



IMPERIAL COUNTY WORKFORCE DEVELOPMENT BOARD

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| POLICY | ORIGINAL DATE | LAST REVISION |
|--|-----------------------|------------------|
| Adult, Dislocated Worker and Youth Follow-Up Services Policy | FISCAL YEAR 2019-2020 | January 15, 2020 |

POLICY OVERVIEW:

The purpose of this policy is to provide guidelines and criteria to be used by the Imperial County Workforce Development Board (ICWDB), Imperial County Workforce and Economic Development Office (ICWEDO), America's Job Center of California (AJCC) staff, and Workforce Innovation and Opportunity Act (WIOA) funded service providers in the administration of follow-up services for WIOA eligible adult, dislocated workers and youth participants residing in Imperial County.

REFERENCES:

- Training and Employment Guidance Letter (TEGL) 19-16 "Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Services (ES), as amended by title III of WIOA, and for implementation of the WIOA Final Rules." (March 1, 2017)
- WIOA Sections 129 (c)(2)(I) and 134 (c)(2)(A)(xiii)
- Workforce Services Directive WSD17-07 "WIOA Youth Program Requirements" (January 16, 2018)

BACKGROUND:

Follow-up services are services provided to WIOA Adult and Dislocated Worker program participants who are placed in unsubsidized employment and have system-exited. These services are designed to help individuals retain employment, earn wage gains or advance within their occupation. Youth follow-up services are critical services provided following a participant's exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training.

POLICY AND PROCEDURES:

Follow-up services must be based on each participant's needs. Participants shall be informed that follow-up is part of the commitment they make in enrolling in the WIOA program and explain the benefit of follow-up services.

Follow-up contacts must be meaningful and person-centered. Contacts may not simply be a way to obtain needed data and, at a minimum, should include open-ended questions to help pro-actively identify the need for follow-up services.

Adult and Dislocated Workers Programs

Follow-up services must be provided to Adult and Dislocated Workers who have been placed in unsubsidized employment for a period of up to 12 months after the first day of employment. Adult and Dislocated Workers who received training services funded by WIOA (e.g. Individual Training Accounts, On-the-Job Training) must be provided follow-up services, as appropriate, at the completion of training services for a period up to 12 months.

The goal of follow-up services is to ensure job retention, wage gains and career progress for

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participants who have entered unsubsidized employment. Follow-up services may include, but are not limited to the following:

- Counseling individuals about the workplace;
- Contacting individuals and employers to verify employment;
- Contacting individuals and employers to help secure better paying jobs, additional career planning, and counseling to the individual;
- Assisting individuals and employers in resolving work-related problems;
- Connecting individuals with information about additional educational or employment opportunities; and
- Providing individuals with referrals to other community resources.

Staff must ensure that appropriate documentation is maintained to justify the types, frequency and duration of follow-up services provided to individual participants. Additionally, all 4 quarters of follow-up contact, including dates and corresponding information, must be fully documented and entered in the CalJOBS system. For additional guidance regarding the follow-up process and managing case notes, please refer to ICWDO BULLETTEN NO. 15-9 and ICWDO BULLETIN NO. 15-11.

In the event that a participant has been co-enrolled in the Adult or Dislocated Worker program, along with the Youth program, the youth follow-up service activity will serve as the follow-up activity for all funding streams. This will avoid duplication of follow-up services and unnecessary documentation.

Youth Programs

WIOA funded Youth Service Providers must ensure that follow-up services be made available to all WIOA Youth for a minimum of 12 months from the date of exit. The goal of follow-up services for youth is to enable participants to continue life-long learning and achieve a level of self-sufficiency to ensure job retention, wage gains, and postsecondary education and training progress.

Follow-up services for youth may include, but are not limited to the following program elements:

- Supportive services;
- Adult mentoring;
- Financial literacy education;
- Services that provide labor market information and employment information about in demand industry sectors;
- Activities that help youth prepare for and transition to postsecondary education and training; and
- Other services necessary to ensure the success of the youth in employment and/or postsecondary education.]

All youth must receive some form of follow-up services for a minimum duration of 12 months unless the youth declines to receive follow-up services or the youth cannot be located or contacted. The types of services provided and the intensity of services must be determined based on the needs of the youth. Follow-up services can be provided and recorded at any time during the follow-up quarter.

The WIOA Youth Service Provider is responsible for establishing a process showing due diligence that efforts were made to maintain communication and/or re-engage participants who are not responsive to the case manager's follow-up efforts.

It is the responsibility of ICWEDO and AJCC staff to monitor follow-up services to ensure compliance with WIOA requirements.

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Frequency of Follow-up Services

Participants in follow-up shall be contacted at least once per month. The intensity of appropriate follow-up services will vary among participants. Participants who have multiple barriers and limited work histories may be in need of significant follow-up services to ensure long-term success in the labor market. Other participants may identify an area of weakness in the training provided by WIOA prior to placement that will affect their ability to progress further in their occupation or to retain employment.

MONITORING:

ICWED is responsible for ensuring oversight of the WIOA funded programs. Monitoring shall take place by means of on-site visits to AJCC's and contracted Service Providers. Site visits shall be performed at a minimum of once a year per each approved training. An annual monitoring visit schedule and monitoring review tool will be used to ensure adherence to WIOA laws, regulations and policies to insure that clients are provided appropriate access to programs or activities.

ACTION:

Please bring this policy to the attention of ICWED, AJCC system staff and appropriate WIOA funded service providers and sub-recipients. This policy is effective immediately. Once the exhibits pertaining to this policy are approved by the ICWDB, they will not require board approval if other changes occur, unless the change affects protocols. Should you have any questions, please feel free to contact ICWDB staff at (442) 265-4974, (442) 265-4959 or the Program and Compliance Manager (442) 265-4963.