

Arkansas WIA Follow-up

Department of Workforce Services
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- This presentation must be read along with the state follow-up issuance for complete information
 - This presentation does not cover everything in the issuance

Table of Contents

DWS Follow-up Policy

- General Information 4-8
- Youth 9-23
- Adults / Dislocated Workers 24-31
- All Programs 32-45
- Case Notes 46-51



What is Follow-up?

Two types of follow-up:

- Follow-up Services
- Follow-up Activities

What are “Follow-up SERVICES”?

- Contacts with participants to provide:
 - Intensive Support & Guidance**
 - Develop Relationship**
 - Need for Specific Services**
- Service entered on the S&T & case notes
- Reported on the WIASRD (**youth**)
- These services do not include gathering performance/outcome information



What are Specific Follow-up Services?

Determine if specific follow-up services are needed to ensure success

- Examples: Transportation or child care
- Usually provided for a few weeks
- Record on S&T
- Record in case notes
- Maybe none



What are Follow-up ACTIVITIES?

Contacts with participant to obtain post exit information:

Performance Outcome

- Performance & outcome info reported on WIASRD
- Record participant contacts in case notes
- No service on S&T
- If Follow-up Services is open on the S&T, and all notes reflect performance/outcome info then you do not have a Follow-up Service and it will fail data validation and should not be reported on the WIASRD

Follow-up Activities

Reported on WIASRD

Performance/Outcome Examples:

- Other reasons for exit
- Entered training-related employment
- Entered non-traditional employment
- Employment & wages after exit
- Credential
- Youth placement



Youth

“Follow-up services for not less than 12 consecutive months after completion of participation, as appropriate”
[WIA §129(c)(2)(I)]

- 12 months of follow-up required
- After completion of participation
- Based on the needs of the youth
- One of the 10 youth program elements

Youth

When Does Follow-up Begin?

- Follow-up begins at completion of program participation -- program exit
- The date of exit is the date the participant has completed all WIA, partner & self services
- However, you do not know the exact exit date until 90 days of no service has passed

Youth

When Does Follow-up Begin? (con't)

Begin follow-up after expected date of last program service (WIA, partner or self-service)

Will begin during 90 day period

Expected Exit:

- Aware of participant completing program
- Example: Toni will start nursing training June 5. Expected last day of services is June 3. Follow-up Services can begin June 4.
Expected exit is June 3



Youth

What if Participant Begins More Services After Follow-up Starts?

If during the 90 day period, participant receives partner, WIA adult or self services:

- Will not be exited on the “expected” date
- Stop follow-up – enter end date for service
- Open Follow-up Services again when expected date of exit is determined



Youth

Which Youth Services Can Be Provided?

Any WIA youth service is allowable as a follow-up service (during 90 day period)

- Must be determined based on individual needs , as appropriate
- No need to re-enroll in youth program during 90 day period



Youth

What If Can't Locate, Refuses, etc.?

Although federal policy mandates the provision of 12 months of follow-up for youth, the State recognizes that it might not be possible to provide to all or for 12 months.

- Document in case notes:
 - Unable to locate; at least three attempts during the quarter
 - Asked not to be contacted

Youth

How is Follow-up Reported to DOL?

PY 2012

Reported to WIASRD #349 for PY 2012; prior to July 1, 2013

When “Follow-up Services” (S&T) has a begin & end date that spans 12 months:

- “yes” is reported on the WIASRD
- “no” is reported if less than 12 months

Youth

PY 2012 WIASRD Reporting

Arkansas has been reporting incorrectly on the WIASRD. (For some participants)

We reported that Follow-up Services had been provided, but case notes recorded only follow-up activities.

- Incorrect reporting
- Failed data validation



Youth

How is Follow-up Reported to DOL?

PY 2013

Reported to WIASRD #1309; beginning PY 2013,
July 1, 2013

WIASRD will record the most recent date
participant received Follow-up Services

Youth

What is the Most Recent Follow-up Date?

PY 2013

Most recent date to be recorded on the WIASRD

- 1) If Follow-up Services is open:
 - Date will be the last day of the reporting period
- 2) If Follow-up Services is closed:
 - Date will be the service “Actual End Date”

Youth

What is the Reporting Period End Date?

PY 2013

Example:

If the WIASRD submitted to DOL is for the quarter of July-August-September, the last day of that reporting period is September 30

- This will be the date submitted if Follow-up Services is open at the end of the quarter

What About Data Validation?

One contact with the participant may result in information for

- 1) Follow-up Activities
- 2) Follow-up Services

Examples - Next two slides

What About Data Validation? (con't)

Follow-up Activities

Documentation for ACTIVITIES – case notes

Example of activity:

- DV #84/#85 Supplemental Wages Q1
 - Enter in case note “Description Field”
 - Write description of supplemental wages



Youth

What About Data Validation? (con't)

Follow-up Services

Documentation for SERVICES – case notes

DV #83 Follow-up Services Q1

- Enter in case notes “Description Field”
- Write description of service provided



Youth

What About Data Validation? (con't)

Follow-up Services

Documentation for SPECIFIC SERVICES – notes

DV #83 Follow-up Transportation Q1

- Enter in case notes “Description Field”
- Write description of service provided

Adults / Dislocated Workers

- Follow-up services ...for participants who are placed in unsubsidized employment, for not less than 12 months after the first day of employment, as appropriate [WIA§134(d)(2)(K)]
- Follow-up services must be made available, as appropriate, for a minimum of 12 months following the first day of employment...who are placed in unsubsidized employment [663.150]

Adults & DLW

What Does “as appropriate” Mean?

Follow-up Services be made available “as appropriate” to the individual

[Preamble, Page 49319]

This means that the intensity of the Follow-up Services provided to individuals may vary, depending upon the needs of the individual

Adults & DLW

Is Follow-up A Requirement ?

Follow-up is not a requirement

- Must be made available

Not all Adults or Dislocated Workers who are placed in unsubsidized employment will need or want such services

Adults & DLW

What is the Goal of Follow-up for Adults & Dislocated Workers?

Participant must understand that we provide Follow-up Services to ensure:

- Job retention,
- Wage gains, and
- Career progress

Can We Use Supportive Services?

It is allowable to expend funds for supportive services during follow-up

- Supportive services may be provided to individuals who are participating in core services [663.805]
 - Follow-up Services is a core service

What is Entered in the Case Notes Description Field?

Documentation for SERVICES – case notes

Follow-up Services Q1

- Enter in case notes “Description Field”
- Write description of service provided



Adults & DLW

What is Entered in the Case Notes

Description Field? (con't)

Documentation for SPECIFIC SERVICES – notes

Follow-up Transportation Q1

- Enter in case notes “Description Field”
- Write description of service provided

What About Data Validation?

Follow-up Activities

Documentation for ACTIVITIES – case notes

Example of Activity:

- DV #84/#85 Supplemental Wages Q1
 - Enter in case note “Description Field”
 - Enter info on supplemental wages



All Programs

How is Follow-up Entered on the S&T?

If the INITIAL follow-up is support & guidance:

- Open Follow-up Services

If INITIAL service is a specific service (bus pass):

- Open two services:
 - 1) Follow-up Services
 - 2) Follow-up Transportation

During the 12 months, open any other specific service provided



All Programs

Why Enter Two Services?

- 1) Follow-up Services over-arching service to record entire time follow-up is provided
 - Open for all follow-up participants
 - Records 12 months or fewer months
 - Reports youth follow-up on WIASRD
- 2) Follow-up Transportation records the specific service of the bus pass – few weeks

Both services will have same start date



All Programs

Dates for Service & Notes Match?

INITIAL Follow-up Service:

- Actual start date, and date of case note must be same date
- Incorrect: “actual start date” on S&T June 15, & date of initial case note July 2
 - Service status is not “in progress” on June 15



All Programs

Do I Automatically Open Follow-up?

Do not automatically enter follow-up on the S&T, with status “in progress” when all services end

- Enter when follow-up actually begins
- When the service is opened, the date begins the count of 12 months



All Programs

How Often?

One Follow-up Service per quarter for 12 months

- If there is no service during a quarter, then follow-up ends. End date is prior service date.
 - Three attempts during quarter
 - Service status = “unsuccessful completion”
- Local Areas encouraged to follow-up monthly



All Programs

What if Local Requirements Not Met?

If Local Area requires one follow-up per month, and CM can't contact during a month, if one service is provided during each quarter for four consecutive quarters:

State requirement one per quarter is met

What are Follow-up Quarters?

Calendar Quarters

Example:

First follow-up dated 2/15/13; 12 months = 2/14/14

- 1st quarter 02/15/2013 to 03/31/2013
- 2nd quarter 04/01/2013 to 06/30/2013
- 3rd quarter 07/01/2013 to 09/30/2013
- 4th quarter 10/01/2013 to 12/31/2013



All Programs

What is the Follow-up End date?

4th quarter = 10/01/2013 to 12/31/2013

What is the “actual end date” for Follow-up Services (S&T) if final quarter service is November 1st?

Is it December 31?

Is it November 1?

Is it February 14?

(One service per quarter)



All Programs

What is the Follow-up End Date? (con't)

End date entered on S&T represents total time service is provided

- If provided for 12 months, then dates must represent 12 months (date reported on WIASRD)
- If ended prior to 12 months, enter last date provided
 - Service status is “unsuccessful completion”



All Programs

How to Contact?

Contacts may be made using any of the following:

- In person
- Mail
- Phone
- E-mail
- Social media

Valid contact is not just sending mail/e-mail, phone calls, or using social media. Must receive meaningful response from the participant.

What About Documentation?

It is not necessary to print the e-mail, social media and place it in the file for documentation

Documentation is accomplished by adequate case notes



All Programs

What if You Cannot Talk to Participant?

If the participant is not available, conversations with other individuals are not considered valid

Follow-up Services

- Cannot develop close, trusting relationship and provide intensive support & guidance by talking to other individuals
- Record in case notes
- If no follow-up service during a quarter, then follow-up must end (exception employer contact)



All Programs

Are There Exceptions When Participants Cannot be Reached?

Exception:

- Speaking with the employer is a valid Follow-up Service
- Should not be the only service during every quarter. Actual contact with the participant should be made in other quarters
- S&T – Follow-up Employer contact

All Programs

Are There Exclusions?

Not all exiters are required to receive Follow-up Services. The following exit reasons are exclusions from performance measures that do not require follow-up. Case notes must reflect reason for exclusion.

- Institutionalized
- Deceased
- Health/medical or family care
- Reserved forces called to active duty
- Relocated to mandated program (youth only)

What is an Unacceptable Case Note?

Example #1

Unacceptable:

- Initial date of Follow-up Services (S&T) 6/3/10
- Date of initial follow-up case note 7/13/10
 - Which date did follow-up actually begin?
 - Both dates should be same date
 - This is two different quarters

What is an Unacceptable Case Note?

Example #2

Unacceptable:

“Follow-up Services” was entered on S&T

- Case note: “Mary is working at the hardware store Q1 making 15.00/hr.”
 - Case note was to document 1st quarter after exit information (activities)
 - Not Follow-up Services – don’t enter on S&T

What is an Unacceptable Case Note?

Example #3

Unacceptable

“Participant was not able to be reached for 4th follow-up quarter. 12 months of follow-up is complete.”

- Follow-up was not complete
 - No contact during 4th quarter
 - “Actual End Date” should be previous contact
 - Service status: “unsuccessful completion”

What is an Unacceptable Case Note?

Example #4

Unacceptable:

Series of notes explained that participant was not reached during entire 12 months

- Final note said that, “follow-up was completed”
 - Do not enter Follow-up Services on S&T – not provided and not completed

What is an Acceptable Case Note?

Follow-up SERVICES

“I spoke with Sam on the phone. He has registered for classes for the fall semester. He has not found a job yet, but continues looking for one. I told him to ask if the college has a work study program that he can participate in. He will call to let me know if he finds a job before he begins college.”

What is an Acceptable Case Note?

Follow-up SERVICES

“Follow-up service provided was counseling on completion of post secondary education.”

- Short & to the point
- Topic was not obtaining after exit info
- Must have sufficient info to document
- Need sufficient info for a new case manager