



## POLICY

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**CATEGORY:** Workforce Programs -WIA **No:** 4.1.101.01  
**TITLE:** Follow-Up Services for WIA Adults & Dislocated Workers  
**SUPERSEDES:** 4.1.101.000 dtd 4/27/2007  
**EFFECTIVE:** December 14, 2012  
**BOARD APPROVAL:** December 13, 2012  
**DATE OF LAST REVIEW:** March 19, 2015

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### I. PURPOSE:

To establish the criteria for follow-up of individuals who have exited the WIA Adult and Dislocated Worker programs.

### II. DEFINITIONS:

*Follow-Up Services* – Services provided to individuals who have exited the WIA Adult or Dislocated Worker programs within a prior 12 month period. Follow-up services may include, but are not limited to: individual counseling and career planning, job search assistance, job club, group counseling, outreach/intake/orientation, labor market information, information about additional opportunities, and referral to support services available in the community. In determining the need for post-placement services, there may also be a review of the participant's need for supportive services to meet the participant's employment goals.

### III. POLICY STATEMENT:

Workforce Solutions of the Coastal Bend shall implement a system that ensures follow-up services are provided to participants in a timely basis.

Workforce Solutions of the Coastal Bend Career Center Contracted Service Provider shall implement a process that begins with engaging the participant prior to his/his planned completion date, immediately upon exit from the program, and during the post-program follow-up retention period.

Workforce Solutions of the Coastal Bend Career Center Contracted Service Provider shall implement a follow-up system that:

- offers a broad range of services and activities to those participants who exited the program;
- is systematic and ensures timely intervention with participants
- addresses other crucial areas of program design, such as assessing program effectiveness, enhancing program quality, and developing performance management and data quality.

#### IV. PROCEDURES:

In developing an effective structure and/or system for follow-up, the following guidelines are provided:

- (1) At least ninety (90) days prior to their planned completion date, Career Center staff will begin a process for maintaining closer and frequent contacts with their participants. The process should include, but not be limited to: assessing their current personal status, potential employment opportunities, and exit placement status. During this period, it is important that Career Center staff maintain a high level of service to help facilitate the smooth transition into unsubsidized employment. Regardless of their employment status, Career Center staff are required to have at least one (1) contact with the participant per month during the ninety-day period. It is highly recommended that these contacts be conducted in person, i.e., face-to-face visitations. **Contacts will include, but not be limited to, review and evaluation of the progress made toward education, training, and employment goals, and revisions made, as appropriate, to the IEP.** For those participants needing assistance with finding employment, Career Center staff shall make available pre-employment activities, such as: interviewing skills, career awareness, job club, and resume writing. Additionally, support services as necessary, should be made available during the post-program period to retain participants in employment or find new employment. All contacts with participants during the 90-day period and post-program follow-up period must be fully documented in the participant's Individual Employment Plan (IEP).
- (2) Follow-up services must be made available, as appropriate, for a minimum of 12 months following the first day of employment, to registered participants who are placed in unsubsidized employment. Utilizing the guidelines on managing follow-up for WIA Adults and Dislocated Workers provided in this policy, service providers must develop a systemic approach for maintaining contact and interaction with the participant during follow-up services. The system should include making frequent contacts with participants that are based on timelines that follow the program quarters and are consistent with other key factors, such as: loss of employment, change of jobs, attainment of a credential, and/or job advancement opportunities.
- (3) Contracted Service Provider must record all follow-up services provided in TWIST. Contracted Service Provider must comply with the rules and procedures as outlined in WD Letter 27-07, Integrated Data Collection & Performance Management for entering the correct follow-up codes for tracking WIA follow-up services. These procedures provide information that must be followed to ensure the accurate recording in TWIST of all follow-up services to WIA Adult and Dislocated Worker exiters. Career Center staff must include this information as part of their standard operating procedures.

#### IV. RELATED POLICY INFORMATION:

WIA Section 663.150(b)

WD Letter 27-07, issued August 1, 2007, and entitled Integrated Data Collection & Performance Management

**V. RESPONSIBILITIES:**

Workforce Solutions of the Coastal Bend Career Center Contracted Service Provider shall ensure that appropriate procedures are implemented and that relevant Career Center staff receive training regarding the requirements of this policy.

**VI. FORMS AND INSTRUCTIONS:**

N/A

**VII. DISTRIBUTION:**

Board of Directors     Board Staff     Service Provider Staff

**IX. SIGNATURES:**

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Reviewed by EO Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
President/CEO

\_\_\_\_\_  
Date

## Guidelines on Managing Follow-Up for WIA Adults and Dislocated Workers

Intervention Timelines	Recommended Service Strategies	Recommended Activities/Services	Program Goals
90 Days Prior to Planned Completion Date	Assess status towards work readiness.	<ul style="list-style-type: none"> <li>Assist individuals in finding gainful employment by providing job readiness classes, and</li> <li>Develop plan for providing support services, such as child-care, transportation, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Program Completion</li> <li>Job Readiness</li> <li>Entered Employment</li> </ul>
	Assess status for need and/or continuation of support services.		
Upon Exiting Program	Identification of participant current information (e.g., multiple family/friend contact information).	<ul style="list-style-type: none"> <li>Re-evaluate individual's readiness for work,</li> <li>If not employed, prepare plan for securing work (provide job search workshops, make sure individual is registered with ES services, etc),</li> <li>If employed, offer support services as needed.</li> <li>If appropriate, assist individual with necessary resources to obtain credential.</li> </ul>	<ul style="list-style-type: none"> <li>Job Readiness</li> <li>Entered Employment</li> <li>Job Retention</li> <li>Attainment of Education and/ or Employment Credentials</li> <li>Job Advancement Opportunities</li> </ul>
	Provide support services as needed for employment goal.		
	If not employed, assist in job search workshops or additional resources for employment needs.		
	If appropriate, assess for credential needs and develop plan to attain credential by the end of the 3 <sup>rd</sup> Quarter following the Exit Quarter.		
<b>Post-Program Follow-up Period (Program Quarters):</b>  <u>1<sup>st</sup> Post Program Quarter:</u>	Follow up on progress toward or continuation of employment. Assist to resolve barriers to progress.	<ul style="list-style-type: none"> <li>If not employed, refer individual</li> </ul>	<ul style="list-style-type: none"> <li>Re-Employment</li> </ul>

Intervention Timelines	Recommended Service Strategies	Recommended Activities/Services	Program Goals
	Follow up on progress toward credential attainment. Assist to resolve barriers if not attained.	<p>to the Employment Services Unit.</p> <ul style="list-style-type: none"> <li>• Provide support as needed for employment goal.</li> <li>• Provide support services as needed to succeed.</li> <li>• If needed, assist in offering advance training that leads to promotional opportunities and earning gains.</li> </ul>	<ul style="list-style-type: none"> <li>• Job Retention</li> <li>• Attainment of Education and Employment Credentials</li> <li>• Job Advancement Opportunities</li> </ul>
<u>2<sup>nd</sup> Post Program Quarter:</u>	Follow up on employment status. Offer support services as needed.		
	Follow up on progress toward credential attainment. Assist to resolve barriers if not attained.		
<u>3<sup>rd</sup> Post Program Quarter:</u>	Follow up on employment status. Offer support services as needed.		
	Follow up on progress toward credential attainment. Assist to resolve barriers if not attained.		
	<b>Final months to attain retention status, and credentials.</b>		