

EASTERN WASHINGTON PARTNERSHIP

WORKFORCE DEVELOPMENT COUNCIL

956 S. Main • Colville, WA 99114 • (509) 684-8421 • Fax (509) 685-6094

Serving the Counties of

Asotin • Columbia • Ferry • Garfield • Lincoln • Pend Oreille • Stevens • Walla Walla • Whitman

WDC Policy #: 272
Effective Date: 7/1/2015

SUBJECT Follow-Up Services

PURPOSE

This policy outlines the policy for providing follow-up services for Workforce Innovation and Opportunity Act (WIOA) participants.

POLICY

The Workforce Innovation and Opportunity Act (WIOA) Section 134(c)(2)(A)(xii) provides for Follow-Up Career Services for participants in workforce investment activities authorized under WIOA who are placed in unsubsidized employment as a core service.

Follow-up Career Services, including counseling regarding the workplace, for participants in the workforce investment activities who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment. Counseling about the workplace is an appropriate type of follow-up service. Follow-up services do not extend the date of exit in performance reporting.

The goal of follow-up services is to ensure job retention, wage gains and career progress for participants who have been referred to unsubsidized employment.

PROCEDURES

The Follow-up Plan for retention and wage progression will be developed for all participants exiting WIOA. The follow-up services will be recorded in current state provided software, Efforts To Outcomes (ETO), or if opted out of ETO, will be maintained in the participant's file. It is noted that not all participants will need or want follow-up services; justification of such must be recorded in the Follow-up plan in ETO or if opted out maintained in the participant's file. Level and intensity of follow-up must be documented in the case file. The intensity of follow-up services should be appropriate.

Follow-up services could include, but are not limited to:

- Additional career planning and counseling;
- Contact with the participant's employer, including assistance with work-related problems that may arise;

- Peer support groups; information about additional educational opportunities, and referral to supportive services available in the community.

There may also be a review of the participant's need for supportive services to meet the participant's employment goal.

Financial assistance, such as needs-related payments, is not an allowable follow-up service. Post-placement services and support services are to be limited and justified in ETO and clearly documented in the participant case file.