

<b>Northeastern Workforce Development Board (NWDB)</b> <b>General Policies and Procedures</b> <b>FOLLOW-UP POLICY</b>	
<b>Policy 018</b>	<b>EFFECTIVE DATE: 12/9/2021</b> <i>Revised: 09/14/2023</i>
<b>Approved by: Northeastern Workforce Development Board</b>	<b>Executive Director:</b> <i>Jalan Williamson</i>

**PURPOSE:** The purpose of this policy is to provide guidance of required Adult Dislocated Worker and Youth participant follow-up services under the Workforce Innovation and Opportunity Act (WIOA). Revisions dated 09/14/2023 provide clearer guidance on youth follow-up services.

**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
- TEGL 21-16

**BACKGROUND:** States and local areas must provide follow-up services for Adults, Dislocated Worker and Youth recognizing distinct differences between adult and youth participant guidance. 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 adult and youth participants.

**GENERAL POLICY:** 20 CFR 680.150 (c), 20 CFR 681.580(a) 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 adult/dislocated workers 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. 20 CFR 681.580 Follow-up services for youth must be made available upon exit from the program to ensure youth are successful in employment and/or postsecondary education and training for a period of no less than 12 months. Follow-up services may include regular contact with a youth’s employer, including assistance in addressing work-related problems that arise.

**ADULT AND DISLOCATED WORKER FOLLOW-UP SERVICES**

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 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.

Supportive services for Adults and Dislocated Workers can only be provided to participants receiving career and/or training services. Adult and Dislocated program 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 FOLLOW-UP SERVICES**

- a) Follow-up services are critical to youth's success as transition occurs from the last date of service in program to employment and/or postsecondary education and training over the next 12 months.
- b) Follow-up services for youth may include the following program elements:
  - 1) Supportive services
  - 2) Adult mentoring
  - 3) Financial literacy education
  - 4) 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 activities
  - 5) Activities that help youth prepare for and transition to postsecondary education and training
- c) All youth participants must be offered an opportunity to receive follow-up services that align with their individual service strategies. Furthermore, follow-up services must be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services or the participant cannot be located or contacted. Follow-up services may be provided beyond 12 months at the State or Local WDB's discretion. Types of services provided, 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. Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

And can be provided on such topics as:

<del>Exited to Work Exited to Postsecondary</del>	<del>Exited to Work Exited to Postsecondary</del>
• Succeeding in your new job	• Finding a study group
• Effective workplace communications	• Applying for work study
• Managing conflict in the workplace	• How to access student services
• Self-directed learning on the job	• Get involved in student leadership activities, clubs
• Get a good performance evaluation	• Applying for new scholarships
• Team skills	• Managing school and work
• Time management	• Affordable living off campus
• Understanding employer expectations	• Continue classes through the summer
• Problem solving and decision making	• Success in on-line courses
• Negotiating work flexibility	• Using college library databases
• How to get promoted	

#### DOCUMENTATION:

Provision of these program elements must occur after the exit date in order to count as follow-up services. When services are provided as follow-up services they are coded as follow-up services in state/local management information systems as opposed to program services provided prior to program exit. In addition, such follow-up services should be documented in the case file that they were provided as follow-up services post exit.

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.

Follow-up contact attempts will not be required for participants who are not responsive after three attempts in a quarter, cannot be located or refuse to provide information. 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.

Questions may be directed to:

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