

WIB of SWMO WIOA Follow-up Policy

Adult and Dislocated Worker Program

Workforce Innovation and Opportunity (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**. Examples of WIOA Adult and Dislocated follow-up services include:

- Career planning and counseling
- Assistance with work-related problems
- Required contact with the participant's employer
- Peer support groups
- Supportive service referrals (*Follow-up Career Services alone are not a qualifying service for the receipt of Supportive Services for WIOA Adults and Dislocated Workers. **A customer who is only receiving Follow-up Career Services may NOT receive Supportive Services***)
- Information regarding educational opportunities

It is important to reiterate that follow-up services are provided to ensure the participant is able to retain employment, realize wage increases, and facilitate career progression. While a region must have follow-up services available to employed participants, federal regulations state that every adult and dislocated worker will not need or want these services. Staff should offer services unless the participant refuses the services. If a participant refuses follow-up services, staff needs to document the refusal with a case note in MOJOBS. Therefore, verbal or written contact by staff with a participant or their employer merely to confirm the participant is still employed is not necessary or appropriate unless supplemental employment information is needed for performance outcome documentation.

Youth Program

An attempt must be made to provide WIOA Follow-Up services to all participants enrolled in the Youth program for a **minimum of 12 months after the completion of participation**. Additional services may be available to participants beyond these 12 months with WIB approval. The types and duration of these services must be based on the needs of the individual. Follow-up services provide support and guidance after placement to facilitate: 1) sustained employment and educational achievement; 2) advancement along a job and/or educational ladder; and 3) personal development. 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 program staff; 4) providing supportive services, as appropriate; and 5) maintaining contact with employers of Youth and providing the necessary support to both employers and Youth to ensure that Youth remain employed.

Examples of follow-up services include:

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- Supportive services
- Leadership development
- Adult mentoring
- Financial Literacy Education
- Work-related peer support groups
- Monitoring the employment progress of a participant to foster job retention and advancement if appropriate
- Assistance with resolving work-place issues
- Assistance with career development and securing opportunities
- Follow-up services are not 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.
- Follow-up services are meaningful contacts where services are actually provided. Merely contacting the Youth customer for an “update” is **NOT** justification for posting a Follow-Up service.

Staff must provide and document WIOA follow-up services in MOJOBS along with case notes unless the participant refuses services. If a participant refuses follow-up services, staff needs to document the refusal with a case note in MOJOBS.