



Workforce Innovation and Opportunity Act (WIOA) Policies and Procedures

Follow-up Services Policy and Procedures

Policy Number: P-1009, Rev. 1

Revision Date: 7-13-21

Supersedes: Follow-up Services for Adult, Dislocated Workers and Youth Program Exiters, #1009, dated 5-18-20

PURPOSE

The purpose of this policy is to communicate WorkForce Central's provision of follow-up services to individuals who have positively concluded their active participation in the Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Dislocated Worker, and Youth (Young Adult) programs and who have entered unsubsidized employment and post-secondary education (post-secondary education applies to Young Adults only).

The purpose of this policy revision is to:

- Authorize the provision of supportive services during follow-up for individuals enrolled in the WIOA Title I Adult and Dislocated Worker programs authorized in WA State's Employment Security Department's (ESDs) ["Follow-up Services for Adults and Dislocated Workers" Policy 5620, Rev. 1](#).
- Clarify program completion and follow-up documentation requirements.
- Update citations.

BACKGROUND

Follow-up services provide WIOA Title I enrolled individuals support and guidance after program completion 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 completed the WIOA Title I Adult, Dislocated Worker and Youth programs. Department of Labor (DOL) [TEGLs 19-16](#) and [21-16](#), and Employment Security Department's (ESD) [Policy 5620, Rev. 1](#) provide additional guidance for the provision of follow-up services.

POLICY

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.

ADULT AND DISLOCATED WORKER PROGRAMS

Follow-up services can only be provided to WIOA Title I Adult and Dislocated Worker program participants who are placed in unsubsidized employment, including self-employment, and have a program completion recorded in the State's Management Information System (MIS, "ETO").

Follow-up services, if requested by the participant and determined by staff to be appropriate, must be made available for up to 12 months after the date of program completion. The frequency of follow-up services is determined by the needs of each individual participant.

All services provided in follow-up must be recorded in ETO. Unless an individual has opted out of receiving follow-up services, WIOA Title I Service Providers must document the participant's progress/status update in case notes recorded in ETO on a minimum quarterly basis.

If an individual opts out of receiving follow-up services, the date they opted out and their reason for opting out must be documented in case notes recorded in ETO.

Types of Follow-up Services - Adult and Dislocated Worker

Follow-up services can include, but are not limited to two-way exchanges between the WIOA Title I Service Provider and either the individual (or advocate) or employer as follows:

- Counseling individuals 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.
- Contacting individuals or employers to help secure better paying jobs, to provide 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 referral to other community services.
- Supportive services to help individuals retain unsubsidized employment that may be at risk due to interruptions to key supports. See [WorkForce Central's Supportive Service policy](#) for details located on WorkForce Central's website at <https://workforce-central.org/about/policies/>.
- Follow-up services must include more than simply a contact for securing documentation for the purpose of reporting a performance outcome.

YOUTH (YOUNG ADULT) PROGRAM

Follow-up services are critical for youth after program completion and are provided as needed to ensure the youth is successful in employment and/or post-secondary education and training. Services provided during follow-up must align with the youth's Individual Service Strategy (ISS) as documented on a paper ISS or in case notes uploaded and recorded in ETO.

All services provided in follow-up must be recorded in ETO. Unless an individual has opted out of receiving follow-up services, Service Providers must document the participant's progress/status update in case notes recorded in ETO on a minimum quarterly basis.

Initiation and Duration of Follow-up Services

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

Youth may decline to receive follow-up services, and in some situations the participant cannot be located or contacted after program completion. If the youth declines to receive follow-up services, the date and reason 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 completion, 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 program completion. The decision to discontinue attempting to contact youth post-program completion must also be documented in case notes recorded in ETO.

Types of Follow-up Services- Youth (Young Adults)

Follow-up services for youth 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 individuals 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.
- 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 trigger or 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

Service Providers must collect documented evidence of individuals' employment and/or training status at program completion. Procedures for uploading documents used to validate employment and training status at program completion are in WorkForce Central's [ETO Documentation Policy & Procedures](#) located on [WorkForce Central's website](#).

A case note must be recorded in the Program Completion touch point in ETO. The program completion case note must include:

- A brief summary of the participant's engagement in the program including service needs at the time of the individual's program enrollment,
- Summary of services provided while enrolled,
- Outcomes of those services,
- School status at program completion (Young Adults only), and
- Date and reason for program completion. The date of program completion recorded in case notes must match the program completion date recorded in ETO.

For Young Adults who exit the program after earning a high school diploma or GED and are enrolled in an education or training program that leads to a credential post-exit, the following must be recorded in the program completion case note (if not previously documented in case notes prior to program completion):

- Date enrolled in training,
- Name of school,
- Training program,
- Anticipated completion date, and
- Anticipated credential to be earned.

For any participant completing their program due to obtaining unsubsidized employment, the following must be recorded in the program completion case note (if not previously documented in case notes prior to program completion):

- Name of employer,
- Job title,
- Wage,
- Full- or part-time employment status,
- Start date of employment, and
- Whether the new job meets the individual's self-sufficiency needs or is comparable to previous employment when applicable.

For any other reasons for program completions, the reason for concluding the individual's participation in the program must be recorded in the program completion case note recorded in ETO.

The program completion case note must also document 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 recorded in ETO.

Applicable follow-up services must be recorded in ETO when the service is provided. See ESD's [WorkSource Service Catalog](#) for applicable follow-up services. Case notes documenting the provision of follow-up services and outcomes of those services must be recorded in the applicable follow-up service touch point recorded in ETO. Case notes must be entered as soon as the information is obtained and/or when services are provided. Instructions for uploading documents related to the provision of follow-up services is in WorkForce Central's [ETO Documentation Policy & Procedures](#).

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. 10
- ESD WIN 0082, Rev. 1
- ESD WIOA Policy 5620, Rev. 1

Youth:

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

APPROVED



[Katie Condit \(Jul 13, 2021 13:06 PDT\)](#) Jul 13, 2021

Katie Condit, WFC CEO 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.