



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.