

AREA 2 | SUMMIT & MEDINA
WORKFORCE INNOVATION & OPPORTUNITY ACT (WIOA)
POLICY LETTER C-13 | FOLLOW-UP SERVICES

- I. **SUBJECT:** Follow-Up Services for Adults, Dislocated Workers, and Youth
 - II. **PURPOSE:** The purpose of this policy is to communicate local policy and service delivery guidelines regarding activities that constitute follow-up services for Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, and Youth program participants.
 - III. **EFFECTIVE DATE:** October 1, 2018
 - IV. **DATES REVISED:** January 23, 2019
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V. **BACKGROUND**

Follow-up should be considered an extension of the WIOA program during which staff continue to help participants navigate challenges they face as they transition to employment or post-secondary education. WIOA requires that no less than 12 months of follow-up services be offered to all exited Adult, Dislocated Worker, and Youth participants. The intensity of follow-up contacts varies based on the needs of each individual. Examples of follow-up include supportive service referrals, career counseling, and assistance with work-related problems. The overall purpose of follow-up is to assist WIOA participants in retaining employment and maneuver through any additional barriers to success they might encounter after exit.

VI. **REQUIREMENTS**

WIOA Adult and Dislocated Worker Program

For the WIOA Adult and Dislocated Worker program, appropriate follow-up services must be made available to a participant placed in unsubsidized employment for a minimum of 12 months following the participant's first date of employment. Follow-up services are essential for participants in maintaining employment. WIOA staff can provide information and guidance for success in the workplace environment and other counseling about the workplace. Additionally, follow-up services provide the continuing link between the participant and workforce system. These services allow the WIOA staff to assist with other services the participant may need once he or she obtains employment. Examples may include assistance with employer benefits, health insurance, and financial literacy and budgeting. Follow-up services do not extend the date of exit in performance reporting.

In Area 2, follow-up contact of Adult and Dislocated Worker program participants is attempted and documented no less than once per quarter. Methods of follow-up include phone calls, texts, texting applications, email, and face-to-face meetings. WIOA staff should also follow up with participants' employers on a regular basis, no less than once per quarter. Documentation must be recorded in the participants' case notes and include the date, time, and type of contact, as well as the result.

WIOA Youth Program

Follow-up services are a required element of the Youth program. They are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or post-secondary education and training. Follow-up services may include:

- Leadership development and supportive service activities;
- Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
- Assistance in securing better paying jobs, career pathway development, and further education or training;
- Work-related peer support groups;
- Adult mentoring; and/or
- Services necessary to ensure the success of youth participants in employment and/or post-secondary education

All youth participants must receive some form of follow-up services for a minimum duration of 12 months. The types of services provided and the duration of services must be determined based on the needs of the youth and therefore, the type and intensity of follow-up services may differ for each participant. However, follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

In Area 2, follow-up contact of Youth program participants is attempted and documented no less than once per quarter. Methods of follow-up include phone calls, texts, texting applications, email, and face-to-face meetings. WIOA staff should also follow up with participants' employers on a regular basis, no less than once per quarter. Documentation must be recorded in the participants' case notes and include the date, time, and type of contact, as well as the result.

Youth have the option of opting out of follow-up services at any point during or post-enrollment. If a participant opts out of follow-up, WIOA staff must document it in OWCMS.

Discontinuation of Follow-Up Services

Some WIOA participants may not be responsive to attempted contacts for follow-up, and others may be difficult to locate making it impossible to provide follow-up services. If after 90 days following exit a participant is unreachable, refuses to divulge information, or has relocated out of the state with no intention of returning, follow-up contact attempts may cease.

VII. REFERENCES

1. ODJFS WIOA Policy Letter 15-08.1 Career Services for Adults and Dislocated Workers
2. ODJFS WIOA Policy Letter 15-10 Youth Program Services
3. WIOA Public Law 113-128