the employer's information screen.

To enter this information, staff must access the "Follow-Ups" section of the WIOA application and select the quarter in which the follow-up is being conducted. From this screen, staff may edit contact information, manage alternate contacts, and record contact attempts.

Under the "Follow-up Employment Information" section, staff can indicate that a participant is employed. Staff may select an employer from a previous quarter, or if no employer is already entered into SCWOS, staff must "Add Employer" by filling in the required information on the "Add Employer" screen.

Action: You are responsible for the distribution and implementation of this policy.

Inquires: Should you have any questions regarding this instruction, please contact Eva Anagnostis at 864-467-8142, TTY:711, or at eanagnostis@greenvillecounty.org Dana Wood at 864-596-2028 ext. 100, TTY 711, or at wood@upstateworkforceboard.org .



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Source: *TEGL 26-16, State instruction 20-11, internal staff research based on communication with other local workforce areas/SCWOS coordinators meetings.*