

Local Policy, 2025-10 Local Workforce Development Area 2 (LWDA2) Follow-Up Services

Purpose: This policy provides guidance to case managers for participants who have exited WIOA Title I Adult, Dislocated Worker, and Youth Programs and are now receiving follow-up services

Recission: No recission. This is a new policy.

References:

- DWD TA 2023-10 *Follow-Up Services for WIOA Title I Adult and Dislocated Worker Program Participants* (All references within this policy are included by default)

Change Summary: No changes. This is a new policy.

Content:

Definitions:

Exit: As defined for the purpose of performance calculations, exit is the point at which a participant who has received qualifying services through any Workforce Innovation and Opportunity Act (WIOA)-reporting or Employment and Training Administration (ETA)-funded program meets the following criteria:

- For the Adult, Dislocated Worker, and Youth programs authorized under WIOA Title I, Jobs for Veterans State Grants (JVSG) programs, National Dislocated Worker Grant (NDWG) programs, Trade Adjustment Assistance (TAA) programs, and the Employment Service (ES) program authorized under the Wagner-Peyser Act as amended by WIOA Title III, exit date is the last date of a qualifying, participant-level service preceding 90 consecutive days of no qualifying, participant-level services (i.e., staff-assisted or individualized/customized services).
 - o The last day of qualifying service cannot be determined until at least 90 consecutive days have elapsed since the participant last received participant-level services, with no future services scheduled in the Management Information System (MIS). Qualifying participant-level services do not include self-service, information-only services or follow-up services.
 - o All exits are auto-exits. Auto-exits are set by the MIS or case management system retroactively after 90 days to the last date of qualifying service.

For up to 12 months after the first day of exit, follow-up services must be provided to Adult, Dislocated Worker, and Youth program participants who have exited the program. Contact with the customer must be made for the follow-up to be counted.

The types of services and the duration of services must be determined based on the needs of the individual and, therefore, the type and intensity of follow-up services may differ for each participant. Participants who have multiple employment barriers and limited work histories may be in need of significant follow-up services to ensure long-term success in the labor market.

Follow-up not required

Follow-up services are not required for participants who exited due to:

- Institutionalization
- Health-related issues preventing employment
- Death
- Relocation to a location outside of service area with no intent to return
- Entry into the military or full-time post-secondary education

Types of Follow-up Services

- **Career counseling & mentorship:** Assistance with job retention, career progression.
- **Referrals to additional resources:** Community services, training, etc.
- **Assistance with work-related issues:** conflict resolution, employer relations.
- **Resume updates & job search assistance:** If needed for new job placement or advancement.
- **Supportive Services (Youth):** Transportation, childcare, etc.

Performance Reporting & Outcome Tracking

- Follow-up is essential for tracking employment, wage progression, and credential attainment for performance indicators under WIOA.
- Employment and wage data may be verified through wage records, participant self-attestation, or employer contacts.

Documenting Follow-Up Service Provision

Follow-up services and case notes documenting the provision of those services must be recorded in the Regions approved case management system. Case notes must contain the services provided, outcomes of conversations or in-person meetings, and job placement status updates. Case notes must be entered as soon as the information is obtained and/or when services are provided.

Participant data must be recorded into the Regions approved case management system in a timely manner to maintain data integrity and ensure accurate federal reporting. As a region, all data must be entered within three (3) business days. The following activities must be recorded:

- Type of service provided
- Date and method of contact

- Participant response and outcome

For questions, contact:

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