

Follow-up Services Policy

Approved: June 14, 2019

Purpose: To provide the Workforce Innovation and Opportunity Act (WIOA) follow-up service requirements for Adult, Dislocated Worker, and Youth programs.

Policy: Follow-up services provided to WIOA participants after program exit are designed to promote their success in employment or post-secondary education and training. The intensity of appropriate follow-up services may vary among different participants across WIOA programs. Participants who have multiple employment barriers and limited work histories may need significant follow-up services to ensure long-term success in the labor market.

A follow-up service should include more than just a contact, attempted or made, to document an outcome in the Management Information System (MIS) file. Documented contact (i.e., at least monthly) with a participant to ensure successful continuation in employment or post-secondary education may be a sufficient follow-up activity if the Service Provider has assessed whether the participant needs anything beyond regular contact and determined no additional services are needed. Examples of follow-up services include, but are not limited to:

- Additional career planning and counseling
- Work-related peer support groups
- Contact with a participant's employer, including assistance with work-related problems that may arise
- Referrals to supportive services in the community
- Information about additional education opportunities
- Funded supportive services (for Youth program participants only)

Youth: All participants in Youth programs must receive follow-up services for a minimum of 12 months. The follow-up services should align with needs the Service Provider outlined in the Individual Service Strategy (ISS) (NW-36) document in collaboration with the participant. When follow-up with Youth participants involves funded supportive services, Service Providers must follow the provisions of State Compliance Policy 2.5 regarding disallowed costs. After six consecutive months, follow-up efforts may be discontinued if a former Youth participant is unreachable, refuses to divulge information, asks not to be contacted any longer, or has relocated out of state with no intention of returning. The reason for follow-up discontinuation must be documented in the MIS.

Adult and Dislocated Worker: For participants in Adult and Dislocated Worker programs, monthly follow-up contact attempts must be made for a minimum of 12 months after the first day of unsubsidized employment to determine what participants need to secure or retain employment or further training. While no funded supportive services are allowed during follow-up for these participants, Service Providers should provide referrals for such services whenever needed. Follow-up efforts may be discontinued if, after a reasonable period, participants in these programs are unreachable, refuse to divulge information, ask not to be contacted any longer, or have relocated out of state with no intention of returning. Documentation of the reason for discontinuing follow-up is required in the MIS.

Programmatic Reviews: Follow-up services will be examined during programmatic reviews. Inadequate or insufficient follow-up services, inconsistent follow-up, and follow-up services for less than 12 months will be reported as findings, unless deemed thoroughly justified and documented by Service Providers.

References:

WIOA sec. 134 (c)(2)(A)(xiii)

TEGL 19-16 Guidance on Services Provided Through the Adult and Dislocated Worker Programs

TEGL 21-16 Title I Youth Formula Program Guidance

SCP 1.15 Adult/Dislocated Worker Support Services & Needs Related Payments

SCP 1.8 WIOA Adult Programs Design, Career and Training Services

SCP 2.2 WIOA Youth Program Design

SCP 2.5 Youth - Support Services, Needs Related Payment, Incentive Payments

TAG 15-3 Workforce Innovation Opportunity Act (WIOA) Overview

Nevadaworks Supportive Service Policy (NWP-3601)