

Approved Date:

Effective Date: July 1, 2023

Subject: WIOA Title I Follow-up Policy

Purpose

The purpose of this policy is to provide guidance to the Iowa Plains LWDA, regarding the implementation of Follow-up procedures required under the Workforce Innovation and Opportunity Act (WIOA) Title I. In accordance with WIOA, this policy establishes the Iowa Plains standards in the implementation and documentation of Follow-up procedures for Title I Adult, Dislocated Worker and Youth program exiters.

Authority

- I. The authority for this policy is derived from the following:
 - A. WIOA, Section 124(c)(2)(A)(xiii)
 - B. TEGL 10-16 Change 1
 - C. TEGL 19-16
 - D. TEGL 21-16
 - E. 20 CFR 681.580

Background

- I. Follow-up services are available to all WIOA Title I program participants, including Adult, Dislocated Worker, and Youth programs. WIOA defines Follow-up services as a type of Career Service for Adult and Dislocated worker programs. For Youth, WIOA defines Follow-up as a service element, within the required 14 Youth Elements. Career Planners will explain and advise follow up services at the time of enrollment.
- II. Follow-up services are available to Adult, Dislocated Worker and Youth program participants upon exit or program completion. Career Planners are required to explain and offer these services at enrollment and at exit; however, a participant can refuse the service. If a participant refuses Follow-up services, Career Planners must document the refusal with a program note in IowaWorks and in the participant's Individual Employment Plan (IEP) or Individual Service Strategy (ISS).

- III. Follow-up services do not trigger the exit date to change or delay exit, as they may occur only after exit in Title I Adult and Dislocated Worker programs and can only occur after exit in the Title I Youth program (TEGL 10-16 Change 1). Follow-up can only be provided to individuals who have system exited or may be provided upon completion of the closure tab when no more planned participant level services are needed. Adult and Dislocated Worker participants are not eligible to receive Title I funds for support services during Follow-up; however, participants can receive referral for non-Title I support services, outside the WIOA.

- IV. For Youth participants, the final rule states that Follow-up services may include the following program elements:
 - A. Support services
 - B. Adult mentoring
 - C. Financial literacy education
 - D. Services that provide labor market and employment information about in demand industry and career exploration services
 - E. Activities that help youth prepare for and transition to postsecondary education and training

- V. Provision of these program elements must occur after the exit date in order to count as Follow-up services.

Local Policy

- I. Adult and Dislocated Worker Program
 - A. WIOA Follow-up services must be made available to all participants enrolled in the Adult and Dislocated Worker programs for a minimum of 12 months after the first day of unsubsidized employment. Follow-up services provide a continuing link between the participant and workforce system; these services allow the American Job Center (AJC) to assist with other services the participant may need once he or she obtains employment. Examples may include providing individuals counseling about the workplace, opportunities to further career pathways, assistance with employer benefits, health insurance, and financial literacy and budgeting assistance.

- B. Follow-up services are provided to ensure that the participant is able to retain employment, realize wage increases, and facilitate career progression. Follow-up services must include at least one contact in the first thirty (30) days and then one time every ninety (90) days for the remainder of the twelve (12) month Follow-up. Contacts made only for securing documentation in order to report a performance outcome is not a valid Follow-up service. Attempted contacts are not to be entered as a Follow-up service and should be entered as a "Follow-up contact attempt" program note.

II. Youth Program

- A. WIOA Follow-up services are a required Youth program element and must be provided to all participants enrolled in the Youth program for a minimum of 12 months after completion of participation. Follow-up services are critical following a Youth exit from the program to help ensure successful employment and/or post-secondary education and training. At the time of enrollment, youth must be informed that follow-up services will be provided for 12 months following exit. If at any point in time during the program or during the 12 months following exit the youth requests to opt out of follow-up services, they may do so. In this case, the request to opt out or discontinue follow-up services made by the youth must be documented in IowaWorks. Follow-up services provide support and guidance after placement to facilitate:
 1. Support services
 2. Adult mentoring
 3. Financial literacy education
 4. Services that provide labor market 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
 5. Activities that help youth prepare for and transition to postsecondary education and training

- B. Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise. Follow-up services include a broad range of activities identified as effective approaches, such as:
1. Developing a close, trusting relationship before and after placement
 2. Providing intensive support and case management during the first part of the Follow-up period, since job loss and other setbacks may occur early in the post-program time period
 3. Providing engaging activities to help young people stay connected to the program staff
 4. Providing support services, as appropriate
 5. Maintaining contact with employers of Youth and providing the necessary support to both employers and Youth to ensure that Youth remain employed
- C. The types of services provided, and the duration of services must be determined based on the needs of the individual identified in the ISS and therefore, the type and intensity of Follow-up services may differ for each participant. Please see Youth Services Desk Aid for additional Follow-Up services and definitions. Examples of Follow-up services include, but are not limited to the following:
1. Career Counseling
 2. Job Search & Placement
 3. Guidance & Counseling
 4. Adult Mentoring services
 5. Financial literacy
 6. Referrals to community organizations/services
 7. Work related peer support groups
 8. Support service referrals
- D. Follow-up services may begin immediately following the last expected date of service in the Youth program when no future services are scheduled. Follow-up services do not cause the exit date to change and do not trigger re-enrollment in the program. Follow-up services are not contacts or attempted contacts or attempted contacts for the purpose of securing documentation for the case file in order to report a performance outcome, however, it is imperative for staff to collect the requisite data to substantiate the Youth performance measures reported to USDOL.
- E. Career Planners are responsible for ensuring Youth are offered an opportunity to receive Follow-up services that align with their ISS.
1. The first Follow-up service is required to be provided within thirty (30)

days of exit from the program and should be in the form of a personal contact (in person, via telephone or electronic means) with the participant.

2. A second Follow-up service must occur within 90 days after exit, and at least quarterly thereafter for the next three quarters.
- F. In the event a participant has been co-enrolled in the Adult or Dislocated Worker program, along with the Youth program, the youth Follow-up service activity will serve as the Follow-up activity for all funding streams. This will avoid duplication of Follow-up services and unnecessary documentation.

Documentation

- I. A primary contact and one alternative contact method are required to be documented in the IEP or ISS at the time of enrollment and updated prior to the time of exit. Follow-up services are required to be explained at enrollment and offered at the time of exit and must be case noted.
- II. Career Planners are responsible for the provision of Follow-up services and documenting the Follow-up service in a detailed program note. If a participant refuses follow-up services, career planners are responsible for documenting the refusal with a program note in IowaWorks and may then remove the client from further Follow-up. If a Follow-up service was not needed by the client and the only client contact took place in a conversation, a Follow-up service will not need to be entered in the Service and Training Plan; however, a note will need to be entered detailing the conversation.

Unreachable Client

- I. The Career Planner will attempt to contact the participant utilizing the primary contact number and the one alternative contact method, (i.e., phone, email, text, etc.), Services may be ended after a minimum of 6 unsuccessful attempts to contact the participants over the course of 90 days. The Career Planner needs to document in a case note what methods of contact were used on what dates, and that the client is being removed from Follow-up services due to "refusal of Follow-up services".

Exceptions to this Policy

- I. Follow-up services may be provided beyond the 12-month period at the discretion of Iowa Plains. The Career Planners will submit a justification to the Workforce Program Coordinator and Title I Manager for consideration with justification of the extension. If the extension involves payments above local policy, the request needs to be submitted to Iowa Plains executive committee. The Iowa Plains executive committee will review and provide a written response within 10 business days. The types of services provided, and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of Follow- up services may differ for each participant.

*Equal Opportunity Program / Employer – Auxiliary aids and services available upon request
for individuals with disabilities*