

## Policy for WIOA Follow Up Services

Follow up services are provided to clients who have obtained unsubsidized employment and exit the WIOA Youth, Adult or DW program to promote wage gains, job retention, and progress.

1. Follow up services vary and are determined on a case by case basis. Follow up services may include for *Adults, DW, and TAA*:
  - Additional career planning and counseling;
  - Contact with participant's employer, including assistance with work related problems that may arise;
  - Peer support groups;
  - Information pertaining to additional educational opportunities; and
  - Referral to support services available in the community.

For *Youth* follow up services may include the following program elements:

- Support services
  - Mentoring
  - Financial literacy education
  - LMI
  - Post-secondary education and training transition activities
2. Follow up services must be made available to clients who complete the **WIOA Adult, DW, and TAA** programs AND enter unsubsidized employment for a minimum of 12 months beginning on the first day of employment. Follow up services must be made available to all **Youth** program clients at the end of program participation for a minimum of 12 months. Follow up services do not extend the date of exit in performance reporting.
  3. Follow up services must be offered and documented to the participant a minimum of three (3) attempts.
  4. Follow up *Outcomes* and *Notes* will be reported in KEE Suite and to the Cumberland Workforce Area on a Quarterly basis.
  5. The participant's KEE Suite Staff Connect *Notes* must contain documentation verifying that follow up services were offered. This may include but is not limited to, a letter, an email, or KEE Suite Staff Connect *Comments* based on telephone or in person conversation.

6. Youth, Adult, DW and TAA program clients may decline follow up services if they so choose. Rejection of services must be documented in KEE Suite.
7. Career Managers can complete those enrolled in follow up if after 90 days and six (6) attempts to locate are made unsuccessfully. All attempts must be documented in KEE Suite.

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