

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

Purpose

To establish guidelines for providing Adult/Dislocated Worker follow up services and documenting data necessary for performance verification.

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.

In order to identify and meet these customer needs, the New River/Mount Rogers Workforce Investment Board (WIB) is requiring contact with customers at least once during the first four weeks of each quarter after exit. However, if the customer is found to be unemployed at any time during the first three quarters following exit, the WIB requires at least monthly contact with the customer up until nine months after exit from the applicable program.

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 behalf of the customer during the twelve-month follow-up period. Usage of follow-up Questionnaires/logs are at the discretion of the Program Operator. However, follow-up questionnaires/logs 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. Follow-up screens in the Virginia Workforce Connection must be updated quarterly to document that follow up has occurred.

Performance Accountability/Approved Documentation for Employment Verification

In order to ensure the accuracy of customer employment status at the time of closure and during the applicable performance time periods, the WIB is requiring that one of the following supplemental sources be used to verify employment:

- An employer written affidavit/signed employment verification.
- Documentation of telephone conversation with employer indicating that customer was employed during the period(s) required by the applicable measure. Telephone contact must document the name and title of the employer representative who verified the information. (Note: If documentation of telephone conversation with employer is used for any reason other than case closure, reasonable efforts must be made to obtain the employer written affidavit/signed employment verification. Follow-up log should clearly document the efforts made to obtain the aforementioned form of verification.)
- Copy of paycheck stub covering the period required by the applicable measure. (Note: Paycheck stubs should only be used after reasonable efforts have been made to obtain the employer written affidavit/signed employment verification and documentation of telephone conversation. Follow-up log should clearly document the efforts made to obtain the aforementioned forms of verifications.)
- Self-attestation covering the period required by the applicable measure. (Note: Self-attestations should only be used as a last resort and only after reasonable efforts have been made to obtain the employer written affidavit/signed employment verification, documentation of telephone conversation, and a copy of paycheck stub. Follow-up log should clearly document the efforts made to obtain the aforementioned forms of verification.)
- For those self-employed: self-attestation covering the period required by the applicable measure.

Employment verifications should be obtained during each of the first three quarters following program exit. While unemployment insurance wage records are the primary source of information in the calculation of performance rates, this supplemental data will be acceptable for calculating performance rates when wage data files are unavailable (with the exception of the average earnings measure).

Performance Accountability/Approved Documentation for Customer Earnings

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

The Program Operator will automatically obtain 2nd and 3rd quarter post-closure earnings. Documentation of 2nd and 3rd quarter post-closure earnings should be present in the performance file for the client. This documentation should be in the form of one of the following:

- Verification letter from the employer specifying the quarterly earnings/wages.
- Copy of the last pay stub from the 2nd quarter and the last pay stub from the 3rd quarter following exit (Reminder, each pay stub used must show year-to-date gross earnings).
- For those who are self-employed, self-attestation regarding gross profits from the 2nd and 3rd quarter following case closure.

Upon receipt of quarterly performance data, WIB Staff may request that the Program Operator complete a comparison of the performance data in the VWC system against the supplemental data obtained.

Credentialing

Although the Common Measures no longer include measures related to Adult or Dislocated Worker Credentials, the Virginia Workforce Council may include credential rate as an area of focus. Therefore, upon request, the Program Operator must report credentialing rate information to the WIB. Credentials must be verified by a copy of the diploma, certificate, license, or training provider records. This documentation should be maintained in the follow up file.

Career Readiness Certificates

The Virginia Workforce Council has established the attainment of a Career Readiness Certificate (CRC) as a performance measure. The WIB is requiring that the following sources be used by program operators to verify degrees and certificates:

- Copy of the Career Readiness Certificate that contains the customer's name and the signature of the Governor of Virginia

Virginia Workforce Connection Data Entry

It is critical that follow up information and performance data is entered in the Virginia Workforce Connection. Follow up screens should be updated quarterly to indicate that follow up has occurred. Performance data must be entered in the Virginia Workforce Connection as supplemental data will be used to determine performance outcomes. Data entry of performance information should occur at the time performance verifications are obtained.