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**I. APPLICABILITY/SCOPE**

This policy applies to all Workforce Innovation and Opportunity Act (WIOA) Title I-B subrecipients and sub-awardees delivering workforce development Adult, Dislocated Worker, and Youth programs and services.

**II. PURPOSE**

This policy is to establish guidelines and criteria to be used in Adult and Dislocated Worker follow-up services for participants of the Workforce Innovation & Opportunity Act (WIOA) Title 1B programs.

**III. BACKGROUND**

The WIOA Title 1B requires that follow-up services be made available to Adult and Dislocated Worker participants who exit the WIOA program and have obtained unsubsidized employment, for up to 12 months after the first day of employment. The goal of follow-up is to ensure job retention, wage gains, and career progress.

Not all the adults and dislocated workers who are employed will need, or want, follow-up services. The appropriate scope and intensity of follow-up services must be based on the needs of the individual participant.

**IV. DEFINITIONS**

N/A

**V. POLICY**

Follow up services are provided to clients, who have obtained unsubsidized employment and exit the WIOA Title 1B Adult or Dislocated Worker program, to promote job retention, wage gains, and career progress.

**A. Provision of Services**

1. Follow-up services vary and are determined on a case-by-case basis. Follow-up services may include the following:
  - a. Additional career planning and counseling, including counseling about the workplace;
  - b. Contact with the participant’s employer, including assistance with work-related problems that may arise;
  - c. Peer support groups;
  - d. Information pertaining to additional educational opportunities; and
  - e. Referral to supportive services available in the participant’s community.
2. Follow -up services must be made available to clients who exit the Adult and/or Dislocated Worker program into unsubsidized employment for at least 12 months following the first day of employment.
3. To align the provision of follow-up services with the timing of performance measure reporting for employment, staff will contact participants at least quarterly for real-time outcomes, with the final

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contact to ensure employment in the 4<sup>th</sup> quarter after exit. Follow-up services do not extend the date of exit in performance reporting.

4. When follow-up services are provided, the appropriate follow-up service must be added to the Service & Training Plan in the AJC system.
5. Adult and Dislocated Worker participants may decline follow-up services if they so choose.
6. The participant’s case file notes must contain documentation substantiating that follow-up services were offered and the outcome. Staff should employ different methods of contact in the event one method is not successful. These two-way exchanges include, but are not limited to, a letter, an email, social media, telephone or face-to-face conversation.
7. Not all participants will respond to staff offering follow-up services. A minimum of three attempts must be made to contact the individual to offer follow-up services (combination of email, phone, letter, social media, etc.). After three attempts with no response, staff will case note that the participant has opted out of receiving follow-up services by not responding.
8. Re-enrollment into the WIOA Title 1B Adult or Dislocated Worker program is required when it becomes necessary during the follow-up period to utilize WIOA Title 1B services beyond those available in follow-up services. This includes supportive services, which may not be provided after the participant exits the program.
9. In situations where co-enrollment occurs with the youth program or other workforce partner using Arizona Job Connection, follow-up services are not required to be offered while the participant is still active in the program in which they were co-enrolled. Program notes must document this.

**VI. POLICY MANAGEMENT REQUIREMENTS**

Administrative revisions to the policy may be made by the Phoenix Business and Workforce Development (PBWD) Board Executive Director, with notice to the PBWD Board’s Executive Leadership Committee. All other substantive revisions will go to the PBWD Board’s Executive Leadership Committee for review and recommendation to the PBWD Board for approval.

**VII. ADDITIONAL OR MISCELLANEOUS INFORMATION**

None