

WIOA Region 5 (South Central and Southwest)
Policy Letter #6-2018

Effective Date: December 12, 2018

Purpose: To establish a policy for the provision of follow-up services for adults and dislocated workers who are placed in unsubsidized employment.

Background: The Workforce Innovation and Opportunity Act/TEGL 19-16 requires local workforce development boards to establish policies that define what are considered to be appropriate follow-up services, as well as policies for identifying when to provide follow-up services to participants.

Policy/Procedure: WIOA sec. 134(c)(2)(A)(xiii) specifies that career services available to individuals who are adults or dislocated workers shall include follow-up services, including counseling regarding the workplace, for participants in workforce investment activities who are placed in unsubsidized employment, for not less than 12 months after the first day of employment.

The purpose of follow-up services is to help ensure adults and dislocated workers are successful in employment and retain their employment.

Adults and dislocated workers will be informed at or before their exit to employment of the availability of follow-up services.

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

- Counseling regarding the workplace.
- Assistance with problems/issues that may impact employment retention.
- Information on career laddering/career pathway opportunities.
- Referrals to supportive services available in the community.

The types of follow-up services provided will be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each individual as appropriate.

Follow-up contacts will be made, at a minimum, during the second and fourth quarter after exit into employment. Follow-up contacts may be made more frequently depending on the needs of the adult or dislocated worker. Follow-up services will be documented in case notes and on Workforce One.

Follow-up services do not extend the date of exit in Workforce One. The exit date is the last day of any services, other than follow-up services.

WIOA Support Service payments cannot be provided to adults and dislocated workers as part of follow-up services. WIOA Support Service payments cannot be provided once an individual has exited from the program.