



TITLE: WIOA Participant Follow-Up Services for Adult and Dislocated Worker Program Exitters – Procedures #5400P

Type: Program Procedure

Date Established: 10/10/17

Date Last Revised: N/A

Date Posted to Website: 6/25/18

Status: Final

Supersedes: N/A

Procedures

The purpose of the Follow-up Policy and these Procedures is to communicate local policy and service delivery guidelines regarding activities that constitute follow-up services for Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker program exitters.

Follow-up services provided to system-exited WIOA Title I Adult and Dislocated Worker program participants are non-monetary activities designed to help those individuals retain the unsubsidized employment resulting from the system-related services received.

Staff must evaluate and determine which follow up service would best suit the individual participant's circumstance since the need and type of follow-up service needed may vary for each participant.

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. Follow-up services must be provided as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

Because the date of exit is retroactive to the last date of service, follow-up services may begin immediately following the last date of service if it is expected that the participant will not receive any future services other than follow-up services.

Communication and Documentation

Follow-up services are two-way exchanges between the WIOA program staff and either the participant or the participant's employer. Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

The duration of services must be determined based on the needs of the participant. Appropriate documentation must be maintained in WIT/ETO case note history to justify the types of services provided.

Follow up services must occur, at a minimum, once every quarter.

Discontinuing Follow-Up Services

Some participants may not be responsive to attempted contacts for follow-up, and others may be difficult to locate making it impossible to provide follow-up services. If after 90 days following exit a

participant is unreachable, refuses to divulge information, or has relocated out of the state with no intention of returning, follow-up contact attempts may cease.

Reasons for discontinuation of follow-up services must be documented in the Workforce Integrated Technology (WIT), Data and Information Management System, Efforts to Outcomes (ETO), and captured in the case note history touchpoint field.

WIT/ETO System Data Entry Requirements

Complete all system data entry requirements as applicable for WIOA participant Career, Training and Follow-Up Service, to include but not be limited to the following:

- Applicant or Participant Registrations
- Program Enrollments
- Eligibility Determinations (as detailed in policy #5000)
- IEPs
- ITA's and Training Program Enrollments/Service Delivery
- Training paid by others
- Training/Program Completions
- Support Services
- Exits
- Follow-Up Services, and
- Case Note Entries

Please follow all current and future Workforce Integrated Technology (WIT) System guidance, training, instructional materials and direct departmental or program supervisor instruction and policies developed.

If applicant or participant information is already entered in the WIT System, staff must verify that the information is current and/or make updates. If required by program, print out the applicable or necessary document, obtain signatures and place in the hard copy file. Please note all system data updates or changes in case note.

Any discrepancies arising between PacMtn policy and or procedures with federal and state provisions due to current or future revisions will default to the current minimum federal and state regulations and guidance available. PacMtn policy and or procedures may set forth stricter requirements than provided by federal and state guidance, but in no case will PacMtn policy and or procedures not meet minimum federal and state policy.

References

Workforce Innovation and Opportunity Act of 2014
WorkSource System Policy # 5620 WIOA Title I Follow-Up Services for Adult and Dislocated Worker Exiters
PacMtn Policy # 5200P - Support Services
PacMtn Procedures Document # 5200P - Support Services
PacMtn Policy # 7200 - Youth Support Service

Public Law 113-128, Workforce Innovation and Opportunity Act of 2014, Section 134(c)(2)(A)(xiii)

20 CFR 678.430(c) and 680.150(c)

Training and Employment Guidance Letter (TEGL) 19-16, Section 4
Training and Employment Guidance Letter (TEGL) 10-16, Section 7

DATE APPROVED: 1/12/2018

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