

Northwest Arkansas Workforce Development Board Policy

Policy Name	Follow-up Procedures Adult and Dislocated Worker Programs
Effective Date	June 7, 2017
Date Approved by the Board	June 7, 2017

TEGL 19-16 requires State and local areas to establish policies that define what follow-up services will be offered to Adult and DLW exited participants. These services must be offered for up to 12 months after the first date of employment.

Once a participant exits the program staff is required to contact participants at a minimum once a quarter. If the participant is not working contact needs to be as often as necessary to assist them in finding employment. If you contact a customer who is no longer employed they should be encouraged to come in for additional services (such as resource room services) to help them find other employment. Other follow-up assistance such as providing individuals counseling about the workplace and others for additional assistance will be provided as needed.

The staff is required to document customer contact in the program notes in AJL. Supervisors are to monitor customer records to make sure the contacts are being made.