

# North Central Workforce Development Area

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## LOCAL DIRECTIVE

Directive #: <u>18-164</u>	Date: <u>June 19, 2018</u>
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TO: SkillSource Staff and Service Providers

FROM: Dave Petersen, Executive Director

SUBJECT: Follow-Up Services

SUPERSEDES: Directive # 17-159

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<b>Effective Date: July 1, 2018</b>
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In reference to WIOA sections 134(c)(2)(A)(xiii) and 129(c)(2)(I) and in compliance with TEGs 10-16 and 19-16, Title I-B staff will perform follow-up services with participants exiting from adult, dislocated worker, and youth programs. This directive defines eligibility for follow-up services and outlines the frequency, duration, and service entry of follow-up services.

### ***Defining Follow-Up Services***

Follow-up services for Adults and Dislocated Workers are described as “services, including counseling regarding the workplace, for participants in workforce investment activities who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.”

Follow up services for Youth are described as, “critical services provided following a youth’s exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training. Follow up services may include regular contact with a youth participant’s employer, including assistance in addressing problems that arise.” [CFR 681.580 (a)]

### ***Adult and Dislocated Worker Follow-up Services***

WIOA Title I Adult and Dislocated Worker program participants who are placed in unsubsidized employment and have completed the program may receive follow-up services.

1. Follow-up services determined by a Training Counselor to be appropriate for those individuals must be provided for a period of up to 12 months (i.e., not more than 12 months).

2. Follow-up services for WIOA Title I Adult and Dislocated Worker program participants may include, but are not limited to:
  - Counseling individuals about the workplace.
  - Contacting individuals or employers to verify employment.
  - Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual.
  - Assisting individuals and employers in resolving work-related problems.
  - Connecting individuals to peer support groups.
  - Providing individuals with information about additional educational or employment opportunities.
  - Providing individuals with referrals to other community services.
  - Providing access to any career planning/development or skills brush up workshop provided in-house at SkillSource or SkillSource subcontractor.
3. Stop gap jobs, temporary jobs, or positions that are part time in nature and do not relate to the individual's occupational goals do not count as placement nor do they trigger the follow-up service period. However, with consultation and agreement from the participant, placement and follow-up services may occur for temporary jobs when there is a strong likelihood the position will convert into a permanent position that leads to self-sufficiency.
4. The frequency and amount of service is based on individual need. Individuals who are starting their first professional job may need more services and services at a higher frequency than those who have had several years of attachment to the labor force.
5. Generally, the first follow-up service will be initiated within 30 days of the participant's placement into unsubsidized employment and once every three months thereafter for up to 12 months.
6. Staff may, in agreement with the participant, discontinue outreach for follow-up (i.e. the staff member initiates the communications) for individuals who remain stable in employment for the first two quarters of their follow-up period. For these stable individuals, staff shall inform them that they remain eligible for follow up services for an additional two quarters and shall provide contact information.
7. In the event that 1) contact information proves invalid, 2) participant does not respond to multiple messages or, 3) participant communicates they no longer want to receive follow up services, staff will make a case note and may, at that point, discontinue follow up contacts.

**Note:** Supportive services cannot be provided to Adult and Dislocated Worker participants as a form of follow-up service.

### ***Youth Follow-up Services***

1. 20 CFR 681.580 states that all youth participants must be offered an opportunity to receive follow-up services that align with their individual service strategies. Furthermore, follow-up services must be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services or the participant cannot be located or contacted.
2. Exited youth (both in and out of school) may be provided the following basic or individualized career services needed to sustain progress in post-secondary activities and/or employment: support services, adult mentoring, financial literacy, provision of labor market information, career

awareness, career counseling and career exploration services and/or activities that help the individual prepare for and transition to postsecondary education and training.

3. Exited youth may be provided supportive services, when not otherwise available in the community, when this is needed to retain employment, advanced training, or post-secondary participation. Rationale for extending supportive services to exited youth as a follow-up service will be entered in case notes.
4. Generally, the first follow-up service is initiated within 30 days of the participant's program completion and no less than once every three months thereafter for up to 12 months.
5. In the event that 1) contact information proves invalid, 2) participant does not respond to multiple messages or 3) participant declines continued follow up services, staff will make a case note and may, at that point, discontinue follow up contacts.

### ***Service Entry***

1. Follow-up services are entered into the MIS system under the program follow-up touchpoint. Be as complete as possible with the information available. Some follow-up services (verification of employment) may be initiated by the participant via email, phone message, or text, and the information obtained may be fragmentary or incomplete.
2. The service entry may include both the service provided and any credential earned during the follow-up period.
3. Efforts to provide follow-up services to individuals who do not respond to outreach are captured in a case note in the follow-up touchpoint.
4. When a staff member learns that an individual experiences a situation that causes an exit exclusion, this will be captured in the follow-up touchpoint. At this time, no further outreach during the follow-up period is required.

### ***References***

- [Workforce Innovation and Opportunity Act of 2014](#), Section 134(c)(2)(A)(xiii) – Follow-Up Services
- [TEGL 3-15](#)
- [TEGL 19-16](#), Section 4
- [TEGL 10-16](#), Section 7, pg. 34
- [TEGL 21-16](#), Section 7, pg 19
- 20 [CFR 681.580 \(a\)](#)
- [WIN 0078 Change 1](#) - Provision of Title 1 Follow-up and Supportive Services Before and After Exit for Adults and Dislocated Workers