



WIOA Participant Follow-Up Services for Adult and Dislocated Worker

Procedure Number: 2030a

Effective Date: January 31, 2022

The purpose of the Follow-up Policy and these Procedures is to communicate local policy and service delivery guidelines regarding activities that constitute follow-up services for Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker program exiters.

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.

All follow-up services must help and/or support the participant in retaining their unsubsidized employment. Staff must evaluate, determine, and document which follow-up service would best suit the individual participant's circumstance since the need and type of follow-up service needed may vary for each participant. Participants who have multiple employment barriers and limited work histories may need significant follow-up services to ensure long-term success in the labor market. Follow-up services must be provided as appropriate for participants who are exited to Unsubsidized Employment and have a Program Completion recorded in the MIS, for no less than 12 months.

Because the date of exit is retroactive to the last date of service, follow-up services may begin immediately following the recording of the Program Completion in the MIS.

Communication and Documentation

Follow-up services are two-way exchanges between the WIOA program staff and either the participant or the participant's employer. Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

The duration of services must be determined based on the needs of the participant. Appropriate documentation must be maintained in WIT/ETO case note history to justify the types of services provided.

WIOA program staff must perform an outreach attempt to provide follow-up services to eligible exited individuals, at a minimum, twice a quarter. WIOA program staff must

document their attempt in the MIS noting the attempt and that the individual was made aware of Follow-up services available.

Note: A follow-up service utilizing Supportive Services to Adult and Dislocated Worker exiters must use “Follow-up Services” as described in WIN0077 Change 10 titled “WorkSource Services Catalog”.

Follow-up Services – Supportive Assistance - Services normally considered support services are also appropriate as follow-up services for participants in Adult or Dislocated Worker programs placed in unsubsidized employment whose employment may be at risk due to interruptions to key supports. This follow-up service does not trigger or extend participation and is not durational.

Please refer to Workforce Snohomish Support Service Procedure 2040c for allowable Support Services.

Discontinuing Follow-Up Services

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.

Reasons for discontinuation of follow-up services attempts must be documented in the Workforce Integrated Technology (WIT), Data and Information Management System, Efforts to Outcomes (ETO), and captured in the case note history touchpoint field.

WIT/ETO System Data Entry Requirements

Complete all system data entry requirements as applicable for WIOA participant Career, Training and Follow-Up Service, to include but not be limited to the following:

- Applicant or Participant Registrations
- Program Enrollments
- Eligibility Determinations
- IEPs
- ITA’s and Training Program Enrollments/Service Delivery
- Training paid by others
- Training/Program Completions
- Support Services
- Exits
- Follow-Up Services, and
- Case Note Entries

Please follow all current and future Workforce Integrated Technology (WIT) System guidance, training, instructional materials and direct departmental or program supervisor instruction and policies developed. If applicant or participant information is already entered in the WIT System, staff must verify that the information is current and/or make updates. If required by program, print out the applicable or necessary document, obtain signatures and place in the hard copy file. Please note all system data updates or changes in case note.

References:

[Workforce Snohomish Policy 2030 - WIOA Participant Follow-Up Services for Adult and Dislocated Worker](#)

Attachments: