



## Workforce Innovation and Opportunity Act (WIOA) Policies and Procedures

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### Follow-up Services for WIOA Adult, Dislocated Workers and Youth Program Exiters

**POLICY NUMBER: 1009**

**REVISION DATE: 5-18-20**

**SUPERSEDES:** WIOA Follow-up Services for Adult & Dislocated Worker Exiter and Documentation Policy #004, Rev. 2, Effective October 1, 2017

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#### **PURPOSE**

The purpose of this policy is to communicate WorkForce Central's (WFC) provision of follow-up services to participants exiting the WIOA Adult and Dislocated Worker programs as required in TEGL 19-16 and ESD Policy 5620, and to communicate WFC's provision of follow-up services to participants exiting the WIOA Youth program as recommended in TEGL 21-16, to include how to document and record when a youth participant cannot be located or contacted.

#### **BACKGROUND**

Follow-up services provide participants support and guidance after program exit to facilitate sustained employment, to ensure job retention and post-secondary credentials, wage gains 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 WIOA Adult, Dislocated Worker and Youth programs.

#### **POLICY**

##### **ADULT AND DISLOCATED WORKERS**

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

##### **Initiation and Duration of Follow-up Services:**

Follow-up services, if requested by the participant and as appropriate, must be provided for up to 12 months after the participant has obtained unsubsidized employment and has system exited from the program. As noted in TEGL 10-16, because the date of exit is retroactive to the last date of service, 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.

##### **Types of Follow-up Services:**

Follow-up services can include, but are not limited to two-way exchanges between the service provider/case manager and either the individual (or advocate) or employer as follows:

- Counseling about the workplace.

- Contacting the individual or employer to verify employment.
  - Prior to contacting an employer to verify employment, the Service Provider must obtain a consent form signed by the participant authorizing the Service Provider to contact the participant's new employer. The consent form must be uploaded into the participant's ETO record.
- Help secure better paying jobs, career planning, or counseling.
- Resolving work-related problems.
- Providing information about educational or employment opportunities.
- Referral to other community services.
- Follow-up services must include more than simply a contact for securing documentation in order to report a performance outcome.

**Supportive services are NOT allowed** in follow-up for Adults and Dislocated Workers.

## **YOUTH**

Follow-up services are critical for youth after program exit and are designed to ensure the youth is successful in employment and/or post-secondary education and training. Follow-up services must align with the youth's Individual Service Strategy (ISS).

### **Initiation and Duration of Follow-up Services:**

At the time of program enrollment, all youth participants must be informed of the provision of follow-up services for a minimum of 12 months following their exit from the program. This notification must be clearly documented in case notes.

Because the date of exit is retroactive to the last date of service, 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. The types of services and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each participant.

Youth may decline to receive follow-up services, and in some situations the participant cannot be located or contacted after program exit. If the youth declines to receive follow-up services, the date the participant declined follow-up services must be documented in case notes recorded in ETO. If a youth cannot be located or contacted after program exit, the dates and outcome of attempts to contact the participant must be documented in case notes recorded in ETO. The Service Provider may discontinue attempting to contact youth participants who have not responded after the first quarter after exit. The decision to discontinue attempting to contact youth post-exit must also be documented in case notes recorded in ETO.

### **Types of Follow-up Services:**

Follow-up services may include regular contact with a participant's employer, including assistance in addressing work-related problems that arise. Prior to contacting an employer to verify employment, the Service Provider must obtain a consent form signed by the participant authorizing the Service Provider to contact the participant's new employer. The consent form must be uploaded into the participant's ETO record.

Follow-up services for youth also may include the following program elements:

- Supportive services.
- Adult mentoring.

- Financial literacy.
- Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.
- Activities that help youth prepare for and transition to post-secondary education and training.
- Follow-up services must include more than simply a contact for securing documentation in order to report a performance outcome.

## **PERFORMANCE REPORTING**

Follow-up services do not extend the date of exit in performance reporting. Service Providers must count 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.

The exit date is determined when the participant has not received services in the program or any other DOL-funded program in which the participant is co-enrolled for 90 days and no additional services are scheduled. At that time, the date of exit is applied retroactively to the last date of service. Once 90 days of no services, other than follow-up services, self-service and information-only services and activities, has elapsed and the participant has an official exit date applied retroactively to the last date of services, the program continues to provide follow-up services for the remaining 275 days of the 12-month follow-up requirement. The 12-month follow-up requirement is completed upon one year from the date of exit.

## **PROGRAM COMPLETION AND FOLLOW-UP SERVICE DOCUMENTATION REQUIREMENTS**

A case note must be recorded when the participant completes the program. The program completion case note must include a summary of the participant's engagement in the program including service needs at the time of the individual's program enrollment, services provided, outcomes of services and date and reason from program completion. The date of program completion recorded in case notes must match the program completion date recorded in ETO.

A case note must be recorded documenting the types and duration of planned follow-up services. If the participant opts out of receiving follow-up services, the date the participant opted out and the reason for opting out must be documented in case notes.

Follow-up services and case notes documenting the provision of follow-up services must be recorded in the ETO. Case notes must contain follow-up services provided, outcomes of conversations or in-person meetings, job placement or post-secondary status updates. Case notes must be entered as soon as the information is obtained and/or when services are provided.

## REFERENCES

### Adult/DW:

- WIOA sec. 134(c)(2)(A)(xiii)
- 20 CFR 678.430(c) and 20 CFR 680.150
- TEGL 10-16, Change 1
- TEGL 16-16
- TEGL 19-16
- ESD WIN 0077, Rev. 7
- ESD WIN 0078, Rev. 1
- ESD WIN 0082
- ESD WIOA Policy 5620

### Youth:

- WIOA Sec. 129(c)(2)(I)
- 20 CFR 681.580
- TEGL 10-16, Change 1
- TEGL 21-16
- ESD WIN 0077, Rev. 7
- ESD WIN 0082
- ESD WIN 0084, Rev. 1
- ESD WIN 0092

## REVISION APPROVED

  
WFC CEO

5/18/20  
Date

### EQUAL OPPORTUNITY – EQUAL ACCESS

WorkForce Central is an equal opportunity employer/program. Auxiliary aids and services are available upon request for individuals with disabilities. Washington Relay Service – 711.