

# West Central Arkansas Workforce Development Board

## Larry Carr, Chairperson

### FOLLOW-UP POLICY AND PROCEDURES

#### **Purpose:**

Local areas must establish policies concerning appropriate follow-up services for adults and dislocated worker and youth, as well as policies for identifying when to provide such follow-up services.

The purpose of this policy is to establish criteria for follow-up services for individuals in the West Central Workforce Development Area who have exited the Adult, Dislocated Worker or Youth programs under the Workforce Innovation and Opportunity Act (WIOA). This policy provides guidelines on the frequency of follow-up and follow-up services and timelines for completing these activities. It also provides guidance on the differences between follow-up and follow-up services. Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

#### ***References:***

20 CFR 680.150(c), 20 CFR 681.460(a)(9), 20 CFR 681.580(c)

TEGL 19-16, 21-16

WIOA Sec 129(c)(2)(1), Sec 134(c)(2)(A)(xiii)

Most recent version of the following policies and procedures:

- ❖ ADWS Policy No. WIOA I-B - 3.1 (Services for Adults and Dislocated Workers)
- ❖ ADWS Policy No. WIOA I-B - 3.2 (Services for Youth)

**Policy:** The goal of follow-up services is to ensure job retention, wage gains and career progress for participants who have become employed in unsubsidized employment. Follow-up services are not contacts or attempted contacts for the purpose of securing documentation for the case file to report a performance outcome, however, it is imperative for staff to collect the requisite data to substantiate the performance measures reported to USDOL.

Follow-up services for Adult and DLW participants should start on the date when the first service is provided after the expected program exit date and the participant is in unsubsidized employment. Follow-up services are a required youth element that must be provided to all youth participants for a minimum of 12 months. Youth follow-up services may be provided after the expected program exit date.

Follow-up services *requires a minimum* of one follow-up service per quarter for four consecutive quarters. If the career advisor is not able to contact the participant during a month, but a service is provided during the quarter, then local requirement of follow-up services is met.

#### **Section 1. Follow-up Services for Adult and Dislocated Workers**

The local board has deemed that Adult and Dislocated Worker follow-up services may include, but are not limited to:

- ❖ Additional career planning and counseling
- ❖ Contact with the participant's employer, including assistance with work-related problems that may arise

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- ❖ Peer support groups
- ❖ financial literacy education
- ❖ mentoring, and
- ❖ information concerning community agencies or organizations that might assist with supportive services

### Section 2. Follow-up Services for Youth

The local board has deemed that that follow-up services be offered to youth, for not less than 12 months after completion of participation to ensure the youth is successful in employment and/or postsecondary education and training. Follow-up services may include, but are not limited to:

- ❖ Regular contact with a youth participant's employer
- ❖ Assistance in addressing work-related problems that arise
- ❖ Supportive services, as described in Program Element 7
- ❖ Adult mentoring, as described in Program Element 8
- ❖ Financial literacy education, as described in Program Element 11
- ❖ 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, as described in Program Element 13
- ❖ Activities that help youth prepare for and transition to postsecondary education and training, as described in Program Element 14 and
- ❖ All other appropriate follow-up services that are listed as options in Arkansas JobLink may also be provided to WIOA youth participants.

### Procedures for all Funding Streams:

When participant is enrolled in follow-up services career advisor must follow these procedures:

- ❖ If participant opts out of participating in follow-up services, career advisor must make sure that participant has signed a self-attestation opting out and that must be entered into the program notes in Arkansas Joblink.
- ❖ Enter appropriate follow-up service on the S&T Plan in Arkansas Joblink.
- ❖ Enter Case note documenting the follow-up service provided.
- ❖ If there are no follow-up services provided for 90-days, career advisor must close out the follow-up service in Arkansas Joblink.
- ❖ If follow-up services are closed out before the required 12-months, staff will still be required to contact participant for performance purposes.

Larry Carr, Chair Larry Carr Date 4/13/23

Approved on: 4/13/23

WDB is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to persons of disability.