

# **CONEXIÓN LABORAL**

**MAYAGÜEZ - LAS MARÍAS LOCAL ÁREA**

Public Policy Number: 2026-PP-WIOA-001

Date of Approval: Date of April 17, 2026

Effectiveness: April 17, 2026

AIMED AT: Local Board Members, Executive Director, Officials of the Single Labor Management System

APPLICABILITY: This Public Policy applies to the Single Labor Management System of the ALDL Mayagüez - Las Marías.

**PURPOSE:** Establish the criteria for targeted tracking services to participants in the Adult, Displaced Workers and Youth Programs, under the Workforce Innovation and Opportunity (WIOA).

This amendment includes Schedule A, as filed by the State Workforce Development Board: Monitoring Service Criteria Specifications, which provides detailed information on permitted activities and necessary documentation.

## **I. INTRODUCTION**

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014, effective July 1, 2015. It is designed to help job seekers access job openings, education, training and support services to succeed in the labor market and in turn give employers access to employees with skills to compete in the global economy.

WIOA requires that follow-up services must be available to participants in the Adult, Displaced Worker, and Youth programs, post-departure or upon completion of their objective, as set forth in their Individual Employability Plans, in the particular case of adults and displaced workers or in the Individual Services Strategy for youth.

For Adult and Displaced Worker programs, section 134(c)(2)(A)(xii) provides that follow-up shall be offered for a minimum period of twelve (12) months after placement in unsubsidized employment. In relation to youth section 129(c)(2)( 1) states that follow-up services are part of the fourteen (14) elements required in the Youth Program. It must be offered at least twelve (12) months after the end of the youth's participation in the program.

## II. LEGAL BASIS

- Federal Public Law 113-128 of July 22, 2014, Workforce Innovation and Opportunity Act, Section 134(c)(2)(A)(xiii) and Section 129(c)(2)( 1).
  - *Federal Workforce Innovation and Opportunity Act Regulations*  
(WIOA) Sections 678.430(c), Section 680. 150(c), and 681.580(a)(b) and (c).
- TEGL 19-16 "Guidance on services provided through the Adult and Dislocated Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner Peyser Act Employment Service, as amended by Tille 111 of WIOA, and for implementation of the WIOA Final Rules"
- TEGL 21-16 "Third Workforce Innovation and Opportunity Act (WIOA) Tille I Youth Formula Program Guidance"
- TEGL 10-16 Change 1 "Performance Accountability Guidance far WIOA Tille I, Tille 11, Tille 111 and Tille IV Core Programs"
- DDEC - WIOA-PP-07-20 Amendment 1 of June 6, 2024: Procedure for the Follow-up service required by WIOA for participants in the Adult, Displaced Worker, and Youth programs.

## 111. DEFINITIONS

1. **Adult: means** a person who is 18 years of age or older. An individual between the ages of 18 and 24 may also be registered in the Youth program.

2. **Case Annotations:** Case notes refer to printed or electronic statements from the case manager that identify, at a minimum, the following: (a) a participant's status for a specific data item, (b) the date the information was obtained, and (c) the case manager who obtained the information.

This is the narrative documentation of a participant's activities and interactions with career planners/case managers and workforce development system partners. Case notes will allow race planners to summarize and track the participant's progress toward the set goal.

3. **CGU/AJC:** An acronym for the American Job Center which is defined as a physical place where job seekers and employers can access the programs, services, and activities of all required WIOA partners.
4. **Individual Service Strategy (ISS):** This is an individual plan designed specifically for youth program participants. Section 129(c)(1)(B) of the WIOA requires all eligible youth to have an ISS that is directly linked to 1 or more WIOA performance indicators, identify career paths that include education and employment goals, achievement goals, and participant-appropriate services taking into account the assessment.

The ISS is planned in conjunction with youth and takes a personalized, client-based approach and addresses each participant's unique strengths, challenges, and needs. The ISS should be reviewed regularly with young people.

5. **Evaluation of Displaced Adults and Workers - CFR 663.160(a) and (b):** An initial evaluation provides preliminary information about the individual's skill levels, aptitudes, interests, and needs for support services. A determination of the need for individualized career services, as established by the initial assessment or the individual's inability to obtain employment through the career services provided, must be in the participant's case file. A comprehensive evaluation should include the following:

The needs and objectives of the participant's employment and training services;

Academic levels; Previous

work experience;

Occupational competencies, skills y Skills  
levels;

Support service needs; Barriers and  
strengths; y

Employability potential and development needs.

The result of an evaluation is the Individual Employment Plan (IEP).

6. **Objective Evaluation:** it is a requirement for the determination of eligibility of young people. WIOA section 129(c)(1)(A) requires the Youth Program to provide an objective assessment of each participant's academic levels, skill levels, and service needs. As stated in WIOA section 129(c)(1)(A), the objective assessment includes a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for non-traditional jobs), support service needs, strengths, and developmental needs of youth, for the purpose of identifying appropriate services and career paths for participants, except that a re-evaluation of a participant is not required if the provider conducting such program evaluation determines that it is appropriate to use a recent evaluation of the participant conducted pursuant to another education or training program. For the youth service provider, some components of the objective assessment defined by the WIOA, such as support needs, are subjective; while academic levels, for example, are objective in nature.
7. **Youth:** A participant between the ages of 14 and 24 who has met all applicable Youth Program requirements for service delivery, including:
  1. Eligibility determination;
  2. Objective assessment: basic skills, occupational skills, previous work experience, employability, interests, aptitudes, support service needs;
  3. Preparation of an Employment Plan; y
  4. He received one of the 14 elements of the program.
8. **Participant Record Information System (PRIS):** is the database used by Puerto Rico's workforce development system to register participants and produce implementation reports for WIOA's Title 1-B and Title 111 (Employment Service) programs.
9. **Participant:** For WIOA Title 1 (Adults and Dislocated Workers), Title 11, and Title 111 programs, a participant is a reportable individual who has received services other than those described in 20 CFR § 677.15D(a)(3) (or 34 CFR § 463.15D(a)(3), as applicable), after satisfying all applicable programmatic requirements for the provision of services, such as the determination of eligibility.

For the Title I Youth program, a participant is a reportable individual who has met all applicable program requirements for service delivery, including determination of eligibility, an objective evaluation, and the development of an individual service strategy, and has received 1 of the 14 Youth Program elements identified in WIOA sec. 129(c)(2). For Title IV vocational rehabilitation programs, a participant is a reportable individual who has applied for and been determined to be eligible for vocational rehabilitation services, has an approved and signed Individual Employment Plan (PIE), and has begun receiving services under the PIE.

10. Individual Employment Plan (PIE): is an individualized career service, under WIOA sec. 134(c)(2)(A)(xii)(II), that is jointly developed by the participant and the career planner when determined appropriate by the single management center or workforce development system partners. The plan is an ongoing strategy to identify employment goals, achievement objectives, and an appropriate mix of services for the participant to achieve employment goals.
11. Output: As defined for execution calculations, output is the point after which a participant who has received services through either program meets the following criteria:
  - For Adult, Displaced Worker, and Youth programs, the date of departure 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; Such services do not include self-service, information-only services, or tracking services. This also requires that there are no plans to provide the participant with future services.
12. Follow-up Services: Follow-up services provide participants with support and guidance after exit from the program to facilitate sustained employment, to ensure job retention and post-secondary credentials, salary earnings, and career advancement goals. WIOA sections 134(c)(2)(xiii) and 129(c)(2)(I) describe follow-up service requirements for participants who have exited the Adult, Displaced, and Youth programs.
13. Posted Worker (WIOA sec. 3(15)): means an employee who-

A. Category 1

- a. Has been dismissed or displaced or has received a notice of severance or termination of employment, including separation from active military service (does not apply to dishonorable discharge), **and**
- b. You are eligible for or have exhausted your rights to unemployment compensation;
- or**
- c. You have worked for a sufficient period of time. It is construed as any work performed in any occupation where the employee has worked for two full pay periods or one month, whichever is less, to demonstrate to the appropriate entity at an American Job Center, a link to the workforce, but is not eligible for unemployment compensation due to insufficient income or for having performed services for an employer that was not covered under the law state unemployment compensation; **and**
- d. It is unlikely that you will return to a previous industry or occupation.

**B. Category 2 - Displaced by Mass Layoff or Closure**

- a. You have been laid off or displaced, or have received notice of termination or displacement, from employment due to any permanent closure, or any substantial layoff at a factory, enterprise, or military installation.
- b. He is employed at a facility where the employer has made a general announcement that the facility will close within the next one hundred and eighty (180) calendar days; Q
- c. For purposes of determining eligibility for services, other than the training services described in section 134(c)(3), career services described in section 134(c)(2)(A)(xii), or support services, is employed at a facility where the employer has made a general announcement that the facility will close.

**C. Category 3 - Self-Employed**

You were self-employed (including employment as a farmer, farmer, or fisherman), but you are unemployed as a result of general economic conditions in the community in which you reside or because of natural disasters, a national public health emergency, or other unforeseen events.

**D. Category 4 - Displaced Domestic Worker**

- a. Is a person who has been offering unpaid services to family members in the home and who has been:
  - i. Dependent on the income of another family member, but no longer is supported by this income or
  - ii. Is the dependent spouse of an active-duty member of the Armed Forces whose household income has been significantly reduced, due to a military deployment, active duty call or order, permanent change of military base, or the member's service-connected death or disability; and
  - iii. You are unemployed or underemployed and are having difficulty obtaining or improving employment.

**E. Category 5 - Posted Worker Spouse of a member of the Armed Forces**

- a. You are the spouse of a member of the armed forces on active duty and have experienced a loss of employment as a direct result of relocation to accommodate a permanent change at such member's service station, or
- b. You are the spouse of an active-duty member of the armed forces and meet the criteria required by WIOA.

**F. Additional Displaced Worker Designations**

- a. Individuals displaced due to foreign trade
- b. Long-term displaced individuals

#### **IV. POLITICS**

The type and duration of follow-up services will be determined taking into account the needs of the participants and the provisions of the Individual Employability Plans, in the particular case of adults and posted workers or in the Individual Services Strategy corresponding to young people. Participants in the Adult, Displaced Worker, and Youth programs will be informed of follow-up services when they are registered.

Follow-up contacts should be meaningful and focus on the individuality of each participant. The service is more than generating a phone call or making a contact to make sure that the documentation to validate the execution is in order. Follow-up contacts will be meaningful and focused on the individuality of each participant. Services will be documented in the participant's file. The participant's activities and interactions with career planners and workforce development system partners will be noted. The notes will be complete enough for anyone to understand the participant's progress in achieving their goals. In the case notes, the supporting documents related to the identified need and the type of service required by the participant will be maintained. Contacts will not be limited to sending emails, certified letters, call logs certified by the race planner, visits to the CGU-AJC, visits to employers among others.

All information related to follow-up will be included in the "Participant Record Information System" (PRIS).

If participants do not respond to contact attempts for follow-up, discontinue, or refuse services, it will be documented in the PRIS and in the participant's file. It is stated as part of this policy that in order to determine that the participant cannot be located or contacted, the race planner must demonstrate that he or she has made at least three (3) attempts to locate the participant. Among the attempts can be considered a combination of the following: phone calls, sending emails and visits among others. It is understood that there may not be three (3) telephone calls or three (3) emails. The services offered must be reliably evidenced.

Services will be offered for a minimum of twelve (12) months. They may be offered for additional time subject to the needs of the participant in relation to the achievement of their goals. If an additional six (6) months are needed, a report will be drafted and discussed with the Executive Director who is authorized to extend the period for that number of months. If additional time is required, it shall be brought to the attention of the Local Board in writing.

## **V. YOUTH PROGRAM FOLLOW-UP**

Follow-up Services are critical services that will be offered upon the participant's departure from the program to ensure that the youth is successful in employment, and or post-secondary education or training, for a minimum period of twelve (12) months, unless the participant declines to receive the services or cannot be contacted. The latter will be evidenced in the participant's file. The type of service will be determined by the individual needs of each youth. Follow-up includes regular contact with the employer and youth service provider, and offers assistance in addressing problems that arise related to employment or their curriculum. Follow-up services may include, but are not limited to:

- a. Support Services;
- b. Adult Mentoring - A service strategy that involves sustained contact between an adult considered a role model in society and a young participant who needs support to achieve professional, occupational, social, or personal and academic goals;
- c. Financial education and literacy;
- d. Services that include information about the labor market, occupations, and industry sectors in demand in the local area such as career counseling and career exploration services ;
- e. Activities that help the youth prepare for or transition to postsecondary education, or training.

Examples of tracking services may include:

1. Youth who were not placed in a job:
  - a. Meetings with the participant to discuss educational or career options.
  - b. Use of technology to explore resources and facilitate communication.
  - c. Development of leadership skills and support services as described in the Act.
  - d. Services necessary to ensure the success of participants in post-secondary education activities.
2. Young people placed in employment
  - a. Regular contact with the employer, including help in dealing with situations related to the young person's adjustment.

- b. Assistance to ensure that the youth gets a better job with better pay, achieves career development, and continues post-secondary education.
- c. Participate in employment-related peer support groups.
  
- d. Monitor the youth progress in a job after completing training.

**VI. MONITORING PROGRAMMES FOR ADULTS AND DISPLACED WORKERS**

1. If the individual is deemed ready for employment, he or she will be offered Labor Exchange Services pursuant to Section 134(c)(2)(A)(iv)), including employment referrals and follow-up after placement. If the participant is placed in employment, follow-up will be offered for a period of not less than 12 months. If job placement or retention is not achieved, Wagner-Peyser staff will determine what additional services, including support services, might be necessary to achieve an employment outcome. You may refer to one of the UGC System Partners to provide you with training or other services as appropriate.
  
2. Follow-up services, as appropriate, including workplace counseling, will be offered to participants placed in unsubsidized employment, beginning on the first day they were employed.
  
3. Participants with multiple barriers to employment will be offered a greater number of follow-up activities based on their need.
  
4. Some of the follow-up services may include:
  - a. Career counseling and planning;
  
  - b. Meetings with the participant's employer, including assistance regarding situations that may arise in employment;
  
  - c. Participation in peer groups or support;
  
  - d. Provide information about educational opportunities and referral to supportive services available in the community;
  
  - e. Other services

5. Follow-up services are activities that do not incur a cost. Support services will not be paid for with WIOA funds.

## **VII. DOCUMENTATION OF THE TRACKING SERVICE**

All information about contact with participants should be included in the PRIS case management system, noting any new developments or changes. In the case notes, supporting documents relating to the identified need and the type of service required by the participant should be kept. In the case of participants who refuse follow-up services, this should also be documented in the case notes.

This policy states that case entries must be supported by documentation. For example, forms, case manager-certified phone call logs, copies of emails, certified letters, participant visit logs to the CGU/AJC, among others.

## **VIII. DISCONTINUATION OF TRACKING SERVICES**

Some participants may not respond to contact attempts for follow-up, and others may be difficult to locate, making it impossible to provide these services. If the participant is unreachable, refuses to divulge information, or has moved out of the country with no intention of returning, attempts at follow-up contact may cease. The reasons for the discontinuation of follow-up services must be documented in the PRIS and in the participant's file in accordance with the provisions of the previous section.

If participants do not respond to contact attempts for follow-up, discontinue, or refuse services, it will be documented in the PRIS and in the participant's file. It is stated as part of this policy that in order to determine that the participant cannot be located or contacted, the race planner must demonstrate that he or she has made at least three (3) attempts to locate the participant. Among the attempts can be considered a combination of the following: phone calls, sending emails and visits among others. It is understood that there may not be three (3) telephone calls or three (3) emails. The services offered must be reliably evidenced.

Follow-up contact attempts will not be required for participants who have declined to receive follow-up services. This request must be documented in the participant's file using a form that Title 1-B Service Provider develops for these purposes.

## **IX. EXCEPTIONS**

If a participant meets one of the following criteria, they are excluded from monitoring services as well as performance measures:

- a. Institutionalized - the participant leaves the program because he or she has been incarcerated in a correctional institution or is a resident of an institution or facility such as a hospital or treatment center during the course of time he or she receives services as a participant.
- b. Medical Matter - Participant leaves the program due to medical treatment that is expected to last more than ninety (90) days, which prevents him or her from entering unsubsidized employment or continuing to participate in the program.
- c. Deceased - the participant has passed away.
- d. Active Duty of the Armed Forces – the participant leaves the program because he or she is a member of the National Guard or other military unit of the armed forces and is called to active duty for at least ninety (90) days.
- e. Foster Homes - the participant is in the foster care system as defined in 45 CFR Section 1355.20(a), and exits the program because the participant has moved out of the area (only applies to Youth Program participants).
- f. Ineligible - the participant was determined to be eligible but is later determined not to have met the eligibility criteria (applies in the case of Vocational Rehabilitation only).
- g. Offender – the participant is a criminal offender held in a correctional institution as defined in section 225(e)(1) of the WIOA Act.

The reason why the participant is exempted from follow-up will be documented in the file and evidenced. Some examples to prove this are: certification from the institution in which the child is being held, medical certification of the treatment (you do not have to specify a diagnosis), certification of activation of the National Guard or another military unit of the armed forces or other, as applicable.

**X. SEVERABILITY CLAUSE:**

If any provision of this public policy is challenged by the Court and declared unconstitutional or null and void, such decision shall not affect, impair or invalidate the remaining provisions of this public policy, but its effect shall be limited to the provision or topic specifically indicated. The nullity or invalidity of any provision or topic shall not affect or impair in any way its application or validity in any other case, except when specifically and expressly invalid for all cases.

**XI. COMPLIANCE**

Compliance with the provisions and requirements established in this public policy will be evaluated in the monitoring carried out by the Local Board as part of its functions, as well as by the DDEC Monitoring Division as part of the systematic evaluation that is carried out annually on the operations of the ALDLs.

**XII. FAIR PRACTICES AND ACCESSIBILITY**

All individuals will have the same opportunities and access to physical services and facilities without regard to race, religion, color, sex, age, national origin or ancestry, marital status, parental status, sexual orientation, disability, or veteran status. Officials will be responsible for ensuring necessary support for participants with disabilities who need assistance in accessing CGU/AJC facilities and services.

**XIII. ACTION REQUIRED**

The Executive Director will be responsible for disseminating this public policy, as well as training the Officials of the Single Labor Management System in relation to it. In addition, they must answer all queries or requests for information related to it. You will be responsible for sending a copy to the Evaluation Specialist of the Office of Planning, Evaluation, Validation and Statistics of the Labor Connection Program, no later than sixty (60) days after approval.

**XIV. INTERPRETATION**

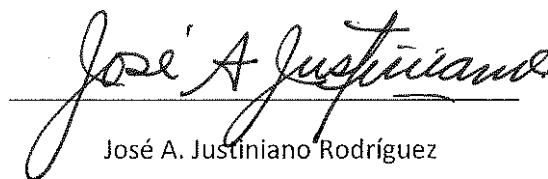
The words and phrases in this policy shall be construed in accordance with the context and meaning endorsed in common usage, except where specifically defined. The words used in the present tense also include the future; those used in the masculine gender include the feminine and neuter, except in cases where such an interpretation is absurd; the singular number includes the plural and the plural includes the singular, provided that the interpretation does not contravene the purpose of the provision. The terms of time, in days, set forth in this policy refer to calendar days.

**XV. VALIDITY:**

This public policy was approved by the Mayagüez - Las Marías Local Labor Development Board in a meeting held by email on April 17, 2026, It will begin to take effect on April 17, 2026 and will be in force until it is amended or repealed by the Local Board.

voids any other public policy, memorial, or executive order related to the tracking service.

For the record, I sign this public policy in Mayagüez, Puerto Rico on the 17th day of April 2026.



Handwritten signature of José A. Justiniano Rodríguez in cursive script, written over a horizontal line.

José A. Justiniano Rodríguez  
Local Board President