

Approved by Broome-Tioga WDB: _____ 6/21/19 _____

Broome-Tioga Adult/Dislocated Worker Follow-up Policy

Follow-up services are services provided to WIOA Adult and Dislocated Worker program participants who are placed in unsubsidized employment. These services are designed to help individuals retain employment, earn wage gains, or advance within their occupation. Follow up should also attempt to ascertain the attainment of a credential within one year of exit.

WIOA requires that follow-up services must be made available to Adult/Dislocated Workers for a period up to 12 months following exit from the program. The goal of follow-up services is to ensure job retention, wage gains, and career progress for participants who have entered unsubsidized employment. (refer to TEGL 26-16 for Supplemental Wage Data)

Follow up services may include, but not limited to:

- Contacting individuals or employers to verify employment
 - Career planning and counseling
 - Connecting individuals to peer support groups
 - Providing individuals with information regarding educational or employment opportunities
 - Providing individuals with referrals to other community resources/ supportive services
- Note:** funded WIOA Supportive Services can't be provided to Adults/DW in follow-up

Follow-up: while follow-up services must be made available to Adults/Dislocated Workers, not all individuals entering unsubsidized employment will need or want such services

- Follow up services can begin after the first day of unsubsidized employment begins **AND** no future services are planned other than follow up services
- The need and intensity for follow-up services must be evaluated for each individual
- Follow-up services will be explained at the INITIAL ASSESSMENT

Contact Attempts: Contacts with employers/participants will be made at a minimum of 1 contact per quarter.

Contacts will not be required for those customers who

- Are not responsive
- Can't be located
- Refuse to provide information

Reason for discontinuation of follow-up services must be documented in OSOS/Case notes

OSOS:

- Follow-up comment will be recorded
- Take the Follow-up activity under the ACTIVITY tab- (found under State Specific-Other Services-Follow-up Post Placement)
- Follow-up information is recorded in SERVICES- under EMPLOYMENT OUTCOMES tab
- In EMPLOYMENT OUTCOMES – follow-up information is entered under Employment Details
- If applicable, if a customer attains a credential within 1 year of exit, that information is put in SERVICES- TRAINING OUTCOMES tab