

	Subject Follow-Up Services Policy Yuma County	
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	Authorized by: Patricia Ray, Operations Director	

Follow-Up Services Policy

Purpose: This policy for the Yuma County Local Workforce Development Area (LWDA). Participants must be provided an opportunity to receive follow-up services for a minimum of 12 months after the completion of participation, unless participant declines to receive such services. Follow-up Services are provided to participants who have obtained unsubsidized employment and exit the Title I-B Adult, Dislocated Worker, and Youth program to promote job retention, wage gains, and career progress. The goal of follow-up services is to provide services beyond a monthly contact but rather services that keep participants’ engaged and ensure that a participant’s employment gains, job retention, and credential attainments are identified and documented accurately. Follow-up services is a systematic approach for collecting, reporting, monitoring employment retention, and exit data for the purpose of meeting Federal and State performance standards and guidelines.

Monitored by: EO Compliance Manager & Compliance Staff.

Definitions: For the purposes of this guidance, the following definitions will apply:

Adult – An individual who is age 18 or older.

Dislocated Worker- An individual who has been laid off or has received notice of termination from employment, are self-employed, but unemployed due to general economic conditions, are the spouse of a member of the Armed Forces on active duty who is unemployed due to relocation for permanent duty reassignment, or are a displaced homemaker.

Youth- Youth age 16 to 24, that may be low income and who face significant barriers to education and employment.

Reference(s):

Federal Register- Section §680.150- <https://www.law.cornell.edu/cfr/text/20/680.150> -, §681.570- <https://www.law.cornell.edu/cfr/text/20/681.570> §680.900- <https://www.law.cornell.edu/cfr/text/20/680.900>

WIOA Adult & Dislocated Worker Program Policy- Section 100 (c), Chapter 2 https://des.az.gov/sites/default/files/media/adultdislocatedworkerpolicy2916_0.pdf

WIOA Youth Program Policy- Section 200 Chapter 2
https://des.az.gov/sites/default/files/media/youthpolicy11_16_17.pdf

Training and Employment Guidance Letter No:

TEGL #10-16 https://wdr.doleta.gov/directives/attach/TEGL/TEGL_10-16-Change1.pdf

TEGL #19-16 https://wdr.doleta.gov/directives/attach/TEGL/TEGL_19-16.pdf

TEGL #21-16 https://wdr.doleta.gov/directives/attach/TEGL/TEGL_21-16.pdf

Policy Broadcast:

PB #18-019 -https://des.az.gov/sites/default/files/media/pb18019_9_11_2018.pdf

PB# 17-034 -<https://des.az.gov/sites/default/files/media/pb17034supplementalwageinformation.docx>

LWDB Policy:

Registration, Enrollment & Data Entry Policy

Policy:

Adult & Dislocated Worker:

The purpose of Adults and Dislocated Workers follow-up services is to ensure successful placement into un-subsidized employment after exiting the program. Follow-up services must begin immediately following the last expected date of service or the 1st day of employment for a minimum of 12 months to ensure timely follow-ups and accurate data recording.

Youth:

The purpose of Youth follow-up services is to ensure the youth is successful in employment and/or post-secondary education & training after exiting from the program. Follow-up service must begin immediately following the last expected date of service to ensure timely follow-ups and accurate date recording. All youth participants must be provided an opportunity to receive a minimum of 12 months follow-up services after the completion of participation. Follow-up services may be provided beyond the 12 months at the discretion of the LWDB.

Follow-Up Services:

When follow-up services are provided the appropriate follow-up service/code must be added to the Service & Training plan within 15 calendar days in AJC. The types of follow-up services that are available are defined in the AJC Service Dictionary.

Attempts to contact the individuals may include; but are not limited to sending a letter, an e-mail, a social media post; a self-attestation form submission via the website and/or a case note based on a phone or face to face conversation and must be documented in AJC.

Adults, Dislocated Workers, and Youth may decline follow-up services if they chose to do so. Requests for cessation of follow-up services will be documented in AJC. Follow-up services should not extend the date of exit in performance reporting. Follow-up services are utilized to promote job retention wage gains and to monitor career goals. The type of and duration of follow-up services must be determined based on the needs of the participant and may include the following:

Adult:

1. Additional career planning and counseling;
2. Contact with the participant's employer, including assistance with work related problems that may arise;
3. Peer support groups;
4. Information pertaining to additional educational opportunities;
5. Referral to supportive services available in the participant's community;
6. Job Referrals; and
7. Financial assistance such as needs related payment is not allowable in follow-up.

Youth:

1. Support services;
2. Regular contact with a youth's employer, including assistance with work related problems that may arise;
3. Adult mentoring;
4. Financial literacy educations;
5. Work related peer support groups;
6. Information pertaining to additional educational opportunities; and
7. Referral to supportive services available in the participant's community;
8. Job Referrals;
9. Assistance in securing better paying jobs, career development, and/or post-secondary education;
10. Financial assistance such as needs related payment is not allowable in follow-up; and
11. Services necessary to ensure the success of youth participants in employment and/or post-secondary education.

Note: Support Services must not be provided after the Adult or Dislocated Worker exits the program. Re-enrollment into the Adult, Dislocated Worker, and Youth Program is required if it becomes necessary during the follow-up period.

AJC program note must be recorded within 15 calendar days for the following:

1. The individual is requesting to opt out of receiving follow-up services.
2. The individual cannot be located for the delivery of follow-up services. An e-mail or letter will be sent out to the last known address requesting contact prior to cessation of follow-up.
3. Following the first day of exit, a minimum of three attempts to offer the individual follow-up services on a monthly basis.

Re-Enrollment:

The LWDB allows for re-enrollment into Title I-B programs when it becomes necessary during follow-up period. Service provider staff must assess the need for re-enrollment and will be determined on a case-by-case basis. The following criteria will also be identified, reviewed, and used in making determination for re-enrollment.

1. Barriers, challenges, and/or extenuating circumstances
2. Previous enrollment activities/outcomes
3. Ability to benefit from re-enrollment into the program

Note: Title 1-B Programs shall not be construed to provide an individual with an entitlement to services under this title (Public Law, Section 194, (12)).

Process Description: Participants becoming employed and/or exited from the program will receive twelve months of Follow-Up. The appropriate follow-up service/code must be added to the Service & Training plan at any point during the 12 month follow-up period. The service provider will initiate an introductory contact letter by mail and/or email. The letter will request that the participant select the preferred method of follow-up contact and mail in the selection chosen. (*self-addressed envelope may be included for the participant's convenience*). Follow-up contact is made for the 1st, 2nd, 3rd and 4th quarters after exit and is documented into AJC program notes. The service provider must ensure that the participant is offered any variation of the follow-up services listed in this policy. Participants ought to be informed at program entry about supplemental wage information follow up process, such as collecting information on updated addresses, phone numbers of relatives who may know over time about their employment information.

Service Providers are required to use quarterly UI wage records when available. However, if UI wage records are unattainable, service providers may use supplemental wages. Supplemental data must be collected in a valid, reliable manner, and filed to substantiate employment retention (PB# 17-034 & TEGl #26-16). Service providers must guide staff on how to approach former participants or their employers to encourage cooperation on the voluntarily and truthfully disclosure of wage information. The Wage Conversion Chart must be used to convert hourly/weekly/biweekly/monthly/annual wages into quarterly supplemental wages (PB#17-034).

The following are acceptable documents, but are not limited, for supplemental data and must be scanned to the participant electronic file.

- Employer verification on company letterhead (affidavit of placement)
- Employee check stubs (minimum of 2 paystubs)
- Employment website verification
- Employer verbal verification signed by staff, must be case note in AJC
- Participant self -verification signed by participant or staff (monthly letter/survey/phone contact)

Exclusion to the Follow-Up Process – Participants exited from AJC with an exclusionary exit (see TEGl #10-16) are not required to be contacted and are excluded from performance. These types of exits will be verified and documented accordingly in AJC and program notes.