



POLICY TRANSMITTAL

SUBJECT:	Workforce Innovation Opportunity ACT (WIOA) Follow-Up Policy	Procedural/Guidance No.: # 2 PY2021-22
APPLIES TO:	Workforce Services WIOA Adult / Dislocated Workers / Youth Service Providers	Effective: Immediately
		Revised Date: NONE
		Expiration Date: Indefinite
REFERENCE:	<ul style="list-style-type: none"> • 20 Code of Federal Regulations (CFR) §678.430; 680.150; 681.460 & 681.580 • Training and Employment Guidance Letter (TEGL) 19-16 & 21-16 • Workforce Innovation and Opportunity Act (WIOA) sec 134(c)(2)(A)(xii) 	

I. PURPOSE

The purpose of this policy is to provide guidance on follow-up services for Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, Youth and Trade Adjustment Assistance (TAA) participants while providing services and following the participants' exit from the program.

II. BACKGROUND

Follow-up services must be made available to all WIOA Title I Adults, Dislocated Worker, Youth and Trade Adjustment Assistance (TAA) participants. All participants must be informed of Follow-up Services at time of participation.

III. POLICY

Upon the creation of the "Participation", into the WIOA Program, Career Advisors (Including case managers) shall follow the progress of the participants until the completion of the quarterly follow-ups after exit, where applicable. The services provided shall be based solely on the participant's needs and must be documented on a quarterly basis in the case notes and/or in the Individual Employment Plan (IEP)/Individual Service Strategy (ISS).

At the time of enrollment, all participants must be informed that follow-up services will be provided for 12 months following exit. WIOA mandates that follow-up services are required to be made available to Adults, Dislocated Workers, and TAA participants for a period up to 12 months following the first day of employment instead of 12 months after exit. Follow-up services must be

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provided to all youth participants for a minimum of 12 months after the last date of service, this includes any of the 14 Youth program elements.

Follow-up services for the Youth are described as “critical services provided following a Youth’s exit from the program to help ensure the Youth is successful in employment and/or postsecondary education and training. The follow-up services for Youth may also include any of the following program elements:

- Supportive services;
- Adult mentoring;
- Financial literacy education;
- 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
 - Career exploration services
- Activities that help Youth prepare for and transition to postsecondary education and training.

Provision of these program elements must occur after the exit date in order to count as follow-up services and recorded as such by using the appropriate follow-up activity. If at any point in time during the program or during the 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 the physical case file, and with a well-detailed program entry note.

Follow-up services require an actual contact, communication, and the provision of an accountable service with the participant. This service can be conducted by telephone, in person, via e-mail (or other social media), or by written correspondence. Preference is for the follow-up to be through a medium that increases the likelihood of contact with the participant and also increases the chance of continued contact.

A. Conducting Follow-up Upon Participation

Follow-up services include contacting the participant to offer services as needed for employment and/or training services to obtain a career. The Career Advisor will provide the following services, but not limited to, career planning, review of resume, assist with interviewing skills, conduct mock interviews, or provide links to related services. At a minimum all active participants shall have a follow-up case note recorded in Employ Miami-Dade (EMD) / Employ Monroe (EM) every 3 months following participation.

B. Extending Activities While Conducting Follow-ups

Upon contacting the participant when conducting a follow-up and offering services, the projected end date of an active activity should be extended until the next quarter. The activity should only be extended when a reportable service has been provided and documented, along with a case note, within the current quarter. If the participant has not been provided with an accountable service, for 90 consecutive days and no future services are scheduled, any opened activity must be closed at the end of the current quarter. The EMD/EM system will create the “Closure” 90 days

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after the “Last Service Date”. The soft exit occurs 90 days from the date of “Closure”, providing that the participant does not receive any services during those 90 days.

Example: The actual end date of an activity is 7/17/2020. Since no services were provided the system creates the “Closure” on 10/7/2020 (case closure date). The actual “Soft Exit” occurred on 1/6/2021, which prompts the Follow-up schedule.

Follow up services do not trigger the exit date to change or delay the 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 programs.

C. System Closed Activities

Open activities in EMD\EM should not be closed by the system. Career Advisors must ensure to provide case management to all active participants which will prevent premature system exits.

D. Conducting Follow-up After Exit

Follow-up also includes contacting or attempting to contact a participant for the purpose of verifying the employment status and obtaining documentation for the case file in order to report a performance outcome. As well as, verifying the attainment of a certificate or degree.

Five attempts to contact the participant must be made before the follow-up is closed with no contact. Each of the attempts must be documented in the case notes and the attempts should vary by the time of day, day of week, and means of contact.

The type of follow-up recorded will depend on the type of service each participant is in need of at the time of contact. Follow-up services in EMD/EM are as follows:

Follow-Up Services	
Activity Code	Activity Title
F01	Referral to Community Resources
F02	Referral to Medical Services
F03	Tracking Progress on the Job
F04	Work-Related Peer Support Group
F05	Assistance securing better paying job
F06	Career development and further education planning
F07	Assistance with Job/Work Related Problems
F08	Adult Mentoring
F09	Tutoring
F10	Leadership Development
F11	Other Follow Up Service, not classified
F12	SS-Transportation
F13	SS- Purchase work related uniforms/attire

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F14	SS- Work related tools
F15	SS- Housing Assistance
F16	SS- Utilities
F17	SS- Dependent Care
F18	SS- Medical
F19	SS- Incentives/Bonus

Follow-up services provide support and guidance to

- Assist the participant in sustaining employment
- Assist the participant in advancing in a career or educational ladder
- Help the participant’s personal development
- Assist in solving barriers to successful employment

Follow-up services are required for a minimum of one year after the participant has been exited from EMD\EM. These services must be completed beginning the first quarter after the exit quarter. The quarters are at three month intervals, as follows:

- January, February, March
- April, May, June
- July, August, September
- October, November, December

Example: If the last date of service for the participant was in May, then the first quarter after exit would be during July, August or September. Be sure to complete all follow-ups by the end of each quarter (the “Required By” date).

For WIOA performance the median wages are recorded during the second quarter after exit and employment is required during the second and fourth quarter after exit. Performance data for every quarter after exit must be entered in EMD/EM.

The primary goal of these follow-up services is to ensure job retention, career exploration, wage gains, and career progress for all participants who have entered unsubsidized employment.

E. Exclusions

Follow-up services are not required for the following allowable exclusions:

- **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 during the course of receiving services as a participant and this will last for more than 90 days.
- **Health/Medical/Family Care:** the participant exits the program because of medical treatment and that treatment and prohibits entry into unsubsidized employment or continued participation in the program or he or she has to care for a family member that is ill and this is expected to last more than 90 days

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- **Deceased:** the participant is deceased.
- **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 more than 90 days.
- **Foster care:** Participant is in the foster care system as defined in 45 CFR 1355.20(a), and exits the program because the participant has moved from the area as part of such a program or system. This exclusion only applies to the WIOA Title 1 Youth Program.

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