



EASTERN WORKFORCE BOARD, INC.

PROUDLY SERVING ADAIR, CHEROKEE, MCINTOSH, MUSKOGEE, OKMULGEE, SEQUOYAH, AND WAGONER COUNTIES IN OKLAHOMA

ADULT, DISLOCATED WORKERS, YOUTH FOLLOW-UP POLICY



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EWB is an Equal Opportunity Employer/Program. Auxiliary Aids and Services are Available upon Request to Individuals with Disabilities.
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PURPOSE

The purpose of this policy is to communicate local policy regarding activities that constitute follow-up services for Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker program exiters.

The goal of follow-up services is to ensure job retention, wage gains and career progress for participants who have been referred to unsubsidized employment.

Follow-up services provided to system-exited WIOA Title I Adult, Dislocated Worker and Youth program Participants are monetary for youth and non-monetary activities designed to help those individuals retain the Unsubsidized employment resulting from the system-related services received.

GUIDANCE

Since primary funding source for customer services is the Workforce Innovation Opportunity Act (WIOA) Adult, Dislocated Worker and Youth services. **The Workforce Innovation Opportunity Act of 2014 and 20 CFR 652 WIOA Regulations, Final Rules** will be used as the legislative and regulatory guidance for this document. State of Oklahoma guidance will be utilized by appropriate Issuances and memorandum.

POLICY

Follow-up services can only be provided to WIOA Title I Adult, Dislocated Worker and Youth program participants who are placed in unsubsidized employment and have system-exited.

Follow-up services, if requested by exited individuals and determined by staff to be appropriate for those individuals, must be provided for a period of up to 12 months (i.e., not more than 12 months).

FOLLOW-UP ACTIVITIES

Contacts or attempted contacts for the purpose of securing documentation for the case file in order to report a performance outcome and performance data for every quarter after exit must be entered in OSL. Staff must make every effort to contact the participant: In-person, telephone, E-mail, text or by letter. If the participant declines to receive follow-up services, or the participant cannot be located after a period of 90 days and six attempted contacts, the case manager will include a note in OSL; and follow up can be discontinued.

EXCLUSIONS

- If a participant meets one of the exclusion reasons for exit listed below, they are excluded from performance and additional follow ups:
- Institutionalized: the participant exits the program because he or she has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center during the course of receiving services as a participant.
- Health/Medical: the participant exits the program because of medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.
- Deceased: the participant is deceased.
- Reserve forces called to active duty: the participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days.
- Foster care: the participant is in the foster care system as defined in 45 CFR1355.20(a), and exits the program because the participant has moved from the area as part of such a program or system (Youth Participants ONLY).
- Ineligible: the participant, who was determined to be eligible, is later determined not to have met eligibility criteria (Vocational Rehabilitation only).
- Criminal offender: the participant is a criminal offender in a correctional institution under WIOA Law § 225. (Law requires education be provided by the institution/state.)

YOUTH

WIOA Youth Follow Up services are a required youth program element. Follow up services are provided by EWB Service Provider Career Managers. All youth participants must be offered an opportunity to receive Follow Up services aligned with their Employment Plan. Follow-up services must include more than one contact attempt and must include an offering for Follow Up services. Contact made only for securing documentation in order to report a performance outcome is not a valid Follow Up attempt.

Follow up services are critical following a Youth exit from the program to help ensure successful employment and/or post-secondary education and training. Follow-up services for all Youth will be completed for all quarters beginning with the 1st quarter after the last date of service, as appropriate.

Maintain contact with a participant and provide outreach through a variety of means of communication during the follow up period. Follow-up services are a required youth element that must be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services, the participant cannot be located after a period of 90 days and six attempted contacts, or the participant meets one of the other reasons for exit. Follow-up services may be extended beyond the 12-month period if the participant is in need of such services beyond the 12-month period. All correspondence must be documented in SDWORKS in the Follow Up section.

The types of services provided, and the duration of services provided during follow-up must be determined based on the needs of the individual and align with their ISS/Career Pathway. As a result, the type and intensity of follow-up services may differ for each participant.

Follow Up services must include more than contacts or attempted contacts for securing documentation in order to report a performance outcome, follow up activities. Follow up services may include:

- Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise.
- Supportive Services – follow the Support Service Policy 5.34.
- Adult mentoring – utilize the Services Chart, Resource 11.1, for a description of adult mentoring.
- Financial Literacy Education – follow the Financial Literacy Policy 5.22.
- Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
- Activities that help youth prepare for and transition to postsecondary education and training.
- Counseling about the work place.

Youth Follow Up services do not trigger performance or impact the participation period.

All WIOA Youth participants must be informed of follow up services at time of enrollment.

ADULTS AND DISLOCATED WORKERS

Follow-up services for all Adult and Dislocated Workers will be completed for all quarters beginning with the 1st quarter after the last date of service, as appropriate. Follow up is required for a minimum of **12 months**.

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

- Additional career planning and counseling.
- Contact with the participants' employer, including assistance with work related problems.
- Peer support groups.
- Information about additional educational opportunities.
- *Referral to supportive services available in the community.*

FOLLOW-UP DOCUMENTATION

Follow-up expectations and responsibilities must be clearly documented OSL as well as in the ISS or IEP. Contacts and services must also be documented OSL as well as in the ISS and IEP, and case notes will include narrative regarding all contacts and services and appropriate service and will be added to OSL.

The Follow Up section in OSL must be completed with accurate information. There are several areas in Follow Up that effect reporting and performance.

Follow up contact attempts Record content attempts in the OSL in the Contact Attempt section of "Follow Up" to document unsuccessful attempts to reach a participant.

Successful follow up contacts occur when a successful follow up has been completed. Document services as appropriate with details in the case notes.

FREQUENCY OF CONTACTS

The frequency of follow-up should align with the needs of the individual and the minimum contacts listed below; each participant will be asked how often they would like to be contacted and staff contacts will be initiated according to whichever is greater. Additional contacts will occur if the participant initiates them or if staff identifies a need for them.

Minimum required contacts:

- *Within one week of unsubsidized employment placement in addition to at least 12 monthly contacts for 12 months.*
- *Within the first month of post-secondary placement in addition to at least one contact each term/semester and at least one contact at the end of each term/semester for at least 12 months. If training completes within the follow-up period, follow-up services should be offered to result in placement with follow-up contacts occurring within one week of the unsubsidized employment in addition to at least monthly contact for at least the remaining 12 months of follow-up.*
- *At least two contacts within the 12 months following program exit for those youth exited with a military placement. An exact follow-up plan will be developed based on the youth's schedule following enlistment.*
- *At least quarterly for 12 months for youth exited before completing the activities planned in their ISS or IEP.*

RE-ENROLLMENT INTO PROGRAM SERVICES DURING FOLLOW-UP PERIOD

If an individual who is in the Follow-Up Period, is in need of services above and beyond those offered through the follow up period, re-enrollment into the program is allowable. Follow up for performance purposes for their previous participation period is still required. The individual must meet eligibility and follow all requirements of a new participant for the new participation period. These will be seen as two separate files for federal reporting.



FOLLOW-UP FORM

Participant Name: _____ Adult, DLW, or Youth: _____

Phone Number: _____ Email: _____

Referring Staff Member/Career Manager: _____

Client currently working: _____ Full-Time _____ Part-Time _____ #Hrs. _____ Working _____ Not

Working _____

Employment Interest Areas: _____ Veteran Yes No

What types of barriers/work issues that need to be addressed in order to ensure successful completion of workforce system services leading to placement in employment AND FOLLOW-UP?

- | | | | |
|--|---|---|--|
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Skill Deficiency | <input type="checkbox"/> School Dropout/Lack of Education | <input type="checkbox"/> Offender |
| <input type="checkbox"/> Disability | <input type="checkbox"/> Substance Abuse Assistance | <input type="checkbox"/> Transportation | <input type="checkbox"/> Poor Work History |
| <input type="checkbox"/> Language | <input type="checkbox"/> Soft Skills | <input type="checkbox"/> Mental Health | <input type="checkbox"/> Attitude |
| <input type="checkbox"/> Lack Motivation | <input type="checkbox"/> Lack of Self Esteem | <input type="checkbox"/> Interpersonal Skills | <input type="checkbox"/> Professionalism |
| <input type="checkbox"/> Hygiene | | <input type="checkbox"/> Ethic | <input type="checkbox"/> Dependability/Reliability |
| <input type="checkbox"/> Customer Service | | | |
| <input type="checkbox"/> Resume/Interviewing | | <input type="checkbox"/> Other Barriers _____ | |

What services have you provided so far?

Type _____

Follow-up Service Needed: _____

Follow Up Contact Information:

Participant Name: _____

Address _____

Phone Number: _____ Email: _____

Alternate Contact Phone Number: _____

Participant Enrolled in Partner Program Yes No

If yes, next steps: _____

If no, reasons: _____

Comments: _____

EWB POLICY APPROVAL REGISTER

Each required policy of the Workforce Innovation and Opportunity Act (WIOA) and the Eastern Workforce Board (EWB) shall be submitted to the Policy Committee for review and comment who will then present policy(s) to the Executive Committee for its recommendation for approval. The Executive Committee recommendation for approval will be presented at the next scheduled board meeting.

Title Of Policy	Follow-Up		
Current Eff. Date	Update from WIA		
Revision Purpose	Update to WIOA		
Revision Number & Date	1 – 2019		
Author	JH		
APPROVED	Executive Committee	DATE:	
APPROVED	EWB Board	DATE:	

Executive Director: Jerri Stoutermire, EdD. _____
Signature:

Board Chairman: Earnie Gilder _____
Signature: