



Follow-Up Services – Adults & Dislocated Workers

Effective: June 1, 2018

Reviewed: November 1, 2022

Reference: Workforce Innovation and Opportunity Act (WIOA) Section 134(c)(2)(A)(xiii); CFR 678.430(c); USDOL TEGL 19-16

Background: WIOA requires States and local areas to make follow-up services available for Adult and Dislocated Worker participants who are placed in unsubsidized employment. Follow-up services must be made available for up to 12 months after the first day of employment as appropriate. Follow-up services do not extend the date of exit in performance reporting.

Policy: The Oswego County Workforce Development Board will make follow-up services available to participants in the Adult and Dislocated Worker programs who are placed in unsubsidized employment. Follow-up services will be made available for a minimum of 12 months after the first day of employment.

Follow-up Services are defined as services to provide support and guidance for:

- Facilitating sustained employment
- Advancement along a career or educational ladder
- Personal development

Types of follow-up services may include but are not limited to: information and referral; career advisement and counseling; counseling on appropriate workplace behaviors; soft skill development, financial literacy, problem solving and conflict management.

Follow-up services will be made available to Adult and Dislocated Worker participants unless the participant declines to receive follow up services or the participant cannot be located or contacted. Each participant will receive a survey requesting feedback on employment status and any issues or concerns. Surveys will be sent monthly via mail or email. The type, scope and duration of follow-up services to be provided are determined based on the needs of each individual in response to the issues noted on the follow-up survey.

Follow-up services may end prior to the 12-month requirement if Staff is unable to contact the individual after 3 consecutive attempts, or if the individual declines follow-up services. Outreach efforts will be documented in the One Stop Operating System (OSOS) in the case notes.

Exclusions:

Participants exited for the reasons listed below are excluded from performance and follow up:

- 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.