

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

## **Employment Verification**

In order to insure accurate accountability of customer employment at the time of exit, the One-Stop Operator is requiring that one of the following sources be used to verify employment:

Copy of paycheck stub  
Letter of employment verification from employer  
For those self-employed: self-attestation

## **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 One-Stop Operator is requiring contact with customers every eight weeks for each of the first nine months following exit, and at least one additional contact during the 10th-12th months following exit. In addition, if the customer is found to be unemployed during the first nine months following exit, the One-Stop Operator then requires at least monthly contact with the customer up until nine months following exit.

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 the customer's behalf during the twelve-month follow-up period. Usage of follow-up questionnaires and logs are at the discretion of the Program Operator. However, follow-up questionnaires 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. For those customers who participated in training, the follow-up contact should include a question about whether the customer has received a credential since program exit. If a credential is obtained, the supplementary data collection form for credentials should be completed and forwarded to the Workforce Investment Board.

## **Performance Accountability**

For the purposes of tracking performance data, both pre-program and post-program, the following procedures should be used:

1. Upon a customer's enrollment into the program and as the information is available on the UI system, One-Stop Operator staff will automatically obtain and enter into a performance management system the pre-program wage/earnings information for the customer.
2. Following program exit, the Program Operators will comply with the aforementioned follow-up policy.
3. For the Adult and DLW programs, the One-Stop Operator staff will automatically obtain and enter 2<sup>nd</sup> and 3<sup>rd</sup> quarter post-program wages/earnings. A copy of these printouts will be sent to the customer's case manager for the customer file.
4. If a case manager has reason to believe that the customer's wages will not be reported into the Virginia UI system, the case manager must verify the customer's 2<sup>nd</sup> and 3<sup>rd</sup> quarter post-program wages/earnings through one of the following methods:
  - Verification letter from the employer specifying the quarterly earnings/wages
  - Copy of the last pay stub from the 2<sup>nd</sup> quarter and the last pay stub from the 3<sup>rd</sup> 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 2<sup>nd</sup> and 3<sup>rd</sup> quarter following exit

Upon receipt of one of these valid forms of earnings verification, the One-Stop Operator staff will input the data into the performance management system.

For reference information, wages from all states bordering Virginia can be accessed through Virginia's UI system.

5. The One-Stop Operator will submit all data to the Workforce Investment Board for purposes of generating quarterly performance reports.

## **Credentialing**

By the end of the 3<sup>rd</sup> quarter following exit, the Program Operator must report credentialing information to the One-Stop Operator for input into the performance management system. This information should be provided on the Supplementary Data Collection Form currently in use. Credentials must be verified by obtaining a copy of the diploma, certificate, license, or training provider records for the client file.