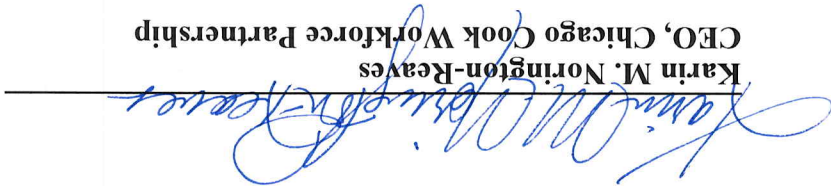




Local Workforce Innovation And Opportunity Act (WIOA) Policy No. 2018-PL-01

To: All Delegate Agencies, American Job Centers and Sector Centers

From:   
Karin M. Norington-Reaves  
CEO, Chicago Cook Workforce Partnership

Subject: FOLLOW-UP POLICY FOR WIOA ADULT, DISLOCATED AND YOUTH CUSTOMERS  
Date: April 12, 2018

**Purpose:** The purpose of this communication is to establish policy and provide guidance to delegate agencies on the implementation, and management of their follow-up systems as required under the Workforce Innovation and Opportunity Act (WIOA).

**References:** WIOA sec. 134 (c) (2) (A) (xiii)  
20 CFR 678.430 (c) – adult/dislocated worker  
20 CFR 681.580 – youth

**Background:** 20 CFR 678.430 (c) specifies that follow-up services for Adult and Dislocated Workers, must be **made available** for a minimum of 12 months after the first day of employment, to registered participants who are placed in unsubsidized employment.  
20 CFR 681.430 (c) specifies that follow-up services must be offered to all youth for a minimum of twelve (12) months, unless the participant declines to receive follow up services or the participant cannot be located or contacted.

**Policy:** *Adult and Dislocated Workers*  
Under WIOA, follow-up services must be **made available** to each customer placed into employment for a minimum of 12 months from the **first day of employment**. Follow up services need not be offered to participants who cannot be located or were not placed into employment.

Participants who are not placed into employment may decline the offer of follow-up services, at which point no further action is required by the delegate agencies. The Adult and Dislocated Worker follow up services include the following:

- additional career planning and counseling regarding the workplace;

- contact with the participant's employer, including assistance with work-related problems;
- peer support groups;
- information about additional educational opportunities and career advancement; and
- referral to support services available in the community. In determining the need for post-placement services, there may also be a review of the participant's need for support services to meet the participant's employment goals.

**Note: WIOA funds, including funds for Support Services, may not be expended on adults/dislocated worker after exit has occurred.**

### ***Youth***

Follow up services must be offered to **all** youth participants **after exit** for a minimum of twelve (12) months, unless the participant declines to receive follow up services or the participant cannot be located or contacted. The frequency and type of follow-up should be based on the needs of the young adult during the 12 month period after exit. Follow up services are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or post-secondary education and training. Follow up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise. Follow up services for youth also may include the following program elements:

- supportive services;
- adult mentoring;
- financial literacy education;
- services that provide labor market and employment information about in-demand industry sectors or occupations such as career awareness, career counseling and career explorations services; and
- activities that help a youth prepare for and transition to postsecondary education and training.

**Note: WIOA services may be provided and WIOA funds such as supportive services and training may be expended on youth during follow-up services if it is part of their plan and supports completion of WIOA goals. Paid work experience is not permitted during the follow up period.**

### **Actions Required**

After placement into employment (adult/dislocated workers) or after exit (youth), delegate agencies should contact participants and explain the follow-up services available to them. If the customer declines or the agency is unable to contact the customer, it should be duly noted in the participant's case notes, and no further action is required. If customer agrees to receive

follow-up, the agency should open a follow-up service activity in Career Connect, and make regular contact with the customer, as appropriate. All contacts should be documented in Career Connect.

Delegate Agencies must (1) review this Policy Letter; (2) transmit this letter to all staff with responsibility for case management and referral to supportive services; (3) ensure that procedures for providing follow-up are fully in compliance with this policy; (4) ensure that appropriate staff are trained in the revised policy; and (5) ensure that management controls are in place to promote implementation of this policy.

**Inquiries:**

All inquiries should be directed to the delegate agency's Regional Manager:

**Effective Date:** Immediately upon Board approval.