

	Subject Follow Up Services Policy ARIZONA@WORK-Yuma County	
	Original Issue Date May 19, 2006	Revision Date September 27, 2023
	Authorized by: Yuma County Workforce Development Board	

Background/Purpose:

This policy for the Yuma County Local Workforce Development Area (LWDA) provides guidance on follow up services for participants of the Workforce Innovation Opportunity Act (WIOA) Title IB Adult, Dislocated Worker, and Youth programs. Follow up services are provided following a youth's exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training. For the Adult and Dislocated Worker program, Follow up services are provided to participants who have exit from the program and obtained unsubsidized employment to promote job retention, wage gains, and career progress; as well as those who have not obtained unsubsidized employment.

References: WIOA of 2014 (P.L. 113-128), WIOA State Policy Manual Chapter 2. Section 204, WIOA State Policy Manual Chapter 2. Section 304.09, TEGL 21-16, TEGL 19-16

Policy:

A. Adult & Dislocated Worker Program

Follow up services must be made available to participants who exit the Adult and or Dislocated Worker Program into unsubsidized employment for at least 12 months following the first day of employment, unless the participant declines to receive follow up services, or participant cannot be contacted or located. This LWDA also provides follow up services to those participants who have exit the program and have not obtained unsubsidized employment to assist with obtaining and retaining employment along with career progress.

Before providing follow up services to a participant, a program note must be generated in the AJC system when the participant completes the program to include a summary of the participant's engagement in the program including service needs at the time of the individual's program enrollment, services provided, outcomes of services, date and reason for program exit. If applicable to the participant, the Individual Employment Plan (IEP) must also contain this information. *Refer to the WIOA State Policy Manual Chapter 2 Section 114.01 on General Exit Policy.*

Adult or Dislocated Worker participant that exit the program with an exclusionary reason are not required to receive follow up services as they will not be counted into the WIOA Title IB performance outcomes.

Follow up services may include:

1. Additional career planning and counseling, including counseling about the workplace;
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; and
5. Referral to supportive services available in the community.

Note:

- *Supportive services must not be provided after the Adult or Dislocated Worker participant exits the program.*
- *Refer to the State Arizona Job Connection (AJC) Service Dictionary for a full description of services that fall under Follow up.*

B. Youth Program

Follow up services are provided to all youth participants to ensure the youth is successful in employment and or postsecondary education or training after the youth exits from the youth program. Youth participants must be offered follow up services for a minimum of 12 months after exiting the program, unless the participant declines to receive follow up services, or participant cannot be contacted or located.

Before providing follow up services to a participant, a program note must be generated in the AJC system when the participant completes the program to include a summary of the participant's engagement in the program including service needs at the time of the individual's program enrollment, services provided, outcomes of services, date and reason for program exit. If applicable to the participant, the Individual Service Strategy (ISS) must also contain this information. *Refer to the WIOA State Policy Manual Chapter 2 Section 311 A.B. on General Exit Policy.*

Youth Participants that exit the youth program with an exclusionary reason are not required to receive follow up services as they will not be counted into the WIOA Title IB performance outcomes.

Follow up services for youth may include:

1. Supportive services with the exception of Needs-Related Payments;
2. Adult Mentoring;

3. Financial literacy education;
4. Services that provide labor market information, employment information, in-demand industry/occupations, career awareness/counseling, exploration services; and
5. Services necessary to ensure youth participant is successful with obtaining employment and or continuing postsecondary education.

Note: Refer to the State AJC Service Dictionary for a full description of services that fall under Follow up.

C. Recording and Delivering Follow up Services for Adult, Dislocated Worker,& Youth Programs

1. When follow up services are provided, the appropriate follow up service must be added to the Service & Training Plan (S&T) in the AJC system promptly and accurately within 7 business days from the date service was provided, along with program notes to ensure expediency of services. The Service Provider will initiate an introductory contact letter after the participant has been exited from the program by mail or email requesting the participant to select the preferred method of follow up contact and mail in the selection chosen.

Note:

- Follow up services do not extend the date of exit in performance reporting.
 - There is a difference between informing participants about follow up services and providing follow up services.
 - Adults and Dislocated Workers who exit the program with employment or obtain employment at any point during follow up, the appropriate follow up service must be recorded in the S&T Plan in the AJC system.
 - Citizenship/Eligible To Work documentation must be current and not expired in order for participants to continue receiving follow up services. If documentation has expired, service provider must obtain updated documentation, otherwise services must cease.
2. The type of and duration of follow up services must be determined based on the needs of the participant and the intensity of appropriate follow-up services will vary among participants. Participants who have multiple barriers and limited work history may be in need of significant follow up services to ensure long-term success in the labor market.

3. A minimum of 3 attempts must be made to contact participants to offer follow up services.
4. The participants' follow up contact information is required to be updated in the AJC system at the time a participant exits the program. Participants ought to be informed at program entry about the importance of updating addresses/phone numbers of individuals listed as a follow up contact throughout their participation and at exit. It is significant for participants to provide follow up alternate contacts that will provide to the Service Provider the required participant's follow up information needed to be recorded in the AJC system such as employment status and or enrollment into education/training when unable to reach participant.
5. Attempts to contact the participant must be documented in a program note in the AJC system and may include but not limited to the listed options below. It is the Service Providers' responsibility to engage participants through a method that increases the probability of interaction with the participant, as well as increases the probability of continued contact.
 - a. Sending a letter
 - b. Email/social media post/text
 - c. Phone or face to face conversation
6. Follow up attempts with participant must be made on a monthly basis during the 12 month period of follow up. Program notes must contain follow-up services provided, outcomes of conversations or in-person meetings, job placement or post-secondary status updates. Program notes in the AJC system must be generated within 7 business days from when the attempt/contact was made.
7. When participant refuse follow up services, this must be documented through program notes in the AJC system, and any follow up service open in the S&T Plan must be closed. *Note: Service Providers must have internal procedures for participants who refuse follow up services and continue to be employed and or enrolled in education.*
8. When unable to contact or locate participant, an email or letter will be sent out to the last known address requesting contact prior to cessation of follow up services and program notes will be generated in the AJC system. Any follow up service open in the S&T Plan must be closed in the AJC system. *Note: If the participant is employed at time of exit, but unable to make contact, service provider must attempt to contact employer.*

Note: Follow up services are provided to participants for a period of 12 months from the time a participant is exit from the program (*i.e. program exit date: 4/11/2022, follow up ends on 4/11/2023*). However, for WIOA Title IB performance measure data collection it

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is required to follow the participant until the end of the 4th quarter after exit if participant was employed at any time during that 4th quarter (*i.e. participant ends follow up on 4/11/2023, however the month of April the service provider was unable to obtain supplemental wages. Service Providers must attempt to follow through the end of the 4th quarter (April-June) to see if participant was employed*).

D. Reporting and Collecting Supplemental Data

1. Participants must be informed at program entry the importance of follow up services after they exit the program and the requirements of supplying the appropriate employment and or educational information used for employment-based performance measures and or placement status during follow up.
2. It is essential for the Services Providers to educate employers on the value of providing accurate wage information as this is reported for WIOA Title IB employment-based performance measures that the local area is required to meet.
3. Service providers are required to use quarterly UI wage records when available. If UI wage records cannot be accessed, Service Providers must use supplemental wages. Note: *Service providers must not wait until UI wages populate into the AJC system. If participant is employed, supplemental wage information must be collected.*
4. The following are acceptable documents, but not limited to, and must be uploaded into the AJC system;
 - a. Employer verification on company letterhead (affidavit of placement)
 - b. Employee check stubs (minimum of 2 paystubs)
 - c. Employment website verification (i.e. The Work Number)
 - d. Employer verbal verification signed by staff (must be documented in a program note)
 - e. Participant self-verification signed by participant or staff (monthly letter, survey, phone contact). Must be documented in a program note.

Note: *Refer to Exhibit 100.4 under Exhibits-Policy and Procedures through the Arizona Department of Economic Security, Title IB Policies and Procedures Section.*

5. Supplemental data must be collected, recorded in a valid, reliable manner, and uploaded to substantiate employment retention. Supplemental wage information must be recorded in the AJC system as soon as the Service Provider has been notified that the participant is employed and back up documentation has been obtained.

6. Supplemental wages are reported for 2nd and 4th quarters after exit for employment-based performance measures; however it is also required for 1st and 3rd quarters after exit for Data Validation purposes.
7. Service Providers will use the WIOA Wage Conversion Chart as a guide to assist with the calculation of supplemental wages. *This can be found on Exhibit 100.3 under Exhibits- Policy and Procedures through the Arizona Department of Economic Security, Title IB Policies and Procedures Section.*
8. Supplemental data must be entered in AJC system under WIOA Details/Program Details Wages After Exit Link. *Refer to the AJC Data Entry Procedures/requirements and Exhibit 100.4 under Exhibits-Policy and Procedures through the Arizona Department of Economic Security, Title IB Policies and Procedures Section.*

E. Exclusionary Exits

Participants who exit the program with an exclusionary exit are not required to receive follow up services and will not be counted towards performance measures. In addition, the Exclusion must occur prior to exiting the program. These types of exits will be verified and documented accordingly in the AJC system and program notes. *Refer to the AJC Data Entry Procedures/Requirements document.*

F. Re-enrollment to WIOA Title IB Programs

Service Providers may re-enroll individuals into the Title IB programs when it becomes necessary during follow-up period. Service Providers 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. Justification for re-enrollment must be documented in the AJC system.

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

Note: Title IB programs shall not be construed to provide an individual with an entitlement to services under this title (WIOA of 2014 P.L. Section 194(12))

G. Reports

Service Providers are required to utilize the Tableau reporting system to generate the following reports below that will assist with identifying participants that are pending to

exit or have exited from the program, and those currently in follow-up in order to enter required data into the AJC system.

1. *Exit Warning*: report warns staff of the forthcoming exits.
2. *Recently Exited*: report will display a list of participants who exited within the selected timeframe.
3. *WIOA Annual Performance*: report will display the participants who were enrolled and now exited from the WIOA Adult, Dislocated Worker, or Youth Program for the given reporting program year. It includes which participants fall into the WIOA indicators of performance and if the participant is part of the numerator.