

## FOLLOW-UP SERVICES FOR ADULT AND DISLOCATED WORKER EXITERS

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3/06/2018 – 4/05/2018]

☐ INTERNAL ☒ EXTERNAL

### 1. Purpose

This policy communicates the Workforce Development Council of Seattle-King County (WDC) local workforce development board policy and operational guidance regarding activities that constitute follow-up services for Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker program exiters.

Services provided in WIOA Title I Youth programs have different requirements for follow-up and supportive services; see Youth Program Elements 7 (Supportive Services) and 9 (Follow-Up Services) in Section 7 of DOL/ETA [Training and Employment Guidance Letter \(TEGL\) 21-16, 3/02/2017](#).

### 2. Background

This policy is the WDC's equivalent to the Employment Security Department (ESD) Program Policy 5620, July 14, 2017, [Follow-Up Services for Adult and Dislocated Worker Exiters](#), and serves as the vehicle for implementing the state policy and making supplemental local policy determinations as directed by ESD. This policy is subject to and may be further revised upon guidance from the U.S. Department of Labor Employment and Training Administration (DOL/ETA) and/or ESD.

### 3. Policy

- A. Follow-up services provided to system-exited WIOA Title I Adult and Dislocated Worker program participants are non-monetary activities designed to help those individuals retain unsubsidized employment resulting from the system-related services received. The goal of follow-up services is to enable participants to achieve self-sufficiency with job retention, wage gains, and career path progression.
- B. 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 system-exited. Follow-up services begin after exit, per the DOL/ETA guidance in TEGL 10-16.
- C. All participants must be informed that follow-up services are available, using the list of available services. Based on customer choice, program exiters may request follow-up services if desired.
- D. Follow-up services, if requested by exited individuals and determined by staff to be appropriate for those individuals, may be provided for a period of up to 12 months from the exit, per DOL/ETA guidance issued in TEGL 19-16.
- E. Follow-up services for system-exited WIOA Title I Adult and Dislocated Worker program participants may include, but are not limited to, two-way exchanges between

the service provider or case manager/employment specialist, and either the individual (or his/her advocate) or the individual's employer, as follows:

- i. Counseling individuals about the workplace;
  - ii. Contacting individuals or employers to verify employment;
  - iii. Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual;
  - iv. Assisting individuals and employers in resolving work-related problems;
  - v. Connecting individuals to peer support groups;
  - vi. Providing individuals with information about additional educational or employment opportunities; and/or
  - vii. Providing individuals with referrals to other community services.
- F. Because follow-up services are provided to Adults and Dislocated Workers only after system-exit, and supportive services are only provided to participants, supportive services cannot be provided to Adults and Dislocated Workers as a form of follow-up service. See WDC Policy 03-2001, *Supportive Services and Needs Related Payments* [LINK].
- G. For Youth participants, however, supportive services may be provided either during participations as a Program Element 7 (Supportive Services) or after exit as a component of Program Element 9 (Follow-Up Services), though the former triggers and extends participation, while the latter does not. [\[TEGL 21-16\]](#)
- H. Follow-up services do not trigger the exit date to change or delay exit for performance reporting, per DOL/ETA guidance issued in TEGL 10-16. As such, each exit of a participant during a program year is counted as a separate period of participation if a participant has more than one exit in that program year.
- I. Follow-up services for the 12 month period will be based upon individual participants' needs and customer choice. The type of follow-up services will differ for each participant. Staff must evaluate and determine which allowable follow up services would best suit the individual participant's circumstance.
- J. Not all of the adults and dislocated workers who are placed into unsubsidized employment will need or want follow-up services. Participants who have multiple employment barriers and limited work histories may be in need of more significant follow-up services to ensure long-term success in achieving self-sufficiency.
- K. Follow-up services are two-way exchanges between the WIOA program staff and either the participant or the participant's employer. A follow-up service requires a concerted effort to offer available and appropriate post-placement assistance.
- L. Appropriate case note history documentation must be maintained in the Workforce Integrated Technology (WIT) Data and Information Management System, Efforts to Outcomes (ETO), or any replacement case management system if reporting systems change, to justify the type of follow-up services provided.

- M. Contact with system-existed participants to provide follow-up services will be made, at a minimum, once every quarter. Some participants may not be responsive to attempted contacts for follow-up, and others may be difficult to locate making it impossible to provide follow-up services. If after 90 days following exit a participant is unreachable, refuses to divulge information, or has relocated out of the state with no intention of returning, follow-up contact attempts may cease.
- N. Reasons for discontinuation of follow-up services, including if a participant declines further contact, must be documented in a case note field in the case management system.

#### 4. References

AUTHORITY	RULE OR REGULATION TITLE	REFERENCE AND LINK
Workforce Development Council of Seattle-King	Supportive Services and Needs-Related Payments	WDC Policy 03-2001, V.9, date tbd [LINK WHEN RELEASED]
WA Employment Security Department	WIOA Title I Follow-Up Services for Adult and Dislocated Worker Exiters	<a href="#">Program Policy 5620, July 14, 2017</a>
Employment Training Administration (DOL)	Performance Accountability Guidance for WIOA Title I, Title II, Title III, and Title IV Core Programs	<a href="#">Training and Employment Guidance Letter 10-16, Change 1, 8/23/2017, Section 7</a>
Employment Training Administration (DOL)	Guidance on Services provided through WIOA Adult and Dislocated Worker Programs and Wagner-Peyser, as amended by Title III of WIOA, and Implementation of the WIOA Final Rules	<a href="#">Training and Employment Guidance Letter 19-16, 3/01/2017, Section 4</a>
Employment Training Administration (DOL)	Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance	<a href="#">Training and Employment Guidance Letter 21-16, 3/02/2017, Section 7</a>
United States Congress	Workforce Innovation and Opportunity Act of 2014	<a href="#">Section 134(c)(2)(A)(xiii)</a>

#### 5. History

VER.	DATE	ACTION AND APPROVALS
V.1	tbd	New policy public comment period will be from date of approval by Industry and Employment Committee plus 30 days