



Title I Follow Up Services for Adult and Dislocated Workers POLICY #: 3034 Rev 1

Original Policy Date: 8/23/2017

Effective Date: 8/25/2021

Purpose:

To communicate State policy regarding activities that constitute follow-up services for Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Workers.

Background:

Follow-up services provided to system-exited WIOA Title I Adult and Dislocated Worker program participants are non-monetary activities designed to help those individuals retain the unsubsidized employment resulting from the system-related services received.

Policy:

- A. Follow-up services can only be provided to WIOA Title I Adult and Dislocated Worker program participants who are placed in unsubsidized employment and have a Program Completion recorded in the Management Information System (MIS). Note: WIOA law and regulations define follow-up services as a type of career service, which would typically mean that they can only be provided to participants. However, the U.S. Department of Labor (DOL) has instructed states to follow the guidance issued in TEGL 10-16 Change 1, which states that follow-up services begin after program completion.

- B. Follow-up services, if requested by individuals and determined by staff to be appropriate for those individuals, must be provided for a period of up to 12 months (i.e., not more than 12 months). Note: WIOA law and regulations state that follow-up services must be provided for not less than 12 months, but DOL has instructed states to comply with the guidance issued in TEGL 19-16.

- C. Follow-up services for WIOA Title I Adult and Dislocated Worker program participants can include, but are not limited to, two-way exchanges between the service provider or case manager and either the individual (or his/her advocate) or the individual's employer as follows:
 - Counseling individuals about the workplace.
 - Contacting individuals or employers to verify employment.
 - 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.
 - Providing individuals with referrals to other community services.

- D. Supportive Services during follow-up are allowable for Adult and Dislocated Workers that have completed the program to help them retain unsubsidized employment. For more guidance on providing supporting services after program completion, see WSW Policy #3005 Rev 7.
- E. Follow-up services do not trigger the exit date to change or delay exit for performance reporting as per guidance issued by DOL in TEGL 10-16 Change 1. As such, subrecipients must count each exit of a participant during a program year as a separate period of participation if a participant has more than one exit in that program year.

NOTE:

A follow-up service has been added to the WorkSource Services Catalog through WorkSource Information Notice 0077 Change 10 to enable the recording of supportive services to Adult and Dislocated Workers that have program completions:

“FOLLOW-UP SERVICES-SUPPORTIVE ASSISTANCE” – Services normally considered supportive services are also appropriate as follow-up services for participants in Adult or Dislocated Worker programs placed in unsubsidized employment whose employment may be at risk due to interruptions to key supports. This follow-up service does not trigger or extend participation and is not durational.

Supersedes:

- WorkSource Information Notice (WIN) 0078, Change 1 – Provision of Title I Follow-up and Supportive Services Before and After Exit for Adults and Dislocated Workers.
- WIOA Policy 5620, Follow-Up Services for Adult and Dislocated Worker Exiters
- WSW Policy 3034, Title I Follow Up Services for Adult and Dislocated Workers

References:

- Public Law 113-128, Workforce Innovation and Opportunity Act of 2014, Section 134(c)(2)(A)(xiii)
 - 20 CFR 678.430(c) and 680.150(c)
 - Training and Employment Guidance Letter (TEGL) 19-16, Section 4
- Training and Employment Guidance Letter (TEGL) 10-16 Change 1, Section 7

Website:

<http://workforcesw.org/providers#OperationsPolicies>