

# DISLOCATED WORKER AND ADULT PROCEDURE

**DATE ISSUED:** September 1, 2019

**TO:** Workforce Solutions Dislocated Worker and Adult WIOA Staff

**FROM:** Program Supervisor

**SUBJECT:** Dislocated Worker Program and Adult WIOA Repeat Client Procedure

**PURPOSE:** This procedure gives guidance related to repeat customers in the WIOA Adult and the Dislocated Worker programs.

**BACKGROUND:**

All training and support services dollars are subject to the budgets' status at any time. Guidelines below are subject to change in the event of an expended or nearly expended budget. Priority of funds is given to new DW/Adult participants.

**PROCEDURES:**

When EGC is processing a client Dislocated Worker/Adult WIOA interest form they will:

Check Workforce One to determine if the client has been served by the Workforce Solutions Dislocated Worker or Adult WIOA program in the past. If client has been served in the past, EGC will note the timeframe and program year they were enrolled and the outcome result. See Training and Support Services Policies for further guidance.

If client had a positive exit and:

1. No funds were utilized in the previous enrollment- maximum amount is still available.
2. Some funds were utilized in the previous enrollment- remaining amount of funds are still available for use. The participant can exceed the total amount with supervisor approval. If the previous enrollment was more than one program year from the new enrollment date, maximum funds will be available.
3. All funds were expended- maximum funds will be available in a new program year with recommendation from Counselor and Supervisor approval.

If client had a negative exit:

Thoroughly read case notes to understand the client situation, take into account if they were or



are currently enrolled in other job training programs.

Negative exit reasons could include:

- Cannot Locate
- Refused to Continue
- Family Care Problems

Anyone with a negative program exit within the previous five years has forfeited their immediate use of training and support service funds. EGC will offer "job search only" services. EGC will allow a minimum of three months for job search only. If the EGC determines that training and/or support services funds would be of benefit to produce a positive outcome, they may allocate funds after three months with Supervisor approval. Client will be reminded that following the IEP is an expectation.

**EFFECTIVE DATE:** September 1, 2019

**CONTACT PERSON:** Dislocated Worker and Adult Manager, Supervisor or Planner