



TITLE: WIOA Participant Follow-Up Services Procedures #5400P - For Adult and Dislocated Worker Program Completers

Type: Program Procedure

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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-completers who have a program completion recorded in the Management Information System (MIS).

Follow-up services provided to program-completed WIOA Title I Adult and Dislocated Worker program participants are 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.

Please refer to PacMtn Support Service Procedure 5200P for allowable Support Services.

Follow-up services, if requested by individuals and determined by staff to be appropriate for those individuals, must be provided for a period of up to 12 months after the first day of employment.

Note: WIOA law and regulations state that follow-up services must be provided for not less than 12 months, but DOL has instructed states to comply with the guidance issued in TEGL 19-16 as included above.

Follow-up services do not trigger the exit date to change or delay exit for performance reporting as per guidance issued by DOL in TEGL 10-16 Change 1. As such, program staff must count each exit of a participant during a program year as a separate period of participation if a participant has more than one exit in that program year.

A follow-up service has been added to the WorkSource Services Catalog through WorkSource Information Notice 0077 Change 10 to enable the recording of supportive services to Adult and Dislocated Workers that have program completions:

“FOLLOW-UP SERVICES-SUPPORTIVE ASSISTANCE” – Services normally considered supportive services are also appropriate as follow-up services for participants in Adult or Dislocated Worker programs placed in unsubsidized employment whose employment may be at risk due to interruptions to key supports. This follow-up service does not trigger or extend participation and is not durational.

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.

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Appropriate documentation must be maintained in the Management Information System (MIS) – currently WIT/ETO Staff must also case note accordingly to justify the types of services provided.

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 a program-completion, 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 also be documented in the Management Information System (MIS) – currently WIT/ETO and captured in the case note history touchpoint field.

Management Information System (MIS) - 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

WIOA Final Rule; 20 CFR Parts 676,677, and 678; Federal Register, Vol. 81, No. 161, August 19,2019 WIOA Final Rule; 20 CFR Parts 603, 651, 652, et al; Federal Register, Vol. 81, No. 161, August 19, 2019

Training and Employment Guidance Letter (TEGL) 19-16, 10-16 Change 1

WorkSource System Policy # 5620 RI WIOA Title I Follow-Up Services for Adult and Dislocated Worker

PacMtn Policy # 5400 – WIOA Participant Follow Up

PacMtn Policy # 5200 - Support Services

PacMtn Procedure # 5200P Support Services

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