

SECTION 7 – FOLLOW-UP AND RETENTION SERVICES

7.1 Purpose

This section establishes uniform standards governing post-exit follow-up services, retention support, employment and education verification, and documentation requirements for all workforce programs administered or overseen by the New River/Mount Rogers Workforce Development Board.

The purpose of this section is to:

- Support participant retention in employment or education
- Promote wage progression and career advancement
- Ensure accurate performance reporting
- Maintain compliance with federal accountability standards
- Protect against performance disallowance

Follow-up is a structured service component and not solely an outcome verification activity.

7.2 Applicability

Follow-up services shall be provided in accordance with the requirements of the governing funding source.

Where required by statute or regulation (for example WIOA Youth and YouthBuild), follow-up services must be provided for a minimum of twelve (12) months after exit.

Where follow-up services are optional (for example certain WIOA Adult or Dislocated Worker programs), services may be provided as appropriate and must be documented when delivered.

Where multiple funding sources apply, the most restrictive requirement shall apply.

7.3 Exit Determination

A participant shall be considered exited in accordance with federal reporting guidance when:

- No services have been provided for the defined no-service period established under federal reporting guidance
- No future services are scheduled
- No documented plan exists to resume services

The Program Manager, or designee, shall review and confirm exit status prior to entry into the official reporting system.

Reasonable re-engagement efforts must be made prior to confirming exit. These efforts must be documented in case notes.

The exit date must be accurately entered into the official reporting system and supported by case documentation.

7.4 Purpose of Follow-Up Services

Follow-up services are intended to:

- Support retention in employment
- Support continued enrollment in education or training
- Address workplace challenges
- Assist with career progression
- Provide supportive service referrals when appropriate
- Verify performance outcomes

Follow-up services must demonstrate meaningful engagement with the participant, rather than solely collecting outcome data.

7.5 Types of Follow-Up Services

Follow-up services may include:

- Regular contact via phone, email, text, or in-person meeting
- Employment retention counseling
- Career advancement guidance
- Referral to supportive services
- Connection to community resources
- Assistance resolving workplace or academic barriers
- Verification of employment and wages
- Verification of credential attainment after exit

Follow-up services should be individualized based on participant needs and employment or education status.

7.6 Frequency of Contact

For programs requiring twelve (12) months of follow-up:

- Contact should occur periodically throughout the twelve-month follow-up period
- Quarterly documentation is required at minimum for performance verification
- Additional contact may occur based on participant needs

For programs where follow-up services are optional, frequency shall be determined by program guidelines but must be documented when services are provided.

All contact attempts must be documented, even if unsuccessful.

7.7 Employment and Education Verification

Performance outcomes during follow-up must be supported by documentation.

Acceptable employment verification may include:

- State wage record data (primary source when available)
- Employer verification form
- Pay stubs
- Offer letter or employment contract
- Supplemental wage documentation
- Documented employer contact

Acceptable education verification may include:

- Enrollment confirmation
- Transcript
- Registration documentation
- Institutional verification

Self-attestation may only be used when permitted under federal or state guidance and must be documented and justified.

7.7.1 Wage Record Data Usage

State wage record data should be used as the primary source of employment and wage verification whenever available.

When wage record data is unavailable, delayed, or incomplete, supplemental documentation may be used to verify employment outcomes.

Program staff must ensure that wage data used for performance reporting is supported by documentation and entered accurately into the official reporting system.

7.8 Credential Attainment After Exit

If a credential is earned after exit but within the allowable reporting window, the following actions must occur:

- Documentation must be obtained
- Entry must be made into the reporting system
- Case notes must reflect the update
- The credential must align with the training received

Failure to properly document credential attainment may result in performance disallowance.

7.9 Loss of Contact

If a participant becomes unresponsive:

- Multiple contact attempts must be made using available contact methods
- Alternate contact information should be used if available
- All attempts must be documented in case notes

Loss of contact does not eliminate the obligation to attempt follow-up during the required follow-up period.

7.10 Data Entry and Alignment

Follow-up documentation must:

- Match case notes
- Be entered timely into the official reporting system
- Reflect accurate dates
- Reflect accurate employment or education status

Data discrepancies between file documentation and system entries must be corrected promptly.

7.11 Internal Monitoring

Supervisory staff shall conduct periodic review of follow-up documentation to ensure:

- Required follow-up duration is met
- Contacts are documented
- Employment verification is supported

- Wage documentation is accurate
- Reporting system entries align with file documentation

Deficiencies must be documented and corrected.

7.12 Alumni Engagement (Post-Follow-Up)

Upon completion of required follow-up, former participants may be engaged as program alumni.

Alumni engagement activities may include:

- Peer mentoring
- Recruitment events
- Leadership speaking opportunities
- Career networking events
- Community engagement

Alumni engagement activities do not constitute reportable services unless authorized under specific program rules.

7.13 Enforcement and Corrective Action

Failure to properly document follow-up services may result in:

- Performance disallowance
- Monitoring findings
- Corrective action
- Staff retraining
- Increased oversight

Repeated failure to maintain proper follow-up documentation may result in suspension of enrollment authority.