

Document No.: PL-18-009
Title: Follow-Up Services Policy



Owner: Executive Director

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To: WIOA Adult, Dislocated Worker, and Youth Program Staff; WTP Staff

Purpose: This policy provides the requirements regarding activities that constitute follow-up services for the WIOA Title I Adult, Dislocated Worker, and Youth programs, and the Welfare Transition program.

Reference:

- WIOA Sections 129 and 134
- US Department of Labor Employment and Training Administration (USDOL-ETA), Training and Employment Guidance Letter (TEGL) No. 19-16
- USDOL-ETA TEGL No. 10-16
- USDOL-ETA TEGL No. 21-16
- 20 C.F.R. § 678.430
- 20 C.F.R § 680.150
- 20 C.F.R. § 681.580

Background

The Workforce Innovation and Opportunity Act (WIOA) and its associated regulations require provision of follow-up services for adults and dislocated worker participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Additionally, WIOA provides that follow-up services is one of the 14 required WIOA youth program elements, and that they must be made available to WIOA youth for no less than 12 months after the end of the youth's program participation.

In order to ensure that follow-up service guidelines are followed in accordance with federal requirements, North Florida Workforce Development Board (NFWDB) has developed this policy outlining follow-up service requirements.

Content

The objective of follow-up is to identify any problems that might jeopardize employment and to provide services (follow-up services), as appropriate, to ensure career progression and/or job retention. In the case of youth who were placed into post-secondary education or training, the follow-up will assist them with the adjustment to post-secondary education and with continued career planning and employment.

Providing Follow-Up Services

All qualifying participants must be informed that follow-up services are available and based on customer choice, exiters may request follow-up services if desired. If follow-up services are requested by exiters and determined by staff to be appropriate for those individuals, then the follow-up services may be provided for a period of up to 12 months from the exit.

Follow-up services will be based on the individual's needs and customer choice. The type of follow-up services received will differ for each individual. Staff must evaluate and determine which allowable follow-up services would best fit the individual's circumstances. Individuals with multiple employment barriers and limited work histories may be in need of more significant follow-up services to ensure long-term success in achieving self-sufficiency.

Follow-up services do not trigger the exit date change or delay exit for performance reporting.

Staff must record follow-up services and corresponding case notes in the case management system. Reasons for discontinuation of follow-up services, including if an individual declines further contact, must be documented in a case note in the case management system.

Program-specific guidelines for follow-up services are outlined below.

Adult and Dislocated Worker

Participants enrolled in the Adult and Dislocated Worker programs will be made aware of the follow-up services available for 12 months after exiting the program. All program exits will be followed by 30-, 60-, and 90-day contacts. After this first quarter after exit, program participants who are not engaging in follow-up services will in effect "opt out" of further contact unless otherwise requested.

Adult and Dislocated Worker Services

Follow-up services are provided to Adult and Dislocated Worker exiters who have obtained unsubsidized employment. Follow-up Services are non-monetary activities designed to help those individuals retain unsubsidized employment resulting from the system-related services received. The goal of follow-up services is to enable participants to achieve self-sufficiency with job retention, wage gains, and career path progression. Follow-up services may include, but are not limited to, reciprocal exchanges between the staff, and either the individual or the individual's employer as follows:

- Contacting individuals about the workplace;
- Contacting individuals or employers to verify employment;
- Counseling individuals about the workplace;
- Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual;
- Assisting individuals and employers in resolving work-related problems;
- Connecting individuals to peer support groups;
- Providing individuals with information about additional educational or employment opportunities; and/or
- Providing individuals with referrals to other community services.

NOTE: Supportive services **cannot** be provided to Adults and Dislocated Workers as a form of follow-up services. Supportive services are only provided to participants, not exiters, therefore they cannot be provided as follow-up services.

Youth

Participants enrolled in the Youth program will be made aware of the follow-up services available for 12 months after exiting the program for any reason. All program exits will be followed by 30-, 60-, and 90-

day contacts. After this first quarter after exit, program participants are eligible to request that these regular contacts be discontinued. Unless specifically requested to discontinue contact, follow-up will continue for the full 12 months after exit.

Youth Follow-up Services

Follow-up services are critical to help ensure that the youth participant is successful in employment and/or post-secondary education and training. Follow-up services may include regular contact with the participant’s employer, including assistance in addressing work-related problems that arise. Follow-up services for youth may include the following program elements:

- Supportive services;
- Adult mentoring;
- Financial literacy education;
- 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 post-secondary education and training.

Welfare Transition

Welfare Transition participants whose cases are closed due to employment placement will be engaged for follow-up at 30-, 60-, 90-, 120-, and 180-day intervals.

Action

For immediate implementation. WIOA Adult, Dislocated Worker, and Youth program staff should adhere to this policy when conducting follow-up services to program exiters, including following any associated guidance and procedures outlined for implementation, including any future updates.

Timeline

This policy is effective until further notice. It should be reviewed following three years of issuance or a change in referred guidance.

Signature



Mike Williams, WDB Chair

08/15/2019

Date



Diane Head, Executive Director

08/15/2019

Date

CareerSource North Florida is an Equal Opportunity Program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this website may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.