

**The Mississippi Partnership  
Workforce Development Area**

**ADULT AND DISLOCATED  
WORKER  
FOLLOW-UP POLICY**

Revised November 16, 2021

**THE MISSISSIPPI PARTNERSHIP  
ADULT AND DISLOCATED WORKER FOLLOW-UP POLICY**

I. Scope and Purpose

The purpose of this policy is to set forth the minimum requirements for follow-up services in the Mississippi Partnership Local Workforce Development Area. Each one-stop operator may implement any additional requirements beyond the minimum requirements to ensure the success of WIOA participants.

II. Requirements

A. Pre-Exit Contact & Follow-Up Services

1. WIN Job Center customers who receive only WIOA career services must be offered to be contacted by the case manager. If a customer declines to receive pre-exit contact and follow-up services, it must be documented in the participant's case notes that they declined these services.
2. WIN Job Center customers receiving WIOA training services, such as an Individual Training Account or On-the-Job Training, must be contacted at a minimum of once a month to ensure completion of the WIOA training.

B. Post-Exit Contact & Follow-Up Services

All WIN Job Center customers who receive WIOA services must be offered post-exit contact and follow-up services. If a customer declines to receive post-exit contact and follow-up services, it must be documented in the participant's file that they declined these services.

III. Exiting WIN Job Center Customers

A. A WIOA Customer should be exited after 90 days of no service, excluding follow-up services, with the Exit Date from WIOA being recorded as the date of last service, not the date the paperwork is completed.

B. Customers who at the date of exit, are in one of the following categories and the staff has the reason fully documented in the participant file, will be excluded from WIOA performance measures.

1. Participant has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support such as hospital or treatment center during the course of receiving services as a participant.
2. Participant is receiving medical and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation. This does not include temporary conditions or situations expected to last for less than 90 days.
3. Participant is deceased
4. Participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days.

In order to be excluded from performance measures, a "Manual Exit" must be recorded in MS Works on the Participant Profile.

- C. Utilizing case management and information obtained during the contacts (if applicable), exits should be made when an individual has finished receiving WIOA services, maximized performance, and is ready to be exited.

#### IV. Follow-Up Services

Whereas contact procedures are intended to keep track of participants and their progress, follow-up consists of additional services designed to help participants with problems or needs that could become barriers to employment retention. WIN Job Center Staff must offer follow-up services during the twelve months after exit. Follow-Up Services include, but not limited to:

- Career planning and counseling
- Workplace information and tips for success in a workplace environment
- Information about additional educational opportunities
- Employment referrals
- Communication with the participant's employer, and subsequent assistance with work-related problems, if needed
- Peer support groups
- Supportive services, or referral to agencies that may provide such services
- Other services and referrals, as appropriate

Refer to the Mississippi Partnership Local Workforce Development Area Policy for Supportive Services to Adults and Dislocated Workers for allowable supportive services during follow-up.

#### V. Performance

Individualized case management, where the case managers give all needed services to each individual to help ensure their long-term success in the workforce is crucial in meeting the performance standards. Successfully meeting WIOA performance standards means ensuring that participants get and keep better jobs with better wages than before entry into WIOA.

#### VI. Monitoring

Any pre- and post-exit contact and follow-up services should be meticulously documented in the participant case notes in MS Works and will be reviewed regularly by monitors.

#### VII. Effective Date

This policy is revised effective July 1, 2018.