



## Bay Consortium Workforce Development Board

**Policy Number:** 03-01

**Revised Date:** August 3, 2018

**Effective Date:** July 1, 2003

**Title:** Adult and Dislocated Worker Follow-Up Services Policy

### PURPOSE

The purpose of this policy is to communicate local policy regarding activities that constitute follow-up services for Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker program exiters. The goal of follow-up services is to ensure job retention, wage gains and career progress for participants who have been referred to unsubsidized employment. 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.

### REFERENCES

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

### POLICY

Follow-up services can only be provided to WIOA Title I Adult and Dislocated Worker program participants who are placed in unsubsidized employment and have system-exited.

Follow-up services, if requested by exited individuals and determined by the WIOA service provider to be appropriate for those individuals, must be provided for a period of up to 12 months after system-exit (i.e., not more than 12 months).

WIOA law and regulations define follow-up services as a type of career service, which would typically mean that they can only be provided to participants. However, the U.S. Department of Labor (DOL) has instructed to follow the guidance issued in TEGL 10-16, which states that follow-up services begin after exit.



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.

Note: Because follow-up services can only be provided to individuals who have system-exited and supportive services can only be provided to participants, supportive services cannot be provided to individuals as a form of follow-up service.

Follow-up services for system-exited WIOA Title I Adult and Dislocated Worker program participants can include, but are not limited to, two-way exchanges between the WIOA service provider/case manager and either the individual (or his/her advocate) or the individual's employer as follows:

#### Follow Up Services for Adults & Dislocated Workers

1. Counseling individuals about the workplace;
2. Contacting individuals or employers to verify employment;
3. Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual;
4. Assisting individuals and employers in resolving work-related problems;
5. Connecting individuals to peer support groups;
6. Providing individuals with information about additional educational or employment opportunities; and
7. Providing individuals with referrals to other community services.