DRAFT DIRECTIVE
COVER PAGE

TUL 26-05 WIOA Title I Adult, Dislocated Worker, and Youth Follow-Up Services Directive

GENERAL INSTRUCTIONS

The attached directive is being issued in draft to allow the Workforce Development Community to review and comment prior to final issuance.

Submit any comments by email no later than Monday**, December 19, 2026.**

All comments received within the comment period will be considered before issuing the final directive. Commenters will not be responded to individually. Rather, a summary of comments will be released with the final directive.

Comments received after the specified due date will not be considered.

Email: **laura.morales@tularewib.org**
Include "Draft Directive Comment" in the email subject line.

Mail: Workforce Investment Board of Tulare County
Attn: **Laura Morales**
309 W. Main St., Ste. 120
Visalia, CA 93291

If you have any questions, contact **Laura Morales** at 559-713-5200

DIRECTIVE

Workforce Investment Board of Tulare County
Date: Month day, 2026

TUL 26-25 WIOA Title I Adult, Dislocated Worker, and Youth Follow-Up Services Directive

EXECUTIVE SUMMARY:

This directive provides guidance and establishes the procedures for providing follow-up services to individuals who have exited from the Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Dislocated Worker (DW), and Youth programs.

This directive applies to all Workforce Investment Board of Tulare County (WIB) WIOA Title I funded programs and is effective immediately. If a particular specialized funding stream has requirements that differ from this directive, those requirements will be issued in a separate directive, policy memoranda, or within the contract statement of work (SOW). This directive contains WIB and State-imposed requirements. ***WIB requirements are in bold, italics.***

This Directive supersedes WIB Directive TUL 19-06, WIOA Title I Adult and Dislocated Worker Follow-up Services, and the follow up requirements outlined in WIB Directive TUL 20-03, WIOA Youth Program Requirements. Retain this Directive until further notice.

REFERENCES:

- WIOA (Public Law 113-128) 134 (c)(2)(A)(xiii)
- Title 20 Code of Federal Regulations (CFR) Section 680.150, What career services must be provided to adults and dislocated workers?
- Title 20 CFR Section 678.430, What are career services?
- Title 20 CFR Section 681.580, What are follow-up services for youth?

- 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 Service (ES), as amended by title III of WIOA, and for implementation of the WIOA Final Rules
- TEGL 10-16, Change 3, Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Core Programs
- TEGL 21-16, Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance
- TEGL 21-16, Change 1, Change 1 to Training and Employment Guidance Letter (TEGL) 21-16, Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance
- Workforce Services Directive WSD22-15, WIOA Data Validation Source Documentation (June 27, 2023)
- WIB Directive (TUL) 25-01, Performance Guidance (March 12, 2025)
- TUL 25-02, CalJOBS Activity Codes (March 12, 2025)
- TUL 26-01, Local Policy: Supportive Services Policy (March 11, 2026)

BACKGROUND:

WIOA requires Local Workforce Development Areas to provide follow-up services to eligible Adult, DW, and Youth participants following program participation. These services are intended to support continued success after exit, including employment retention, wage progression, occupational advancement, and for Youth participants, continued success in post-secondary education or training.

Follow-up services must consist of more than a contact attempt or contact made solely to obtain documentation needed to report a performance outcome.

Policy and Procedures

All WIOA participants shall be informed of the availability and purpose of follow-up services at the time of enrollment and periodically throughout their WIOA participation. Follow-up services must be based on the participant's individual needs, goals, and their expressed interest in receiving services.

Follow-up services must be made available to all applicable WIOA Title I Adult, DW, and Youth participants as follows:

- For the Adult and Dislocated Worker programs, subrecipients must make follow-up services available to individuals who participated in either Occupational Skills Training, On-the-Job Training (OJT), Transitional Job (TJ), and Work Experience and obtained

unsubsidized employment. Follow-up services are provided for a minimum of 12 months following the first day of employment and no other WIOA Title I services are needed or planned.

- For Youth participants, subrecipients must ensure that follow-up services be made available to all WIOA Youth for a minimum of 12 months from the date of exit, unless the youth declines to receive follow-up services or cannot be located or contacted.

If a participant had an exclusionary exit, follow-up services are not required, refer to TUL 25-01 Performance Guidance or the most current directive for the definition of exclusionary exit.

Follow-Up Services:

Follow-up services may include, but are not limited to the following:

- Counseling individuals about the workplace
- Contacting the individual or employer to verify employment
- Career advancement services to secure better paying jobs, career planning, and counseling
- Assisting individuals and employers in resolving work-related problems
- Connecting individuals to peer support groups
- Providing information about additional educational or employment opportunities
- Services to prepare for and transition to post-secondary education and/or training
- Providing referrals to other community resources
- Providing re-employment services
- Providing supportive services
    - ***Adult and Dislocated Worker participants who have exited the program must not receive WIOA-funded supportive services during the follow-up period.***
    - ***Youth participants may receive supportive services during the follow-up period when necessary to help them retain employment or continue in post-secondary education or training. Supportive Services provided must comply with the requirements of WIB Directive TUL 26-01 or the most current supportive services policy.***
- Providing adult mentoring
- Providing financial literacy education

Follow-Up Schedule

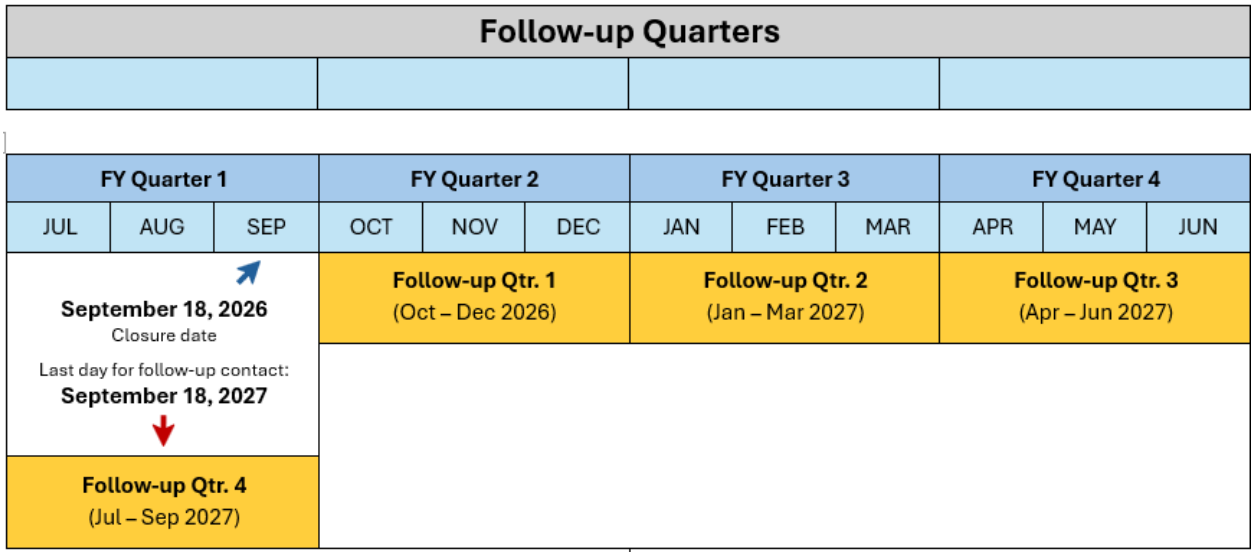
Follow-up services must be offered to the participant during each of the following post-exit quarters:

- 1st Quarter after Exit
- 2nd Quarter after Exit
- 3rd Quarter after Exit
- 4th Quarter after Exit

Follow-up quarters are determined based on the participant's Last Date of Service (exit date). A participant's exit cannot be confirmed until at least 90 consecutive calendar days have elapsed since the last qualifying service and there are no plans to provide additional services. Once the participant has been fully exited in CalJOBS, the applicable post-exit quarter is measured from the participants' exit date, and follow-up contact for that quarter shall be completed the following month after the quarter has ended. The quarter in which the participant exits is not counted as the first follow-up quarter.

Example: If the participant's Last Date of Service (Exit Date) is September 18, 2026:

- 1st Follow-up Quarter: October–December 2026, follow-up Due: January 1-31, 2027
- 2nd Follow-up Quarter: January–March 2027, follow-up Due: April 1-30, 2027
- 3rd Follow-up Quarter: April–June 2027, follow-up Due: July 1-31, 2027
- 4th Follow-up Quarter: July–September 2027, follow-up Due: October 1-31, 2027



Pre-Exit Meeting and Follow-Up Services Acknowledgment Form

When a participant obtains employment or is preparing to exit the program, the Career Coach must meet with the participant prior to case closure to ensure accurate case documentation and a smooth transition to follow-up services.

During the meeting, the Career Coach must:

- Verify employment information, including the employment start date, employer name, job title, wage, work schedule, and any current or anticipated job retention challenges or barriers.
- Explain the purpose and availability of follow-up services, the four-quarter follow-up requirement following exit, and the participant's right to decline follow-up services.
- Obtain and verify alternative contact information to support future follow-up efforts.
- Review and complete Follow-Up Services Acknowledgment Form (Attachment A) with the participant, obtain all required signatures, and upload the form in the participant's CalJOBS file.

Follow-Up Responsibilities When Co-enrolled

When a youth participant is co-enrolled in a WIOA Adult or Dislocated Worker program, the Youth Career Coach remains responsible for the participant's follow-up services.

When a Youth participant exits the program before credential attainment is documented, the Youth Career Coach is responsible for obtaining and documenting the credential in CalJOBS during follow-up.

Specialized Grants

Participants co-enrolled in a specialized grant-funded program and the WIOA Adult, DW, or Youth program must receive follow-up services.

The assigned WIOA Career Coach is responsible for providing and documenting the required follow-up services, including maintaining the corresponding source documentation. When a participant's primary Career Coach is funded through a specialized grant that does not require follow-up services, responsibility for meeting WIOA follow-up requirements remains with the assigned WIOA Career Coach.

Career Coaches must coordinate with specialized program staff, as appropriate, to prevent duplication of services, maintain continuity of support, and ensure all applicable follow-up and documentation requirements are met.

Follow-Up Contact Attempts

Although follow-up services must be made available, not all participants will require or choose to receive follow-up services. Subrecipient must document the participant's follow-up status, including when the participant declines or does not respond to follow-up efforts.

The subrecipient must demonstrate due diligence before documenting the participant as "Cannot Locate." The subrecipient must make at least three (3) separate attempts to contact each participant during the applicable 30 calendar day follow-up period when the participant has not yet responded or completed the required follow-up.

- Contact attempts must be made on three different workdays.
- Acceptable contact methods include text message, telephone call, email, or letter sent to the participant's last known address documented in CalJOBS. When available, the subrecipient may contact an authorized alternate contact.
- It is required that the subrecipients use at least two different contact methods.
- After an unsuccessful contact attempt, staff must leave a message and provide clear instructions for how the participant may reconnect with the program to request follow-up services or additional assistance.

If contact is reestablished at any time during the 12-month follow-up period, staff must document the contact and any services provided.

During the follow-up period, a participant may experience circumstances that affect the participant's ability to work, participate in services, or respond to follow-up contacts, including incarceration, hospitalization, residence in a recovery or treatment facility, ongoing health or medical care, or being called to active military duty. However, Career Coaches must continue follow-up services during each applicable follow-up quarter and make reasonable attempts to contact the participant.

CalJOBS Follow-Up Services Requirements

The subrecipient must ensure that all follow-up contacts, referrals, and engagement attempts are recorded in CalJOBS using case notes and the follow-up ribbon, and maintained in accordance with federal, state, and local monitoring, audit, and data-validation standards. Subrecipients are required to provide and document follow-up services during the four quarters following exit. Follow-up documentation must accurately reflect the follow-up date, service provided, and relevant participant information and must be entered in CalJOBS no later than 30 calendar days after the follow-up due date.

Career Coaches must complete the following for each required follow-up:

- Case Note: Enter a case note for each follow-up contact. The subject line must be labeled as "Follow-Up [1st/2nd/3rd/4th]" and include the follow-up date and applicable service details.
- Follow-up Ribbon: Complete the follow-up section in CalJOBS, and answer all required questions marked with a red asterisk to document completion of the required follow-up service.
    - Each contact attempt must be documented in the Contact Attempts section, and include the date, contact method, and outcome of the attempt, as applicable.

- Following a third unsuccessful contact attempt requires staff to document "Multiple attempts with no success" in the associated follow-up section of the respective participant file. Confirm closure of the follow-up quarter and exit the follow-up screen; the system will automatically mark the quarter as Completed-Cannot Locate.
- When a participant is employed during follow-up, staff must select "Add Employer" and complete all applicable fields in the Employer Information, Job Information, Non-Traditional Employment, and Training-Related Employment sections.
- When a participant reports employment during follow-up that differs from the employment reported at exit, staff must update the participant's current employment information in the applicable CalJOBS employment section and document the change in the case notes.
- For Youth participants, staff must complete the Follow-up Education Information section, as applicable. When reporting education information other than "No Placement," staff must enter the applicable Date of Education.

- Follow-up Activity Code: All follow-up services must be linked to the appropriate follow-up activity code in CalJOBS. Staff should activity codes differ between Youth and Adult/DW programs. Refer to TUL 25-02 CalJOBS Activity Codes directive or the most recent directive.

- Source Documentation Requirements: Source documentation supporting data validation must be maintained. Data verification must be completed quarterly after exit, unless the participant declines follow-up services or cannot be located after the required contact attempts.
    - Subrecipients must verify and report quarterly performance data for Adult, DW, and Youth participants, including unsubsidized employment status and wage information. For Youth participants only, when wage information is unavailable, staff must verify enrollment or participation in education or training. Education or training verification is not required for Adult or DW participants. The WIOA Supplemental Information Follow-up: Employment & Education Survey (Attachment B) may be used to collect and document employment, wage, or education and training information for data validation purposes but is not required. Subrecipients may use other acceptable source documentation in accordance with WSD22-15, Attachment 1, WIOA Source Documentation List or most recent directive.
    - For participants included in the WIOA Credential Attainment measure, staff must obtain and enter credential information and supporting documentation within one year after exit, as applicable. For additional information, refer to TUL 25-01 Performance Guidance or the most current directive. Staff must obtain

credential source documentation from the participants as indicated in WSD22-15 Attachment 1.

Exceptions to Follow-Up Services

Direct follow-up services may be discontinued before the end of the 12-month follow-up period under the following circumstances:

- Participant Declines or Refuses Follow-up: The participant declines follow-up services, requests no further contact, or refuses to provide the required follow-up information, such as employment and/or education status, wages, and other attempts to obtain that information are unsuccessful.
    - When a participant declines follow-up services, the Career Coach must document the opt-out date and reason in a case note labeled "Discontinued Follow-Up – [1st / 2nd / 3rd / 4th] Quarter After Exit." The case note must clearly document that follow-up services were offered and that the participant voluntarily declined them.
    - When a participant refuses to provide employment or follow-up information after staff have made unsuccessful attempts to obtain the information through other available methods, staff must document the outcome in a case note titled "Refusal to Provide Follow-Up Information."
- Participant Relocates Out of State: The participant has permanently relocated with no intention to return.

New WIOA Service Request During Follow-Up

If a participant requires WIOA services beyond those available through follow-up services, re-enrollment may be appropriate.

- The participant must complete a new WIOA application and meet all applicable eligibility requirements.
- Prior to re-enrollment, staff must obtain approval from the subrecipient supervisor. The supervisor must determine that follow-up services cannot meet the participant's needs and that re-enrollment is necessary. The supervisor must document authorization for re-enrollment in a CalJOBS case note.
- Reenrollment establishes a new participation period and does not change the participant's prior exit date.
- Follow-up and performance requirements associated with the prior participation period remain applicable.

ACTION: Bring this Directive to the attention of all the WIB subrecipients and WIB staff.

INQUIRIES: Please direct inquiries regarding this Directive to the WIB at (559) 713-5200.

Jennie C. Bautista

Executive Director

JB:LM:DL:llg

ATTACHMENTS:

1. Attachment A (Follow-Up Services Acknowledgment Form)
2. Attachment B (WIOA Supplemental Information Follow-up: Employment & Education)

The Workforce Investment Board of Tulare County is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

THE WORKFORCE INVESTMENT BOARD OF TULARE COUNTY
FOLLOW-UP SERVICES ACKNOWLEDGMENT FORM

After you exit the program, staff may periodically contact you to check on your employment, education, or training progress, identify any additional needs, and connect you with services or resources to help you maintain employment, continue your education, or achieve your career goals.

Follow-up services are available for a minimum of 12 months. Staff may also request information or documentation to verify your employment, education, training, or credential outcomes.

Participant Information

Name:_____ CalJOBS SID:_____

Program: ☐ *Adult* ☐ *Dislocated Worker* ☐ *Youth*

Follow-up Services Notification

Follow-up services availability and requirements were explained? ☐ *Yes* ☐ *No*

I was informed of the contact requirements after exiting the program? ☐ *Yes* ☐ *No*

☐ *I accept follow-up services.*

☐ *I decline follow-up services and understand that declining follow-up services does not prevent staff from contacting me for education/training outcome verification if I participated in a WIOA-Funded training.*

Preferred Method of Communication

Primary Phone: _____ ☐ *Call* ☐ *Text*

Email: _____

Preferred Method(s) of Contact: *(Select all applicable)*

☐ *Phone Call* ☐ *Text* ☐ *Email* ☐ *Mail* *Other:* _____

Best Days & Times to Contact: _____

Alternate Contact Person

Alternate contacts may be contacted if staff are unable to reach you directly. Providing alternate contact is voluntary. Do you authorize staff to contact an alternative person as needed? ☐ *Yes* ☐ *No*

Alternate Contact Name: _____ Alternate Contact Phone: _____

I authorize the alternate contact to (Select all that apply):

☐ *Confirm or update my contact information*

☐ *Provide information about my employment or education status, if known.*

☐ *Receive and relay messages requesting that I contact program staff.*

By signing below, I acknowledge that staff explained follow-up services in a way I understand and gave me a copy of this form. I understand that I am encouraged to respond to staff communications, provide applicable information when available, and request assistance if additional services are needed.

_____ _____

Print Applicant Name ***Date***

_____ _____

Applicant Signature ***Parent/Guardian Signature*** ***(If under 18 years of age)***

Services are to be available to any and all WIOA funded participants through Employment Connection or youth@work programs. You may contact or visit your nearest site to get connected with services.

THE WORKFORCE INVESTMENT BOARD OF TULARE COUNTY
WIOA SUPPLEMENTAL INFORMATION FOLLOW-UP: EMPLOYMENT & EDUCATION

This survey records your progress regarding whether you have found work or started/continued education or training. The following information will help us understand your current needs and connect you with follow-up services and resources that support your goals and long-term success.

Staff Use Only:

This survey was provided on *(Date)*: _____

☐ *In-Person* ☐ *Electronically (Email, Text, etc.)* ☐ *Phone Call* ☐ *Mail*

Identify which follow-up quarter is currently being documented:

☐ *1st Quarter* ☐ *2nd Quarter* ☐ *3rd Quarter* ☐ *4th Quarter*

Specify the Follow-Up Quarter Timeframe:

*From:*_____ *To:*_____

Participant Information:

*Name:*_____ *CalJOBS SID:*_____ *Phone Number:*_____

POST-SECONDARY EDUCATION AND TRAINING INFORMATION

1. Have you enrolled in an education and/or training program?
   ☐ *Yes (Proceed to next question)* ☐ *No (Proceed to employment section)*

2. What class(es)/program have you enrolled in since exiting the program? (Check all that apply)
   ☐ *Adult Class(es)* ☐ *College/University Class(es)* ☐ *Short-term Training*
   ☐ *Other (please specify):* _____

3. Date you started school or training: _____

EMPLOYMENT INFORMATION

1. Were you employed any time during this reporting period _____?
   ☐ *Yes (Proceed to next question)* ☐ *No (Proceed to Question #3)*

2. Provide the following supplemental employment information of your current or previous employer:

Employer Name: _____ *Primary Employer Contact Name:* _____

Employer Contact Number: _____ *Job Title:* _____

☐ *Full Time* ☐ *Part Time* *Job Start Date:* _____ *Job End Date:* _____

Is this a green job: ☐ *Yes* ☐ *No*

Salary Frequency: ☐ *HourDay* ☐ *Week* ☐ *Biweekly* ☐ *Month*
☐ *SemiMonth* ☐ *Quarter* ☐ *Year*

Services are to be available to any and all WIOA funded participants through Employment Connection or youth@work programs. You may contact or visit your nearest site to get connected with services.

*Hours/Days worked per week:*_____ *Salary Wage: $*_____

Select all employer information that applies below:

☐ *Primary Employer* ☐ *Receiving Fringe Benefits* ☐ *Receiving Health Care Benefits*

☐ *Job Covered by Unemployment Compensation* ☐ *Entrepreneurial and/or Self-Employment*

☐ *Registered Apprenticeship* ☐ *Active Military Service* ☐ *Non-Traditional Employment*

Is this considered Training Related Employment?

☐ Yes ☐ No ☐ Training did not impart job-specific skills

☐ Relationship of employment to training cannot be determined

3. Do you require any additional services or support to assist you in achieving your education or employment goals?

☐ *Yes* ☐ *No*

If yes, please specify the type of support or services you need:

_____