

Region 4 Workforce Board
Adult and Dislocated Worker Follow-Up Policy

Purpose: To provide policy for the provision of follow-up services to adult and dislocated workers who enter into unsubsidized employment.

References: WIOA Sec. 134 (c), TEGL 19-16

Follow-Up Services

Follow-up services must be provided, as appropriate, including counseling regarding the workplace, for participants in adult or dislocated worker activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment. While follow-up services must be made available, not all of the adults and dislocated workers who are registered and placed into unsubsidized employment will need or want such services. Also, the intensity of appropriate follow-up services may vary among different participants. Participants who have multiple employment barriers and limited work histories may require significant follow-up services to ensure long-term success in the labor market.

The goal of follow-up services is to ensure job retention.

Follow-up services must be made available for a minimum of 12 months following the first day of employment.

- Follow-up services could include, but are not limited to:
 - Additional career planning and counseling;
 - Contact with the participant's employer, including assistance with work-related problems that may arise;
 - Peer support groups;
 - Information about additional educational opportunities, and referral to supportive services available in the community.

Note: Individuals in follow-up may not receive supportive services.

Effective: July 2018

See Attachment A - Quick Reference Guide for Case Closure/Follow up Services
See Attachment B – ICC screenshots and notes

Attachment A

Quick Reference Guide for Case Closure/Follow-Up Services

A. When a customer no longer requires training or Individualized Career level services and is employed :

1. Check status of current activity(s) (Edit-Service for actual end date)
2. If applicable, enter credential in ICC
3. Update Job History showing employment
4. Enter Closure info
5. Enter appropriate case notes
6. Follow-up on employed status on quarterly basis - record contact info
7. Record a Follow Up Attempts to Contact and Follow Up services and case note. (Individualized Category – Follow Up Service)

B. When a customer no longer wants or participates in training or Individualized Career level services and is not employed:

1. Record status of current activity(s) (Edit-Service for actual end date if service is still open)
2. If applicable, enter credential in ICC
3. Enter appropriate case notes
4. Attempt regular contacts (enter case note) & provide services as needed until client is employed
5. Enter case closure info and Follow-up on status on quarterly basis

C. When a customer in training returns to work before completing training:

1. Contact and ask customer if he/she will remain in training
 - a. If “yes”, inform customer that monthly contacts and Time and Attendance Reports (TAR), need to continue –
 - if willing, leave in OST and maintain monthly contacts and TARs.
 - if refuses, exit from OST (select appropriate unsuccessful option under completion code)
 - b. If “no” exit from OST (select appropriate unsuccessful option under completion code)
 - c. Record status of current activity(s) (Edit-Service for actual end date if service is still open)
2. Enter appropriate case notes
3. Enter case closure info and Follow-up on employed status on quarterly basis

NOTE: WorkOne staff must provide follow up services to adult and dislocated workers who are in unsubsidized employment for 12 months after first date of employment (see Follow Up policy). After all quarterly follow ups are completed on a client, case manager status in ICC should be changed to “Inactive.”

Attachment B
ICC Screenshots

1. Open Follow Up tab

+ Participation	05/15/2017
+ Activities / Enrollments / Services	7
+ Measurable Skills Gain	1
+ Partner Programs	0
+ Literacy & Numeracy	0
+ Credentials	1
+ Closure	09/01/2017
+ Exit / Outcome	09/01/2017
+ Follow-ups	4

2. Select the follow up date that you are reporting information. The required by date is the end of that reporting quarter. Example below: The required by date of 12/31/2017 is for the months of October, November and December of 2017. Only information that is for that time period should be entered here.

Follow-ups				4
Create Local Follow Up				
				Search: <input type="text"/>
Required By	Date Complete	Status	Follow Up Type	
12/31/2017	11/01/2017	Completed	1st Quarter After Exit	
03/31/2018	03/30/2018	Completed	2nd Quarter After Exit	
06/30/2018		Required	3rd Quarter After Exit	
09/30/2018		Required	4th Quarter After Exit	

3. A. 1st Quarter Follow Up

The contact attempt section (date, time of day and type) is recorded for all customers in follow up. The Follow Up screens are completed if/when there is a response to the contact attempt from the individual or the employer. If this is the first follow up quarter and customer is employed you will enter yes and click on employer information. If the employer information has been entered previously, you will be able to import from the Individual Employment History. If not entered previously, you may enter it on the Add/Edit Employer screen. When adding an employer, if you have documentation that proves employment, you should click on verify employer name.

Contact Attempts

Attempt Number	Date	Time	Type Of Contact
No contacts have been attempted.			

[Add Contact Attempt](#) [Exit Follow-up Screen](#)

Follow-up Employment Information

Employer Name: No Employment information

***Worked in Quarter 10/1/2017 - 12/31/2017?** Yes No

Qtr	Employer Name	Primary Employer	Job Title	Start Date	End Date	Non-Traditional	Training Related	Action
1	CTI Personnel	Yes	Production Assembler	05/18/2017	11/01/2017	No	Yes	Edit Delete

Add/Edit Employer

Employer Information

[Search Individual Employment History](#) [Select from Internal Job Order/Placement](#)

* **Employer Name:**

* **Verify Employer Name:** [[Verify](#) | [Scan](#) | [Upload](#) | [Link](#)]

3 B. 2nd through 4th Quarter Follow Up

If customer is employed during the quarter (one day or more) enter “yes”. If employer from prior quarter is still correct, you will check the “use primary employer from previous quarter” box. If the employer has changed, click the add employer link. If the customer did not work at least one day in the quarter, you will select “no” for worked in quarter”.

Follow-up Employment Information

Employer Name: No Employment information

***Worked in Quarter 1/1/2018 - 3/31/2018?** Yes No

Use primary employer from previous quarter? Yes

Qtr	Employer Name	Primary Employer	Job Title	Start Date	End Date	Non-Traditional	Training Related	Action
1	CTI Personnel	Yes	Production Assembler	05/18/2017	11/01/2017	No	Yes	Edit Delete


[\[Add Employer \]](#)

4. Post-Exit Placement Information is for Youth. If a youth has entered/continued training, select the appropriate response in the drop down box and enter a date that falls within the correct quarter. Example: Customer began training in September 2017 and we are working on first quarter follow for Oct- Dec 2017 – Customer is still attending school in this quarter, we will enter a date when they were attending class during this first quarter, i.e. November 17, 2017. We must show that they attended at least one day of training in the follow up quarter. If you find out in subsequent quarters that the youth attended school during this quarter, enter a date when they were attending class during this quarter and enter details regarding when you obtained this information in case notes.

Post-Exit Placement Information

Previous Follow-up Placement and Date Information: Not Applicable

***Placement in Quarter 10/1/2017 - 12/31/2017:**

Date of Placement:  Today

[\[Verify | Scan | Upload | Link \]](#)

5. Complete the current status at follow up

Enter actual date that you completed follow up and contact type. The actual date that you received the information does not have to be in the date range of the follow up. If you receive the information after the quarter you may still enter it into the appropriate quarter of follow up. The date of employment or placement activity must be within the quarter to count for performance.


If the customer is employed or in training (youth only), you may skip the status at follow up section. If the customer *is not* employed or not in training (youth only), the status at follow up should be completed.

At the bottom of this section you may enter your follow up case note.

Current Status at Follow-up

Follow-up Information:

* Actual Date of Follow-Up:

11/01/2017  Today

* Contact Type:

Other (Specify) ▼

Other (specify):

Follow-up Status

This section is required only when no employment, no youth placement and no youth diploma/credential is recorded on the follow-up screen.

Status at Follow-Up:

None Selected ▼

Other (specify):

Comments:

Staff Information

* LWIA/Region:	Region 4 ▼
* Office Location:	WorkOne Lafayette (Tippecanoe County) ▼
Staff User Create:	GSISOFTEXT
Create Date:	12/03/2017
Staff User Edit:	3544207
Edit Date:	01/31/2018

[[Add a new Case Note](#) | [Show Filter Criteria](#)]

ID	Create Date	Subject	Action
No data found.			