

MERCED COUNTY WORKFORCE DEVELOPMENT BOARD

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POLICY BULLETIN

MCWDB PB # 12-21	Date of Release: June 08, 2021
To:	All Merced County Workforce Development Board Staff and Service Providers
From:	Erick Serrato, Merced County Workforce Development Board
Effective Date:	June 08, 2021
Subject:	Follow-Up Services
Responsible Official:	MCWDB Program Manager

BACKGROUND

The purpose of this policy is to provide guidance on Follow-up Services for Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Youth that have system-exited.

Follow-up Services must be provided to all WIOA Adult and Dislocated Worker program participants who are placed in unsubsidized employment and have system-exited. Follow-up Services are mandatory for all Youth system-exited participants. All participants must be informed of Follow-up Services at the time of enrollment. These services are designed to help individuals retain employment, earn wage gains, advance within their occupation and/or have a successful post-secondary education and training post program participation.

Follow-up Services do not trigger the exit date to change, do not trigger re-enrollment in the program, or delay exit for performance reporting.

POLICY

I. Adult and Dislocated Workers Programs

The WIOA requires that Follow-up Services must be made available to Adult and Dislocated Workers who are placed in unsubsidized employment, for a period of four quarters following exit from the program. All data must be recorded CalJOBS' Follow-up Section, summarized in case notes, and an F code service added.

Follow-up Services for Adults and Dislocated Workers may include, but are not limited to the following:

- A. Counseling individuals about the workplace;
- B. Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual;
- C. Assisting individuals and employers in resolving work-related problems;
- D. Connecting individuals to peer support groups;
- E. Providing individuals with information about additional educational or employment opportunities;
- F. Providing individuals with referrals to other community resources; and/or
- G. Supportive Services.

II. Youth Program

The WIOA requires that Follow-up Services must be provided to all Youth for a period of four quarters following exit from the program. All data must be recorded CalJOBS' Follow-up Section, summarized in case notes, and an F code service added. Follow-up Services for Youth may include, but are not limited to the following:

- A. Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
- B. Supportive services;
- C. Adult mentoring;

- D. Financial literacy education;
- E. Services that provide labor market information and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
- F. Activities that help youth prepare for and transition to postsecondary education and training

III. Communication and Documentation

Exits are retroactive to the last date of services so Follow-up Services may begin immediately following the last date of service if it is expected that the participant will not receive any future services other than Follow-up Services. All eligible participants, even those who have moved out of state, must be contacted regarding Follow-up Services.

For special projects and grants, staff should adhere to the specific special project or grant guidelines and requirements.

Follow-up Services are two-way exchanges between WIOA program staff and either the participant or the participant's employer. Follow-up Services must include more than a contact or attempted contact, and a service must be provided. Contacting an individual for to secure documentation to report a performance outcome does not constitute a Follow-up Service.

Follow-up Services can be provided and recorded at any time during the Follow-up quarter and must occur, at a minimum, once every quarter. The minimum number of required Follow-up attempts is three per quarter if the participant cannot be contacted on the first attempts.

The need and the level of intensity for Follow-up Services must be evaluated for each individual and determined appropriate. Documentation addressing the need and type of services required must be maintained in the case notes and/or the IEP (ISS for Youth), as well as for individuals who decline Follow-up Services

Reasonable effort must be made to contact participants with varying forms of contacts, including telephone, email, text, letter, social media, varying times of day, and day of the week before discontinuing Follow-up Services.

IV. Discontinuation of Follow-up Services

While Follow-up Services must be made available to all eligible Adults, Dislocated Workers, and Youth, not all individuals will need or want such services.

Follow-up contact attempts will not be required for participants who:

- A. cannot be located or contacted;
- B. refuse or declines to provide information; and/or
- C. meet the exclusion criteria:
 1. Institutionalized: the participant exits the program because he or she has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center;
 2. Health/Medical: the participant exits the program because of medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.
 3. Deceased: the participant is deceased;
 4. Reserve forces called to active duty: the participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days; or,

5. Foster care: the participant is in the foster care system as defined in 45 CFR1355.20(a) and exits the program because the participant has moved from the area as part of such a program or system (Youth Participants ONLY).

V. Re-Enrollment while in Follow-up

If an individual during Follow-up requires services beyond those offered through the Follow-up Services, reenrollment into the program is encouraged. Once re-enrolled, Follow-up requirements from the previous enrollment are still necessary for performance purposes. The individual must meet eligibility and follow all requirements of a new participant for the new participation period. These will be considered as two separate files/cases for federal reporting.

REFERENCES

- Workforce Innovation and Opportunity Act 2014
- Title 20 CFR "WIOA Final Rule" Sections 680.150 and 681.580
- Training and Employment Guidance Letter (TEGL) 19-16
- TEGL 21-16
- Workforce Services Directive WSD17-07
- TEGL 10-16