



CHICAGO COOK  
WORKFORCE PARTNERSHIP

A proud partner of the  AmericanJobCenter® network

August 27, 2018

# Follow-up Policy & Procedures Webinar

# Webinar Logistics



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- Everyone is in “listen only” mode
- Type your questions in the “Question” box. We will answer as many questions as we can during the call.
- All materials will be posted on the Career Connect Help Desk site: [Workforceboard.zendesk.com](https://workforceboard.zendesk.com)
- We are recording the webinar and will provide a link to it on the Help Desk

# Agenda



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- Follow-up Policy
- Adding Follow-up Services
- Adding Quarterly Follow-up Records
- Reports





## Adult & Dislocated Workers

- Up to 12 months after date of placement
- Document follow-up services and quarterly outcomes in Career Connect
- Not required for individuals who:
  - are not placed
  - cannot locate
  - do not want follow up
- Any refusal must be documented in case notes
- **Adult and Dislocated-no support services after exit!!!**



## Youth

- Up to 12 months after Exit
- Document follow-up services and quarterly outcomes in Career Connect
- Not required for individuals who:
  - cannot locate
  - do not want follow up
- Any refusal must be documented in case notes

**TIP:** Any supplemental data you can gather for Q2 & Q4 after exit, counts towards performance!

# Adding Follow-up Services



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- Procedures covered in:
  - Follow-up Policy:  
<https://workforceboard.zendesk.com/hc/en-us/articles/360003795372-Follow-Up-Policy>
  - Closure/Exit Procedure:  
<https://workforceboard.zendesk.com/hc/en-us/articles/360001375152-Closure-Exit-Procedure-Revised-8-8-2018->

# What to Track After Exit



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Outcome	Guidelines
Credentials	Credentials earned up to 1 year after exit, that are <b><i>directly related to</i></b> WIOA training or services.
Measureable Skills Gain (MSG)	MSGs earned after exit, but in the same program year that training / education services occurred. The MSG must be <b><i>directly related to</i></b> WIOA training / education services. This includes Lit/Num gains EFL gains.
Employment	Any employment attained or retained in the 4 quarters after Exit – <b><i>especially the 2<sup>nd</sup> and 4<sup>th</sup> quarter after exit.</i></b>
Additional Placement Data	Entry into advanced training / education or military service. This data helps show advancement on a career pathway

# Career Connect Demo



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- Adding a Follow-up Service
- Adding Credentials & MSGs
- Adding Quarterly Follow-up data
- Reports



# Questions

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- Follow-up Service Poll
- Questions?