

5240POL Follow-up Services

Effective Date: July 2021

Last Modified: July 2021

The U.S. Department of Labor (DOL) issued guidance TEGL 10-16, which states follow-up services begin after exit. To ensure Olympic Workforce Development Council (OWDC) policy compliance, this policy describes the requirements for delivery of Follow-up Services.

1. **Requirements for Follow-up Services are authorized to begin after a WIOA Title I participants program completion (exit) into unsubsidized employment**, for at least a period of 12-months after the first day of employment. Adult, Dislocated Worker, and Youth program are required to offer follow-up services at the time of exit.
2. **The goal of follow-up services is to ensure job retention, wage gains, and career progress.**
 - a. Follow-up service must align with participants individual service strategies planning. The types of services are based on the needs of the individual and may differ for each participant.
 - b. Individuals who have multiple employment barriers and limited work histories may need significant follow-up services to ensure long-term success.
3. **Career Services during 12-month follow-up period include:**
 - a. Counseling individuals about the workplace
 - b. Contacting individuals or employers to verify employment
 - c. Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individuals
 - d. Assisting individuals and employers in resolving work-related problems.
 - e. Connecting individuals to peer support groups
 - f. Providing individuals with information about additional educational or employment opportunities
 - g. Providing individuals with referrals to other community services
4. **Supportive services are allowable during follow-up** (*per Supportive Services and Needs-Related Payments 5602 (Rev5) and 5620 (Rev1), 5400POL Supportive Services (Rev5)*)
 - a. Assistance with transportation (gas, bus pass, etc.)
 - b. Assistance with childcare and dependent care
 - c. Assistance with education testing
 - d. Payments and fees for employment and training related applications, tests, and certificates
 - e. Job specific tools not provided by employer but required for position
 - f. Appropriate work attire (slacks, blouse, scrubs, boots, etc.)
 - g. Hygiene products (soap, toothpaste, deodorant, etc.)
 - h. Technology (phone minutes, computer programs specific to job description/task not provided by employer (verification documentation is required). Laptops **are not** authorized as a follow-up support service.

5. **Youth participants must be offered an opportunity to receive follow-up services unless they decline or cannot be located. Youth follow-up services are allowable for unsubsidized employment or postsecondary education and training.**
 - a. Follow-up service must align with their individual service strategies.
 - b. Youth follow-up services include services noted in step 3 and 4 of this policy *as well as*: adult mentoring, financial literacy, education, labor market information, prep and transition for post-secondary and training (per TEGL 21-16).
6. **Follow-up services do not trigger the exit date to change, or delay exit for performance reporting.** As such, subrecipients count each exit of a participant during a program year as a separate period of participants if a participant has more than one exit in program year.
7. **Follow-up services are required to be recorded in Management Information System (MIS).**
 - a. If participant opts-out of further services, case notes are required to reflect participants selection within Outcome TouchPoint (TP) (*per 5210POL Case Note Policy*).
 - b. Staff must use the WorkSource service Catalog to select appropriate TP to enter into the MIS system.
 - c. All documentation obtained during follow-up services are required to be uploaded into applicable TP (*per 1600POL Records and Documentation*).
8. **Participants may be considered as opting out of follow-up after five failed contact attempts by case managers with participant or employer.**
 - a. After the 5th unsuccessful contact attempt, a letter shall be sent to the participant indicating the opt-out action to be taken and the procedure to opt back in if the participant chooses. Copy of letter and date sent are required to be uploaded into last TP recorded.
 - b. All attempts to contact are required to be entered into MIS system.

REFERENCES

Follow-up Services for Adults and Dislocated Workers, [Workforce Innovation and Opportunity Act 5620 \(Rev1\)](#)
OWDC 1600POL Records and Documentation, 5210POL Case Note Policy, 5400POL Supportive Services (Rev3)
Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title, I, Title II, Title III, and Title IV Core Programs, Training and Employment Guidance Letter, [TEGL 10-16, Change 2](#)
Supportive Services and Needs-Related Payments, [Workforce Innovation and Opportunity Act 5602 \(Rev5\)](#)
Youth Formula Program Guidance, Training and Employment Guidance Letter [TEGL 21-16, Change1](#)