



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 26, 2022

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 (ICWED), 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 that are 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 when enrolling in the WIOA program and staff must explain the benefit of follow-up services to participants.

Follow-up contacts must be meaningful and person-centered. Staff are encouraged to use open-ended questions in order to identify the participant's needs. In-person contacts, telephone calls, text messages and e-mails are all appropriate means when providing follow-up services.

Follow up services should:

1. Be integrated into the program design and be seen as having as much value as other program components;
2. Assist participant in overcoming barriers that may interfere with the achievement of their career objectives;
3. Provide proactive and reactive interventions to encourage retention in education or employment;

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4. Provide intense and on-going job retention support for both the participant and the employer;
5. Facilitate communication and problem resolution;
6. Provide immediate intervention for both participant and employer as needs are identified;
7. Link the participant to partners to support advancement to better jobs or postsecondary education and training.
8. Help troubleshoot employment and personal issues; and
9. Occur frequently enough to address any issues the participant is currently facing.

Follow-up services begin immediately following the last date of services (closure date). Follow-up services do not trigger the exit date to change or delay exit for performance reporting.

Adult and Dislocated Workers Programs

WIOA requires that follow-up services must be made available to Adult and Dislocated Workers for up to a period of 12 months following placement into **unsubsidized employment**. The goal of follow-up services is to ensure job retention, wage gains and career progress for 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 to peer support groups;
- Providing individuals with information about additional educational or employment opportunities; and
- Providing individuals with referrals to other community resources.

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. ***Follow-up services must include more than a contact or attempted contact. An interaction and the provision of unacceptable follow-up services must be provided.*** The WIOA Youth Service Provider is responsible for 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.

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Frequency of Follow-up Services for Adult and Dislocated Workers

Follow-up contacts with Adult, Dislocated and Youth participants will occur quarterly. In the event staff are unable to locate a participant, at least three (3) different attempts to contact participants must be made within the thirty (30) day period.

Example for participant exiting between January 1st and March 31st:

Exit Date	Follow-up Timeline			
Jan 1 – Mar 31	1 st Quarter Apr – Jun	2 nd Quarter Jul - Sep	3 rd Quarter Oct – Dec	4 th Quarter Jan - Mar
	Follow-up due July 1 st – 30 th	Follow-up due October 1 st – 30 th	Follow-up due January 1 st – 30 th	Follow-up due April 1 st – 30 th

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. Follow-up may be conducted by telephone, in person, via e-mail, social media, texting, or by other written correspondence. It is staff’s responsibility to engage participants through a medium that increases the probability of interaction with the participant, as well as increases the probability of continued contact.

DOCUMENTATION:

Staff must ensure that appropriate documentation is maintained for the follow-up service provided to individual participants. Appropriate documentation is needed to justify the types, frequency and duration of follow-up services provided to individual participants. All documentation must include dates and corresponding information and must be entered in the CalJOBS system within thirty (30) calendar days of the follow-up date.

For additional guidance regarding the follow-up process and managing case notes, please refer to ICWED BULLETTEN NO. 15-9 and ICWED BULLETIN NO. 15-11.

Follow-up services may be discontinued if the participant indicates that they no longer need or want the follow-up contact. The participant must send a documentation in writing (i.e. letter, e-mail, text message) indicating their desire not to be contacted further. This must be documented in the CalJOBS case notes. In the event that the participant does not send written documentation within 90 days, the CalJOBS case note will suffice.

MONITORING:

It is the responsibility of ICWED, AJCC staff, and youth providers to monitor follow-up services to ensure compliance with WIOA requirements. ICWED is responsible for ensuring oversight of the WIOA funded programs. Monitoring shall take place by means of on-site visits to AJCCs and contracted Service Providers. Site visits shall be performed at a minimum of once a year. 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 ICWDB, AJCC system staff and appropriate WIOA funded service providers and sub-recipients. This policy is effective immediately. All submitted forms are live documents and subject to change according to local, State, and Federal needs. Once the forms and 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

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free to contact ICWDB staff at (442) 265-4974, (442) 265-4959, (442) 265- 4955 or the Program and Compliance Manager at (442) 265-4963.

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