

Capital Region Workforce Partnership (CRWP)
Workforce Development Board (WDB)
Workforce Innovation and Opportunity Act (WIOA) Service Policy #SP111

Follow-up Services

References:

Workforce Innovation Opportunity Act; Final Rules, U.S. Department of Labor, Employment and Training Administration, (20 CFR §681. 580, and 20 CFR §680. 900-20 CFR §680, 970)

Workforce Innovation Opportunity Act; U.S. Department of Labor, Employment and Training Administration, Training and Employment Guidance Letter #19-16; March 1, 2017

Effective Date: December 15, 2017

Replaces: Resource Management Policy #23

Purpose

To provide guidance for follow-up services for adults, dislocated workers and youth participants served through the WIOA Title I Programs.

Policy

The follow-up period is required for a minimum of 12 months for all youth and adults and dislocated worker participants who are placed in unsubsidized employment after the first day of employment.

During the follow-up period, if an individual who is in the follow up period is in need of services above and beyond those offered through the follow up period; re-enrollment into the program is encouraged. Follow up for performance purposes for their previous participation period is still required. The individual must meet eligibility and follow all requirements of a new participant for the new participation period. These will be seen as two separate applications and participant files for federal reporting.

Adult and Dislocated Worker Follow-up Services

Follow-up services for all adults and dislocated worker participants must be completed in the state's system of record after the last date of service, as appropriate.

Follow-up services may include, but are not limited to:

- Additional career planning and counseling.
- Contact with the participant's employer, including assistance with work related problems.
- Peer support groups.
- Information about additional educational opportunities
- Referral to supportive services available in the community.

Follow-up services do not qualify for the receipt of supportive services; therefore, an individual exiting from the adult or dislocated worker program may not receive supportive services during the follow-up period.

Youth Follow-up Services

Youth follow up services is a required youth program element that must be made available to youth participants. All youth participants must be offered an opportunity to receive follow-up services that align with their follow-up plan upon exiting the program.

Follow-up services are a required youth element that must be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services or cannot be contacted and/or

located after at least 90 days. Lack of contact must be documented by a case note in the state system of record

Follow up services are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or post-secondary education and training. Follow-up services must include more than only a contact attempted or made for securing documentation in order to report performance outcomes. The service provider must develop a written follow-up plan for each participant upon exit to be maintained in the follow-up section of the participant file. The plan shall include updated contact information, the participant's goals over the next 12 months that align with performance outcomes, a signed agreement that explains to the participant what services are available, to include at least monthly check in activities and staff contact information.

The types of services provided and the duration of services provided during follow-up must be determined based on the needs of the individual and align with their ISS and/or follow-up plan. As a result, the type and intensity of follow-up services may differ for each participant.

Follow up services may include:

- Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise.
- Supportive Services –which include assistance with uniforms or other work related items, emergency housing, education, employment certification and associated membership fees, legal aide services, medical services, transportation assistance and linkage to community services. Staff must ensure to follow the definition and funding limitations as prescribed in CRWP SP#108 as it relates to Supportive Services.
- Adult mentoring – utilize the Workforce Innovation and Opportunity Act services chart for a description of adult mentoring.
- Financial Literacy Education – as outlined in CRWP SP#112
- 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
- Activities that help youth prepare for and transition to postsecondary education and training.
- Counseling about the work place.
- Incentives -that encourage youth participant to meet and or retention of goals as outlined in CRWP SP#113.

All youth participants must be informed of follow up services at time of enrollment.

Exclusion from Follow-up

If a youth, adult or dislocated worker participants meet one of the other reasons for exit listed below; they are excluded from performance and follow up:

- A. Institutionalized: the participant exits the program because he or she has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center during the course of receiving services as a participant.
- B. Health/Medical: the participant exits the program because of medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.
- C. Deceased: the participant is deceased.
- D. Reserve forces called to active duty: the participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days.

- E. Foster care: the participant is in the foster care system as defined in 45 CFR1355.20 (a), and exits the program because the participant has moved from the area as part of such a program or system (youth participants only).
- F. Ineligible: the participant, who was determined to be eligible, is later determined not to have met eligibility criteria. (Vocational Rehabilitation only)
- G. Criminal offender: the participant is a criminal offender in a correctional institution under Section 225 of WIOA.

Signed By:

A handwritten signature in cursive script that reads "Ben K. Davis". The signature is written in black ink and is positioned above the printed name "Director".

Director