


Northeastern Workforce Development Board (NWDB) General Policies and Procedures FOLLOW-UP POLICY	
Policy 018	EFFECTIVE DATE: 12/9/2021 <i>Revised:</i>
Approved by: NWDB Executive Director Joanna Russell	 <small>Joanna Russell (Dec 15, 2021 06:25 EST)</small>

REFERENCE/AUTHORITY:

- WIOA Section 134(c)(2)(A)(xiii)
- WIOA Final Rule Sections 20 CFR § 680.150, 20 CFR § 681.580, and 20 CFR 678.430(c)
- TEGL 19-16

PURPOSE: The purpose of this policy is to provide guidance of required Adult and Dislocated Worker participant follow-up services under the Workforce Innovation and Opportunity Act (WIOA).

BACKGROUND: States and local areas must provide follow-up services for Adults and Dislocated Worker participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. States and local areas must establish policies that define what are considered to be appropriate follow-up services, as well as policies for identifying when to provide follow-up services to participants. One type of follow-up service highlighted in WIOA is to provide participants counseling about the workplace. Follow-up services do not extend the date of exit in performance reporting.

GENERAL POLICY: 20 CFR 680.150 (c) Follow-up services, as described in WIOA Sec. 134(c)(2)(A)(xiii) and 20 CFR 678.430(c) of this chapter, must be made available, as determined appropriate by the local WDB, for a minimum of 12 months following the first day of employment, to participants who are placed in unsubsidized employment. 20 CFR 678.430(c) Follow-up services must be provided as appropriate, including counseling regarding the workplace for participants in Adult or Dislocated Worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

ADULT AND DISLOCATED WORKER PROGRAM

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. The goal of follow-up services is to ensure job retention, wage gains, and career progress for participants who have entered unsubsidized employment.

Follow-up services may include, but are not limited to the following:

- Counseling participants about the workplace;

- Contacting participants or employers to verify employment;
- Contacting participants or employers to help secure better paying jobs, additional career planning, and counseling for the participant;
- Assisting participants and employers in resolving work-related problems;
- Connecting participants to peer support groups;
- Providing participants with information about additional educational or employment opportunities; and
- Providing participants with referrals to other community resources.

While follow-up services must be made available to all Adults and Dislocated Workers, not all participants entering unsubsidized employment will need or want such services. The NWDB suggests the Service Provider case manager describe follow-up services available upon exit to determine the participant’s interest. The need and the level of intensity for follow-up services must be evaluated for each participant and determined appropriate. Documentation addressing the need and type of services required must be maintained in the case notes and/or the Individual Employment Plan (IEP). For participants who decline follow-up services, it must be documented in the case notes and/or IEP.

Follow-up contact attempts will not be required for participants who are not responsive after three attempts per quarter for no longer than four quarters, cannot be located, refuse to provide information, or have relocated out of state with no intention of returning. Contact attempts must be made through all available avenues e.g., phone, email, etc. Reason for discontinuation of follow-up services must be documented in the case notes and/or the IEP.

Exits are retroactive to the last date of services so 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. Follow-up services do not trigger the exit date to change or delay exit for performance reporting.

Supportive services can only be provided to participants receiving career and/or training services. Participants who have exited from the program cannot receive supportive services as a follow-up service.

For special projects/grants staff should adhere to the guidelines and requirements of the program.

YOUTH PROGRAM

See WIOA Section 129(c)(2) for Youth program follow-up regulations.

Questions may be directed to:

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