



PROGRAM NOTICE: PN-6

SUBJECT: Procedure to Re-engage Missing in Action (MIA) Participants

EFFECTIVE: 1/31/2018, 3/19/2020, 1/13/21

Background

This program notice outlines the procedure and documentation requirements for subrecipients to follow when attempting to re-engage unresponsive Workforce Innovation and Opportunity Act (WIOA) Title I or non WIOA program participants.

Procedure

1. After 30 days of inactivity/unresponsiveness, the subrecipient shall call emergency contacts, the training provider (if enrolled in a training activity) and send an email to the participant. The subrecipient shall document in case notes all attempts made to re-establish contact with the participant.
 - If the subrecipient is unable to contact the participant during a durational service (e.g. Work Experience, On-the-Job Training, or Individual Training Account) they shall call the host site immediately to try to re-engage the participant and discuss/document the importance of on-going communication.
2. Between 30 – 90 days, the subrecipient shall continue to reach out to the participant using all available contact information at least twice per month in the attempt to schedule a face to face meeting to review the individual service strategy/ individual employment plan and re-engage the participant.
3. At 60 days, the subrecipient shall notify their Program Supervisor/Manager to discuss additional steps that might be taken in-order to re-engage the participant.
4. At 90 days, the subrecipient shall exit the unresponsive participant back to the last date a program service was provided.
5. If at any time during this re-engagement process contact is re-established, the subrecipient shall discuss and document in case notes the importance of on-going communication and program expectations. If the participant requests support services, the subrecipient shall discuss and document in case notes their inability to provide support service assistance if their unresponsive/disengaged behavior continues. A deskside appointment shall be scheduled to re-establish the employment and training plan moving forward.