

West Central Arkansas Workforce Development Board
Larry Carr, Chairman
P O Box 6409, Hot Springs, AR 710902

CONTACT POLICY & PROCEDURES

Purpose

This policy addresses the contact requirement set forth by ADWS. This policy establishes guidelines by which staff may ensure that the participants they serve leave the program with all the tools they need to pursue their career goals and ultimately experience personal and professional success and leads to self-sufficiency from enrollment through follow-up.

References:

WIOA 123; 129 and 134 (c)(2)(A)(xiii)	TEGL 19-16
20 CFR 678.430(c)	TEGL 21-16
20 CFR 680.150(c)	ADWS Policy 3.1
20 CFR 681.460(a)(9)	ADWS Policy 4.2
20 CFR 681.580	

Policy:

Case notes should be made when the participant is enrolled, at least once each month while the individual is a participant, and at any time something significant happens. The case note must be more than an attempt to contact with no answer. Although the career advisor should maintain contact with the participant, the note does not have to be in response to direct contact with the participant. The note could be contact with the participant, but it can also be updated information from an employer, a case manager in a partner program, a school representative, or other such individual who can update the case manager. Case notes must be entered in Arkansas Job Link (AJL).

Pre-exit contact not only aids in case management but also provides performance information used to evaluate the success of individual programs and their participants. Additionally, contact provides an opportunity to update participant information and to keep participants from being "lost."

Case note must be entered in the Enrollment Notes link on the Enrollment Detail screen until AJL exits the participant. The Descriptor should address the subject of the case notes: notes on

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certain services such as Adult Education, Work Experience; Data Validation note, assessment notes and so forth. Career advisor should make sure that their case notes tell the complete story of the contact with the participant.

Arkansas uses a common exit date for participants in WIOA Title I-B, Title III core programs (WIOA Adult, Dislocated Worker, and Youth formula programs and Wagner-Peyser Employment Service program), the Trade Adjustment Assistance program (TAA), and the Title I-D National Dislocated Worker Grant program. An individual who is employed is not required to exit the Adult and Dislocated Worker programs simply because he or she is employed. If the participant is enrolled in other common-exit programs or if he or she needs additional career services (other than follow-up services, self-service, and informational-only services and activities), training services, or both, the participant is not exited until these services are no longer needed. AJL will exit the participant when there is 90 days of no service. When this occurs, career advisors must enter program notes at least once every quarter in order to gather information for performance purposes. All participants must be offered follow-up services.

If participant is enrolled in Follow-up Services, career advisor must enter follow-up note on the Program Notes link on the Program Detail Screen. Program notes must be entered monthly.

Contact Procedures:

Contact Procedures for Active Participants

1. Each participant must be contacted monthly, at a minimum, throughout the course of his or her participation in the program.
2. Contacts may be made in person, by mail, by phone, by email, or through social media.
3. All contact with an active participant must be documented in the enrollment notes.
4. Information obtained during these contacts should be utilized to determine what additional services the participant should receive or if their services should be closed and begin the follow-up phase. Career advisor must follow the following steps when closing services:
 - a. The completion date from WIOA should be recorded as the date of last service, not the date the paperwork is completed.

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- b. Participants who, at the date of completion or through 4th quarter follow-up are excluded from Participants must be fully documented in the participant file and reported in AJL.
- c. Utilizing case management and information obtained during the contacts, closing of services should be made when a participant has finished receiving WIOA services, maximized performance, and is ready to have their WIOA services closed.
- d. If a participant does not receive services for 90 consecutive days, the career advisor should close out their services with the appropriate status.
- e. Unsuccessful attempts at contact must be documented in case management notes and detailing how the career advisor tried to contact the participant for that month.
- f. Career advisor should attempt to contact the participant in any way possible. Last resort would be to send letter to the participant. If letter is returned, career advisor must keep it in the participant file to show they tried to contact by mail.

Contact Procedure for Exited Participants

Contact for participants not enrolled in Follow-up services it is *recommended but not* required to make monthly contact with each participant and document it in the participant's program notes including dates of contact. This will help staff to keep in contact for the 12-month requirement to gather performance information.

Contact for participants enrolled in follow-up services *requires a minimum* of one follow-up service per quarter for four consecutive quarters. If there is no service during a quarter, then follow-up must end, and the service status entered on the Service & Training Plan (S&T) must be "unsuccessful completion". Unsuccessful service status must be used because the requirement to provide a quarterly service and 12 months of service was not fulfilled. If the career advisor is not able to contact the participant during a month, as long as a service is provided during the quarter, the Local requirement of follow-up services is met. If staff is unable to contact participant during the first 90 days after exit, they will not have to contact anymore to enroll in follow-up services, but they will be required to try to contact for 12 months for performance purposes. At least one contact must be made with the youth monthly for three months before the career advisor can determine not to enroll the youth in follow-up services. The career advisor should encourage the youth participant to participate in follow-up services. If a youth participant request to opt out of follow-up services, the participant must supply the career advisor with a self-attestation stating that they do not want to participate in follow-up services and the reason why. The career advisor

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must enter that information into the MIS system stating that the participant has opted out of follow-up services and the reason why.

Below are the follow-up services by funding source.

Adult and Dislocated Worker Follow-up services may include, but are not limited to:

- ❖ Additional career planning and counseling
- ❖ Contact with the participant's employer, including assistance with work-related problems that may arise
- ❖ Peer support groups
- ❖ financial literacy education
- ❖ mentoring, and
- ❖ information concerning community agencies or organizations that might assist with supportive services

Follow-up services for youth – for not less than 12 months after completion of participation to ensure the youth is successful in employment and/or postsecondary education and training.

Follow-up services may include, as appropriate

- ❖ Regular contact with a youth participant's employer
- ❖ Assistance in addressing work-related problems that arise
- ❖ Supportive services, as described in Program Element 7
- ❖ Adult mentoring, as described in Program Element 8
- ❖ Financial literacy education, as described in Program Element 11
- ❖ Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services, as described in Program Element 13
- ❖ Activities that help youth prepare for and transition to postsecondary education and training, as described in Program Element 14

Larry Carr, Chair Larry Carr Date 2/11/21

Approved on: FEB. 11, 2021

WDB is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to persons of disability.