



NEMO WDB Issuance 11-2017

ISSUED:

EFFECTIVE:

To: All Program Operators
From: Diane Simbro, Executive Director
Subject: Follow-Up Services – Adult and Dislocated Worker

Purpose: The purpose of this issuance is to provide further guidance on policies to be followed by NEMO WDB sub-recipients when providing follow-up services to Adults and Dislocated Workers.

Substance: The Workforce Innovation and Opportunity Act addresses follow-up services provided to WIOA participants subsequent to their placement in unsubsidized employment, post-secondary and/ or a training facility, or the military.

Action: This Issuance is effective immediately. Please distribute to appropriate individuals.

References: Training and Employment Guidance Letter 19-16 (dated March 2, 2017)
DWD Issuance 17-2017 Point of Exit for Reporting Indicators of Performance
DWD Issuance 08-2017 WIOA Participant Activity Codes and Definitions Revisions

Rescissions: None

Diane Simbro, Executive Director
Northeast Missouri Workforce Development Board

FOLLOW-UP POLICY FOR ADULT AND DISLOCATED WORKER

The Workforce Innovation and Opportunity Act (WIOA) follow-up services must be made available to all participants enrolled in the Adult and Dislocated Worker programs for a minimum of 12 months after the first day of unsubsidized employment.

Examples of WIOA Adult and Dislocated follow-up services include:

- Career planning and counseling
- Assistance with work-related problems
- Required contact with the participant's employer
- Peer support groups
- Supportive service referrals
- Information regarding educational opportunities

Providing supportive services to Basic Career level individuals are allowed in regulations, but due to our funding limitations and our priority level of service the Northeast Region does not provide supportive services at the Basic Career level. Case managers should work with participant and partner agencies to fulfill their supportive service needs. (*Refer to NEMO WDB Supportive Service Issuance*)

It is important to reiterate that follow-up services are provided to ensure the participant is able to retain employment, realize wage increases, and facilitate career progression. While a region must have follow-up services available to employed participants, federal regulations state that every adult and dislocated worker will not need or want these services. It is not a requirement that local staff provide follow-up services to participants placed in unsubsidized employment unless these services are requested. Therefore, verbal or written contact by staff with a participant or their employer merely to confirm the participant is still employed is not necessary or appropriate unless supplemental employment information is needed for performance outcome documentation. Program staff must document requests for WIOA follow-up services in the Division of Workforce Development's (DWD) State Case Management System case notes.

Additional Notes on Documenting and Reporting Program Elements

Provision of the above program elements must occur after the exit date in order to count as follow-up services. Case managers will ensure they code the follow-up services correctly in the case management system in order to clearly differentiate follow-up from regular program services. In addition, each follow-up service should be documented in Service Notes as post-exit. *Please Note: Follow-up services do not extend the exit date for performance reporting.*

In addition, note that case management is not a program element. Case managers providing case management should not be reported as one of the program elements in the PIRL.