1. **Background**

Follow-up services are activities provided to WIOA Title I adults and dislocated workers who have been placed in unsubsidized employment. These services are designed to help individuals retain unsubsidized employment, advance within their occupation, and/or provide other post-placement related activities.

2. **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 website 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 SWC, that is responsible for providing follow-up services to adults and dislocated workers who have obtained unsubsidized employment.

- **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.

3. **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 adults and dislocated workers who are placed in unsubsidized employment and who do not have future scheduled services.

b. Follow-up services, if requested by adults and dislocated workers and determined by staff to be appropriate for those individuals, must be provided for a period of up to 12 months following the date they are placed in unsubsidized employment (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 post-secondary 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. Supportive services may be provided as follow-up services. Supportive services and requirements for providing them are described in SWC Policy W409-R6.

f. Follow-up services do not trigger the exit date to change nor delay system-exit for performance reporting.

4. **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 SWC, must distribute this policy broadly throughout the system to ensure WorkSource System staff are familiar with its content and requirements.

5. **References**
   - ESD WIOA Title I Policy 5620, Revision 1

6. **Supersedes**
   SWC Policy W418

Revision History:
#W418 – Mar 2019 (logo & name change only)
#W418 – Sep 2017 (policy created)