

WORKFORCE INVESTMENT BOARD OF TULARE COUNTY WORKFORCE INNOVATION AND OPPORTUNITY ACT TITLE I	DATE: NOVEMBER 13, 2019
	SUBJECT: WIOA TITLE I ADULT AND DISLOCATED WORKER FOLLOW-UP SERVICES

WIB DIRECTIVE

TUL 19-06

APPROVED BY
WORKFORCE INVESTMENT BOARD
MINUTES OF 11-13-2019

TO: WIB Subrecipients
 WIB Staff

SUBJECT: WIOA Title I Adult and Dislocated Worker Follow-up Services

EXECUTIVE SUMMARY

This policy provides guidance and establishes procedures on follow-up services for Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker participants who are placed in unsubsidized employment and system exited.

REFERENCES

- WIOA (Public Law 113-128) 134 (c)(2)(A)(xiii)
- Title 20 CFR “WIOA Final Rule” Section 680.150
- 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.” (March 1, 2017)
- TEGL 10-16 Change 1 “Performance Accountability Guidance for WIOA Title I, Title II, Title III and Title IV Core Programs” (December 19, 2016)

WIB imposed policies are in bold, italics.

BACKGROUND

Follow-up services are services provided to 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.

POLICY AND PROCEDURES

For Adult and Dislocated Worker programs, subrecipients must make available, as appropriate, follow-up services to participants placed in unsubsidized employment for up to 12 months after the first day of employment. The goal of follow-up services is to ensure participants who obtain unsubsidized employment through system related services retain employment, earn wage gains or advance within their occupation upon placement in unsubsidized employment.

While follow-up services must be made available, not all adult and dislocated workers require or want such services. This policy allows for a customer-centered approach where support is based on need and desire. The level of intensity of appropriate follow-up services may vary among different participants, however must be documented in case notes. Participants who have multiple employment barriers and limited work history may require 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 their employment. Note that follow-up career services are not a qualifying service for the receipt of supportive services. Supportive services can only be provided to participants receiving career and/or training services. Therefore, participants who have exited the program cannot receive WIOA funded supportive services after exit and during follow-up service.

The WIB has set criteria in order to provide subrecipients guidance about follow-up services. Follow-up services must be made available as appropriate to individuals who participated in:

- ***Occupational Skills Training; OR***
- ***On-the-Job-Training; OR***
- ***Transitional Job; OR***
- ***Work Experience; AND***
- ***Obtained unsubsidized employment***

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

- Counseling individuals about the workplace;
- Contacting individuals or employers to verify employment;
- Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for 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.

Special Grants

For special projects/grants staff must adhere to the follow-up guidelines and requirements of the program, however, in some instance participants may require follow-up contact beyond the special grant's requirements.

Documentation of Follow-up Services

Follow-up services may begin immediately following the last date of service and verification of placement in unsubsidized employment if it is expected that the participant is no longer going to receive any future services other than follow-up services. Exits are retroactive to the last date of services.

If determined appropriate for follow-up services:

- *Subrecipient must document follow-ups in case notes and complete the follow-up section of CalJOBS to show that follow-up has been completed.*
- *During the follow-up reporting month, a minimum of 3 different attempts is required prior to recording “Cannot locate”.*
- *Follow-up contact attempts will not be required for participants who are not responsive, cannot be located, refuse to provide information or have relocated out of the state with no intention of returning. Reason for discontinuation of follow-up services must be documented in the case notes.*
- *Follow-up contacts must be made, at a minimum, quarterly. Each follow-up begins after the end of the applicable post exit quarter and must be completed in CalJOBS within 30-days after the follow-up due date.*

Example for a participant exiting between January 1st and March 31st				
	1st Quarter after Exit	2nd Quarter after Exit	3rd Quarter after Exit	4th Quarter after Exit
Follow-up Periods	April-June	July-September	October-December	January-March
Follow-up Dates	1 st follow-up due July 1-31	2 nd follow-up due October 1-31	3 rd follow-up due January 1-31	4 th follow-up due April 1-30

Key Elements to Post-Employment Services

There are four key post-employment services – transition, retention, reemployment and career advancement. These services should be used as part of follow-up. It is the responsibility of the staff to facilitate the individual’s receipt of supportive services. In most cases these services will be provided with non-WIOA funds. Participants who have exited the program cannot receive WIOA funded supportive services after exit and during follow-up service.

1. 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

2. Retention Services - Based on participant, job, and employer characteristics, the level of retention services may vary.
- When dealing with participants, the following factors have a direct impact on the level of services provided:
 - Participant Age
 - Age of Child/ren
 - Work History
 - Personal Issues (transportation, childcare)
 - Support Systems
 - Interpersonal Skills
 - TANF (length of time, compliance, transition services)
 - Pending legal issues
 - 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
3. Re-employment Services – Listed below are ways individuals may continue to be self-sufficient:
- 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.
 - If an individual loses his/her job after exit, continued support through follow-up services for the benefit of – updating resume, interview tips, and job leads can assist the individual with regaining employment.
4. Career Advancement- 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.

The goal of WIOA is self-sufficiency for participants. Follow-up services assist participants achieve self-sufficiency, provide support to advance within their occupation, and/or offer re-employment services when needed. It allows the WIB to achieve required performance levels, and to stay within WIOA compliance.

ACTION:

Please bring this directive to the attention of all WIB Subrecipients and WIB Staff.

INQUIRIES:

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



Adam Peck
Executive Director

Attachments:

1. Summary of Comments

AP:EH:LC

SUMMARY OF COMMENTS

Directive Local Policy: WIOA Title I Adult and Dislocated Worker Follow-up Services TUL 19-06

There are three comments to the draft version of this directive:

Comment #1 – How often do staff need to complete follow-ups? The directive states when a participant is appropriate for follow-up, participants must be contacted monthly. However, the example provided refers to quarterly contact.

Response – Follow-up frequency must be completed, at a minimum, quarterly. Frequency language has been updated in the directive.

Comment #2 –Based on the WIB Directive example, follow-ups are due one month after the follow-up quarter end date. The CalJOBS follow-up screen lists the “required by” date as the last day of the follow-up quarter. Can you clarify follow-up due date?

Response – Follow-ups are due no later than a month after the follow-up period of reporting ends. In the example provided in the directive, the individual exited in the first quarter (January 1st – March 31st). The follow-up period of reporting is the second quarter (April 1st – June 30th). Staff will need to request employment or education information relevant to the 2nd quarter. Although the follow-up screen in CalJOBS states the “required by” date is June 30th, staff will need to complete the following between July 1st - July 31st.

Comment #3 – Are follow-ups required for all individuals with barriers and/or participants whom receive paid training even if they decline services?

Response – Staff must adhere to the follow-up guidelines and requirements of each program. For WIOA Adult and Dislocated Workers, follow-up services must be made available as determined appropriate by the WIB, as described in **WIOA sec. 134(c)(2)(A)(xiii) and § 678.430(c)**, however not required for participants who decline to participate. Staff must document participant’s decision to not participate in follow-up services in the electronic file.