

South Central Iowa Workforce Area Local Workforce Development Board

Title I Follow-up and Post Exit Documentation Policy

Approved Date: July 28, 2022

Effective Date: July 28, 2022

**References: Workforce Innovation and Opportunity Act (WIOA) Final Rules
Workforce Services Policy Chapter 8 WIOA Title 1B Programs**

Purpose

The purpose of this policy is to communicate South Central Iowa Workforce Area provision of follow-up services to participants exiting the Title I Adult, Dislocated Worker, and Youth programs as required in TEGL 19-16 and TEGL 21-16. This policy will also cover post-exit documentation procedures.

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.

Substance

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:

Follow-up services, if requested by the participant and as appropriate, must be provided for up to 12 months after the participant has obtained unsubsidized employment and has system exited from the program. 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. Adult and Dislocated Workers may decline follow-up services which must be documented in case notes.

Types of Follow-up Services:

Follow-up services can include, but are not limited to two-way exchanges between the service provider/case manager and either the individual or employer as follows:

- Counseling about the workplace.
- Contacting the individual or employer to verify employment.
 - 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 IowaWORKS documents.

- Help secure 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.

Supportive services are NOT allowed in follow-up for Adults and Dislocated Workers.

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. If the youth declines to receive follow-up services, the date the participant declined follow-up services must be documented in case notes.

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 ETO 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. Service Providers must count each exit of a participant during a program year as a separate period of participation if a participant has more than one exit in that program year.

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, other than follow-up services, self-service and information-only services and activities, 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 upon one year from the date of exit. Once the WIOA case has been closed, follow-up services are available.

PROGRAM COMPLETION AND FOLLOW-UP SERVICE DOCUMENTATION REQUIREMENTS

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 date and reason from program completion. The date of program completion recorded in case notes must match the program completion date recorded in IowaWORKS.

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 IowaWORKS. 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.

CANNOT LOCATE

If the Adult, Dislocated Worker, or 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 and in the follow-up ribbon in IowaWORKS. The Service Provider may discontinue attempting to contact participants who have not responded after one contact each by phone, text, email, and mail each no less than one week apart. The decision to discontinue attempting to contact the individual post-exit must also be documented in case notes.

POST-EXIT DOCUMENTATION

This process includes the collection of information on a participant's status after an individual has been exited from WIOA Title I services and is not receiving follow-up services. This is tracked from the exit date and begins the second quarter after the exit quarter. Wage and employment information is primarily obtained from Unemployment Insurance (UI) Wage Records and administrative records. Wage or administrative records may need to be collected through personal contact with the participant. Supplemental sources may be used if individuals are not found in UI



Wage Records, provided that the information is documented and verified, and wages earned are in compliance with state and federal law.

Several reporting items may not be able to be obtained through UI Wage Records and will need to be obtained through post-exit contacts. These items are:

- Unsubsidized employment, including occupation, training-related employment, and non-traditional employment.
- Attainment of a recognized educational/occupational certificate/credential/diploma or equivalent, or degree and the date of attainment.
- Entry into postsecondary education or advanced training, military service, Registered Apprenticeship, and the date of entry. Also, whether or not the individual is still in postsecondary education or advanced training, military service, and Registered Apprenticeship in the first through fourth quarter after exit. (Youth Only)

South Central Iowa Workforce area will mail/e-mail a questionnaire only to exiters that successfully completed training once during the second and fourth quarter of the four quarters post-exit to the individual with a stamped return envelope. Under no circumstances will the employer be contacted by phone, text, or email to obtain this information without a release of information.

Action: All staff will follow the policies outlined.

Effective Date: July 28, 2022

Contact: If there are any questions related to the information in this issuance, contact Krista Tedrow at executivedirector@sciwalwdb.org.

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South Central Iowa LWDB Chair

Equal Opportunity Programs/Employer – Auxiliary aids and services available upon request for individuals with disabilities