ADMINISTRATIVE POLICIES/PROCEDURES

Reviewed: 6/3/2025

Issuance No: P-11
Issuance Date: 7/1/2023
Subject: WIOA Participant Follow-Up

The Workforce Development Board of North Missouri (WDB) recognizes the importance of ensuring effective follow-up services to individuals who have participated in programs funded under the Workforce Innovation and Opportunity Act (WIOA). This policy establishes guidelines for tracking participant performance and providing comprehensive services for a period of 12 months after program completion.

Performance Tracking:

1. Performance Measures: The WDB is required to track and assess the outcomes of participants who have completed WIOA-funded programs. The following performance measures will be monitored:

a. Employment Status: Tracking whether participants are employed or unemployed after program completion.

b. Retention: Monitoring the length of time participants stay employed after entering employment.

c. Earnings: Tracking participants' wage progression and earnings growth over time.

d. Credential Attainment: Monitoring the attainment of recognized industry credentials or certifications.

e. Job Placement: Tracking the percentage of participants who secure employment related to their training or education.

f. Customer Satisfaction: Gathering feedback from participants regarding their satisfaction with the program and services received.

2. Data Collection: The WDB will collect data through a variety of methods, including participant self-reporting, employer verification, and data sharing agreements with relevant agencies and organizations. Efforts will be made to ensure data accuracy and confidentiality while complying with applicable privacy regulations.

Case management staff are required to complete quarterly follow-up with each WIOA enrolled participant. The act of following up for performance does not meet the requirement for providing follow-up services as required in the section below.

For Adult and Dislocated Worker participants, case managers must complete the “Follow-up” tab in the statewide case management system for the 2nd and 4th quarters

after exit when successful performance is not indicated while utilizing the performance rosters.

For WIOA Youth participants, case managers must complete the “Follow-up” tab in the statewide case management system for all four quarters after exit.

For all participants a minimum of five contact attempts using varying methods are required. These follow-up attempts must be recorded in the case note section or follow up tabs of the statewide case management system.

Services Available for 12 Months:

1. Comprehensive Case Management: Upon exiting a WDB-funded program, case managers are required to provide ongoing support and guidance for a period of 12 months. Case managers will work closely with participants to assess their individual needs and develop personalized career plans.

2. Job Placement Assistance: Case managers will facilitate job placement services, including job search assistance, resume writing, interview preparation, and job matching. Participants will receive continued support in their efforts to secure and retain employment.

4. Referral Services: Participants will be connected with additional services, such as counseling, transportation assistance, childcare, or housing resources, as needed. Referrals will be made to community organizations or agencies specializing in the respective areas of assistance.

5. Follow-up Assessments: Regular follow-up assessments will be conducted to monitor participants' progress, address any challenges they may encounter, and modify their career plans, if necessary. These assessments will ensure ongoing support and adjustment to participants' changing needs.

6. For Youth participants only, supportive services may be available following the WDB’s supportive services policy.

Evaluation and Continuous Improvement:

The WDB will regularly evaluate the effectiveness of the follow-up services provided, assess participant outcomes, and make necessary adjustments to enhance service delivery. The evaluation results will be used to identify areas of improvement, and share best practices.

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