

Kauai Workforce Development Board

POLICY No. 01-19. Follow-up Services for WIOA Adult and Dislocated Worker Programs

PURPOSE

This policy provides guidance and instructions on follow-up services for program participants enrolled in the WIOA Adult and Dislocated Worker Programs.

BACKGROUND

WIOA authorizes career services for adults and dislocated workers. There are three types of career services: basic career services, individualized career services, and follow-up services. One-stop centers tailor services to individual customers based on individual needs, including multiple services. Career services can be provided in any order; there is no sequence requirement for providing the services.

This policy letter addresses the requirement for providing follow-up services to program participants enrolled in the WIOA Adult and Dislocated Worker Programs.

GUIDANCE AND INSTRUCTIONS

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. Counseling about the work place is an appropriate type of follow-up service. Follow-up services must be provided as appropriate and is provided for up to 12 months after the first day of employment. Follow-up services do not extend the date of exit in performance reporting.

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

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

Staff must make every effort to contact the individual using the following means: in-person, telephone, e-mail, text, or letter.

While follow-up services must be made available to all adults and dislocated workers, not all individuals entering unsubsidized employment will need or want such services. The need and

the level of intensity for follow-up services must be evaluated for each individual and determined appropriate.

Documentation addressing the need and type of services required must be maintained in the case notes and/or the Individual Employment Plan (IEP). For individuals who decline follow-up services, it must be documented in the case notes and/or IEP.

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 state with no intention of returning. Reason for discontinuation of follow-up services must be documented in the case notes and/or the IEP.

Exits are retroactive to the last date of services, so follow-up services may begin immediately following the last date of service if it is expected that the participant will not receive any future services other than follow-up services. Follow-up services do not trigger the exit date to change or delay exit for performance reporting.

Note: Because follow-up services can only be provided to individuals who have system-exited and supportive services can only be provided to participants who have not exited, supportive services cannot be provided to individuals as a form of follow-up service.

REFERENCES

Section 134(c)(2)(A)(xiii), P.L. 113-128 (Work Innovation and Opportunity Act of 2014)
20 CFR 678.430
20 CFR 680.150
TEGL NO. 19-16 (March 1, 2017), Section 4

INQUIRIES

Question concerning this policy shall be addressed to:

Executive Director
Kauai Workforce Development Board
4444 Rice St. Suite 200
Lihue, HI 96766