



WIOA Participant Follow-Up Services for Adult and Dislocated Worker

Policy Number: 2030

Effective Date: January 31, 2022

A. 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 and Dislocated Worker program participants are activities designed to help those individuals retain the unsubsidized employment resulting from the system-related services received.

B. POLICY

Follow-up services can only be provided to WIOA Title I Adult and Dislocated Worker program participants who are placed in unsubsidized employment and have a Program Completion recorded in the Management Information System (MIS).

Follow-up services, if requested by individuals and determined by staff to be appropriate for those individuals, must be provided for no less than 12 months.

C. POLICY GUIDELINES

WIOA law and regulations define follow-up services as a type of career service, which would typically mean that they can only be provided to participants. However, the U.S. Department of Labor (DOL) has instructed states to follow the guidance issued in TEGL 10-16 Change 1, which states that follow-up services begin after exit.

Follow-up services do not trigger the exit date to change or delay exit for performance reporting as per guidance issued by DOL in TEGL 10-16 Change 1.

Follow-up services for system-exited WIOA Title I Adult and Dislocated Worker program participants can include, but are not limited to, two-way exchanges between the service provider or case manager and either the individual (or his/her advocate) or the

individual's employer as follows:

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

Support Services during follow-up are allowable for Adult and Dislocated Worker program exiters under conditions referenced in Procedure 2030a.

Each exit of a participant during a program year counts as a separate period of participation if a participant has more than one exit in that program year.

Any discrepancies arising between Workforce Snohomish policy and or procedures with federal and state provisions due to current or future revisions will default to the current minimum federal and state regulations and guidance available. Workforce Snohomish policy and or procedures may set forth stricter requirements than provided by federal and state guidance, but in no case will Workforce Snohomish policy and or procedures not meet minimum federal and state policy.

References:

- [Workforce Innovation and Opportunity Act of 2014](#)
- [WIOA Final Rule; 20 CFR Parts 676,677, and 678; Federal Register, Vol. 81, No. 161, August 19, 2016](#)
- [WIOA Final Rule; 20 CFR Parts 603, 651, 652, et al; Federal Register, Vol. 81, No. 161, August 19, 2016 Training and Employment Guidance Letter \(TEGL\) 19-16, 10-16 Change 1](#)
- [Public Law 113-128, Workforce Innovation and Opportunity Act of 2014, Section 134\(c\)\(2\)\(A\)\(xiii\)](#)
- [WorkSource System Policy # 5620 \(Rev 1\) WIOA Title I Follow-Up Services for Adult and Dislocated Workers](#)
- [Workforce Snohomish Policy 2020 Eligibility, Registration and Enrollment Policy](#)
- [WIN0077 Change 11, WorkSource Services Catalogue](#)

Supersedes:

Attachments:

Workforce Snohomish Procedure 2030 - Follow-Up Procedure