

## FOLLOW-UP

Follow-up is required for all WIOA Title I Adult, Dislocated Worker, and Youth, and Trade Adjustment Assistance (TAA) participants who have exited the program. Follow-up is designed to help individuals retain employment, earn wage gains, and/or advance within their occupation. For Title I Youth, Follow-up contact attempts and services help ensure youth receive the support they need as they transition to the world of work or postsecondary education.

All participants must be informed of Follow-up at the time of enrollment.

### CONTACT

Follow-up contact attempts must be made up to three (3) times per quarter for four (4) quarters following program Exit. It is *recommended* that contact attempts be made once per month for 12 months after program exit. Once successful contact is made, attempts may cease for that quarter. Completing Follow-up does not change or delay the exit date for performance reporting.

Follow-up can include, but is not limited to a two-way exchange between the provider/case manager and either the participant or employer as follows:

#### **TITLE I ADULT, DISLOCATED WORKERS, AND TAA**

- Counseling regarding the workplace;
- Contacting the individual or employer to verify employment;
- Help secure better-paying job(s), career planning, or counseling;
- Resolving work-repeated problems;
- Providing information about educational or employment opportunities; or
- Referral to other community services.

#### **TITLE I YOUTH**

- Supportive Services (see Support Services [Policy 5.34](#));
- Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
- Adult mentoring;
- Financial Literacy education;
- Counseling about the workplace;
- Services that provide labor market information and employment information regarding industry sectors; *or*
- Services necessary to ensure the success of youth participants in employment and/or post-secondary education.

For additional information, see Youth Services [Policy 5.7](#)

Follow-up contact attempts must have been made using all available resources associated with the participant (*i.e., all available phone numbers, text messaging, email address(es)*), or letter [Resource 9](#).

### DISCONTINUING FOLLOW-UP

Follow-up contact attempts may be discontinued if, after 90 days following Exit (*one quarter*), the participant:

- Declines to receive Follow-up;
- Unreachable after three attempted contacts within the same quarter (*see above*);
- Refuses to divulge information;
- Has relocated out of the state with no intention of returning; or
- Meets the criteria in Exit [Policy 6.2](#).

Reasons for discontinuing Follow-ups must be documented in the SDWORKS Follow-Up section and captured in the case notes, including the date the participant opted out and the reason.

## **DOCUMENTATION REQUIREMENTS**

Documentation of Follow-ups must be:

- Recorded in the Follow-up section of SDWORKS and
- Summarized in case notes and containing services provided, outcomes of conversations or in-person meetings, job placement, or post-secondary status updates.
- For Title I Youth, a service should be entered.

## **EXCLUSION**

See Exit [Policy 6.2](#) for exclusion reasons.

## **PERFORMANCE REPORTING**

Follow-ups do not extend the date of Exit in performance reporting. The exit date is determined when the participant has not received services in any US DOL-funded program in which the participant is enrolled or co-enrolled for 90 days and no additional services are scheduled. At that time, the exit date is applied retroactively to the last service date. Once 90 days of no services, other than follow-up services, self-service, and information-only services and activities, has elapsed and the participant has an official exit date applied retroactively to the last date of services, the program continues to provide follow-up for the remaining 275 days of the 12-month follow-up requirement.

## **RE-ENROLLMENT INTO PROGRAM SERVICES DURING THE FOLLOW-UP PERIOD**

If an individual in the Follow-up period is in need of services beyond those offered through Follow-ups, re-enrollment into the program is encouraged. Once re-enrolled, Follow-up requirements from the previous enrollment period are still necessary for performance purposes. The individual must meet eligibility and follow all requirements of a new participant for the new participation period. These will be seen as two separate files for federal reporting.

*WIOA Law §129(c)(2) & §134(2)(A)(xiii)  
20 CFR §681.460 & §681.580  
[TEGL 10-16, Change 2](#)  
Participant Individual Record Layout*