

## GLOW WORKFORCE DEVELOPMENT BOARD POLICY

**NAME OF POLICY:** GLOW WDB Follow Up Policy for Adults & Dislocated Workers

**APPROVAL DATE:** ~~3/20/18, 11/19/19~~, 9/21/21

**EFFECTIVE DATE:** ~~11/19/19~~, 9/21/21

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Follow-Up Services for WIOA Adults and Dislocated Workers

### References:

- Workforce Innovation and Opportunity Act Section 134 (c) (2) (A) (xiii)
- 20 CFR Sec. 678.430 (c)
- 20 CFR Sec. 680.150 (c)
- TEGL 19-16

Effective immediately, and in accordance with the Workforce Innovation and Opportunity Act (WIOA), the GLOW WDB adopts the following policy requirements for follow-up services for WIOA Adult and Dislocated Workers.

### **POLICY STATEMENT**

Under WIOA, career services fall into three categories: Basic Services, Individual Services, and Follow-up Services.

The purpose of this Local Policy is to provide guidance concerning the duration, type, and frequency of follow-up career services required by WIOA for Adult and Dislocated Workers.

Follow-up career services, as appropriate, shall be provided to Adult and Dislocated Workers who (1) are placed in unsubsidized employment following the receipt of individual career services; or (2) received WIOA-funded training, including Individual Training Accounts, On-the-Job Training, Customized Training, or supportive services (collectively, training services), whether or not placed in unsubsidized employment.

Follow-up career services must not be confused with the follow-up required for performance reporting. Staff calling to ask customers if they are working may be part of the total program, but should not be the sole reason for contact. The goal of follow-up career services is to ensure job retention, wage gains and career progress for participants who have been placed in unsubsidized employment and/or received WIOA funded training or supportive services.

#### I. Duration of Follow-Up Career Services

Follow-up career services must be provided to Adult and Dislocated Workers for a period of up to 12 months after the first day of employment **unless the customer declines follow up services.**

Adult and Dislocated Workers who received training services funded by WIOA must be provided follow-up services, as appropriate, at the completion of training services and for a period up to 12 months. No Follow Up Service is entered in OSOS. The start and end dates for follow up are stated in comments. All follow-up

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contact, including dates and corresponding information, must be fully documented in the OSOS comments of the participant.

While follow-up career services must be provided, not all Adult or Dislocated Workers who are placed in unsubsidized employment or who have completed training services will need or want such services. The counselor will contact the customer at Exit of Active Services to see if they wish to receive follow up services. If a customer declines follow-up services, this must be recorded in OSOS comments. ~~The participant must also sign a waiver declining such services. This waiver must be placed in the participant's file and noted in OSOS comments. If the participant refuses or is unable to sign the waiver it should be fully documented in comment in OSOS.~~ Staff may end the participant's follow-up career services if (1) the participant fails to respond to two consecutive attempts as outlined below or (2) the participant indicates a rejection of further services during a follow-up contact.

## II. Type of Follow-Up Career Services

Follow-up career services must be provided to the participant as appropriate. Follow-up career services are defined as appropriate if they are suitable to the participant's needs regarding content, service method, and frequency, or in accordance with the individual employment plan (IEP). Follow-up career services may include, but are not limited to:

- Counseling regarding the workplace
- Additional career planning and counseling
- Contact with the participant's employer, including assistance with work-related problems that may arise
- Peer support groups
- Information about additional educational opportunities, and referral to supportive services available in the community
- Case management
- Labor Market Information
- Follow-up

## III. Intensity/Frequency of Follow-up Career Services

The intensity of appropriate follow-up career services will vary among participants. Participants who have multiple employment barriers and limited work histories may be in need of significant follow-up career services to ensure long-term success in the labor market. Other participants may identify an area of weakness in the training provided by WIOA prior to placement that will affect their ability to progress further in their occupation or to retain employment. Others may affirmatively waive follow up services.

Staff should follow the GLOW Individual Service Strategy for Follow Up After Exit at a minimum of 3 month, 6 month, and 9 month Follow Up. The needs of the participant for job retention, wage gains, or career progress should guide the frequency of follow-up career services over the 12 month period.

If the participant does not respond to the first contact attempt, a second attempt should be made within 30 days after the initial attempt. If the participant fails to respond after two consecutive contact attempts, or affirmatively declines follow-up career services, then no further follow-up is required by staff.

Staff must ensure that appropriate documentation is maintained to justify the types, frequency and duration of follow-up services provided to individual participants. All follow-up contact, including dates and corresponding information, must be fully documented in the OSOS comments of the participant.

Exemptions/Early Termination:

**WIOA Exempt:** Not all exiters are required to be provided follow-up services. The following reasons are exclusions from performance measures that do not require follow-up. The reason for the exclusion must be documented in OSOS comments/Case notes. It should also be documented on the services module, Enrollments tab, and click on common measures. Choose the appropriate reason:

- Is institutionalized;
- Is deceased;
- Is undergoing health/medical or family medical care;
- Is a member of Reserved Armed Forces called to Active Duty; or
- Has relocated or been transferred to a Mandated Program.
- Customer declines follow up services

IV. Review of Follow-Up Career Services

Follow-up career services will be reviewed during WIOA Programmatic Reviews. Infrequent or insufficient follow-up career services, inconsistent follow-up, or follow up for less than the 12- month duration unless documented as justified under this policy, will be cited as a finding.

~~GLOW WORKFORCE DEVELOPMENT BOARD POLICY~~

~~WAIVER OF FOLLOW UP CAREER SERVICES UNDER WIOA~~

I \_\_\_\_\_, acknowledge that under the Workforce  
~~(Print name)~~

~~Innovation and Opportunity Act (WIOA) I am entitled to receive Follow-up Career Services for a period of 12-  
months after the first day of my placement in unsubsidized employment or upon completion of training  
services. These follow-up services could include, but are not limited to:~~

- ~~• \_\_\_\_\_ Counseling regarding the workplace~~
- ~~• \_\_\_\_\_ Additional career planning and counseling~~
- ~~• \_\_\_\_\_ Contact with my employer, including assistance with work-related problems that may arise~~
- ~~• \_\_\_\_\_ Peer support groups~~
- ~~• \_\_\_\_\_ Information about additional educational opportunities, and referral to supportive services  
\_\_\_\_\_ available in the community~~
- ~~• \_\_\_\_\_ Case management~~
- ~~• \_\_\_\_\_ Labor market Information~~
- ~~• \_\_\_\_\_ Follow Up~~

~~Nevertheless, I hereby waive any and all follow-up career services that may be available to me under WIOA  
after placement in unsubsidized employment or completion of training services. I will contact my career  
counselor if I change my mind within the follow-up time period and receive services for the balance of that time  
period.~~

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date