



## WIOA Title I Follow-up

**Approved Date:** August 23, 2021

**Effective Date:** August 23, 2021

**Amended Date:** N/A

### A. Purpose

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1. The purpose of this policy is to provide guidance to the Mississippi Valley Workforce Area (MVWA) system, partners and contractors regarding the implementation of Follow-up procedures required under the Workforce Innovation and Opportunity Act (WIOA) Title I. In accordance with WIOA this policy establishes the MVWA standards in the implementation and documentation of Follow-up procedures for Title I Adult, Dislocated Worker and Youth program exiters.

### B. Authority

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1. The authority for this policy is derived from the following:
  - a. WIOA, Section 124(c)(2)(A)(xiii)
  - b. TEGL 10-16 Change 1
  - c. TEGL 19-16
  - d. TEGL 21-16
  - e. 20 CFR 681.580

### C. Background

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1. Follow-up services are available to all WIOA Title I program participants, including Adult, Dislocated Worker, and Youth programs. WIOA defines Follow-up services as a type of Career Service for Adult and Dislocated worker programs. For Youth, WIOA defines Follow-up as a service element, within the required 14 Youth Elements.
2. Follow-up services are available to Adult, Dislocated Worker and Youth program participants upon exit or program completion. Career Navigators are required to explain and offer these services at enrollment and at exit; however, a participant can refuse the service. If a participant refuses Follow-up services, Career Navigators must document the refusal with a program note in IowaWORKS and in the client's Individual Employment Plan (IEP) or Individual Service Strategy (ISS).
3. Follow-up services do not trigger the exit date to change or delay exit, as they may occur only after exit in Title I Adult and Dislocated Worker programs and can only occur after exit in the Title I Youth program (TEGL 10-16 Change 1). Follow-up can only be provided to individuals who have system exited. Adult and Dislocated Worker participants are not eligible to receive Title I funds for supportive services during Follow-up; however, participants can receive referral for non-Title I supportive services, outside the WIOA

program.

4. For Youth participants, the final rule states that Follow-up services may include the following program elements:
  - a. Supportive services
  - b. Adult mentoring
  - c. Financial literacy education
  - d. Services that provide labor market and employment information about in demand industry and career exploration services
  - e. Activities that help youth prepare for and transition to postsecondary education and training
5. Provision of these program elements must occur after the exit date in order to count as Follow-up services.

#### **D. Local Policy**

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1. Adult and Dislocated Worker Program
  - a. WIOA Follow-up services must be made available to all participants enrolled in the Adult and Dislocated Worker programs for a minimum of 12 months after the first day of unsubsidized employment. Examples of WIOA Adult and Dislocated Worker Follow-up services include, but are not limited to the following:
    - i. Counseling individuals about the workplace
    - ii. Contacting individuals or employers to verify employment
    - iii. Assistance with work-related problems
    - iv. Required contact with the participant's employer
    - v. Peer support groups
    - vi. Supportive service referrals
    - vii. Information regarding educational opportunities
  - b. Follow-up services are provided to ensure that the participant is able to retain employment, realize wage increases, and facilitate career progression. Follow-up services must include at least one contact in the first thirty (30) days and then one time every ninety (90) days for the remainder of the twelve (12) month Follow-up. Contacts made only for securing documentation in order to report a performance outcome is not a valid Follow-up attempt. Attempted contacts are not to be entered as a Follow-up service and should be entered as a "Follow-up contact" program note.
2. Youth Program
  - a. WIOA Follow-up services are a required Youth program element and must be provided to all participants enrolled in the Youth program for a minimum of 12 months after completion of participation. Follow-up services are critical following a Youth exit from the program to help ensure successful employment and/or post-secondary education and training. Follow-up services provide support and guidance after placement to facilitate:
    - i. Sustained employment and educational achievement
    - ii. Advancement along a job and/or educational ladder

- iii. Personal development
- b. Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise. Follow-up services include a broad range of activities identified as effective approaches, such as:
  - i. Developing a close, trusting relationship before and after placement
  - ii. Providing intensive support and case management during the first part of the Follow-up period, since job loss and other setbacks may occur early in the post-program time period
  - iii. Providing engaging activities to help young people stay connected to the program staff
  - iv. Providing supportive services, as appropriate
  - v. Maintaining contact with employers of Youth and providing the necessary support to both employers and Youth to ensure that Youth remain employed
- 3. The types of services provided, and the duration of services must be determined based on the needs of the individual identified in the ISS and therefore, the type and intensity of Follow-up services may differ for each participant. Examples of Follow-up services include, but are not limited to the following:
  - a. Counseling individuals about the workplace
  - b. Supportive services
  - c. Mentoring services
  - d. Financial literacy
  - e. Assistance with work-related problems
  - f. Assistance with career development and securing opportunities
  - g. Workplace peer support groups
  - h. Supportive service referrals
  - i. Information regarding educational opportunities
  - j. Leadership development
- 4. Follow-up services may begin immediately following the last expected date of service in the Youth program when no future services are scheduled. Follow-up services do not cause the exit date to change and do not trigger re-enrollment in the program. Follow-up services are not contacts or attempted contacts or attempted contacts for the purpose of securing documentation for the case file in order to report a performance outcome, however, it is imperative for staff to collect the requisite data to substantiate the Youth performance measures reported to USDOL.
- 5. Career Navigators are responsible for ensuring Youth are offered an opportunity to receive Follow-up services that align with their ISS.
  - a. The first Follow-up service is required to be provided within thirty (30) days of exit from the program and should be in the form of a personal contact (in person, via telephone or electronic means) with the participant.
  - b. A second Follow-up service must occur within 90 days after exit, and at least quarterly thereafter for the next three quarters.
- 6. In the event a participant has been co-enrolled in the Adult or Dislocated Worker program,

along with the Youth program, the youth Follow-up service activity will serve as the Follow-up activity for all funding streams. This will avoid duplication of Follow-up services and unnecessary documentation.

#### **E. Documentation**

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1. A primary contact and one alternative contact method are required to be documented in the IEP or ISS at the time of enrollment and updated prior to the time of exit. Follow-up services are required to be explained at enrollment and offered at the time of exit and must be case noted.
2. Career Navigators are responsible for the provision of Follow-up services and documenting the Follow-up service in a detailed program note. If a participant refuses follow-up services, career navigators are responsible for documenting the refusal with a program note in IowaWORKS and may then remove the client from further Follow-up. If a Follow-up service was not needed by the client and the only client contact took place in a conversation, a Follow-up service will not need to be entered in the Service and Training Plan; however, a note will need to be entered detailing the conversation.

#### **F. Unreachable Client**

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1. The Career Navigator should attempt to contact the participant utilizing the primary contact number and the one alternative contact method, (i.e., email, Facebook, friend or family, etc.), Services may be ended after a minimum of 4 unsuccessful attempts to contact the youth over the course of 90 days. The Career Navigator needs to document in a case note what methods of contact were used on what dates, and that the client is being removed from Follow-up services due to “refusal of Follow-up services”.

#### **G. Exceptions to this Policy**

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1. Follow-up services may be provided beyond the 12-month period at the discretion of the MVWDB. The WIOA Project Manager must submit a request to continue services to the MVWDB Executive Director with justification of the extension. The MVWDB Executive Director will consult with the MVWDB Youth Committee Chair and provide a written response within 10 business days. The types of services provided, and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of Follow-up services may differ for each participant.

*Equal Opportunity Programs/Employer – Auxiliary aids and services available upon request for individuals with disabilities*