FOLLOW-UP SERVICES

Follow-up Services must be made available to all WIOA Title I Adults, Dislocated Worker, Trade Adjustment Assistance (TAA), and Youth participants. Follow-up Services are not required for Wagner-Peyser participants. All participants must be informed of Follow-up Services at time of enrollment. Follow-up Services are critical to help ensure participants have a successful employment and/or post-secondary education and training post program participation.

Activities related to Follow-up Services include contacting or attempting to contact a participant for the purpose of securing documentation for the case file in order to report a performance outcome. Performance data for every quarter after exit must be entered in SDWORKS. Reasonable effort to contact the participant on separate occasions must be attempted: In-person, telephone, email, text, or by letter (see WIOA Resource 9: Follow-up Letter). Make reasonable effort to vary the time of day, day of week, and method contact before discontinuing Follow-up Services. All participants, even those who have moved out of state, must be contacted regarding Follow-up Services.

SERVICES

Follow-up Services should include more than contacts or attempted contacts for securing documentation in order to report a performance outcome. For Title I Adults or Dislocated Workers, Follow-up Services are recorded in the Follow-up Section of SDWORKS and summarized in case notes. WIOA Title I Youth Follow-up Services should be recorded in the Follow-up Section, summarize in case notes, and an F service should be added (See “Youth Specific Services” on the next page).

Follow-up Services provide support and guidance to
• facilitate sustained employment
• advancement along a career or educational ladder
• personal development
• Problem solve barriers to successful employment

The types of Follow-Up Services provided, and the duration of the services provided must be determined based on the needs of the individual and align with their Employment Plan. As a result, the type and intensity of follow-up services may differ for each participant.

Follow-up Services are required for a minimum of 12 months. Follow-up Services may be extended beyond the 12-month period if the participant is in need of such services beyond the 12-month period.

Follow-up Services must be completed for all quarters beginning with the first quarter after the exit date. Quarters include three months, grouped as follows:
• January, February, March
• April, May, June
• July, August, September
• October, November, December

For example: if the participant’s Last Date of Service was on August 30, their first Follow-up Service will be during October, November, or December.

No further Follow-up Services need to be offered if:
• The participant declines to receive Follow-up Services; Or
• The participant cannot be located after three contact attempts in a single Follow-up Quarter; Or
• The Individual meets exclusion criteria (see next page).
EXCLUSION
If a participant meets one of the criteria listed below, they are excluded from performance and additional Follow-up Services:

A. **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.

B. **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.

C. **Deceased**: the participant is deceased.

D. 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.

E. **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).

F. **Ineligible**: the participant, who was determined to be eligible, is later determined not to have met eligibility criteria (Vocational Rehabilitation only).

G. **Criminal offender**: the participant is a criminal offender in a correctional institution under WIOA Law § 225.

TITLE I YOUTH SPECIFIC SERVICES

Follow-up Services do not trigger performance or impact the participation period. Refer to F services in the Services Chart (WIOA Resource 1). Youth Follow-up Services may include:

- Regular contact with a youth participant’s employer, including assistance in addressing work-related problems that arise.
- Supportive Services – follow the Support Service Policy 5.34.
- Adult mentoring – utilize the Services Chart, (WIOA Resource 1), for a description of adult mentoring.
- Financial Literacy Education – follow the Financial Literacy Policy 5.22.
- Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
- Activities that help youth prepare for and transition to postsecondary education and training.
- Counseling about the work place.

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