



Subject: Adult and Dislocated Worker Follow-Up Services Policy

Policy No: 2015-16

Effective Date: 05/30/17

Revised: 06/28/17, 05/17/18, 11/20/19, 5/12/21

1. Purpose:

The purpose of this policy is to provide guidance on adult and dislocated worker follow-up services under Title I of the Workforce Innovation and Opportunity Act (WIOA).

2. Background:

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

Operational Procedure

A. Follow-Up Requirements

1. 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.

2. If follow-up services are requested by individuals and determined by subrecipient staff to be appropriate for those individuals, follow-up services shall be provided for a period of up to 12 months (i.e., not more than 12 months). Individuals who have multiple employment barriers and limited work histories may need significant follow-up services to ensure long-term success in the labor market.

Note: WIOA law and regulations state follow-up services shall be provided for not less than 12 months, but DOL has instructed states to comply with the guidance issued in [TEGL 19-16](#).

3. The goal of follow-up services is to ensure job retention, wage gains and career progress for individuals placed in unsubsidized employment. 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 employment specialist and either the individual or the individual's employer as follows:
 - Providing individuals with additional career planning.
 - Contacting individuals or employers to verify employment.
 - Counseling individuals about the workplace.
 - Contacting individuals or employers to help secure better paying jobs.
 - Contacting individuals or 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. Individuals in need of such services will be informed of, and referred to, other government and community services such as Temporary Assistance for Needy Families (TANF), Department of Social and Health Services (DSHS), Community Action Committee (CAC), Goodwill, and other local resources available on [211info.org](#) prior to receiving supportive services.

4. Supportive Services during follow-up are allowable for Adult and Dislocated Worker program exiters to help them retain unsubsidized employment. Appropriate supportive services during follow-up may include, but are not limited to:
 - Assistance with transportation.
 - Assistance with childcare and dependent care.
 - Linkages to community services.
 - Assistance with housing.
 - Assistance with educational testing.
 - Reasonable accommodations for individuals with disabilities.
 - Referrals to healthcare.
 - Assistance with uniforms or other appropriate work attire and work-related tools.
 - Payments and fees for employment and training related applications, tests, and certifications.
 - Legal aid services.

5. Follow-up services do not trigger or extend participation and are not durational; therefore, a qualifying career service does not need to be recorded in MIS to trigger a participation episode.

B. Discontinuing Follow-Up Services

Some individuals may not be responsive to attempted contacts for follow-up and others may be difficult to locate, making it impossible to provide follow-up services. If after 90 days of attempted contact the individual is unreachable, refuses to divulge information, or has relocated out of the state with no intention of returning, follow-up contact attempts may cease. Reasons for discontinuation of follow-up services shall be documented in the state MIS. If at any point during the follow-up period, the individual re-establishes contact and requests assistance, the employment specialist shall immediately continue follow-up services.

C. Communication and Documentation

Follow-up services are two-way exchanges between the employment specialist and either the individual or the individual's employer. Follow-up services shall include more than only a contact attempted or made for securing documentation in order to report a performance outcome. Follow-up services shall be recorded in the state MIS along with appropriate case note documentation to justify the types of services provided. Follow-up services shall occur, at a minimum, once every quarter. 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.

D. Re-Enrollment into Program Services During Follow-up Period

If it becomes necessary during the follow-up period to utilize WIOA services beyond those available through follow-up services, the individual may be re-enrolled in a WIOA program after justification has been submitted via email to the Benton-Franklin Workforce Development Council explaining the planned services to be provided through each program.

Once approved, eligibility shall be re-determined for the individual and follow all requirements as a new participant (for the new participation period). Follow-up for performance purposes is still required for their previous participation period.