

August 29th, 2022



WIOA Mandated Follow-Up Services

Objective of Training



The primary objective of this presentation is to discuss the Federal and State requirements tied to WIOA legislatively mandated Follow-Up requirements for clients who were served under WIOA.

Federal and State Guidance



- Federal Guidance
 - Training and Employment Guidance Letter (TEGL) 19-16 - Guidance on Services Provided through Adult and Dislocated Worker under WIOA - dated March 1st, 2017.
 - TEGL 21-16 - Third WIOA Title I Youth Formula Program Guidance - dated March 2nd, 2017.
- State Guidance
 - DCEO Office of Employment & Training (OET) WIOA ePolicy Chapter 4 Section 2.4 - Follow-Up Services - effective 6/18/2020
 - WIOA ePolicy Chapter 4 Section 2.4.1 - Adult and Dislocated Workers Programs Follow-Up Services - effective 6/12/2020
 - WIOA ePolicy Chapter 4 Section 2.4.2 - Youth Program Follow-Up Services - effective 6/12/2020

Local Policy around Follow-up



Chicago Cook Workforce Partnership has Local Workforce Innovation and Opportunity Act (WIOA) Policy No. 2018-PL-01 - Follow-up Policy for WIOA Adult, Dislocated Worker and Youth Customers dated April 12th, 2018.

Webinar on Closure/Exit Procedures



Chicago Cook Workforce Partnership staff have conducted various webinar/virtual trainings and for this topic, in February 2022, a “Closure/Exit Procedures” webinar was conducted and includes guidance/steps for recording Follow-up on the client record in Career Connect. If you were not able to participate in the original webinar/virtual training, it was recorded and is posted on the Career Connect Zen Desk, (see the next slide):

Webinar on Closure/Exit Procedure



- Chicago Cook Workforce Partnership

[Chicago Cook Workforce Partnership](#) > [WIOA Programs](#) > [Procedures](#)

Articles in this section

[1N & 1E Eligibility & Service Procedure](#)

[Adult/DW Basic Skills Assessment Procedure \(Effective 7-1-2021\)](#)

[Career Exploration Procedure \(Updated 12/2/2021\)](#)

[Closure/Exit Procedure \(Updated 2/16/2022\)](#)

[Credential Procedure](#)

Closure/Exit Procedure (Updated 2/16/2022)



Kristen Chevali
6 months ago · Updated

Overview

For each participant, the WIOA application must be Closed once the participant is no longer in need of services. All customers in WIOA for 90 days without an active service **MUST** be exited from WIOA back to the end date of the last active service. Agencies must monitor their case load and run the Days Since Last Active Service Report on a monthly basis. These are the steps that must be followed in order to Close the participant's application from and Exit the participant from WIOA.

Follow-up Guidance



Federal guidance requires states and local areas to set policy on Follow-Up Services:

- WIOA ePolicy Chapter 4: Section 2.4 - Follow-Up Services - provides overall feedback for Adult, Dislocated Worker and Youth follow-up related to two-way communication; including telephone conversations, in person or via e-mail (or other social media) could be considered two-way communication as part of follow-up.
- This policy guidance reiterates that sending a letter or leaving a voicemail for a client is not an acceptable two-way communication to be recorded as follow-up.
- This policy guidance states that follow-up services may begin after the last date of service, if the participant does not receive any other future services.

Follow-Up Services



Other guidance in WIOA ePolicy Chapter 4: Section 2.4 - Follow-Up Services:

- It is the responsibility of the Career Planner to determine, in conjunction with the Participant, which follow-up services after exit would best suit the individual's circumstances.
- Some things to consider, at a minimum are for Federal Reporting and Performance Impacts items related to post exit Employment, Wages, Education Status are considered on a quarterly basis, especially noteworthy is 2nd Quarter post exit and 4th Quarter post exit are the most important time frames for Performance outcomes.

Quarterly Follow-up Guidance

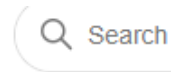


Chicago Cook Workforce Partnership staff conduct various webinar/virtual trainings and for this topic, there was an older webinar on the quarterly Follow-up procedure on the client record in Career Connect. If you were not able to participate in the original webinar/virtual training, it was recorded and is posted on the Career Connect Zen Desk, (see the next slide):

Webinar Quarterly Follow-up Procedure



Chicago Cook Workforce Partnership > WIOA Programs > Procedures



Articles in this section

1N & 1E Eligibility & Service Procedure

Adult/DW Basic Skills Assessment Procedure (Effective 7-1-2021)

Career Exploration Procedure (Updated 12/2/2021)

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Credential Procedure

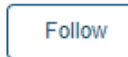
File Destruction Procedure

Quarterly Follow Up Procedure



Kristen Chevali

1 year ago · Updated



Quarterly Follow-up Performance Outcomes Procedure

RECORDED WEBINAR LINK:

<https://attendee.gotowebinar.com/recording/7622829846057143811> (Note you will need to register with your name & email address to view the webinar.)

Other guidance in WIOA ePolicy Chapter 4: Section 2.4 - Follow-Up Services:

- Guidance is given that follow-up should be as often as necessary throughout the required twelve (12) months.
 - At a minimum, it should occur at least every thirty (30) days for the first three (3) months and then must occur once a quarter for the remainder of the twelve (12) month period.
 - This aligns with quarterly post-exit reporting requirements.
- The follow-up service activity must be recorded in Career Connect throughout the required twelve (12) months.
 - Service of Follow-Up is opened, but the actual follow-up actions are recorded within the Case Note section or on the exit control panel of the client's record.

Adult & Dislocated Worker Follow-Up Services



- WIOA ePolicy Chapter 4: Section 2.4.1 provides specific feedback on Adult and Dislocated Worker Programs Follow-Up Service.
- Federal guidance under TEGL 19-16 requires that follow-up services must be provided for up to twelve (12) months after the first date of employment for Adults and Dislocated Workers who obtain “Unsubsidized Employment”.
 - However, if an Adult or Dislocated Worker client is still receiving traditional WIOA services, it is not possible to open Follow-Up services.
 - In those instances when the client enters “unsubsidized employment” while still enrolled in traditional WIOA services, the follow-up is included and recorded by the Career Planner in case notes as part of the routine, two-way communication with the client every 30 days.

Adult & Dislocated Worker Follow-Up Services



- WIOA ePolicy Chapter 4: Section 2.4.1 provides specific feedback on Adult and Dislocated Worker Programs Follow-Up Service.
- Federal guidance under TEGL 19-16 requires that follow-up services must be provided for up to twelve (12) months after the first date of employment for Adults and Dislocated Workers who obtain “Unsubsidized Employment”.
 - When all WIOA services have been completed, then the activity of Follow-Up should be opened.
 - All two-way communication completed as part of follow-up, should be recorded under the “Case Note” feature and/or on the exit control panel of the client’s record.

Adult & Dislocated Worker Follow-Up Services



- WIOA ePolicy Chapter 4: Section 2.4.1 provides specific feedback on Adult and Dislocated Worker Programs Follow-Up Service.
 - For those Adult and Dislocated Worker clients who obtain unsubsidized employment, the follow-up services are designed to help individuals retain employment, earn wage gains, or advance within their occupation.
 - Supportive Services cannot be provided for Adult and Dislocated Worker clients while in Follow-Up (this is allowed for Youth clients who are in Follow-Up).

When Follow-up Begins



- Under either the Adult and/or Dislocated Worker titles; follow-up begins when the client obtains unsubsidized employment; Or, in the instances where the individual did not obtain unsubsidized employment, the client should transition into follow-up when all objectives and the overall goal within their IEP have been reached and no further services (other than “Follow-up”) are needed.
- The internal logic within Career Connect will not allow the service of Follow-up to be recorded until the client has been formally exited in the system; however, as stated previously, at a minimum, follow-up should occur at least every thirty (30) days for the first three (3) months.
- In these situations, the Career Coach should record the two-way communication each month, describing what is occurring relative to the client’s follow-up; then once the client has been formally exited, the actual service of Follow-up could then be opened.

Adult & Dislocated Worker Follow-Up Services



- WIOA ePolicy Chapter 4: Section 2.4.1 provides specific feedback on Adult and Dislocated Worker Programs Follow-Up Service.
 - Follow-Up services must be provided as appropriately related to counseling regarding the workplace to improve/assist with retention of employment.
 - Below is a list of activities offered, but is not limited to the following:
 - Counseling individuals about the workplace;
 - Contacting individuals or employers to verify employment;
 - Contacting individuals or employers to help secure better paying jobs;
 - 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; and
 - Providing individuals with referrals to other community resources.

Adult & Dislocated Worker Follow-Up Services



WIOA ePolicy Chapter 4: Section 2.4.1 provides specific feedback on Adult and Dislocated Worker Programs Follow-Up Service.

- If after ninety (90) days following exit, a participant is not responsive, cannot be located, or refuses to provide information, the Career Planner may close follow-up services.
- When that is done, case notes and the IEP must document the reason for discontinuation of the follow-up services.

Adult & Dislocated Worker Follow-Up Services



WIOA ePolicy Chapter 4: Section 2.4.1 provides specific feedback on Adult and Dislocated Worker Programs Follow-Up Service.

- In instances where an Adult or Dislocated Worker Participant does not obtain unsubsidized employment upon completion of traditional WIOA Services, follow-up services should be made available.
 - Understanding the client is still being tracked for Federal Reporting and Performance outcomes for 12 months post exit, it makes perfect sense to stay engaged with the client to assist with gaining self-sustaining employment.
 - If individuals who do not obtain unsubsidized employment and decline follow-up services, WIOA ePolicy Chapter 4 Section 2.4.1 states it must be documented in the Case Notes and/or the Individual Employment Plan (IEP).

Youth Follow-Up Services



Follow-Up Requirements for individuals who have been served under the WIOA program:

- Follow-Up for all Youth - WIOA ePolicy Chapter: 4 Section 2.4.2
 - Follow-up services are critical services provided following a participant's completion of WIOA services to help ensure their success in employment and/or postsecondary education and training.
 - The goal of follow-up services for youth is to enable participants to continue life-long learning and achieve a level of self-sufficiency to ensure job retention, wage gains, and postsecondary education and training progress.

For a Youth: When Should Follow-up Begin



- Every Youth Participant is required to have an Individual Service Strategy (ISS) that lays out the overall goal, objectives under the goal, and the services needed to reach the overall goal and objectives.
- When the goal and all the objectives within the Youth's ISS has been met, and no further WIOA services are planned (other than Follow-up), is when the Youth transitions into Follow-up.
 - As mentioned previously, the internal logic will not allow the service of "Follow-up" to be opened on a client in Career Connect until that client has been exited in Career Connect; in these instances, you begin recording the follow-up under the Case Notes.

Youth Follow-Up Services



Follow-Up for all Youth - WIOA ePolicy Chapter: 4 Section 2.4.2

- Follow-up services must be made available to all WIOA Youth for a minimum of twelve (12) months from the exit.
- Youth follow-up may include, but are not limited to the following program elements:
 - Supportive Services - if funding is available and the need for supportive services are supported in the Individual Service Strategy (ISS) for the client;
 - Adult Mentoring;
 - Financial Literacy Education;
 - Services that provide labor market and employment information;
 - Activities that help youth prepare for and transition to postsecondary education and training;
 - Other services necessary to ensure the success of the youth in employment and/or postsecondary education.

Youth Follow-Up Services



Follow-Up for all Youth - WIOA ePolicy Chapter: 4 Section 2.4.2

- Final Regulation and rules under WIOA allow for youth to decline follow-up services altogether, however, when that occurs it should be the exception and not the rule.
- We spend a lot of time helping a Youth client getting aimed towards the right direction in life through WIOA Youth services/activities.
- If all attempts and efforts to contact the youth have been attempted and has been documented in the case notes, then “Unable to Locate” could be used and follow-up would not be provided.
- Opting Out of the twelve (12) month follow-up period may occur at any point in time. The request to opt-out or discontinue follow-up services must be clearly documented in the case notes. Career Planners should not promote youth to opt out of follow-up.

Follow-Up Actions

To reiterate, the guidance on the frequency of conducting follow-up is addressed in the State's WIOA ePolicy Chapter 4: Section 2.4 - Follow-Up Services:

- Guidance is given that follow-up should be as often as necessary throughout the required twelve (12) months.
 - At a minimum it should occur at least every thirty (30) days for the first three (3) months and then must occur once a quarter for the remainder of the twelve (12) month period.
 - This aligns with quarterly post-exit reporting requirements.

Details for Recording Follow-up During the First Three Months



- The Exit Date for a client is always going to be the last date the WIOA client had a service that supported enrollment.
- However, an exit does not typically occur until a client goes 90 days without a service, and then the exit date will revert to that last enrolling service date.
- As mentioned previously, in Career Connect, there is internal logic that does not allow the service of “Follow-up” to be recorded until a client has been exited.
- To meet the requirements of recording follow-up at least once every 30 days for the first three months; it is essential that the case notes within Career Connect be accurately recorded describing what has occurred each month while awaiting the client to formally appear in Career Connect as Exited.

Example: Client Amy Apple



- Youth Client Amy Apple had a last service of “WBL - Job Shadowing” with Goodwill Industries that ended on 5/23/2022.
 - Amy ended up getting hired by Goodwill Industries where she had been conducting job shadowing.
 - Amy has met the overall goal and all objectives outlined under her Individual Service Strategy.
- On 6/20/2022 when the Career Coach spoke with Amy as part of required two-way communication every 30 days; Amy passed on “*her job at Goodwill is going great, she is making \$12.50 per hour and working full-time.*” Amy also passed on that, “*I am actually training other staff on use of the computer system that tracks inventory.*”
- On 6/20/2022 the Career Coach recorded the case note in Career Connect about this communication, detailing about Amy’s full-time employment and that Amy and the Career Coach have a scheduled in-person meeting at the office next month on Monday, 7-18-2022 at 10:00 a.m. This case note included in the Subject Line: First month of Follow-up.

Example Client Amy Apple



- On 7-18-2022, Amy stopped by the office for her 10:00 a.m. appointment with her Career Coach; Amy shared a copy of her recent paycheck that showed Amy is now making \$13 per hour and last week Amy ended up working 45 hours. Planned, that Amy will call in on August 15th, 2022 about an update of her employment/circumstances.
 - 7-18-2022 - Career Coach recorded this in-person two-way communication in a Career Connect case note, in the Subject line it stated second month of follow-up.
- On 8-15-2022, Amy and the Career Coach spoke on the phone; Amy stated her *“job at Goodwill is going great, and she has no issues at all; she is still making \$13 an hour and working between 40 to 45 hours each week”*. A case note was recorded in Career Connect that included these details under a Subject line that this was the third month of follow-up.

Details about Example Client Amy Apple and Exit Date



As of Wednesday, 8-31-2022 Amy's record is being reviewed for Exit. When Amy is exited, what will her "Exit Date" be?

1. 8-31-2022 – date the record is being reviewed for exit?
2. 5-23-2022 – date the WBL – Job Shadowing Service was closed?
3. 6-20-2022 – date of phone call between Amy and Career Coach?
4. 7-18-2022 – date of in person meeting between Amy and Career Coach?
5. 8-15-2022 – date of phone call between Amy and Career Coach?

Details about Example Client Amy Apple and Exit Date



The exit date will be 5-23-2022 as that was the last enrolling service that Amy had. The contacts on 6-20; 7-18 and 8-15 were considered the first three months of Follow-up for Amy.

1. 8-31-2022 – date the record is being reviewed for exit ?
2. 5-23-2022 – date the WBL – Job Shadowing Service was closed?
3. 6-20-2022 – date of phone call between Amy and Career Coach?
4. 7-18-2022 – date of in person meeting between Amy and Career Coach?
5. 8-15-2022 – date of phone call between Amy and Career Coach?

Documenting the service of Follow-Up



- In this situation described for “example” client Amy Apple, when exited her exit date will be 5/23/2022.
- Then due to how the Career Connect internal logic works, the Career Planner will now be able to open the Follow-up Service back to 5-23-2022, as that is when the client transitioned from being enrolled in WIOA services to being in Follow-up.
- Then those case notes on 6-20; 7-18 and 8-15 recorded in Career Connect will support that two-way communication under follow-up has occurred at a minimum every 30 days for the first three (3) months.
- Moving forward now, Follow-up will continue at least once a quarter for the remaining time the client is in follow-up.

Documenting the service of Follow-Up



Do remember, once twelve months of follow-up has been completed, go back into the actual service of follow-up and close the follow-up service that was opened back when follow-up began.

Recap of the Follow-up Presentation



- All Adults and/or Dislocated Worker clients who obtain Unsubsidized Employment are required to have follow-up for twelve (12) months following the first date of employment.
 - If the client is still enrolled in services when they obtain “unsubsidized employment”, the follow-up would be recorded under normal two-way communication every 30 days, until all services have been completed and no further services are planned.
- Any Adults and Dislocated Worker clients who do not obtain Unsubsidized Employment are not required to have follow-up, but it is recommended.
 - Keep in mind, unless an Adult and/or Dislocated Worker was exited with one of the Global Exclusions, they are still going to be falling into Performance Outcomes for your agency, so it is highly recommended you would still be providing follow-up.
- All Youth must have follow-up for twelve (12) months once all WIOA Services have been closed (other than Follow-up) and no other WIOA Services are planned.

Additional Training Opportunities



Workforce Innovation Opportunity Act (WIOA) Professional Development

The Illinois Center for Specialized Professional Support (ICSPS) assists in facilitating WIOA professional development. WIOA Professional Development webinars are available to assist one-stop operators, WIOA administrators, WIOA core partners, and other service providers. This includes weekly Workforce Wednesday Webinars, the WIOA Summit, and a variety of other professional development opportunities. Be sure to join the ICSPS email listserv at <https://icsps.forms-db.com/view.php?id=149615> to receive announcements and participate in upcoming training.

Follow-Up Services



- This PowerPoint discussed the WIOA legislatively mandated follow-up requirements.
- Please contact your Regional Manager or Project Coordinator for any questions.