



**Workforce
Development
Council**

**Benton-Franklin Workforce Development Council
Workforce Innovation and Opportunity Act (WIOA)**

**Subject: Adult and Dislocated Worker Follow-Up Services Policy
Policy No: 2015-16
Effective Date: 05/30/2017**

1. Purpose:

The purpose of this policy is to provide guidance on adult and dislocated worker follow-up services under Title I of the Workforce Innovation and Opportunity Act (WIOA).

2. Background:

Follow-up services must be made available, as appropriate, including counseling regarding the workplace, for participants in adult or dislocated worker activities who are placed in unsubsidized employment for a minimum of 12 months after the first day of employment.

Operational Procedure

A. Follow-Up Requirements

While follow-up services must be provided for a minimum of 12 months after the first day of employment, not all of the adults and dislocated workers who are registered and placed into unsubsidized employment will need or want such services. The intensity of appropriate follow-up services may vary among participants. Participants who have multiple employment barriers and limited work histories may be in need of significant follow-up services to ensure long-term success in the labor market.

B. Follow-Up Program Services

The goal of follow-up services is to ensure job retention, wage gains and career progress for participants who have been referred to unsubsidized employment. Follow-up services may include, but are not limited to:

- Additional career planning
- Counseling about the work place
- Contact with the participant's employer, including assistance with work-related problems that may arise
- Peer support groups
- Information about additional educational opportunities, and referral to supportive services available in the community.

NOTE: Supportive services are **not** allowed as a component of follow-up services provided after exit.

C. Discontinuing Follow-Up Services

Some 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. Follow-up services must be provided to all participants for a minimum of 12 months. 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. Reasons for discontinuation of follow-up services must be documented in the state management information system, Efforts to Outcomes (ETO) case note history. If at any point in time during the 12 month following exit the participant requests re-engagement, follow-up services will continue.

D. Communication and Documentation

Follow-up services are two-way exchanges between the WIOA staff and either the participant (or their advocate), or the participant's employer. Follow-up services must include more than only a contact attempted or made for securing

documentation in order to report a performance outcome. Follow up services must occur, at a minimum, once every quarter.

Appropriate documentation must be maintained in ETO case note history to justify the types of services provided. The duration of services must be determined based on the needs of the participant. The type and intensity of follow-up services may differ for each participant.