 <small>A proud partner of the americanjobcenter network</small>	<i>Effective Date:</i> 09/04/2024	<i>Type:</i> <input checked="" type="checkbox"/> Policy <input type="checkbox"/> Procedure <i>Function:</i> Adult, Dislocated Worker, Youth & QUEST Programs	Page 1 of 2
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Phoenix Business and Workforce Development Board <small>(approval authority)</small>	<i>Date Approved:</i> 01/30/2020	<i>Subject # & Title:</i> .203 – Follow-up Services	

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, Youth programs and Arizona Quality Jobs, Equity, Strategy, and Training Disaster Recovery National Dislocated Worker Grant (QUEST DWG) and services.

II. PURPOSE

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

III. BACKGROUND

The WIOA Title 1-B requires that follow-up services be made available to Adult and Dislocated Worker, Youth, and QUEST 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, Dislocated Workers, or Youth 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 1-B Adult or Dislocated Worker programs, 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, Dislocated Worker, and/or QUEST 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, subrecipient staff will contact participants at least quarterly for real-time outcomes, with the final contract to ensure employment in the 4th quarter after exit. Follow-up services do not extend the date in performance reporting.

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4. When follow-up services are provided, the appropriate follow-up service must be added to the Service & Training Plan in the participant’s Arizona Job Connections (AJC) record.
5. Adult, Dislocated Worker, and QUEST 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. Subrecipient 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 1-B Adult or Dislocated Worker program is required when it becomes necessary during the follow-up period to utilize WIOA Title 1-B 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 AJC system, 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