

**Monroe County/Rochester
Workforce Development Board**

WIOA Policy 107

DATE: December 20, 2022
REVISED: N/A
SUBJECT: Adult/DW Follow-Up Services

I. Purpose

The WIOA Final Rule, at §678.430(c), requires that follow-up services be provided, as appropriate, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Beyond compliance with the law, follow-up services can improve outcomes on the WIOA Primary Indicators of Performance and help participants retain and advance in their jobs. TEGL 19-16 requires local areas to establish policies that define what are considered to be appropriate follow-up services, as well as policies for identifying when to provide follow-up services to participants. This document contains the current local policy.

II. Definition of Follow-Up Services: The term “Follow-Up Services” is defined in the WIOA Final rule, at §678.430(c), and further explained in TEGL 16-16 and TEGL 19-16.

III. Appropriate Follow-up Services

Any of the basic career services listed in §678.430(a) and any of the individualized career services listed in §678.430(b) of the WIOA Final Rule may be offered as a follow-up service. Additionally, provision of referrals to Transitional Benefits for individuals receiving public assistance and counseling about the work place for any participant should be offered as follow-up services. Training and supportive services may *not* be offered as a follow-up service.

Each career center or other provider of WIOA adult or dislocated worker services must develop a guide for staff, including a suggested set of assessment questions to ask participants. Using the guide, staff members should work with participants to determine which follow-up services are appropriate for each individual. RochesterWorks, Inc. (RWI) will create a detailed template, which career centers and other service providers may use to develop their follow-up service assessment guide. RWI may also further assist career centers and other service providers in the development of their guide.

Staff should be flexible in offering services to employed participants at a time and/or using a method that does not conflict with the participant’s work responsibilities.

IV. Timing, Responsibility, and Special Populations for Follow-up Services

A. Career Center/Provider Written Procedures: Each career center or other provider of WIOA adult or dislocated worker services may develop their own written procedures detailing the timing, staff responsibility, and special populations focus for their follow-up services. The RWI technical assistance and training manager, or another RWI staff member assigned by the executive director, will review the procedures for completeness and compliance with federal, state, and local laws, regulations, and policies. Once approved, the career center's (or provider's) provision of follow-up services will be governed by the written procedures. Any career center or provider of WIOA adult or dislocated worker services without approved written procedures will be subject to the timing, responsibility, and special populations guidelines set forth in paragraphs B, C, and D, below.

B. Timing of Follow-up Services (for career centers and providers without approved written procedures): Each career center or other provider of WIOA adult or dislocated worker services must develop a written notice, such as a flyer, informing participants of the availability of follow-up services for participants who secure employment. The written notice must be verbally reviewed with participants at the time of their first WIOA staff-assisted service. A copy of the notice (either in paper or electronic form) must be provided to the participant. A manager or supervisor must periodically monitor staff appointments to ensure that this procedure is followed. RWI may assist career centers and other service providers in the development of their written notice.

Once each month, RWI will send a Potential Exiter Report for identifying participants who have not had a service in the last 30 days to each career center or service provider. The career center or provider must reach out to participants on the list, offering them follow-up services if they have secured employment or career services if they have not.

C. Responsibility for Follow-up Services (for career centers and providers without approved written procedures): Responsibility for outreach to participants on the Potential Exiter Report should be assigned to the staff member who provided the last service to the participant. Alternatively, management staff at the career center or other provider of WIOA adult or dislocated worker services may assign this responsibility to a different staff member. Outreach may be conducted by mail, e-mail, phone, or text and must allow for response by multiple methods of communication. For participants who are co-enrolled in a partner program (e.g., Vocational Rehabilitation), outreach may be conducted with the partner program staff. If a response is received, the assigned staff member must make repeated attempts to provide services to ensure that all appropriate services are provided.

D. Special Populations Focus (for career centers and providers without approved written procedures): The following special populations must receive more intensive outreach, which will include multiple outreach attempts using two or more different methods of communication: Veterans and eligible spouses and training participants.

V. Documentation of Follow-Up Services

On each day that a successful follow-up contact is made or a service is provided, the staff member must enter an L1 Follow-up activity in OSOS. In the OSOS comments, the staff member must indicate the specifics of the follow-up contact and any resulting action taken or planned.

VI. Effective Date

This policy is effective immediately upon approval by the Workforce Development Board.

VII. Revision

RochesterWorks, Inc. has the authority to make technical revisions to this policy. Technical revisions may be made to better align this policy with federal or state laws, statutes, regulations, or policy guidance; to better align this policy with other local policies; to respond to changes in the WIOA budget that impact this policy; or to revise references to source documents cited in this policy. Any revision to this policy that could have a substantial impact on participants must be approved by the Workforce Development Board. The Executive Director has the authority to temporarily approve policy changes until the next Workforce Development Board meeting.

VIII. Questions

Questions on this policy may be directed to Lee Koslow, Technical Assistance and Training Manager, RochesterWorks Inc., (585) 258-3500, x-3516 or Lkoslow@rochesterworks.org.

Date Approved by Workforce Development Board: December 20, 2022

Date Technical Revision Approved by Executive Director: