



## EASTERN JACKSON COUNTY WORKFORCE DEVELOPMENT BOARD



Serving Eastern Jackson County Mo. including:  
Independence, Blue Springs, Lee's Summit, Grandview, Raytown,  
Sugar Creek, Buckner, Grain Valley, Oak Grove, Lone Jack, and other municipalities.

The Full Employment Council, Inc. (FEC) is the fiscal  
agent and workforce support organization for the  
Eastern Jackson County Workforce Development Board.

### Workforce Opportunity and Innovation Act (WIOA) Policy

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#### **ENROLLMENT AND EXIT POLICY**

**POLICY NUMBER: 08-2021**

**EFFECTIVE DATE: 09-08-2021**

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#### **APPROVED BY**

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Clyde McQueen, President/CEO  
Full Employment Council, Inc.,  
Managing Entity/Fiscal Agent  
Eastern Jackson County Workforce Development Board

#### **INQUIRIES**

Questions about this issuance should be addressed by email to Andrea Robins, Senior Director of Planning, Compliance and Management Systems, at [arobins@feckc.org](mailto:arobins@feckc.org) who shall disseminate the agency response after consulting with Full Employment Council Officers.

#### **PURPOSE**

The purpose of this Issuance is to describe how the Kansas City & Vicinity will provide the integration of services through co-enrollment processes.

#### **BACKGROUND**

Under the Workforce Innovation and Opportunity Act (WIOA) and Missouri Office of Workforce Development regulations, certain co-enrollments are required for Job Center customers.

This Issuance is based upon Office of Workforce Development Issuance No. 08-2021, Statewide Enrollment and Exit Policy, The FEC Integration Of Services Through Co-Enrollment Policy #2012-12 was rescinded effective 09/08//2021.

**ENROLLMENT AND EXIT POLICY**

**Policy Number 08-2021**

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**Attachment A: OWD Issuance: 08-2021**

**Attachment B: Career Services Attachment**

**Attachment C: Desk Aid – WIOA Referral**

**Attachment D: ABC Application**

## **POLICY:**

### **I. MANDATORY CO-ENROLLMENTS**

The following co-enrollment requirements will be followed:

(a). All customers of the Job Center, including Youth, must be enrolled into the Wagner-Peyser program.

- Missouri Job Center staff shall complete the WP enrollment in the statewide electronic case management system
- WIOA funded staff must complete a WIOA Basic Career enrollment and Wagner Peyser Application. This can be accomplished at once by completing a shared application and uploading required documents in MoJobs: (1) Social Security Number (2) Date of Birth (3) Citizenship/Eligible to work in the United States (4) Equal Opportunity Complaint and Grievance Rights Notification (5) Selective Service Registration (if applicable) (6) Eligible Veteran Status (7) Employment Status at Participation
- Co-enrollment will ensure individuals receive employment services and other services they may be eligible for under the WIOA Title I programs.
- All National Dislocated Worker Grant participants must be co-enrolled in the WIOA Dislocated Worker program if they meet the eligibility requirements.
- All WIOA enrollments will be submitted to the Quality Assurance Review Committee for review and approval.

(b). All Trade Adjustment Assistance participants must be enrolled as Dislocated Workers. All Trade Act files must be presented to the Quality Control Review Committee for review and approval in accordance with the Trade Dual Enrollment Policy.

- Trade Act eligible workers must have employment and case management services available, including placement and referrals to supportive services and follow-up services available through partner programs, to trade-affected workers during training, and other completion of training, and for adversely affected workers on a waiver from training.
- Co-enrollment will ensure individuals receive the benefits and services they may be eligible for under the TAA and Title I Dislocated Worker programs.
- Coordination of services and non-duplication through co-enrollment helps Federal resources go further in local areas and provides participants with access to a comprehensive suite of services.
- **All Trade dually enrolled participant files shall be maintained in the MIS department at 1740 Paseo Boulevard**

(c.) Both WIOA and Wagner-Peyser funds are to be used to provide Career Services. Staff funded by these programs are to provide Basic and Individualized Career Services.

## **II: Priority of Service:**

FEC will provide priority of service criteria for Adult program funded Individualized Career Services and Training Services. FEC will develop tiered, local, priority of services for the following:

- Public-assistance recipients;
  - TANF recipients;
  - Low-income individuals;
  - Individuals who are basic-skills deficient (including English language learners);
  - low-income and economically disadvantaged individuals, and to individuals who do not qualify for other programs;
  - Up to 40% of the WIOA Title Adult funds may be used to serve those clients who have incomes which do not exceed 200% of the Lower Living Standard Income Level.
  - This is in addition to the mandate that requires veterans and their spouses receive priority of service for all DOL funded job training programs, including the WIOA Adult program.
- The priority of service rate must never be lower than 50.1%.

Any Missouri Job Center staff may provide Basic Career services to individuals regardless of WIOA enrollment status. Basic Career services fall into two groups. They are either self-service/informational services or staff-assisted services:

## **III. Basic Career Services:**

### **Staff Assisted:**

Customers who only utilize basic career services are not required to provide income. Participants do not have to demonstrate low-income status, however an attestation of their income must be obtained. The general eligibility requirements, as outlined in OWD's most current Adult and Dislocated Worker Programs Eligibility and Documentation Technical Assistance Guidance, are the only additional required documentation. WIOA Dislocated Worker participants require full eligibility.

### **General Eligibility for Adult and Dislocated Worker Programs:**

- Social Security Number
- Date of Birth
- Citizenship/Eligible to Work in the United States
- Equal Opportunity complaint and Grievance Rights Notification
- Selective Service Registration (if applicable)
- Eligible veteran Status
- Employment Status at Participation

### **ABC Application Process:**

- Staff will complete the ABC application while completing the Wagner Peyser application. The following must be documented and updated in Mojos: (1) Social Security Number (2) Date of Birth (3) Citizenship/Eligible to work in the United States

(4) Equal Opportunity Complaint and Grievance Rights Notification (5) Selective Service Registration (if applicable) (6) Eligible Veteran Status (7) Employment Status at Participation

- FEC Staff will submit Quality Assurance Review Request to the Quality Assurance Review Committee
- Following the review and approval that all source documents are uploaded in Mojobs and correct, staff will provide services and add one of the following countable services as appropriate:

**Six (6) Basic Career Services that trigger program participation and only require general eligibility:**

1. Initial assessment of skill levels & supportive services needs
2. Job search assistance (Staff-assisted)
3. Placement assistance (includes "Referred to Employment") (Staff-assisted)
4. Career counseling (includes "Staff-assisted career guidance")
5. Provision of information and meaningful assistance filing for UI
6. Assistance establishing eligibility for financial aid

**Self-Service:**

Customers who are only interested in self-directed services will not be enrolled in WIOA. These services do not trigger program participation, and do not require the collection of eligibility documentation:

- Eligibility determination;
- Outreach, Intake, Orientation;
- Job Search assistance (Self-directed);
- Providing information on in-demand sectors, occupations, or nontraditional employment;
- Provision of referrals and associated coordination of activities with other programs and services;  
Provision of workforce and labor market employment statistics information;
- Provision of information on job vacancies;
- Provision of information on job skills necessary to fill vacancies;
- Provision of information on local demand occupations, with earnings, skill requirements, and opportunities for advancement for those jobs;
- Provision of performance and program cost information for providers of education and training;
- Provision of information on local performance;
- Provision of information on availability of supportive services or assistance; and
- Referral to supportive services.

Posting a countable service after only completing a non-countable tasks constitutes falsification of a federal report. Upon discovery of this, or any other federal report falsification, appropriate action will be taken to determine the extent of the falsification and, if disciplinary action is required.

#### **IV. Individualized Services:**

Individualized services are specific services that an individual requires to obtain or retain employment. For the WIOA Adult program, individuals requiring individualized career services must be determined fully eligible for the program, income and family size must be determined. An Adult Basic Career enrollment is not allowed in these instances. Full eligibility is required and file must be presented to Quality Review Committee.

Individualized Career Services that trigger program participation, and require full WIOA eligibility along with the collection of eligibility documentation:

- Comprehensive and specialized assessments;
- Development of IEP;
- Group Counseling;
- Individual Counseling;
- Career Planning;
- Short-term prevocational services;
- Internships and work experiences (including transitional jobs);
- Workforce preparation activities
- Financial literacy services;
- Out-of-area job search assistance and relocation assistance; and
- English-language acquisition and integrated education and training programs.

Staff will upload the required eligibility documentation into the statewide electronic case-management system using either one of these secure methods:

1. Copier located in the Career Centers
2. Scanners are directly connected to the computers.

#### **V. Training Service:**

Training Services, except for Incumbent Worker Training trigger program participation and require full WIOA eligibility along with the collection of eligibility documentation and approved by the Quality Assurance Committee. In addition to full WIOA eligibility, WIOA Adult and Dislocated Worker participants must also meet the "training eligibility" requirements. Training services may be made available to employed and unemployed adults and dislocated workers who:

- Unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services;
- In need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment; and
- Have the skills and qualifications to participate successfully in training services; and
- Have selected a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individuals are willing to commute or relocate; and
- Are unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as State-funded training funds, Trade

Adjustment Assistance, and Federal Pell Grant established under Title IV of the Higher Education Act of 1965, or require WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants.

#### **VI. Exit Procedures:**

The common exit approach for WIOA Title I Adult and Dislocated Worker, WIOA Title I Youth, WIOA Title III WP, and TAA programs report the exit date is the last date of service. The last day of service cannot be determined until at least 90 days have elapsed since the participant last received services; this does not include self-service, information-only services or activities, or follow services. This also requires that there are no plans to provide the participant with future services within any program in which they are participating in.

Any authorized user who knowingly or willingly posts a false activity or service in the statewide case management system (or any authorized user who instructs another user to post such an activity) to prevent a timely exit will be falsifying a record and compromising the integrity of the record and/or database. Such an action constitutes a violation of OWD's Confidentiality and Information Security Plan, subject to the disciplinary and/or legal penalties therein. This can include suspension or debarment from access to the case-management system or termination of employment. Depending on its severity, such action also may constitute violation of State or federal laws or regulations and may be subject to additional administrative remedies or criminal prosecution.

Case management services and any other required administrative caseload management activities that involve regular contact with the participant or employer to obtain the participant's employment status, educational progress, or need for additional services don't constitute services that extend the period of participation. If a participant is not scheduled for future services, it must be documented in case notes, EP closed, and closure tab completed.

A Soft Exit will occur when an individual that has not received documented staff-assisted services for 90 days in WP, WIOA or TAA programs. The definition of a "soft exit" is an exit that is system generated and is automatically recorded after the participant has gone 90 days without receiving staff-assisted services. The date of the common exit will correspond to the last day of the staff-assisted services.

A Hard Exit may occur if any of the following reasons apply during participation or up to the fourth quarter measurement period:

- If the participant exits the program because he or she has become incarcerated in correctional institution or has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center during the course of receiving services as a participant.
- If the participant exits the program because of medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.
- If the participant is deceased.
- If the participant exits the program because the 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.

- (Youth participants only). If the participant is in the foster care system as defined in 45 CFR 1255.20 (a), and exits the program because the participant has moved from the area as part of such a program or system.
- If the participant is a criminal offender in a correction institution under section 225 of WIOA.

Case Managers must provide back-up documentation and submit to the Manager for approval. Once approved it is submitted to the FEC Planning Department to request a hard exit. The FEC Planning Department will submit the request to OWD's Customer Support Unit. The (CSU) will review all the necessary documentation before the hard exit will be completed.

## **VII. FOLLOW-UP:**

### **A. Follow-Up:**

#### **Adults:**

WIOA requires follow-up Career Services be made available to program participants. The purpose of follow-up career services is to ensure that the participant is able to retain employment, to obtain wage increases, and to advance in a career. Follow-up services are available to employed participants, not every participant will need or want these services.

Because of the required follow-up activities, the Career Development Executive will assure that the customer has provided as much contact information in MOJOBS as possible. When changes occur staff will update MoJobs and Apricot, including telephone number, email address and a sufficient number of alternate contacts. The Counselor may use this information as well as social media, as appropriate, to make contact with the customer.

For WIOA Adult and Dislocated Worker participants, follow-up services must be available for up to 12 months after the first day of unsubsidized employment. Follow-up services are unique to the individual and designed to support the individual to ensure their success in post-secondary education or unsubsidized employment. The closure tab must be completed in Mojos.

Examples of WIOA Adult and dislocated Worker Follow-Up Career services include:

- Career planning and counseling;
- Assistance with work-related problems;
- Peer support groups
- Referrals; and
- Information regarding educational opportunities.

Adult and Dislocated Worker program participants may not receive supportive services while in follow up.

For TAA participants, a referral must be made to the WIOA Dislocated Worker program after TAA funded training is complete in order to participate in follow-up services.

Staff must document follow-up services in the statewide case-management system by posting the appropriate activity or service and entering an accompanying Case Note.



- Five attempts using different avenues must be made. Each attempt to obtain this information must be documented either in the follow-up tab or in a Case Note. After sixty (60) days of attempting contact with no response utilizing the five (5) methods of contact, staff do not need to make any other attempts to contact the customer. Those methods of contact include: social media, email, phone, text messages, and U.S. mail.

## **B. Follow-Up for Youth Customers:**

### **Follow-up Services**

For Youth participants, follow-up services must be offered for no less than 12 months after the completion of all WIOA enrollment activities. While in follow-up, all youth must be offered an opportunity to receive follow-up services that align with their Individual Services Strategy. Follow-up services are critical services that must have a minimum of 12 months in duration, are unique to the individual and designed to support the Youth to ensure their success in post-secondary education or unsubsidized employment. Follow-up services may include regular contact with a Youth participant's employer, including assistance in addressing work-related problems that arise. The closure tab must be completed in MOJOBS.

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Examples of Youth program follow-up services include:

- Supportive services;
- Adult mentoring;
- Financial literacy education;
- Services that provide labor market and employment information about in-demand local industry sectors or occupations (including career awareness, career counseling, and career exploration); and
- Preparatory activities for transitioning to post-secondary education and training.

Staff must document follow-career services in the statewide case-management system by posting the appropriate activity or service and entering an accompanying Case Note.

**Youth Follow-Up Activity Codes (Pp. 26-28 of DWD Issuance No. 08-2017, Change 1). [Link to See Activity Codes and Definitions https://jobs.mo.gov/dwdissuances](https://jobs.mo.gov/dwdissuances)**

A youth must be enrolled in a Follow-Up service or services, which entails more than periodic follow-up to track the customer's employment status. The Follow-Up service code entered in MOJOBS and subsequent service depends upon the youth's particular follow-up needs. The follow-up service must be specifically tailored to that Youth customer. Therefore, the type and intensity of follow-up services may differ for each participant.

The follow-up services a Youth may be enrolled in are as follows:

OWD's Statewide Electronic Case Management System  
Activity Codes and Definitions

Revised 9/22/2021

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
<b>WIOA</b>						
<b>Follow Up Services</b>						
F07	Assistance with Job/Work Related Problems	No	365	0	365	Follow up assistance with job/work related problems for participants in workforce development activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of employment.
F08	Adult Mentoring	No	365	0	365	Follow up adult mentoring for participants in workforce development activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of employment.
F09	Tutoring	No	365	0	365	Follow up tutoring for participants in workforce development activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of employment.
F10	Leadership Development	No	365	0	365	Follow up leadership development for participants in workforce development activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of employment.
F11	Other Follow Up Service, not classified	No	365	0	365	Other follow up services for participants in workforce development activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of employment.
F12	39-Transportation	No	365	0	365	Services which include transportation expenses that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current OWD Statewide Supportive Services Issuance.
F19	39- Purchase work related uniforms/attire	No	365	0	365	Services which include the purchase of work related uniforms/attire that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current OWD Statewide Supportive Services Issuance.

F10	Leadership Development	No	365	0	365	Follow up leadership development for participants in workforce development activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of employment.
F11	Other Follow Up Service, not classified	No	365	0	365	Other follow up services for participants in workforce development activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of employment.
F12	39-Transportation	No	365	0	365	Services which include transportation expenses that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current OWD Statewide Supportive Services Issuance.
F19	39- Purchase work related uniforms/attire	No	365	0	365	Services which include the purchase of work related uniforms/attire that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current OWD Statewide Supportive Services Issuance.

Service Code	Activity Description	Courtside for Participation	Duration	Extended Duration	Max. Duration	Definition
<b>WIOA</b>						
<b>Follow Up Services</b>						
P14	65-Purchase work related tools	No	665	0	665	Services which include the purchase of work related tools that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current OWD Statewide Supportive Services issuance.
P15	66-Housing Assistance	No	665	0	665	Services which include housing assistance that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current OWD Statewide Supportive Services issuance.
P18	65-Utilities	No	665	0	665	Services which include utilities assistance that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current OWD Statewide Supportive Services issuance.
P17	66-Dependent Care	No	665	0	665	Services which include dependent care that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current OWD Statewide Supportive Services issuance.
P18	66-Medical	No	665	0	665	Services which include medical expenses that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current OWD Statewide Supportive Services issuance.
P19	66-Youth Incentives Payment	No	365	0	365	LWDCs may provide incentives while the Youth is enrolled in follow-up services. The incentive must be directly linked to a Youth activity, the activity must be posted in the OWD case management system, and Case Notes must accompany the Youth activity and incentive payment. Incentive payments are to be provided in the manner described in the LWDC's policy.

If a customer cannot be contacted, this must be documented in case notes. The Career Counselor shall make reasonable efforts to contact the customer, which includes or may include telephone, text, email, social media, and U.S. mail.

If at any point in time during the program or during the 12 months following exit the Youth requests to opt out of follow-up services, they may do so. In this case, the request to opt out or discontinue follow-up services must be made by the youth and documented in case notes and follow-up activities are discontinued at that time.

A Youth participant may receive Supportive Services during the follow-up period if such services are verified to relate to employment or maintaining employment.

### VIII. After Exit Requirements:

Staff are required to complete quarterly follow-up for performance for those individuals enrolled into the WIOA Adult, Dislocated Worker and Youth programs. Providing quality follow-up services, as described above, is different from completing required quarterly follow-up for performance. While staff are required to contact participants or their employer to obtain supplemental employment information in order to complete the quarterly follow-up tabs in the statewide case-management system, this type of contact is not an example of an allowable follow-up service.

For reporting purposes, all exit information must be completed. This includes, but is not limited to, entering employment, school status, youth placement, training-related employment, non-traditional employment, and credential obtainment.

- For WIOA Adult and dislocated Worker programs, staff must complete the “follow-ups” tab for the 2<sup>nd</sup> quarter after exit and 4<sup>th</sup> quarter after exit sections.
- For WIOA youth, staff must complete the WIOA “follow-ups” tab for all four quarters after exit sections.
- Staff must contact participants or their employers to obtain the required information to complete the sections in their entirety by the deadline shown.
- Five attempts using different avenues must be made. Each attempt to obtain this information must be documented in the follow-up tab **and** in a Case Note. After sixty (60) days of attempting contact with no response utilizing the five (5) methods of contact, staff do not need to make any other attempts to contact the customer. Those methods of contact are: social media, email, phone, text messages, and U.S. mail.

#### **E. Follow-up with Rosters**

The Director of Career Services shall generate rosters from the MOJOBS system on customers who have exited the system. Career Development Executives and other staff assigned to follow-up shall enter case notes in MOJOBS, complete follow-up tab, and update the closure tab.