

# Follow-Up Services

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The Workforce Innovation and Opportunity Act (WIOA) requires states and local areas to set policy on twelve (12)-month Follow-up Services. This section of the policy manual addresses the types of follow-up services and the timetables on when they occur for individuals in the WIOA Adult, Dislocated Worker, and Youth programs.

1. Regular contact with participants is essential to the individual's ongoing success.
  - a. This contact requires interactive two-way communication.
  - b. It can occur by telephone conversation, in person, or via email (or other social media).
  - c. While sending a letter or leaving a voicemail might be a follow-up, neither is acceptable if no interaction or provision of service took place.
2. It is the responsibility of the career planner to determine, in conjunction with the participant, which follow-up services after exit would best suit the individual's circumstance.
  - a. In the Adult and Dislocated Worker program, these services are a way to determine if adults or dislocated workers need support for retaining employment, earning wages, or advancing in the workplace.
  - b. For youth, these services are critical to ensuring they are successful in a job or postsecondary education and training.
  - c. Follow-up services may begin after the last date of service if the participant does not receive any other future services.
3. An evaluation must occur to determine the need and the level of intensity for follow-up services received by an individual.
4. Follow up should be as often as necessary throughout the required twelve (12) months.
  - a. However, at a minimum it should occur at least every thirty (30) days for the first three (3) months and then must occur once a quarter for the remainder of the twelve (12)-month period.
  - b. This aligns with quarterly post-exit reporting requirements.
5. Case notes must contain documentation addressing the need and type of service provided.
  - a. The Individual Employment Plan (IEP) for Adults and Dislocated Workers and the Individual Service Strategy (ISS) for Youth must include what service the participant will receive.

- b. Each time throughout the twelve (12) months the career planner contacts the participant, there must be a case note entered in IWDS.
- 6. In addition to case notes, the career planner must open a Follow-Up Service activity in the Illinois Workforce Development System (IWDS), or the approved management information system if it is not IWDS.
  - a. Upon completion of all follow-up services, the activity needs to be closed, and the end date populated.
- 7. Follow-up services do not trigger the exit date to change or delay exit, as they may occur only after exiting the Title I Adult and Dislocated Worker programs and can only occur after exiting the Title I Youth program.

# Adult and Dislocated Workers Programs


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1. TEGL 19-16 requires that follow-up services **must be provided** for up to twelve (12) months after the first date of employment for adults and dislocated workers who are **placed in unsubsidized employment**.
2. Follow-up services are designed to help individuals retain employment, earn wage gains, or advance within their occupation.
3. When an adult or dislocated worker customer obtains unsubsidized employment while still receiving traditional WIOA services, there cannot be a Follow-Up Service activity opened in IWDS.
  - a. In this instance, documenting the follow up should be included and recorded during routine, two-way communication between the career planner and the customer.
  - b. Only when the individual completes services can a career planner open a Follow-Up Service and enter a case note of the action in IWDS.
4. In instances where an adult and/or dislocated worker participant **does not obtain unsubsidized employment** upon completion of traditional WIOA services, follow-up services **should be made available**.
  - a. If these individuals decline follow-up services, it must be documented in the case notes and/or Individual Employment Plan (IEP).
5. Supportive services can only be provided to participants receiving career and/or training services.
  - a. Since follow-up services alone are not a qualifying service for the receipt of supportive services, WIOA adult and dislocated workers enrolled in follow-up may **not** receive supportive services.
  - b. Individuals who have exited from the program cannot receive supportive services as a follow-up service.
6. Follow-up services must be provided, as appropriate.
  - a. Participants who have multiple employment barriers and limited work histories may need more significant follow-up services.
    - 1) Such services may include counseling regarding the workplace to improve the retention of employment.
  - b. Additionally, this helps to identify an area of weakness that will affect their ability to progress further in their occupation or in retaining employment.
  - c. A variety of follow-up services may meet the needs of the participant. Below is a list of services offered, but is not limited to the following:
    - 1) Counseling individuals about the workplace;

- 2) Contacting individuals or employers to verify employment;
  - 3) Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual;
  - 4) Assisting individuals and employers in resolving work-related problems;
  - 5) Connecting individuals to peer support groups;
  - 6) Providing individuals with information about additional educational or employment opportunities; and
  - 7) Providing individuals with referrals to other community resources.
7. After ninety (90) days following exit, if a participant is not responsive, cannot be located, or refuses to provide information, the career planner may close follow-up services.
- a. The case notes and the IEP must document the reason for discontinuation.
8. **Local areas must establish policies that define what are appropriate follow-up services, as well as policies for identifying when to provide follow-up services to participants.**

# Youth Program


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1. For youth, follow-up services are critical services provided following a participant's exit from the program to help ensure their success in employment and/or postsecondary education and training.
2. 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.
3. Follow-up services **must be made available** to all WIOA Youth for a minimum of twelve (12) months from the exit.
4. Follow-up must include more than contact or attempted contact and services must be provided.
5. Services for youth may include, but are not limited to, the following program elements:
  - a. Supportive services, if funding is available and the need for supportive services are supported in the ISS;
  - b. Adult mentoring;
  - c. Financial literacy education;
  - d. 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;
  - e. Activities that help youth prepare for and transition to postsecondary education and training; and
  - f. Other services necessary to ensure the success of the youth in employment and/or postsecondary education.
6. However, the Final Regulations at Section 681.580 allow for youth to decline follow-up services altogether.
  - a. There are two (2) options for youth who are not responsive to attempted contacts for follow up and those youth who cannot be located making it impossible to provide follow-up services during the twelve (12)-month follow-up period.
    - 1) **Unable to Locate** (Youth Only). The LWIA has determined that in the event a participant cannot be located, attempts to locate and contact the participant must be made for a minimum of the first two (2) quarters following exit. All attempts and efforts to contact the youth must be clearly documented in case notes.
    - 2) **Opting Out** (Youth Only). Youth in the twelve (12)-month follow-up period may request to opt out of follow-up services at any point in time. The request to opt out or discontinue follow-up services must be clearly documented in the case notes. Career planners should not promote youth to opt out of these services.
  - b. In instances where well-documented case notes, that the youth opted out or were not responsive to follow-up, career planners may wish to reach out to employers to confirm employment and wages. It is especially important

for those individuals who work for an employer who does not pay into the Illinois Department of Employment Security (IDES).

- c. Or if the youth is participating in post-exit education or training, the career planner may wish to reach out to the educational institution.
  - d. Neither are allowable follow-up activities, but they will provide meaningful information for the Youth program.
  - e. While it can be documented in a case note, it cannot be recorded as a follow-up service in IWDS.
7. When reaching out to an exited youth to secure documentation for reporting, a performance outcome does not constitute an allowable follow-up activity.
- a. Even though this is an acceptable follow-up activity allowed under the Adult and Dislocated Worker programs, it is not for the Youth program per 20 CFR 681.580(c).
  - b. Although contacting an individual for securing documentation to report a performance outcome does not constitute a follow-up service, it can be used in conjunction with other follow-up activities.
8. **Local programs must have policies in place to establish when a youth participant cannot be located or contacted.**