

FOLLOW-UP SERVICES

Follow-up Services are required for all WIOA Title I Adult, Dislocated Worker, and Youth, and Trade Adjustment Assistance (TAA) participants who have exited the program. Services are designed to help individuals retain employment, earn wage gains, and/or advance within their occupation. For Title I Youth, Follow-up 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 Services at the time of enrollment (See [Intake and Orientation](#) Policy 5.5) and must be clearly documented in case notes.

SERVICES

Follow-up Services must be provided, at a minimum, once every month for 12 months following program Exit. Staff must evaluate and determine the level of intensity for Follow-up Services to best suit the participant's needs. Follow-up Services do not trigger the exit date to change or delay exit for performance reporting.

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

Adult and Dislocated Workers

- 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.

Youth

- Supportive Services (WIOA [Support Service](#) Policy 5.34);
- Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
- Adult mentoring (See Services Chart, ([WIOA Resource 1](#)), for a description of adult mentoring);
- Financial Literacy Education (WIOA [Financial Literacy](#) Policy 5.22);
- 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.

Follow-up Services must include more than only a contact attempted or made for securing documentation to report a performance outcome. Attempts to contact must have been made to all phone numbers associated with the participant and at least one other contact method (i.e., email, text messaging, letter ([WIOA Resource 11](#)), etc.).

Discontinuing Follow-Up Services

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

- Declines to receive Follow-up Services;
- is unreachable (staff must have attempted contact, at minimum, once per month for three consecutive months and have used a variety of contact methods);
- refuses to divulge information;
- has relocated out of the state with no intention of returning; or
- meets the [exclusion criteria](#) (*see next page*).

Reasons for discontinuation of Follow-up Services 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-up Services 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 (See Services Chart ([WIOA Resource 1](#))).

EXCLUSION

If a participant meets one of the criteria listed below, they are excluded from performance and additional Follow-up Services:

- Institutionalized:** the participant exits the program because he or she has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center during the course of receiving services as a participant.
- Health/Medical:** the participant exits the program because of medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.
- Deceased:** the participant is deceased.
- Reserve forces called to active duty:** the participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days.
- Foster care:** the participant is in the foster care system as defined in 45 CFR1355.20(a), and exits the program because the participant has moved from the area as part of such a program or system (Youth Participants ONLY).
- Ineligible:** the participant, who was determined to be eligible, is later determined not to have met eligibility criteria (Vocational Rehabilitation only).
- Criminal offender:** the participant is a criminal offender in a correctional institution under WIOA Law § 225.

PERFORMANCE REPORTING

Follow-up Services 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 date of exit is applied retroactively to the last date of service. 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 services for the remaining 275 days of the 12-month follow-up requirement.

RE-ENROLLMENT INTO PROGRAM SERVICES DURING FOLLOW-UP PERIOD

If an individual in the Follow-up period is in need of services beyond those offered through the Follow-up Services, 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
Participant Individual Record Layout*