

**GLOW Workforce Development Board (WDB) Policy
Under the Workforce Innovation and Opportunity Act (WIOA)**

Name of Policy: GLOW WDB Follow-Up Policy for Adults & Dislocated Workers

Approval Date: ~~3/20/18, 11/19/19, 9/21/21~~, 3/17/26

Effective Date: ~~11/19/19, 9/21/21~~, 3/18/26

Follow-Up Services for WIOA Adults and Dislocated Workers (DWs)

References:

- WIOA Section 134 (c) (2) (A) (xiii)
- 20 CFR Sec. 678.430 (c)
- 20 CFR Sec. 680.150 (c)
- Training and Employment Guidance Letter (TEGL) No. 19-16

Effective immediately, and in accordance with WIOA, the GLOW WDB adopts the following policy requirements for follow-up services for WIOA Adults and DWs.

POLICY STATEMENT

Under WIOA, career services fall into three categories: basic career services, individualized career services, and follow-up services.

The purpose of this policy is to provide guidance concerning the duration, type, and frequency of follow-up career services required by WIOA for Adults and DWs.

Follow-up career services, as appropriate, shall be provided to Adults and DWs who (1) are placed in unsubsidized employment following the receipt of individualized 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 Adults and DWs for a period of up to 12 months after the first day of employment unless the customer declines follow-up services, which must be clearly documented in the case notes in the One-Stop Operating System (OSOS).

Adults and DWs 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. The start and end dates

for follow-up are stated in comments. All follow-up 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 Adults and DWs 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. 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; and
- Labor market information.

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 need 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 up with participants three (3) months after exit, six (6) months after exit, and nine (9) months after exit. 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;
- Has relocated or been transferred to a Mandated Program; or

If Customer declines follow-up services this wouldn't be documented on the services module - only in comments.

IV. Review of Follow-Up Career Services

Follow-up career services will be reviewed during WIOA program 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.