

<b>TULARE COUNTY WORKFORCE INVESTMENT BOARD, INC.</b>  <b>WORKFORCE INVESTMENT ACT TITLE I-B ACTIVITIES</b>	<b>DATE:</b> <b>October 17, 2002</b>
	<b>SUBJECT:</b> <b>WIA Title I-B Adult and Dislocated Worker Client Follow Up Procedures</b>

**TCWIB DIRECTIVE**

**TCWIBD-02-1**

**TO:** Service Providers  
TCWID Staff

**SUBJECT:** WIA Title I-B Adult and Dislocated Worker Client Follow Up Procedures

**EXECUTIVE SUMMARY**

**Purpose:**

This directive clarifies and standardizes follow up procedures for Workforce Investment Act (WIA) Title I-B Adult and Dislocated Worker clients.

**Scope:**

This directive requires that all contractors and sub-contractors expending WIA Title I-B Adult or Dislocated Worker funds shall comply with these local policies and procedures.

**Effective Date:**

This directive is effective upon release.

**REFERENCES:**

- Workforce Investment Act of 1998; Section 129 and 134.
- Title 20 Code of Federal Regulations (CFR) preamble pg. 49319 and Federal Register/Rules and Regulations section 662, 663 and 664.

**TULARE COUNTY WORKFORCE INVESTMENT BOARD, INC. (TCWIB) – IMPOSED REQUIREMENTS:**

This directive contains some locally imposed requirements. These requirements are indicated by *bold, italic* type.

**FILING INSTRUCTIONS:**

Retain this directive until further notice.

**BACKGROUND:**

Title 20 CFR Section 663.150 states follow-up services must be made available, as appropriate, for a minimum of 12 months following the first date of employment, to registered participants who are placed in unsubsidized employment. This directive relates to the delivery of follow-up services to eligible WIA Title I-B adults and dislocated workers.

**POLICY AND PROCEDURES:**

The preamble to WIA regulations states on page 49319 – the goal of follow-up services (WIA core service) is to ensure job retention, wage gains and career progress for participants who have been referred to unsubsidized employment. While we do not think it is necessary to specify or define follow-up services to provide further

Guidance, we discuss an illustrative list of possible follow-up services below. Follow-up services must be made available for a minimum of 12 months following the first day of employment. While follow-up services must be made available, not all of the adults and dislocated workers who are registered and placed into unsubsidized employment will need or want such services. Also, the intensity of appropriate follow-up services may vary among different participants. Participants who have multiple employment 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 WIA prior to placement that will affect their ability to progress further in their occupation or to retain their employment. ***WIA clients must be contacted, at a minimum, once a month.***

WIA staff conducts follow-up to:

- Find exited customers to - assess status and market follow-up services.
- Remind customers of value received, determine satisfaction, and seek recovery of unsatisfied customers where necessary.
- Seek non-wage record performance documentation (supplemental information).
- Assist customers with long-term success.
- Intervene and deliver services to meet performance standards; grow incomes; retain attachment to labor market; ensure credential; continued progress towards self-sufficiency.
- Prevent soft exit in Adult/Dislocated Worker program.
- Determine opportunity for re-registration.

Follow-up services could include (but are not limited to):

- Additional career planning and counseling.
- Contact with the participant's employer, including assistance with work related problems that may arise.
- Peer support groups.
- Information about additional educational opportunities.
- Referral to supportive services available in the community.
- Seminars – For example: How to Ask for a Raise, How to Deal with Difficult People, Now That You Have a Job, How Do You Get a Better One?

There are four key post-employment services – transition, retention, reemployment and advancement services. These services should be used as part of follow-up. In normal circumstances it will be the responsibility of the staff person to facilitate the client's receipt of required services. In most cases these services will be provided with Non WIA funds.

### **Transition Services:**

Examples of transition services are as follows:

- Transportation
- Childcare
- Medicaid
- Child support
- Reporting
- Earned Income Tax Credit (EITC)
- Clothing
- Emergency Loans

- Appropriate Expectations
- First-Day Entries
- Support and Mentors

### **Retention Services:**

Based on client, job and employer characteristics the level of retention services may vary. When dealing with clients the following factor have a direct impact on the level of service provided:

- Age of Client
- Age of Child/ren
- Work History
- Personal Issues (Transportation, Childcare)
- Support Systems
- Interpersonal Skills
- TANF (length of time, compliance, transition services)

When dealing with a specific job, the following characteristics have a correlation with the level of retention services:

- Variable hours
- Temporary, Seasonal
- Part-time (not by choice)
- Retention by Occupation – is it a declining occupation?
- Fringe Benefits; Wage levels
- Intrinsic Satisfaction
- Flexibility/Structure

When dealing with an employer the following factors affect the level of retention services:

- Retention by Industry; declining industry
- Size
- Training and orientation
- Advancement
- Reputation
- History
- Subsidies

### **Re-employment Services:**

Below is listed three ways people increase wages

- Staying in one job for a long time with the same employer
- Moving up the job ladder with the same employer
- Getting a better job with a new employer.

### **Advancement Opportunities:**

There are four ways employees can advance with an employer. They are – persistence, performance, skills and assertion. Follow-up services should encourage clients to strive for advancement at all times.

The goal of WIA is self-sufficiency for our clients. Follow-up services aid us in helping our clients achieve self-sufficiency. They also allow us to achieve required performance levels, and compliance with WIA.

**ACTION:**

Bring this directive to the attention of all affected staff, service providers and partners.

**INQUIRIES:**

Please direct inquiries about this directive to the Tulare County Workforce Investment Department Administration at (559) 513-5200.

JOSEPH H. DANIEL  
Administrator

JHD:NB:MB

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