



# Follow-Up Services

Department: Office of Economic & Workforce Development

Effective Date: March 1, 2023

Directive #: WDD 23-42

Supersedes: WIA108-A

## **PURPOSE**

This directive provides guidance regarding follow up services for OEWD service providers and the provision of follow-up services to participants exiting the WIOA Adult and Dislocated Worker programs as required in TEGL 19-16 and WIOA Youth program as recommended in TEGL 21-16.

## **REFERENCES**

- [WIOA](#) sec. 134(c)(2)(A)(xiii) and WIOA Sec. 129(c)(2)(I)
- [20 CFR 678.430\(c\)](#), [20 CFR 680.150](#) and [20 CFR 681.580](#)
- [TEGL 10-16, Change 2](#)
- [TEGL 16-16](#), [TEGL 19-16](#) and [TEGL 21-16](#)

## **BACKGROUND**

Follow-up services provide participants support and guidance after program exit to facilitate sustained employment, to ensure job retention and post-secondary credentials, wage gains and career advancement goals. WIOA sections 134(c)(2)(xiii) and 129(c)(2)(I) describe follow-up service requirements for participants who have exited the WIOA Adult, Dislocated Worker, and Youth programs.

## **POLICY**

### **Adult and Dislocated Workers**

Follow-up services provided to system-exited WIOA Title I Adult and Dislocated Worker program participants are non-monetary activities designed to help individuals retain unsubsidized employment resulting from the system-related services received.

### **Initiation and Duration of Follow-up Services**

As noted in TEGL 10-16, because the date of exit is retroactive to the last date of service, follow-up services may begin immediately following the last date of service if it is expected that the participant will not receive any future services other than follow-up services.

### **Types of Follow-up Services**

The following are types of follow-up services:

- Supportive services
- Support and guidance about the workplace
- Contacting the individual or employer to verify employment

- Must have signed Release of Information
- Help securing better paying jobs, career planning, or counseling
- Resolving work-related problems
- Providing information about educational or employment opportunities
- Referral to other community services

Follow-up services must include more than simply a contact for securing documentation in order to report a performance outcome.

### **Youth**

Follow-up services are critical for youth after program exit and are designed to ensure the youth is successful in employment and/or post-secondary education and training. Follow-up services must align with the youth's Individual Service Strategy (ISS).

#### Initiation and Duration of Follow-up Services

At the time of program enrollment, all youth participants must be informed of the provision of follow-up services for a minimum of 12 months following their exit from the program. This notification must be clearly documented in case notes.

Because the date of exit is retroactive to the last date of service, follow-up services may begin immediately following the last date of service if it is expected that the participant will not receive any future services other than follow-up services. The types of services and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each participant.

Youth may decline to receive follow-up services, and in some situations the participant cannot be located or contacted after program exit. If the youth declines to receive follow-up services, the date the participant declined follow-up services must be documented in case notes recorded in participant case file. If a youth cannot be located or contacted after program exit, the dates and outcome of attempts to contact the participant must be documented in case notes recorded in participant case file. The Service Provider may discontinue attempting to contact youth participants who have not responded after the first quarter after exit. The decision to discontinue attempting to contact youth post-exit must also be documented in case notes recorded in participant case file.

#### Types of Follow-up Services

Follow-up services may include regular contact with a participant's employer, including assistance in addressing work-related problems that arise. Prior to contacting an employer to verify employment, the Service Provider must obtain a consent form signed by the participant authorizing the Service Provider to contact the participant's new employer. The consent form must be uploaded into the participant's case file record.

Follow-up services for youth also may include the following program elements:

- Supportive Services
- Adult Mentoring
- Financial Literacy

- Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services
- Activities that help youth prepare for and transition to post-secondary education and training

Follow-up services must include more than simply a contact for securing documentation in order to report a performance outcome.

### **Performance Reporting**

Follow-up services do not extend the date of exit in performance reporting. The exit date is determined when the participant has not received services in the program or any other DOL funded program in which the participant is co-enrolled for 90 days and no additional services are scheduled. At that time, the date of exit is applied retroactively to the last date of service. Once 90 days of no services has elapsed and the participant has an official exit date applied retroactively to the last date of services, the program continues to provide follow-up services for the remaining 275 days of the 12-month follow-up requirement. The 12-month follow-up requirement is completed one year from the date of exit.

### **Program Completion and Follow-up Service Documentation**

A case note must be recorded when the participant completes the program. The program completion case note must include a summary of the participant's engagement in the program including service needs at the time of the individual's program enrollment, services provided, outcomes of services and the date and reason from program completion. The date of program completion recorded in case notes must match the program completion date recorded in participant case file. A case note must be recorded documenting the types and duration of planned follow-up services. If the participant opts out of receiving follow-up services, the date the participant opted out and the reason for opting out must be documented in case notes. Follow-up services and case notes documenting the provision of follow-up services must be recorded in the participant case file. Case notes must contain follow-up services provided, outcomes of conversations or in-person meetings, job placement or post-secondary status updates. Case notes must be entered as soon as the information is obtained and/or when services are provided.

### **INQUIRIES**

Inquiries should be addressed to the OEWD Director of Workforce Strategy at (415) 701-4848 or email [workforce.connection@sfgov.org](mailto:workforce.connection@sfgov.org).

*The OEWD and its service providers shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is required.*