



TO: All Humboldt County Workforce Innovation and Opportunity Act (WIOA) Staff, Subrecipients and Service Providers

FROM: Humboldt County Workforce Development Board

EFFECTIVE: 12/12/2019

SUBJECT: WIOA Follow-Up Services

REFERENCES:

- WIOA sec. 134 (c)(2)(A)(xii), WIOA sec. 129 (c)(2)(I) ; 20 CFR 681.400,681.460(a)(9); 20 CFR 681.580; 20 CFR 680.150 (c); 20 CFR 678.430; Training and Employment Guidance Letter (TEGL) 19-16; Training and Employment Guidance Letter (TEGL) 10-16; and Training and Employment Guidance Letter (TEGL) 26-16

PURPOSE:

The purpose of this policy is to set forth guidance for follow-up services to enrolled individuals in both the WIOA Title I Youth, Adult and Dislocated Worker Programs.

BACKGROUND:

Follow-up services must be provided, as appropriate, including: Counseling regarding the workplace, for participants in adult or dislocated worker WIOA activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

Information obtained and reported during follow-up, such as unsubsidized employment, credential attainment, and supplemental (employment) data shall be utilized for the purpose of improved performance outcomes for WIOA programs.

POLICY:

Adult and Dislocated Worker Programs

Supportive services are not allowed for Title I adults and dislocated workers during follow-up period.

All 4 quarters of follow-up shall be completed and entered in the CalJOBS system.

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Follow-up services must be provided for 12 months for all customers exited with unsubsidized employment.

Furthermore, follow-up services must be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services, or the participant cannot be located or contacted.

The WIOA Service Provider is responsible for establishing a process showing due diligence that efforts were made to maintain communication and/or re-engage participants who are not responsive to the case manager's follow-up efforts.

Youth Programs

Follow-up services are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training. Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise.

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

- 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 awareness, career counseling, and career exploration services;
- Activities that help prepare for and transition to postsecondary education and training.
- Incentives that are directly tied to program performance outcomes

All youth participants must be offered an opportunity to receive follow-up services that align with their individual service strategies.

Furthermore, follow-up services must be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services, or the participant cannot be located or contacted.

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

All 4 quarters of follow-up shall be completed and entered in the CalJOBS system. Employment and wage information are required for 2nd and 4th quarter follow-up, when the participant is exited as employed, whether base wage information is collected at the state level, or supplemental data is gathered and reported.

The WIOA Service Provider is responsible for establishing a process showing due diligence that efforts were made to maintain communication and/or re-engage customers who are not responsive to the case manager's follow-up efforts.

Supplemental Data

While most forms of employment in the State's workforce will be reported via employer tax

filings in the UI wage records system, certain types of employers and employees are excluded from these types of employment.

When base wage data is not available for those participants who exit with employment, WIOA service providers should use supplemental employment and wage information from other reliable sources to collect employment-related data necessary for calculating levels of performance.

If supplemental wage information is used to determine both employment status and wages within the same reporting period, then the same supplemental wage information must be used for both wages and employment status. There is no requirement that the same direct wage record match or supplemental wage information be used across multiple reporting periods, particularly in the event that they individual's employment status changes making the employment and wage verification method initially used not practicable or ideal.

INQUIRIES:

Any questions regarding this policy may be directed to the Workforce Development Board Director at 707-445-7745.

Humboldt County Workforce Development Board Approval Required? Yes No