

Attachment 18:  
Veteran's Priority of Service



## 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, Lona 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

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

**POLICY NUMBER: 05-2024**

**EFFECTIVE DATE: 04-22-2024**

#### **APPROVED BY**

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 Eastern Jackson County Region will provide the integration of services through co-enrollment processes. OWD requires co-enrollments linking WIOA Title I program enrollments with specific non-Title I programs such as WIOA Title III Wagner-Peyser (WP), Trade Adjustment Assistance (TAA), National Dislocated Workers Grants, which are all programs under the United State Department of Labor (DOL) authority.

#### **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. In order to provide better choices/services for participants, WIOA partners must work together in order to bridge the gap between services. This way FEC will be better able to do the following:

- Achieve the vision and goals laid out in WIOA;
- Improve participant outcomes by bridging the gap between employers and job seekers;

- Improve WIOA Partner outcomes by collaborating to achieve our performance goals; and
- Eliminate barriers to services and reduce the burden on participants to identify and access FEC services.

This Issuance is based upon Office of Workforce Development Issuance No. 01-2023, Statewide Enrollment and Exit Policy. Office of Workforce Development Issuance No. 08-2021 April 1, 2021, was rescinded July 31, 2023. Additionally, the previous Enrollment and Exit Policy for FEC, 08-2021, is also rescinded.

**ENROLLMENT AND EXIT POLICY**

**Policy Number 05-2024**

TABLE OF CONTENTS

POLICY.....4

I. Mandatory Co-Enrollments 4

II. Priority of Services.....5

III. Basic Career Services.....5

IV. Individuals Services.....7

V. Training Services.....7

VI. Exit Procedures.....8

VII. Follow Career Services.....9

VIII. After Exit Requirements.....13

**Attachment A: OWD Issuance: 01-2023**

## **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, [unless the enrollment is declined by the participant](#). 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.
- [National Dislocated Worker Grants requirements will be dependent on the individual grant. Co-enrollment policy is outlined in each grant manual.](#)

(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: Veteran's Priority of Service:**

- A veteran is a person who served (at least one day) in the active military, naval, or air service, and who was discharged or released under any condition other than “dishonorable.” Active service includes full-time service in the National Guard or Reserve component, other than full-time duty for training purposes. A covered person is also the spouse, widow, or widower of:
- Any veteran who died of a service-connected disability.

A member of the U.S. Armed Forces on active duty who at the time of the spouses' application has been listed for more than 90 days as:

- o Missing in action; or
- o Captured in the line of duty by a hostile force, or
- o Forcibly detained or interned in the line of duty by a foreign government or power.
- Any living veteran who has a total (100%) disability rating resulting from a service-connected disability.
- Any veteran who died while a total disability was in existence.

### **III: Priority of Service:**

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

- Public-assistance 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:

### **IV. 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.

## **V. 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. AFTER EXIT FOLLOW-UP REQUIREMENTS**

### **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.

### **Follow-up Tabs**

FEC will ensure that staff follow up WIOA participants, as necessary, and provides accurate reporting on the WIOA indicators of the performance measures. Staff is required to complete in a timely manner the proper sections by the deadline (shown in the statewide case-management system) for the following:

- **WIOA Adult and Dislocated Workers**
  - For participants that are not showing on the performance roster as reporting wages staff must complete the follow-up tabs for the 2<sup>nd</sup> and 4<sup>th</sup> quarter after exit. Staff are required to contact participants to:
    - Obtain supplemental employment information (if applicable).
    - OR
    - Determine if the participant is not employed and offer and provide the appropriate services as needed.
  - For participants that receive WIOA Title I training services staff must complete the follow-up tabs for the 2<sup>nd</sup> quarter after exit. Staff are required to contact participants to collect Training Related to Employment information.

### **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**

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. *Staff must complete WIOA follow-up tabs for each participant for 4 quarters. For reporting purposes, staff must complete all exit information. This includes, but is not limited to, entered employment, school status, youth placement, and credential obtainments.*

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	SS-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.
F13	SS- 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	SS-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.
F13	SS- 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	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
<b>WIOA</b>						
<b>Follow Up Services</b>						
F14	SS-Purchase work related tools	No	365	0	365	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.
F15	SS-Housing Assistance	No	365	0	365	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.
F16	SS-Utilities	No	365	0	365	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.
F17	SS-Dependent Care	No	365	0	365	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.
F18	SS-Medical	No	365	0	365	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.
F19	SS-Youth Incentives Payment	No	365	0	365	LWDAs 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 LWDB'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.

### **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.

Attachment A  
OWD Issuance 01-2023





Missouri Department of  
Higher Education and  
Workforce Development

OWD Issuance:  
**01-2023**

Release Number—Program Year

Release Date:  
**July 31, 2023**

Updated On:  
**July 31, 2023**

Expiration Date:  
**Continuous, until further notice**

SUBJECT: **Statewide Enrollment and Exit Policy**

ATTACHMENTS:  
Attachment 1- Service Category Distinctions

*This Issuance is Official Policy  
of the Missouri Office  
of Workforce Development*

ISSUING AUTHORITY:

Julie Carter,  
Interim Director  
Office of Workforce  
Development (OWD)

THIS ISSUANCE DOES  
REQUIRE CREATION OR  
ALTERATION OF A  
CORRESPONDING LOCAL  
POLICY

KEYWORDS:

**Basic Services, Co-enrollment,  
Common Exit, Trade  
Adjustment Assistance, WIOA.**

THIS ISSUANCE AFFECTS:

Missouri One-Stop Delivery System (MJs/AJCs)  
WIOA Title I Performance/Accountability  
WIOA Title I One-Stop Delivery/Service Providers  
WIOA Title I Local Areas/Local Boards/Local Plans  
WIOA Title I In-State Funding  
WIOA Title I Performance/Accountability  
State of Missouri Workforce System Procedures

FOR THE ATTENTION OF:

DHEWD State Professional Staff  
Sub-recipient Staff  
Local Fiscal Agents  
One-Stop Operators  
Service Providers  
Local WDB Directors  
Local Compliance Monitors

RESCISSIONS:  
OWD Issuance 08-2021, "Statewide Enrollment and Exit Policy," April 1, 2021.

REFERENCES:  
U.S. Department of Labor, Employment and Training Administration, Training and Employment  
Guidance Letter ([TEGL 10-16, Change 2](#)), "Performance Accountability Guidance for Workforce  
Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs,"  
September 15, 2022.  
[TEGL 7-20](#), "Effective Implementation of Priority of Service Provisions for Most in Need  
Individuals in the Workforce Innovation and Opportunity Act (WIOA) Adult Program," November  
24, 2020.  
[TEGL 19-16](#), "Guidance on Services provided through the Adult and Dislocated Worker Programs  
under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act  
Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA  
Final Rules," March 1, 2017.  
[OWD Issuance 07-2022](#), "WIOA Adult and Dislocated Worker Programs Eligibility and  
Documentation Technical Assistance Guidance," February 10, 2023  
[20 CFR 682 Subpart C](#).

## SUMMARY:

This Issuance provides Office of Workforce Development (OWD) guidance to Local Workforce Development Boards (Local WDBs) and Workforce Staff regarding service category distinctions, co-enrollment, priority of service, common exit procedures, and quarterly follow-up requirements. The WIOA program enrollments require numerous data elements. Therefore, OWD requires co-enrollments linking WIOA Title I programs with specific non-Title I programs such as WIOA Title III-Wagner-Peyser (WP), Trade Adjustment Assistance (TAA), National Dislocated Worker Grants, which are all programs under the United States Department of Labor (DOL) authority.

## BACKGROUND:

All of the Labor Exchange services authorized by WP are classified as WIOA Basic or Individualized Career Services and, must be delivered by all Missouri Job Center staff. The only Missouri Job Center services that are restricted to State staff are those funded by the Jobs for Veterans State Grant.

All appropriate staff, regardless of their employer of record or funding source, must promptly provide Career Services for all customers. Staff must enroll and provide services in the program in which they are funded (i.e. WP staff will post services to the WP application and WIOA staff will post services to both the WP and the WIOA applications in the statewide case-management system). These services may be recorded by any staff authorized to utilize the statewide electronic case-management system, under the appropriate program providing the service. Refer to Attachment 1- Service Category Distinctions for detailed information regarding eligibility requirements for each category.

Guidance from DOL Employment and Training Administration (ETA) defines the “point of exit” for performance reporting. For WIOA Title I Adult and Dislocated Worker, WIOA Title I Youth, WIOA Title III WP, and TAA programs, “point of exit” is the last date of service. Participants will exit the program(s) having gone 90 days without receiving a countable service, for performance-accountability purposes this guidance also establishes a policy restricting program operators from controlling the date of exit from the workforce programs included in the [Primary Indicators of Performance](#).

Missouri has adopted the common exit approach for WIOA Title I Adult and Dislocated Worker, WIOA Title I Youth, WIOA Title III WP, and TAA programs. Common exit is a requirement that a participant is only exited when all the criteria for exit are met for the WIOA titles I and III core programs, as well as any additional DOL-administered required partner programs to which the State’s common exit policy applies in which the participant is enrolled.<sup>1</sup>

## SUBSTANCE:

Staff must present all customers of WIOA Partners with the availability of services for which they are eligible—or potentially eligible. Staff must actively engage and assist customers in co-enrolling in services they choose. Such staff activity helps implement a central principle of WIOA—that of

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<sup>1</sup> [20 CFR 677.150\(c\)\(3\)\(ii\)](#)

maximizing informed consumer choice.

To provide that choice, WIOA Partners must work together by focusing on effective co-enrollments in order to bridge the gap between services. When WIOA Partners co-enroll customers, we are better able to:

- Achieve the vision and goals laid out in WIOA;
- Improve participant outcomes by meeting the needs of employers and jobseekers;
- Improve WIOA Partner outcomes by collaborating to achieve our performance goals; and
- Eliminate barriers to services and reduce the burden on customers to identify and access our services.

### **Mandatory Co-Enrollment Requirement:**

- All job seekers receiving staff-assisted services in a Missouri Job Center (including Youth) must be enrolled in the WP program.
  - Any Missouri Job Center staff can—and must—complete the WP enrollment in the statewide electronic case-management system.
  - Career Services provided by WIOA Title I only funded staff in WP beyond information-only that trigger participation into the WP program require (at a minimum) the completion of a WIOA Adult Basic Career (ABC) enrollment; WIOA Title I staff must complete this enrollment directly after completing a WP enrollment.
    - OWD strongly encourages the use of the Common Intake feature in the State Case Management system to complete this mandatory co-enrollment. WIOA only funded staff must not provide WP participation triggering services without completing the ABC enrollment.
  - Please refer to OWD's *most recent Participant Activity Codes, Durations and Definitions Issuance* for Career Services that trigger participation.
  - If enrolling into Dislocated Worker (DW) program full DW eligibility is required.
  - For ABC and DW enrollment please refer to the most recent *Adult and Dislocated Worker Programs Eligibility and Documentation Technical Assistance Guidance* for ABC and DW eligibility requirements.<sup>2</sup>
- All Trade Adjustment Act (TAA) participants must be co-enrolled in the WIOA Dislocated Worker program, unless the enrollment is waived by the participant.
  - The TAA Code of Federal Regulations dictates that all TAA eligible workers<sup>3</sup> 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 after completion of training, and for adversely affected workers on a waiver from training<sup>4</sup>.

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<sup>2</sup> [OWD Issuance 07-2022](#) WIOA Adult and Dislocated Worker Programs Eligibility and Documentation Technical Assistance Guidance

<sup>3</sup> [20 CFR 618.325\(b\)\(3\)](#) Some trade-affected workers are ineligible for the WIOA dislocated worker program, including those that do not meet the Selective Service registration requirement, and will be exempt from the co-enrollment requirement.

<sup>4</sup> [20 CFR 618.360](#)

- 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.
- TAA participants receiving training services that will result in a credential that is not a recognized Post-Secondary credential (Post-Graduate Degree) by WIOA, are not required to be co-enrolled, as required under this policy. However, if a participant elects for a DW enrollment, the enrollment must occur.
- National Dislocated Worker Grants requirements will be dependent on the individual grant. Co-enrollment policy is outlined in each manual.

Other co-enrollment in complementary programs is consistent with the intent of WIOA. Use this approach as appropriate, at the discretion of the Local WDB, in line with stated policy in its approved Local Plan.

At the discretion of the Local WDB, OWD staff may be authorized to enroll individuals in WIOA programs. This is allowable because eligibility determination, outreach and intake, comprehensive assessment, employment planning, and follow-up are all Career Services OWD staff are required to deliver.

### Priority of Service:

The WIOA regulations require states and Local Workforce Development Areas (LWDAs) to establish priority of service criteria for Adult program-funded Individualized Career Services and Training Services. The State’s policy is that Local WDBs must establish tiered, local, priority-of-service policies. These policies must assign top priority to:

- Public-assistance recipients;
- Low-income individuals, and
- Individuals who are basic-skills deficient (including English language learners).

These policies must also allow other eligible individuals outside of the top-priority group to have access to these services. DOL’s recommendation<sup>5</sup> is to give priority of service to these individuals ensuring that at least 75% of a state’s participants receiving individualized career and training services, *in the Adult program*, are from at least one of the priority groups mentioned above. **The priority of service rate must never be lower than 50.1%.**

These priorities are in addition to the requirements in the WIOA regulations at [20 CFR 680.650](#) that mandate veterans and their eligible spouses receive priority of service for all DOL funded job training programs, including the WIOA Adult program. Please refer to the State’s most current guidance on this subject.<sup>6</sup>

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<sup>5</sup> [TEGL 7-20](#), “Effective Implementation of Priority of Service Provisions for Most in Need Individuals in the Workforce Innovation and Opportunity Act (WIOA) Adult Program,” November 24, 2020.

<sup>6</sup> [OWD Issuance 10-2016](#), “Priority of Service for Veterans and Eligible Spouses,” February 1, 2017.

## 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 reports 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-up services. This also requires that there are no plans to provide the participant with future services within any program in which they are participating.

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 also do not 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.

### Soft Exit

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

### Hard Exit

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 they become incarcerated in correctional institution or becomes 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 lasts 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](#)

[1355.20\(a\)](#), 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 defined under section [225\(e\)\(1\)](#) of WIOA.

Case Managers must provide back-up documentation and contact OWD's Customer Support Unit (CSU) to request a hard exit. CSU will review all the necessary documentation before completing the hard exit.

### **After Exit Follow-Up Requirements:**

Each Local WDB must ensure that staff follow-up with WIOA participants, as necessary, provides accurate reporting on the WIOA indicators of performance measures.

*Follow-Up Tabs:* Staff is required to timely complete the proper sections by the deadline (shown in the statewide case-management system) for:

- **WIOA Adult and Dislocated Worker**
  - a. For customers that are not showing on the performance rosters as reporting wages staff must complete the follow-up tabs for the **2<sup>nd</sup>** and **4<sup>th</sup>** quarter after exit. Staff are required to contact participants to:
    1. Obtain supplemental employment information (if applicable).
    - OR-
    2. Determine that the customer is not employed and offer and provide the appropriate services as needed.
  - b. For customers that received WIOA Title I training services staff must complete the follow-up tabs for the **2<sup>nd</sup>** quarter after exit. Staff are required to contact participants to collect Training Related to Employment information.
- **WIOA Youth**, staff must complete the WIOA follow-up tab for all four quarters after exit sections. For reporting purposes, staff must complete all exit information. This includes, but is not limited to, entered employment, school status, youth placement, and credential obtainment.

Staff must attempt to use different avenues to attempt contact with the participants. Staff must document each attempt to obtain this information either in the follow-up tab or in Case Notes.

ROLES, RESPONSIBILITES, and REQUIRED ACTIONS:

All Local WDB Directors and Missouri Job Center Leadership should immediately inform Frontline Workforce System Staff of these requirements.

All Frontline Workforce System Staff handling enrollments and posting services to the statewide electronic case-management system should immediately apply these requirements as described as they apply to Basic Services and Individualized Career Services.

Local WDBs must update any corresponding local policy and submit to OWD for approval within 30 days.

TIMELINE:

Implementation of these rules.....**Immediate and Continuous**

INQUIRIES:

Please direct all questions or comments regarding this Issuance document to [dwdpolicy@dhewd.mo.gov](mailto:dwdpolicy@dhewd.mo.gov). All active Issuances are available at [jobs.mo.gov/dwdissuances](https://jobs.mo.gov/dwdissuances). Expired/rescinded Issuances are available on request.

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