

# Northwest Workforce Council

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## POLICY AND PROCEDURE DIRECTIVES

**EFFECTIVE DATE:** May 18, 2017 (Rev. 1 April 29, 2019)

**SUBJECT:** Follow-up Services

**REFERENCE #:** WIOA 02-02

### Background

The Workforce Innovation and Opportunity Act (WIOA) requires follow-up services for Adults and Dislocated Workers in section 134(c)(2)(A)(xiii). It also retains the requirement for follow-up services to Young Adults as one of the required program elements in section 129(c)(2)(I).

Within this section 134, follow-up services for Adults and Dislocated Workers are described as “services, including counseling regarding the workplace, for participants in workforce investment activities authorized under this subtitle who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.”

Follow up services for Young Adults are described as, “critical services provided following a youth’s exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training. Follow up services may include regular contact with a youth participant’s employer, including assistance in addressing problems that arise.” [CFR 681.580 (a)]

The Training and Employment Guidance Letter WIOA No.19-16 directs local areas to develop policy and define appropriate follow-up services as well as identify when to provide follow-up services to participants.

### Policy

#### **I. Adult and Dislocated Worker**

##### **A. Definition of Placement into Unsubsidized Employment**

The follow-up period begins when adults or dislocated workers are placed into permanent positions in a career pathway that leads to self-sufficiency and have system exited.

Stop gap jobs, temporary jobs, or positions that are part time in nature and do not relate to the individual’s occupational goals do not count as placement nor do they

trigger the follow-up service period. However, with consultation and agreement from the participant, placement and follow-up services may occur for temporary jobs when there is a strong likelihood the position will convert into a permanent position that leads to self-sufficiency.

### **B. Allowable Follow-up Services**

The following services may be provided to participants during the follow-up period:

- i. Career counseling that addresses employment issues and enhances retention in the labor force.
- ii. Provision of Workforce Information
- iii. Referral to Community Services and Supports
- iv. Contacting individuals or employers to verify employment.
- v. Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual

***During the follow-up services period, supportive services paid through WIOA I-B Program funds are prohibited to Dislocated Workers and Adults.***

### **C. Frequency and Duration**

- i. Follow-up services must be made available to individuals who are placed into employment and have completed all planned services for up to twelve months from the start date of employment or the system exit. Individuals who complete the program with exit exclusions or miscellaneous (or other negative exits) do not receive follow-up services.
- ii. The frequency and amount of service is based on individual need. Individuals who are starting their first professional job may need more services and services at a higher frequency than those who have had several years of attachment to the labor force.
- iii. At a minimum, follow-up services occur:
  - Within 90 days of start date of the follow-up period
  - Once per quarter during the follow-up period
  - Coordinators will make a minimum of two (2) attempts to provide follow-up services per quarter.
  - In the event that contact information proves invalid, Coordinators will make a case note of this. No further attempts to provide follow up are required.
- iv. Coordinators may, in agreement with the participant, discontinue outreach for follow-up (i.e. the Coordinator initiates the communications) for

individuals who remained stable in employment for the first two quarters of their follow-up period. For these stable individuals, Coordinators shall inform them that they remain eligible for post program vocational counseling services for an additional two quarters and shall provide contact information.

## **II. Young Adults**

### **A. Follow-up Period**

The follow-up period begins when a Young Adult (both Out of School and In School) has completed all planned service and has system exited . Follow up extends up to twelve months after the system exit date.

### **B. Notice of Availability**

Young Adults must be informed of follow-up services at program enrollment. This program element is automatically checked at the start of enrollment on they individual's individual service strategy (ISS) plan.

### **C. Allowable Follow-up Services**

- i. Young Adults may be provided the following basic or individualized career service needed to sustain progress in post-secondary activities and/or employment: adult mentoring, financial literacy, provision of labor market information, activities that help the individual prepare for and transition to postsecondary education and training.
- ii. Young Adults may be provided supportive services, when not otherwise available in the community, when this is needed to retain employment, advanced training, or post-secondary participation.

### **D. Frequency and Duration**

- i. Follow-up services must be made available to **all** young adults for twelve months starting the date that the individual completed the program and has system exited.
- ii. The frequency and amount of services is based on individual need.
- iii. At a minimum, follow-up services occur:
  - Within 90 days of start date of the follow-up period
  - Once per quarter during the follow-up period
  - Coordinators will make a minimum of three (3) attempts to provide follow-up services per quarter.

- In the event that contact information proves invalid, Coordinators will make a case note of this. No further attempts to provide follow-up are required.

### **III. Service Entry**

- A.** Follow-up services are entered into the MIS system under the program follow-up touchpoint.
- B.** The service entry may include both the service provided and any credential earned during the follow-up period.
- C.** Efforts to provide follow-up services to individuals who do not respond to outreach are captured in a case note in the follow-up touchpoint.
- D.** When a Coordinator learns that an individual experience a situation that causes an exit exclusion, this will be captured in the follow-up touchpoint. At this time, no further outreach during the follow-up period is required.

### **IV. Opt Out**

Any individual may opt out of follow up services at the point of program completion or during the twelve-month period of follow up services. When an individual opts out, this must be documented in case notes.

### **V. References**

Public Law 113-128, Workforce Innovation and Opportunity Act of 2014, Section 134(c)(2)(A)(xiii) – Follow-Up Services  
TEGL 3-15 Guidance on Services Provided through the Adult and Dislocated Worker Program under WIOA and Wagner Peyser, as Amended by WIOA and Guidance for Transition to WIOA Services  
TEGL 19-16, Section 4  
TEGL 10-16, Section 7  
CFR 681.580 (a)  
WIN 0078 Change 1 Provision of Title 1 Follow-up and Supportive Services Before and After Exit for Adults and Dislocated Workers  
TEGL 21-16