	West Central Region Local Policy	
	Subject: Follow Up Policy	**Release Date:**
	Reference: OWD Issuance 01-2023 and subsequent issuances	**Revision:** 5

Adult/Dislocated Worker

Follow up career services must be available to all Adult and Dislocated Worker program participants for as long as 12 months after the first day of unsubsidized employment.

Examples of WIOA Adult and Dislocated Worker follow up career services include:

- Career planning and counseling
- Assistance with work related problems
- Peer support groups
- Information regarding educational opportunities
- Supportive service referrals (follow up career services are not a qualifying service for the receipt of supportive services. (**A customer who is only receiving follow up career services may not receive supportive services**).

Staff must document the follow up career service in the statewide electronic case management system by posting the appropriate activity or service and entering an accompanying case note.

The purpose of follow up career services is to ensure that the participant is able to retain employment, to obtain wage increases, and to advance in a career. While local WDBs must make follow up career services available to employed participants, not every Adult and Dislocated Worker program participant will need or want these services.

A minimum of five (5) attempts must be made to contact the participant. Multiple methods of attempting to locate a participant must be made and those methods should be documented in the statewide electronic case management system. Using the same method of contact to the same location for all five (5) or more contacts is not acceptable. Contacts should be attempted throughout the quarter if participant is not reached on first attempt. Follow ups are more than obtaining information for performance measures.

For customers that are not showing up on performance rosters as reporting wages, staff must complete the follow up tabs for the 2nd and 4th quarters after exit. Staff are required to complete the proper sections by the deadline (shown in statewide case management system). Staff are required to contact participants to:

- Obtain supplemental employment information (if applicable).
- Determine the customer is not employed and offer and provide the appropriate services as needed.

For customers that received WIOA Title 1 training services staff must complete the follow up tabs for the 2nd quarter after exit. Staff are required to contact participants to collect Training Related to Employment information.

Youth

WIOA requires that follow up services be offered to all youth. Follow up services must be a minimum of 12 months in duration and are designed to support the Youth in their transition to post-secondary education or unsubsidized employment (OWD Issuance 08-2021).

Follow-up services should vary in intensity based on the needs of each individual and appropriate services to help in facing challenges that come up on the job or in post-secondary education/training. Follow up services should help youth in completing training and/or maintaining employment. Follow up contacts should be meaningful and centered on what that youth needs plus be a contact to confirm whether or not a youth is in school or employed.

All youth participants must be offered an opportunity to receive follow up services that align with their individual service strategies, unless the participant declines to receive these services or cannot be contacted. In that case, a minimum of five (5) attempts must be made to contact the participant. Multiple methods of attempting to locate a youth must be made and those methods should be documented in the statewide electronic case management system. Using the same method of contact to the same location for all five (5) or more contacts is not acceptable. Contacts should be attempted throughout the quarter if participant is not reached on first attempt.

If at any time during the program or during the twelve (12) months following exit, the youth requests to opt out of follow up services, they may do so. Follow up services may begin immediately following the last expected date of service in the youth program.

Follow up services **must include** more than: (1) a contact attempted or (2) an appointment made to secure documentation in order to report a performance outcome.

Follow up services must at a minimum:

- Assist youth in overcoming barriers that may interfere with the achievement of their goals.
- Provide proactive and reactive interventions to encourage youth retention in education or employment.
- Occur frequently enough to address any issues that youth is facing; but not less than once per calendar quarter.
- Be built into the individual service strategy (ISS) from the time of enrollment so that youth are aware of follow up and understand the benefits of continued contact.
- Determine the need for supportive services.

Staff must complete the WIOA follow up tab for all four (4) quarters after exit. For reporting purposes, staff must complete all exit information. This includes, but is not limited to, entered employment, school status, youth placement, and credential obtainment. Staff are required to complete the proper sections by the deadline (shown in statewide case management system).