

# EASTERN WASHINGTON PARTNERSHIP

## WORKFORCE DEVELOPMENT COUNCIL

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WDC Policy #: 275  
Effective Date: 7/14/2017

SUBJECT Follow-Up Services for Adult and Dislocated Worker Exiters

### PURPOSE

This policy outlines the policy regarding activities that constitute follow-up services for Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker program exiters.

### POLICY

- a. 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. Note: WIOA law and regulations define follow-up services as a type of career service, which would typically mean that they can only be provided to participants. However, the U.S. Department of Labor (DOL) has instructed states to follow the guidance issued in TEGL 10-16, which states that follow-up services begin after exit.
- b. Follow-up services, if requested by exited individuals and determined by staff to be appropriate for those individuals, must be provided for a period of up to 12 months (i.e., not more than 12 months). Note: WIOA law and regulations state that follow-up services must be provided for not less than 12 months, but DOL has instructed states to comply with the guidance issued in TEGL 19-16.
- c. Follow-up services for system-exited WIOA Title I Adult and Dislocated Worker program participants can include, but are not limited to, two-way exchanges between the service provider or case manager and either the individual (or his/her advocate) or the individual's employer as follows:
  - Counseling individuals about the workplace.
  - Contacting individuals or employers to verify employment.
  - Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual.
  - 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.

- Providing individuals with referrals to other community services.

Note: Because follow-up services can only be provided to individuals who have system-exited and supportive services can only be provided to participants, supportive services cannot be provided to individuals as a form of follow-up service.

d. Follow-up services do not trigger the exit date to change or delay exit for performance reporting as per guidance issued by DOL in TEGL 10-16.

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.

Financial assistance, such as needs-related payments, is not an allowable follow-up service.