



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 participants following the participants exit from the program.

SCOPE

Workforce Innovation and Opportunity Act Title I contracted Service Providers

RESPONSIBLE PARTY

Workforce Alliance of the North Bay
Regional Workforce Development Board

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)

POLICY

Follow-up services are services provided to WIOA Adult and Dislocated Worker program participants who are placed in unsubsidized employment and have exited the program. 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.

Workforce Alliance of the North Bay is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

Participants are to be informed about follow up services during the intake process and encouraged to maintain updated contact information and respond to follow up service contacts following exit from the program.

I. Adult and Dislocated Workers Programs

A. 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.

1. Services may include, but are not limited to the following:
 - a) Counseling individuals about the workplace;
 - b) Contacting individuals or employers to verify employment;
 - c) Contacting individuals or employers to help secure better paying jobs; additional career planning, and counseling for the individual;
 - d) Assisting individuals and employers in resolving work-related problems;
 - e) Connecting individuals to peer support groups;
 - f) Providing individuals with information about additional educational or employment opportunities; and
 - g) Providing individuals with referrals to other community resources.
2. Staff should attempt a minimum of three (3) times to contact the participant and provide any follow-up services. All contacts shall be entered into CalJOBS Follow-up ribbon and any new or change shall be case noted. Any services provided shall be recorded in the Activities/Enrollments/Services ribbon using the CalJOBS Follow-up Activity Codes. It is also important to obtain any changes in employment information and update the system. 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. For individuals who decline follow-up services, it must be documented in the case notes.
3. 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.
4. Exits are retroactive to the last date of services so follow-up services should 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 can be provided and recorded at any time during the follow-up quarter. During the first quarter until the follow-up ribbon is available, any service or contacts shall be document in case notes and the information shall be entered into the follow-up ribbon when it comes available. Follow-up services do not trigger the exit date to change or delay exit for performance reporting.
5. Supportive services can only be provided to adult and dislocated worker participants receiving career and/or training services. Those participants who have exited from the adult and dislocated worker programs cannot receive supportive services as a follow-up service.
6. For special projects/grants staff should adhere to the guidelines and requirements of the program.



- II. Youth Program Follow-up
 - A. All Youth program participants must be provided follow-up services 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. To ensure this goal, follow up services must consist of more than a communication, contact or effort to secure documentation in order to report a performance outcome to be considered a follow-up service.
 - B. The types of services provided, and the intensity of services must be determined based on the needs of the youth. Follow-up services for youth may include, but are not limited to the following program elements:
 - 1. Supportive services;
 - 2. Adult mentoring;
 - 3. Financial literacy education;
 - 4. Services that provide labor market information and employment information about in-demand industry sectors;
 - 5. Activities that help youth prepare for and transition to postsecondary education and training; and
 - 6. Other services necessary to ensure the success of the youth in employment and/or postsecondary education.
 - C. Follow-up services can be provided and recorded at any time during the follow-up quarter. A minimum of three (3) attempts to contact and provide services must be made. Various methods of contact should be attempted if contact has not been successful.
 - D. Follow-up services must be recorded in the Activities/Enrollments/Services ribbon using the CalJOBS Follow-Up Activity Codes and documented in a case note.
 - E. 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 the attempts in the follow-up ribbon. Follow-up contact attempts will not be required for participants who have declined to receive follow-up services.
 - 1. If a provider documents a majority of participants as declining to receive follow-up services or cannot be located or contacted for follow-up services, the program provider will evaluate their practices to improve follow-up service delivery.
 - F. 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.
 - 1. For special projects/grants staff should adhere to the guidelines and requirements of the program.

POLICY UPDATE HISTORY

December 12, 2019 – New Policy

INQUIRIES

Questions regarding this policy can be sent to Operations Unit.

