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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.

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

Supportive services and training services are not allowed in WIOA adult and dislocated worker follow-up.

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.