FOLLOW-UP SERVICES
FOR WIOA ADULTS AND DISLOCATED WORKERS

Workforce Innovation and Opportunity Act Policies and Procedures
POLICY #W418

Effective Date: September 2017

1. **Purpose**
   This policy addresses activities that constitute follow-up services for Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker program exiters.

2. **Background**
   Follow-up services are non-monetary activities provided to WIOA Title I Adult and Dislocated Worker program participants who have been placed in unsubsidized employment and who have system-exited. These services are designed to help individuals retain unsubsidized employment, advance within their occupation, or provide other post-placement related activities.

3. **Definitions**
   - **Recognized Postsecondary Credential**: A credential consisting of an industry-recognized certificate or certification, a certificate of completion of an apprenticeship, a license recognized by the State involved or the Federal Government, or an associate or baccalaureate degree. The DOL-sponsored CareerOneStop.org provides a search tool for finding recognized postsecondary credentials at:
     
     https://www.careeronestop.org/toolkit/training/find-certifications.aspx
   
   - **Service provider**: A provider of workforce development services in Spokane County, such as the local one-stop center or other entity designated by the SAWDC, that is responsible for providing follow-up services to Adults and Dislocated Workers who have obtained unsubsidized employment and have system-exited.
   
   - **System-exit**: System-exit refers to a participant who has not received a qualifying service funded by any qualifying program in the WorkSource system for 90 consecutive calendar days.
     
     - **Qualifying service**: A state-level service identified as starting or extending participation within the WorkSource Services Catalog. The WorkSource Services Catalog can be found at:
       
       http://media.wpc.wa.gov/media/WPC/wswa/support/WorkSourceServicesCatalog.xlsx
     
     - **Qualifying program**: WIOA Title I Adult, Dislocated Worker, and Youth; Trade Adjustment Assistance (TAA); Wagner-Peyser, including Self-Service and Veterans Employment and Training (VETS) programs; and other WorkSource-affiliated programs (Workfirst, NEGs, MSFW, etc.) that utilize WST for data and performance reporting.
   
   - **WorkSource System Tools (WST)**: A management information system that workforce development organizations in Washington State use to collect data and manage themselves efficiently and effectively.

4. **Policy**
   Providing follow-up services to individuals after placement must meet each of the criteria listed below.
   
   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 who have system-exited.
   
   b. Follow-up services, if requested by exited 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).
   
   c. Follow-up services can include, but are not limited to,
     
     i. Counseling individuals about the workplace;
     
     ii. Contacting individuals or employers to verify employment;
     
     iii. Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual;
iv. Contacting individuals or training providers to verify attainment of an industry-recognized credential;
v. Assisting individuals and employers in resolving work-related problems;
vi. Connecting individuals to peer support groups;
vii. Providing individuals with information about additional educational or employment opportunities; and
viii. Providing individuals with referrals to community services.
d. Service providers may develop additional follow-up services for Adults and Dislocated Workers provided they are non-monetary and align with the requirements of this policy.
e. Because follow-up services can only be provided to Adults and Dislocated Workers who have system-exited and supportive services can only be provided to Adult and Dislocated Worker participants, supportive services cannot be provided to Adults and Dislocated Workers as a form of follow-up service.
f. Follow-up services do not trigger the exit date to change or delay system-exit for performance reporting.

5. **Action Required**
Providers of Adult and Dislocated Worker services in Spokane County, such as the local one-stop center or other entities designated by the SAWDC, must distribute this policy broadly throughout the system to ensure WorkSource System staff are familiar with its content and requirements.

6. **References**
- ESD WIOA Title I Policy 5620
- TEGL 10-16, Change 1, Section 7
- TEGL 19-16, Section 4
- 20 CFR 678.430(c)
- 20 CFR 680.150(c)
- WIOA Section 134(c)(2)(A)(xiii)

7. **Supersedes**
None.