

PARTNER WORK

WIOA FOLLOW-UP SERVICES POLICY

Purpose

The purpose of this policy is to articulate how follow-up services are to be offered to participants of Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Dislocated Worker, and Youth programs.

Affected Parties

This policy applies to Pittsburgh/Allegheny County WIOA Title I Adult, Dislocated Worker, and Youth programs and participants.

Pittsburgh/Allegheny County WIOA Title I Adult, Dislocated Worker, and Youth staff and Partner4Work staff are responsible for implementing this policy.

References

Training and Employment Guidance Letter (TEGL) 19-16 (March 1, 2017)

Training and Employment Guidance Letter (TEGL) 21-16 (March 2, 2017)

WIOA 20 CFR § 678.430

WIOA 20 CFR § 681.580

WIOA Sec 129(c)(2)(I)

WIOA Sec 134(c)(2)(A)(xiii)

Policy

WIOA Title I Adult and Dislocated Workers

WIOA Title I Adult and Dislocated Worker staff must make follow-up services, including counseling regarding the workplace, available to participants, who are placed in unsubsidized employment, for a minimum of 12 months following the first day of employment or the WIOA program exit date for participants who have not placed in unsubsidized employment.

Partner4Work requires that follow-up services for Adult and Dislocated Worker participants include at a minimum quarterly contact until a full 12-month period has passed since the date of placement in unsubsidized employment or the WIOA program exit date for participants who have not placed in unsubsidized employment. Provider staff should determine if more frequent follow-up services are needed based on the participant's individual needs and career goals, as documented in his or her individual employment plan (IEP). Staff must document each follow-up service in the Commonwealth Workforce Development System (CWDS) through both service code entry and case notes.

Exceptions to the follow-up services requirement are permitted if at least one of the following criteria is met:

PARTNER WORK

- Staff have made reasonable attempts to contact a participant at a minimum monthly over a three-month period and the participant has not responded. Each attempt to contact must be documented in CWDS case notes. Attempts must have been made to all phone numbers associated with a participant and through at least one other medium (e.g. email, text messaging, written letter).
- A participant has notified WIOA Adult and Dislocated Worker staff that they no longer need or want follow-up services or contact. This must be documented in CWDS case notes and any written notification from the participant must be kept in their case file.

WIOA funding may not be used to pay for supportive services for a WIOA Adult or Dislocated Worker participant during the follow-up period.

WIOA Title I Youth

Follow-up services for WIOA Title I Youth participants 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 youth prepare for and transition to postsecondary education and training

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 following the participant's exit date from the program.

Partner4Work requires that follow-up services for WIOA Youth participants include at a minimum quarterly contact with each participant for a full 12 months following the program exit date. Provider staff should determine if more frequent follow-up services are needed based on the participant's individual needs and education/career goals, as documented in his or her individual service strategy (ISS). Staff must document each follow-up service in the Commonwealth Workforce Development System (CWDS) through both service code entry and case notes. Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

Exceptions to the follow-up services requirement are permitted if at least one of the following criteria is met:

- Staff have made reasonable attempts to contact a participant at a minimum monthly over a three-month period and the participant has not responded. Each attempt to contact must be documented in CWDS case notes. Attempts must have been made to all phone numbers associated with a participant and through at least one other medium (e.g. email, text messaging, written letter).

PARTNER WORK

- A participant has notified WIOA Youth staff that they no longer need or want follow-up services or contact. This must be documented in CWDS case notes and any written notification from the participant must be kept in their case file.

Policy Exceptions:

Under limited circumstances, Partner4Work may grant exceptions to requirements within this policy. Requests for exceptions may be submitted to policy@partner4work.org. Requests should include the following:

- The specific policy requirement for which an exception is being requested;
- A clear summary of the exception being requested and the reason for the exception; and
- For WIOA programs, the Participant ID of the participant(s) for which an exception is being requested. For non-WIOA programs, the full name of the participant(s) for which an exception is being requested; or
- The name and FEIN of the business customer for which an exception is being requested.

Exception requests will be reviewed based on their allowability under WIOA and any other applicable legislation, regulation, and policy/guidance. Partner4Work will also consider funding availability, how an exception will lead to improved outcomes for the customer(s) being served, and other relevant factors.

Effective Date: December 6, 2021

Policy Updates:

Date	Update
09/11/2020	Added process for requesting an exception to a requirement(s) of this policy.
11/29/2021	Added language requiring follow up services for individuals who have exited the WIOA Adult and Dislocated Worker programs but have not been placed in unsubsidized employment.