

WIA CONFERENCE CALL SUMMARY

9-3-10

Issues on Follow-up Files

There is a structured process for enrolling, quality control, etc, however the follow-up process is going to be changed. This is the most critical part of the process as this is what our performance numbers are based on. We get a positive performance for anyone that entered employment in the 1st, 2nd and 3rd quarter following their exit.

Changes or clarifications to the Follow-up process:

- From this point forward NOONE is to terminate or close out a participant's Case Management Service UNLESS they have verified that the participant is working through a questionnaire or UI wages.
- Incentives were created to encourage the participant to provide us with follow-up information. The participant will only receive incentives for providing us with information. If you are checking UI wages to determine their employment, they do not receive an incentive. If they do not return a questionnaire for the 2nd or 3rd quarter, they are no longer eligible for gas card incentives.
- Throughout September, Jennifer will be going through the spreadsheets you all submitted to clean them up. She is closing out those that need to be closed, and checking UI wages as well. Jennifer will let you know which files need to go where. She will also schedule an appointment with each of you to come in to review and clean up your files.
- One Workforce Specialist from each Career Center will now be the Follow-up Specialist (Joey, Theresa, Aimee N, Amy G, Ben)
- Beginning October 1st, any files that you have that are left in follow-up will be transferred over to the Business Service Specialist for follow-up.

Example: Tiffany has a participant that completed training. She sends out a questionnaire and turns the file over to Todd (BSS). If person responds to the questionnaire and is employed, then file will be given to Amy G to close out in system. If no response is sent in or response is sent in without employment, then Todd will continue to work with that person to find employment or track them down.

Business Service Specialist - handles tracking down participant for info and helps them with finding employment

Follow-up Specialist – will handle the close out and incentives

- **IT IS IMPERATIVE THAT WHEN YOU TRANSFER A FILE TO ANYONE REGARDLESS OF THE REASON, YOU MUST MAKE A NOTE IN EKOS.** This will allow us to be able to track the file if needed.
- When you transfer a file to another worker, be sure to update the list name and remove that participant from your list. We pull our reports from the lists, so these should reflect your current participants at all times. When you submit an amendment to Erica Lupson to change the person responsible for that file, she will be checking that you have updated the list name.

We will have intense training through September regarding follow-up and performance measures. The Business Service Specialists and the Follow-up Specialists will be required to attend. They will pass the information on to the rest of the staff. Other staff is invited to come if interested.

WorkNow KY Program

Many rumors have surfaced from participants in the program regarding an extension. As of today, THIS PROGRAM WILL END ON September 18th. You still have to accept applications and go through the normal process to determine their eligibility until Jennifer notifies you that you can stop.

Success Stories

Thank you for submitting your success stories to Staci. Several of those submitted were selected and sent to Frankfort. Staci will be adding them to the website as well. She will let you know when this has been done.

Staci is going to be sending out a "How to Write a Success Story" template to help with future stories.

Office Procedures

With the recent staff changes here in the office, Jennifer will send out a notice telling you what each person is now responsible for.