

SECTION 24 – PARTICIPANT EXIT AND FOLLOW-UP PROCEDURES

24.1 Purpose

This section establishes procedures governing participant exit determination, case closure review, and follow-up service requirements for workforce programs administered or overseen by the Workforce Development Board.

These procedures ensure:

- Participant exit is accurately determined
- Follow-up services are provided as required by program regulations
- Employment retention is supported
- Performance outcomes are documented and verified
- Case files remain complete and audit-ready

These procedures apply to all workforce programs unless more restrictive grant requirements apply.

24.2 Definition of Exit

Participant exit occurs when a participant has not received a reportable service for 90 consecutive calendar days and no future services are scheduled.

Exit must be determined in accordance with federal performance reporting requirements.

Participants receiving only follow-up services are considered exited participants for performance reporting purposes.

Exit determinations must align with procedures established in Section 23 – Performance Verification and Data Validation Procedures.

24.3 Exit Determination Procedure

Prior to confirming participant exit, staff must conduct an exit review that includes:

1. Confirming the participant has received no reportable services for 90 consecutive days.

2. Confirming no additional services are scheduled.

3. Reviewing the participant file to confirm:

- Eligibility documentation is complete
- Individual Service Strategy (ISS) reflects final participant status
- Training documentation is complete
- Credential documentation is obtained, if applicable
- Employment documentation is obtained, if applicable

4. Completing an Exit Review Checklist.

5. Obtaining supervisory approval prior to finalizing exit in the reporting system.

Exit documentation must be retained in the participant case file.

24.4 Follow-Up Service Requirement

Follow-up services must be provided to participants after exit in accordance with federal program requirements.

Follow-up services are intended to support:

- Employment retention
- Career advancement
- Credential attainment verification
- Ongoing connection to workforce services

Follow-up services are required for:

- Adult participants receiving certain training services
- Dislocated Worker participants receiving certain training services
- Youth participants

Follow-up services for youth participants must be provided for a minimum of twelve (12) months after exit, unless the participant declines services or cannot be located after documented attempts.

24.5 Types of Follow-Up Services

Follow-up services may include:

- Employment retention support
- Career coaching
- Workplace problem-solving assistance
- Additional referrals to supportive services

- Financial literacy resources
- Educational advancement referrals
- Connection to advanced training opportunities

Follow-up services must be individualized based on participant needs.

Follow-up services do not extend the participant's program enrollment.

24.6 Follow-Up Contact Standards

Staff must make reasonable efforts to maintain contact with participants during the follow-up period.

Recommended contact methods may include:

- Phone contact
- Email communication
- Text message communication (when appropriate)
- Employer verification
- Wage record verification

At minimum, staff must document periodic follow-up contact attempts consistent with program requirements.

Youth participants must receive ongoing follow-up support during the required twelve-month follow-up period.

24.7 Employment Verification During Follow-Up

When employment is obtained after exit, staff must collect documentation verifying employment consistent with Section 23 – Performance Verification and Data Validation Procedures.

Documentation may include:

Primary source

- State wage record data

Secondary sources

- Employer verification
- Pay stubs
- Offer letters
- Apprenticeship documentation

Employment verification must be retained in the participant file.

24.8 Documentation Requirements

Follow-up services and contact attempts must be documented in participant case notes.

Case notes must include:

- Date of contact or attempted contact
- Method of contact
- Employment status update
- Services or assistance provided
- Referrals made if applicable

Documentation standards must align with Section 19 – Case File Management and Documentation Standards.

24.9 Participants Unable to Be Located

If a participant cannot be contacted during follow-up:

1. Staff must make multiple documented attempts using available contact information.
2. Attempts should include different contact methods when possible.
3. If the participant remains unreachable, case notes must document:

- Dates of contact attempts
- Methods used
- Outcome of attempts

Participants who cannot be located may still be included in performance reporting based on wage record data when available.

24.10 Performance Alignment

Follow-up activities support federal performance indicators including:

- Second Quarter Employment Rate
- Fourth Quarter Employment Rate
- Median Earnings
- Credential Attainment Rate

Accurate documentation during follow-up helps ensure performance outcomes are properly verified and reported.

Follow-up procedures must align with Section 23 – Performance Verification and Data Validation Procedures.

24.11 Supervisory Review

Supervisory staff may periodically review follow-up documentation to ensure:

- Contact attempts are documented
- Employment verification procedures are followed
- Performance documentation aligns with case file records

Findings may be addressed through corrective action or staff retraining when necessary.

Monitoring activities must align with Section 12 – Internal Monitoring and Quality Assurance.

24.12 Record Retention

Follow-up documentation must be retained in accordance with:

- 2 CFR §200.334
- Virginia Works requirements
- Grant-specific retention requirements
- Organizational record retention policies

Records must remain accessible for monitoring, audit, and compliance review.