
Follow-Up Services

PURPOSE

The purpose of this policy is to provide guidance on follow-up services for Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Youth program exiters.

BACKGROUND

Follow-up services are services provided to WIOA Adult and Dislocated Worker program participants who are placed in unsubsidized employment and have system-exited. These services are designed to help individuals retain employment, earn wage gains or advance within their occupation. For youth follow-up services are critical services provided following a participant's exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training.

POLICY

A. Adult and Dislocated Workers Programs

The WIOA requires that follow-up services must be made available to Adult and Dislocated Workers for a period up to 12 months following exit from the program. The goal of follow-up services is to ensure job retention, wage gains and career progress for participants who have entered unsubsidized employment.

Follow-up services may include, but are not limited to the following:

- 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; and
- Providing individuals with referrals to other community resources.

While follow-up services must be made available to all Adults and Dislocated Workers, not all individuals entering unsubsidized employment will need or want such services. The need and the level of intensity for follow-up services must be evaluated for each individual and determined appropriate. Documentation addressing the need and type of services required must be maintained in the case notes and/or the Individual Employment Plan (IEP). For individuals who decline follow-up services, it must be documented in the case notes and/or IEP.

Follow-up contact attempts will not be required for participants who are not responsive, cannot be located, refuse to provide information or have relocated out of state with no intention of returning. Reason for discontinuation of follow-up services must be documented in the case notes and/or the IEP.

Exits are retroactive to the last date of services so follow-up services may begin immediately following the last date of service if it is expected that the participant will not receive any future services other than follow-up services. Follow-up services do not trigger the exit date to change or delay exit for performance reporting.

Supportive services can only be provided to participants receiving career and/or training services. Individuals who have exited from the program cannot receive supportive services as a follow-up service.

For special projects/grants staff should adhere to the guidelines and requirements of the program.

B. Youth Program

Follow-up services must be made available to all WIOA Youth for a minimum of 12 months from the date of exit. The goal of follow-up services for youth is to enable participants to continue life-long learning and achieve a level of self-sufficiency to ensure job retention, wage gains, and postsecondary education and training progress.

Follow-up services for youth may include, but are not limited to the following program elements:

- Supportive services;
- Adult mentoring;
- Financial literacy education;
- Services that provide labor market information and employment information about in-demand industry sectors;
- Activities that help youth prepare for and transition to postsecondary education and training; and
- Other services necessary to ensure the success of the youth in employment and/or postsecondary education.

All youth must receive some form of follow-up services for a minimum duration of 12 months unless the youth declines to receive follow-up services or the youth cannot be located or contacted. The types of services provided and the intensity of services must be determined based on the needs of the youth. Follow-up services must include more than a contact or attempted contact, a service must be provided. Contacting an individual for securing documentation in order to report a performance outcome does not constitute a follow-up service. Follow-up services can be provided and recorded at any time during the follow-up quarter.

Follow-up services must be recorded on the Individual Service Strategy (ISS) and documented in a case note. If a youth declines to receive follow-up services or if the youth cannot be located or contacted it must be documented in the case notes and/or ISS. The Post Closure/Follow-up Service case note indicating the appropriate CalJOBS Follow-up Activity Code(s) must be submitted to Pacific Gateway's Data Unit within ten (10) days of providing the follow-up service(s).

Follow-up services that are reported using the CalJOBS Follow-up Activity Codes do not cause the exit date to change and do not trigger re-enrollment in the program.

For special projects/grants staff should adhere to the guidelines and requirements of the program.

REFERENCES

- WIOA (Public Law 113-128) Sections 129 (c)(2)(I) and 134(c)(2)(A)(xiii)
- Title 20 CFR “WIOA Final Rule” Sections 680.150 and 681.580
- Training and Employment Guidance Letter (TEGL) 19-16 “Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for implementation of the WIOA Final Rules.” (March 1, 2017)
- TEGL 21-16 “Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance” (March 2, 2017)
- Workforce Services Directive WSD17-07 “WIOA Youth Program Requirements” (January 16, 2018)
- TEGL 10-16 Change 1 “Performance Accountability Guidance for WIOA Title I, Title II, Title III and Title IV Core Programs” (August 23, 2017)
- TEGL 10-16 “Performance Accountability Guidance for WIOA Title I, Title II, Title III and Title IV Core Programs” (December 19, 2016)

INQUIRIES

For questions or assistance related to this policy, please contact the Pacific Gateway Workforce Innovation Network staff at (562) 570-3748.

NS:am