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April 25, 2019

TO: All WIOA Subrecipients of the Orange County
Development Board

FROM: Carma Lacy
Director of Workforce Development

SUBJECT: Follow-up Services
Information Notice No. 18-OCDB-10



PURPOSE:

This policy provides guidance on follow-up services for Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Youth program exiters.

EFFECTIVE DATE:

This policy is effective on the date of issuance.

REFERENCES:

- WIOA (Public Law 113-128) Sections 129 (c)(2)(I) and 134(c)(2)(A)(xiii)
- Title 20 CFR "WIOA Final Rule" Sections 680.150 and 681.580
- Training and Employment Guidance Letter (TEGL) 19-16 "Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for implementation of the WIOA Final Rules." (March 1, 2017)
- TEGL 21-16 "Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance" (March 2, 2017)
- Workforce Services Directive WSD17-07 "WIOA Youth Program Requirements" (January 16, 2018)
- TEGL 10-16 Change 1 "Performance Accountability Guidance for WIOA Title I, Title II, Title III and Title IV Core Programs" (August 23, 2017)
- TEGL 10-16 "Performance Accountability Guidance for WIOA Title I, Title II, Title III and Title IV Core Programs" (December 19, 2016)



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BACKGROUND:

Follow-up services are services provided to WIOA Adult and Dislocated Worker program participants who are placed in unsubsidized employment and have system-exited. These services are designed to

help individuals retain employment, earn wage gains or advance within their occupation. For youth follow-up services are critical services provided following a participant's exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training.

POLICY AND PROCEDURES:

Follow-up services must be based on each participant's needs. Participants must be made aware that follow-up is part of the commitment they make in joining the program; the message will be positive in tone and show the individual the benefit of follow-up.

Follow-up contacts must be meaningful and person-centered. Contacts may not simply be a way to obtain needed data; therefore, a phone call or text to see if the participant is employed or in school is not sufficient. Effective follow-up contacts, at a minimum, should include open-ended questions to help pro-actively identify the need for follow-up services. Follow-up services must, at a minimum:

- Be integrated into the program design and be seen as having as much value as all other program components;
- Assist participants in overcoming barriers that may interfere with the achievement of their career objectives;
- Provide proactive and reactive interventions to encourage retention in education or employment;
- Provide intense and on-going job retention support for both the participant and employer
- Facilitate communication and problem resolution;
- Provide immediate intervention for both participant and employer as needs are identified;
- Link the participants to partners to support advancement to better jobs or postsecondary education and training;
- Help troubleshoot employment and personal issues; and
- Occur frequently enough to address any issues the youth is currently facing.

Follow-up services must begin immediately following the last date of service (closure date). Follow-up services do not trigger the exit date to change or delay exit for performance reporting.

Adult and Dislocated Worker Programs

The WIOA requires that follow-up services must be made available to Adult and Dislocated Workers for a period up to 12 months following exit from the program. The goal of follow-up services is to ensure job retention, wage gains and career progress for participants who have entered unsubsidized employment.

Follow-up services may include, but are not limited to the following:

- 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; and
- Providing individuals with referrals to other community resources.

For Adults and Dislocated Workers, follow-up services are not a qualifying service for the receipt of supportive services; therefore, an Adult or Dislocated Worker who is only receiving “follow-up” services may not receive supportive services.

Youth/Young Adult Programs

Follow-up services must be made available to all WIOA Youth for a minimum of 12 months from the date of exit. The goal of follow-up services for youth is to enable participants to continue life-long learning and achieve a level of self-sufficiency to ensure job retention, wage gains, and postsecondary education and training progress.

Follow-up services for youth may include, but are not limited to the following program elements:

- Supportive services;
- Adult mentoring;
- Financial literacy education;
- Services that provide labor market information and employment information about in-demand industry sectors;
- Activities that help youth prepare for and transition to postsecondary education and training; and
- Other services necessary to ensure the success of the youth in employment and/or postsecondary education.

All youth must receive some form of follow-up services for a minimum duration of 12 months unless the youth declines to receive follow-up services or the youth cannot be located or contacted. The types of services provided and the intensity of services must be determined based on the needs of the youth. Follow-up services must include more than a contact or attempted contact, a service must be provided (if possible). Contacting an individual for securing documentation in order to report a performance outcome does not constitute a follow-up service.

Frequency of Contacts

Participants in follow-up shall be contacted at least once (1) per month. Follow-up may be conducted by telephone, in person, via e-mail (or other social media), or by written correspondence. Preference is for the follow-up to be through a medium that increases the probability of interaction with the participant and also increases the probability of continued contact.

Follow-up services require contact, interaction, and the provision of an acceptable follow-up service. As an example, a text to provide assistance with a job or work-related problem is follow-up. However, although sending a letter might be considered “following-up”, this is not considered a follow-up service since interaction and the provision of an actual follow-up service are required.

Documentation

Minimum monthly contacts and services must be documented in the case notes and Individual Employment Plan (IEP) / Individual Service Plan (ISP). Case notes must include narrative regarding all contacts and services. Additionally, appropriate activity codes (F-codes) for services provided to participants in follow-up must also be added to CalJOBS.

Exceptions

Follow-up services may be discontinued if the participant indicates that they no longer need or want the follow-up contact. The participant must send an email or documentation in writing indicating the participant’s desire not to be contacted further. This must be documented in CalJOBS case notes.

Special Projects

For special projects/grants staff should adhere to the guidelines and requirements of the program.

ACTION:

Bring this Information Notice along with the attachment to the attention of all staff.

INQUIRIES:

If you have any questions, please contact appropriate contract administration staff at 714-480-6500.