



## FOLLOW-UP SERVICES FOR ADULT & DISLOCATED WORKERS

### Workforce Innovation and Opportunity Act Policies and Procedures

EFFECTIVE DATE: May 20, 2021

POLICY #: P204

#### I. PURPOSE:

To communicate State policy regarding activities that constitute follow-up services for Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker program exiters.

#### II. BACKGROUND

Follow-up services provided to system-exited WIOA Title I Adult and Dislocated Worker program participants are activities designed to help those individuals retain unsubsidized employment resulting from the system-related services received.

#### III. POLICY:

- A. Follow-up services can only be provided to WIOA Title I Adult and Dislocated Worker program participants who are placed in unsubsidized employment and have system-exited. Note: WIOA law and regulations define follow-up services as a type of career service, which would typically mean that they can only be provided to participants. However, the U.S. Department of Labor (DOL) has instructed states to follow the guidance issued in TEGL 10-16 Change 1, which states that follow-up services begin after exit.
- B. Follow-up services, if requested by exited individuals and determined by staff to be appropriate for those individuals, must be provided for a period of up to 12 months (i.e., not more than 12 months). Note: WIOA law and regulations state that follow-up services must be provided for not less than 12 months, but DOL has instructed states to comply with the guidance issued in TEGL 19-16.
- C. Follow-up services for system-exited WIOA Title I Adult and Dislocated Worker program participants can include, but are not limited to, two-way exchanges between the service provider or employment specialist and either the individual (or advocate) or the individual's employer as follows:
  - Counseling individuals about the workplace.
  - Contacting individuals or employers to verify employment.
  - Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual.
  - Assisting individuals and employers in resolving work-related problems.
  - Connecting individuals to peer support groups.
  - Providing individuals with information about additional educational or employment opportunities.
  - Providing individuals with referrals to other community services.

- D. Supportive Services during follow-up are allowable for Adult and Dislocated Worker program exiters to help them retain unsubsidized employment.
- E. Follow-up services do not trigger the exit date to change or delay exit for performance reporting as per guidance issued by DOL in TEGL 10-16 Change 1. As such, each exit of a participant during a program year as a separate period of participation if a participant has more than one exit in that program year.
- F. Follow-up services for the 12-month period will be based upon individual needs and participant choice. The type of follow-up services will differ for each individual. Staff must evaluate and determine which allowable follow up services would best suit the individual participant's circumstance.
- G. Not all adults and dislocated workers who are placed into unsubsidized employment will need or want follow-up services. Participants who have multiple employment barriers and limited work histories may need more significant follow-up services to ensure long-term success.
- H. Follow-up services are two-way exchanges between the WIOA program staff and either the participant or the participant's employer. A follow-up service requires a concerted effort to offer available and appropriate assistance.
- I. Appropriate case note documentation must be maintained in the Workforce Integrated Technology (WIT) Data and Information Management System, Efforts to Outcomes (ETO), or any replacement case management system if reporting systems change, to justify the type of follow-up services provided.
- J. When a participant has requested follow-up services, contact will be made, at a minimum, once every quarter. Some participants may not be responsive to attempted contacts for follow-up, and others may be difficult to locate. If after 90 days following exit a participant is unreachable or does not want to participate then follow-up contact attempts may cease.
- K. Reasons for discontinuation of follow-up services, including if a participant declines further contact, must be documented in a case note field in the case management system.

**NOTE:** A new service has been added to the WorkSource Services Catalog to enable the provision of supportive Services to Adult and Dislocated Worker program exiters during follow-up. Review WIN 0077 Change 10, WorkSource Services Catalog.

**“FOLLOW-UP SERVICES-SUPPORTIVE ASSISTANCE”** – Services normally considered supportive services are also appropriate as follow-up services for participants in Adult or Dislocated Worker programs placed in unsubsidized employment whose employment may be at risk due to interruptions to key supports. This follow-up service does not trigger or extend participation and is not durational.

#### **IV. REFERENCES:**

- Public Law 113-128, Workforce Innovation and Opportunity Act of 2014, Section 134(c)(2)(A)(xiii)
- 20 CFR 678.430(c) and 680.150(c)
- Training and Employment Guidance Letter (TEGL) 19-16, Section 4
- Training and Employment Guidance Letter (TEGL) 10-16 Change 1, Section 7 • U.S. Department of Labor response, Attachment A