

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 receive intensive and training services.

References: WIOA Sec. 134 (c)

Follow-Up Services

Follow-up services must be provided, as appropriate, including counseling regarding the workplace, for participants in adult or dislocated worker workforce investment 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 be in need of significant follow-up services to ensure long-term success in the labor market. Other participants may identify an area of weakness in the training provided by the WIOA prior to placement that will affect their ability to progress further in their occupation or to retain their employment.

The goal of follow-up services is to ensure job retention, wage gains for participants who have been enrolled in training and have entered unsubsidized employment.

Follow-up services must be made available for a minimum of 12 months following the first day of employment (at least every 3 months for individuals).

- 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.

In determining the need for post-placement services, there may also be a review of the participant's need for supportive services to meet the participant's employment goals. We expect that the provision of training and supportive services after entry into unsubsidized employment ("post-placement") will be limited, and will be part of the IEP, clearly documented in the participant case file.

Effective: July 2015 –

See Attachment A - Quick Reference Guide for Case Closure/Follow up Services

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 TrackOne
3. Update Job History showing employment
4. Enter Exit info (**Enrollment and Application gear - Exit Information**)
5. Enter appropriate case notes
6. Follow-up on employed status on quarterly basis (**Enrollment and Application gear – Follow Ups**) record contact info
7. If needed, record a Follow Up service 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 TrackOne
3. Enter appropriate case notes
4. Attempt regular contacts (**enter case note**) & provide services as needed until client is employed
5. Enter Exit info and Follow-up on employed 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 (withdrew before completing)
 - b. If “no” exit from OST (withdrew before completing)
 - 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 Exit info and Follow-up on employed status on quarterly basis

NOTE: WorkOne staff will make post-employment follow services available to Individualized Career and training level customers for a minimum of 12 months, as appropriate, after registered customers are placed into unsubsidized employment. After all quarterly follow ups are completed on a client, case manager status in TrackOne should be changed to “Inactive.”