



Policy Name: Follow-Up Services Policy & Procedures
Date Approved by the Board: December 6, 2017
Date Revised by the Board: June 2, 2021

Purpose

The purpose of this policy is to establish criteria for follow-up services for individuals who have exited the Adult, Dislocated Worker or Youth programs under the Workforce Innovation and Opportunity Act (WIOA). This policy provides guidelines on the frequency of follow-up and follow-up services and timelines for completing these activities. It also provides guidance on the differences between follow-up and follow-up services.

WIOA Sec 129(c)(2)(1) provides that follow-up services is one of the 14 required WIOA youth program elements. Follow-up services must be provided (made available) for not less than 12 months after the end of the youth's program participation.

WIOA Sec 134(c)(2)(A)(xiii) establishes that career services for adults and dislocated workers includes "follow-up services as workforce activities authorized under this part who those participants who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate."

TEGL No. 19-16 provides further guidance on follow-up for adults. 20 C.F.R. § 681.580 and TEGL 21-16 provides that, for youth, follow-up services 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 services; and (5) Activities that help youth prepare for and transition to postsecondary education and training. All other appropriate follow-up services that are listed as options in AR Job Link may also be provided to WIOA youth participants.

Northwest Arkansas Workforce Development Board (NWA WDB) guidance states that "Follow-up includes: Counseling regarding the workplace, for participants in adult or dislocated worker workforce activities, in addition to general follow-up services as listed in AR Job Link.

Policy:

Adult and Dislocated Worker Program

Workforce Innovation and Opportunity Act (WIOA) follow-up services must be made available to all participants enrolled in the Adult and Dislocated Worker programs for a minimum of 12 months after program exit. Follow-up services must align with the participant's individualized employment plan.

It is important to reiterate that follow-up services are provided to ensure the participant is able to retain employment, realize wage increases, and facilitate career progression. While NWAADB WIOA participants must have follow-up services available to all participants, federal regulations state that every adult and dislocated worker will not need or want these services. Staff should offer services unless the participant refuses the services. If a participant refuses follow-up services, staff shall document the refusal with a case note in AJL and the exit note. Therefore, verbal or written contact by staff with a participant or their employer merely to confirm the participant is still employed is not necessary or appropriate unless supplemental employment information is needed for performance outcome documentation.

Youth Program

WIOA follow-up services must be provided to all participants enrolled in the Youth program for a minimum of 12 months after the completion of participation. The types and duration of these services must be based on the needs of the individual and must align with the participant's individual service strategy. Follow-up services provide support and guidance after placement to facilitate: 1) sustained employment and educational achievement; 2) advancement along a job and/or educational ladder; and 3) personal development. Follow-up services include a broad range of activities identified as effective approaches, such as: 1) developing a close, trusting relationship before and after placement; 2) providing intensive support and case management during the first part of the follow-up period, since job loss and other setbacks may occur early in the post-program time period; 3) providing engaging activities to help young people stay connected to program staff; 4) providing supportive services, as appropriate; and 5) maintaining contact with employers of Youth and providing the necessary support to both employers and Youth to ensure that Youth remain employed.

Examples of follow-up services include:

- General Follow-Up Services
- Adult Mentoring
- Contact with Employer
- Financial Literacy Education
- Labor Market Information
- Post Secondary Preparation

- **Supportive Services:**
- SS Accommodations for Disabilities

- SS Childcare Assistance
- SS Dependent Care
- SS Educational Assistance
- SS Fees/Tests/Certifications
- SS Housing Assistance
- SS Legal Aid
- SS Linkages to Community Service
- SS Referrals to Health Care
- SS Supportive Services
- SS Transportation
- SS Work Clothing/Equipment/Tools

And all other options listed or updated in AJL as follow-up services in the Service and Training Plan.

Follow-up services are not contacts or attempted contacts for the purpose of securing documentation for the case file in order to report a performance outcome, however, it is imperative for staff to collect the requisite data to substantiate the Youth performance measures reported to USDOL. Staff must provide and document WIOA follow-up services in AJL unless the participant refuses services. At any point during the program or during the 12 months following exit, a participant may request to opt out of follow-up services. The request from a participant to opt out or discontinue follow-up services must be documented in the case file. The career advisor should encourage the participant to make the request in writing and then summarize the request in a case note in AJL. If the participant refuses to make the request in writing or chooses to only give a verbal request- the request should be summarized in a case note in AJL. In the event that a participant cannot be contacted, staff must document (at minimum) three attempts in case notes in AJL. This shall not exceed 89 days from the last date in which the participant received a WIOA service. Once these steps have been taken, follow-up services should end. This should be documented on the participant's Service & Training Plan and the case should be considered closed.

Follow-up services should start on the date when the first service is provided after the expected program exit date. The service should be opened in the S&T screen in AJL and at least one service should be provided monthly to all participants. Federal and State regulations do not require a service each month, but it is the policy of the NWA WDB that this frequency of service occurs for each participant, for the duration of 12-months.

If a service has not been provided for a period exceeding one quarter, follow-up services must end.

All follow-up paper files shall be stored in a designated file cabinet in each office, separate from active cases. When follow-up services are completed, files are to be labeled, boxed up and sent for storage.



 NWA WDB Chair