

WIOA FOLLOW-UP

Policy No.	<u>2018-08-FOL</u>
Date Adopted	<u>August 8, 2018</u>
Effective Date	<u>August 8, 2018</u>
Last Amended	<u>September 14, 2022</u>

INTRODUCTION

This policy seeks to define what activities/services are appropriate and allowable under follow-up programming for Adults, Dislocated Workers, and Youth participants, as well as when they should be provided. Guidelines for Youth are provided as a separate section within this policy, as they differ from those prescribed for Adults and Dislocated Workers.

ADULTS

Adults and Dislocated Workers become eligible for twelve (12) months of follow-up services after the first day of unsubsidized employment. Examples of appropriate follow-up services to be made available include:

- Additional career planning
- Soft skills counseling for the workplace
- Information about additional education opportunities
- Referral to community resources

Note that WIOA-funded supportive services are **not** an eligible follow-up service for Adults and Dislocated Workers, due to the fact that these supportive services require active enrollment in career services or training activities to qualify. Because follow-up services are only permitted in the Illinois Workforce Development System (IWDS) after exit, a participant may not concurrently receive supportive services and follow-up services.

Adult and Dislocated Workers must be informed of the follow-up services available before exiting the program, and documentation must be included in the case file as such. Follow-up services may begin after the last date of service if the participant does not receive any other future services and must occur based on the need and level of intensity required by the individual participant. Follow-up should be as often as necessary throughout the required twelve (12) month period with:

- A minimum contact occurrence at least every thirty (30) days for the first three (3) months, then once a quarter for the remainder of the twelve (12) month period.
- Contact that requires interactive two-way communication by telephone conversation, in-person or via email.
- Case notes that must contain documentation addressing the need and type of service provided.
- The Individual Employment Plan (IEP) must identify the service the participant will receive.
- If after ninety (90) days following the first day of unsubsidized employment, a participant is unreachable or refuses the provision of follow-up services, follow-up contact attempts may cease and the corresponding service can be closed with documented attempts recorded in case notes.

YOUTH

Follow-up services are a requirement for youth programming. Youth become eligible for and are required to participate in twelve (12) months of follow-up services beginning at the time of exit. Once a youth is enrolled in follow-up services, he or she is no longer eligible for any WIOA work-based learning or ITA-funded activity.

Follow-up services may include the following elements, which must be offered every thirty (30) days:

- Supportive services
- Adult mentoring
- Financial literacy education
- Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career counseling and exploration.
- Activities that help youth prepare for and transition to postsecondary education and training
- Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise.
- Incentives may be awarded for benchmarks achieved during follow-up if they were previously incorporated into the participant's Individual Service Strategy prior to exit (i.e. employment retention, unsubsidized employment, etc.) See Youth Incentives policy for more information.

Youth must be informed of the follow-up services available to them at the time of enrollment. Youth may elect to opt out of follow-up services at any point during program participation or after exit. Documentation must be included in each case file that:

- a) the participant was informed of the services available, and
- b) whether he or she chose to opt out of those services.

Circumstances in which it is permissible to close a youth out of follow up are listed below. Documentation is required for each of the following:

- Incarceration
- A health issue that negatively impacts the youth's ability to participate in the program
- Relocation out of the area
- The youth is deceased

In the event that a Youth participant does not opt out of follow-up services but becomes unreachable during the 12-month follow-up period, Career Specialists must evidence all attempts to contact the participant in the Illinois Workforce Development System (IWDS). Examples of such contact attempts include:

- Phone calls – record a case note if the number has been changed or disconnected
- Email – provide a copy of the undeliverable message returned, if applicable
- Communication attempts made to additional contacts listed on the application
- Return to sender – copies of returned mailings

Career Specialists must attempt to locate and contact the Youth participant for a minimum of the first two (2) quarters after exit and all efforts must be clearly documented in case notes. Unreciprocated attempts to engage the Youth participant in follow-up activities thereafter may result in the closure of the client's follow-up activity in IWDS with the approval of Office of Community Reinvestment staff.

REFERENCES:

TEGL 16-16

TEGL 19-16

TEGL 21-16

WIOA Final Rule 20 CFR 678.430(c); 680.150(c); 681.580

IL WIOA Policy Chapter 4, Section 3

Modifications:

9.14.2022 – Expands participant contact requirements per State policy.