

SOUTHERN WORKFORCE BOARD, INC.



FOLLOW-UP SERVICES POLICY FOR ADULT & DISLOCATED WORKER & YOUTH PROGRAMS

SWB - #117

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**OKLAHOMA
WORKS**

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BACKGROUND

Labor force attachment, retention and advancement are the primary focal points of the Workforce Innovation and Opportunity Act (WIOA). Follow-up services are an integral piece to the success of a participant's retention and advancement and/or educational pursuits.

Follow-up services require the development of formal and informal relationships with community agencies that can also provide assistance to participants. This is especially important in the provision of supportive services. The Workforce Innovation and Opportunity Act requires that a supportive service referral process be coordinated within each community to ensure that Youth WIOA funds are only expended on those services that **are not available to a participant from other sources**.

WIOA Title I Case Managers and system placement staff must also develop formal relationships with employers to assist in identifying successes, barriers, needs, and career advancement opportunities. WIOA Title I case managers and system placement staff must distinguish roles and define the employer-relations to be established for each participant on a case-by-case basis.

CONTACT

Follow-up services must include at least one contact every thirty (30) days for the minimum of 12 months. Contacts made for securing documentation or attempted contacts are not to be entered as a Follow-up service and should be entered as a "Follow-up contact" program note.

A primary contact and two alternative contact methods are required to be documented in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS) at the time of enrollment and updated prior to the time of exit. Follow-up services are required to be explained at enrollment and offered at the time of exit. A participant may refuse to receive follow-up services. If follow-up services are refused it must be documented with a program note, entry in the IEP or ISS, and must include the date of refusal.

If the participant has not been able to be reached with the primary contact number and the two alternative contact methods within the first six (6) months, documentation must be in a program note detailing what methods of contact were used, what dates contacts were attempted, and that the participant is being removed from follow-up services due to "no contact during follow-up".

DESCRIPTION

Adult and Dislocated Worker

Adults and Dislocated Workers are available to receive follow-up services upon exit; however, follow-up services must be offered beginning the day after s/he enters unsubsidized employment. The services can be provided *for a minimum period of twelve months from the date of employment*.

Adult and Dislocated Worker's require regular (monthly) contact with the participant and/or the employer by WIOA Title I case navigator and/or system placement staff. Adult and Dislocated Worker participants are not eligible to receive Title I funds for supportive services during follow-up. Follow-up services include, but are not limited to the following activities:

- Job Retention and Crisis Management
- Job Advancement and Career Development
- Peer support groups
- Employment verification
- Mentoring
- Educational opportunity information

Once a participant secures unsubsidized employment, the WIOA Case Manager and/or system placement staff must work together with the participant to ensure job retention and advancement. The two staff members must distinguish their appropriate roles on a case-by-case basis. Previously developed relationships among the staff and participant should be taken into account when distinguishing roles and responsibilities.

Youth

Youth participants have follow-up services available for a minimum duration of twelve (12) months. Follow-up begins the day after exit, the completion of the last youth program service as indicated in the participant's Service and Training (S&T) Plan in OkJobMatch. Follow-up is an activity provided in order to assist them with retention of employment and/or educational pursuits and must be determined based on the needs of the participant.

Youth require regular (monthly) contact and follow-up service must be provided to all youth participants for a minimum of 12 months after exit. Follow-up services are essential in successful employment and/or postsecondary education and training. They may include regular contact with the youth's employer in order to assist in addressing work-related problems that arise. Follow-up services must be determined based on the needs of the participant and therefore they may differ for each participant. Follow-up services for youth may include the following:

- The leadership development activities;
 - Exposure to postsecondary educational opportunities;
 - Community and service learning projects;
 - Peer-centered activities, including peer mentoring and tutoring;
 - Organizational and teamwork training, including team leadership training;
 - Training in decision-making, including determining priorities; and
 - Citizenship training, including life skills such as parenting, work behavior training and budgeting of resources
 - Civic engagement activities which promote the quality of life in a community; and
 - Other leadership activities that place youth in a leadership role such as serving in a leadership committee, such as a Standing Youth Committee.

- Supportive service activities
 - Linkages to community services;
 - Assistance with transportation;
 - Assistance with child care and dependent care;
 - Assistance with housing;
 - Needs-related payments;
 - Assistance with educational testing;
 - Reasonable accommodations for youth with disabilities;

- Legal aid services;
 - Referrals to health care;
 - Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear.
 - Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
 - Payments and fees for employment and training-related applications, tests, and certifications.
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- Financial literacy
 - Employer contact to assist in work- related issues that may arise
 - Educational opportunity information
 - Employment opportunity information in order to secure a better paying jobs
 - Career development
 - Work-Related Peer Support Groups
 - Adult Mentoring

DOCUMENTATION

Follow-up services entered in the participants Service & Training(S&T) plan must be services that are provided to the participant or employer. These services should be entered at the time the service is provided and the service date(s) should reflect the actual date of service. A detailed description of the service provided and any outcomes associated with that service must be entered in the S&T service note. An attempted contact or contact in order to obtain outcome documentation with the participant is not an acceptable follow-up service and should be documented as a program note.