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	New ☒ Revised ☐
Follow-Up Services	

PURPOSE

This policy provides definition of appropriate follow-up services and when they are to be provided for Workforce Innovation and Opportunity Act (WIOA) Title I adults, dislocated workers, and youth.

BACKGROUND

The Workforce Innovation and Opportunity Act requires that each Local Workforce Investment Board (LWIB) makes available Follow-Up Services to those Adults, Dislocated Workers and Youth who have exited services into employment.

REFERENCES

20 CFR 678.430

20 CFR 680.150(c)

20 CFR 681.580

Training and Employment Guidance Letter No. 19-16

Training and Employment Guidance Letter No, 10-16, Change 2

POLICY

Adult and Dislocated Worker Program

Follow-up services must be made available for adults and dislocated worker participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

Follow-up services for adults and dislocated workers include:

- Career/Workplace counseling;
- Job-retention/Re-employment Assistance
- Referrals to community services;
- Referral/information regarding educational opportunities
- Support services – only in the instance that it is required to retain employment

Contacting a participant to make appointments and secure performance-related data and information does not constitute follow-up services and should not be reported as such.

At a minimum, Adult & Dislocated Worker program participants must be provided with information regarding follow-up services and how to access those services upon exit. Any follow-up services provided must be documented in the iTrac system.

WIOA Youth Program

For youth participants, follow-up services must be offered for no less than 12 months after the completion of all WIOA enrollment activities. While in follow-up, all youth must be offered an opportunity to receive follow-up services that align with their individual service plans.

Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise.

Examples of follow-up services for youth include:

- Supportive services;
- Adult mentoring;
- Financial literacy education;
- Labor market and employment information
- Preparatory activities for transitioning to post-secondary education and training

Contacting a participant to make appointments and secure performance-related data and information does not constitute follow-up services and should not be reported as such.

Follow-up services must be provided, at a minimum, on a quarterly basis and documented in iTrac. If a youth declines such services, it must be noted in iTrac, and follow-up services may end.