**PATHWAY HOME FOLLOW-UP SERVICES POLICY**

**Purpose**

The Pathway Home program aims to assist returning citizens in the reintegration process and reduce recidivism through pre- and post-release services in occupational training, career-specific work readiness activities, and meaningful employment opportunities by utilizing the public workforce system’s extensive employer networks to cultivate direct employer connections. By implementing these strategies in tandem comprehensive case management and supportive services, this program intends to provide industry-recognized credentials and successful employment placement in order to lower recidivism rates for justice-involved participants across Allegheny County.

The purpose of this policy is to articulate how follow-up services are to be offered to participants in the US Department of Labor Pathway Home program in Allegheny County.

**Affected Parties**

This policy applies to all Pathway Home participants. Pathway Home staff are responsible for implementing this policy.

**References**

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

WIOA 20 CFR § 678.430

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

Pathway Home - FOA-ETA-20-02

Midwest Urban Strategies - Partner Handbook (DOL Pathway Home PE-35039-20-60-A-55 program)

**Policy**

*Pathway Home participants*

Pathway Home 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. Partner4Work requires that follow-up services for Pathway Home participants include a minimum of contact at least every week for the first month of follow-up and at least twice a month thereafter, in order to support retention and advancement, mediate any workplace issues, and address identified needs.

Pathway Home staff should determine if more frequent follow-up services are needed based on the participant’s individual needs and career goals, as documented in their individual employment plan (IEP). Staff must document each follow-up service in the system of record through both service code entry and case notes (as applicable).

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, per the frequency required under this policy, and the participant has not responded for two consecutive months. Each attempt to contact must be documented in 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 Pathway Home 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.

Funding may be used to pay for supportive services for Pathway Home participants during the follow-up period. Justification of why supportive services are necessary during the follow-up period must be reported on by Pathway Home staff.

**Policy Exceptions:**

Under limited circumstances, Partner4Work may grant exceptions to requirements within this policy. Requests for exceptions may be submitted to [kkadisevskis@partner4work.org](mailto:kkadisevskis@partner4work.org) (Special Projects Director). 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
* 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 the USDOL Pathway Home program 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: November \_\_\_\_, 2020**