

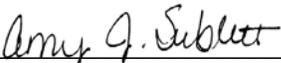


**MO Div. of Workforce Development
DWD Issuance 21-2012**

**Issued: March 28, 2013
Effective: March 28, 2013**

Subject: Workforce Investment Act (WIA) Follow-Up Services

1. Purpose: This Issuance provides statewide guidance for local areas regarding follow-up services authorized in the WIA for Adult, Dislocated, and to update the guidance for Youth program participants.
2. Substance: U.S. Department of Labor (USDOL) Regulation 20 CFR 663.150 (b) and 664.450 address follow-up services provided to WIA participants subsequent to their placement in unsubsidized employment, post-secondary and/ or a training facility, or the military. In accordance with this Issuance, local Workforce Investment Boards and their subcontractors should adhere to the instructions listed herein.
3. Action: The Next Generation Career Center model calls for the reduction in outdated or unnecessary local policies, including reducing or eliminating the use of "Follow-up" as a strategy to manage or influence exit-based performance measures. Therefore, WIA follow-up services to program participants must be provided in adherence to this Issuance. Local areas should not further interpret or contradict the contents of this guidance.
4. Contact: If you have any questions please contact Steve Reznicek, Quality Assurance Manager, 573-522-3015 or steve.reznicek@ded.mo.gov.
5. Reference:
 - 1) 20 CFR 663.150(b), 664.450
 - 2) Training and Employment Guidance Letter (TEGL) 17-05, TEGL 9-00, TEGL 30-10
 - 3) USDOL Toolkit for Effective Front Line Services to Youth.
6. Rescissions: This Issuance takes the place of and supersedes DWD Issuance 10-2009, dated December 1, 2009.
7. Attachment: WIA Follow-Up Services, Attachment 1.



Amy Sublett
Acting Director
MO Div. of Workforce Development



WORKFORCE INVESTMENT ACT FOLLOW-UP SERVICES

Adult and Dislocated Worker Program

The Workforce Investment Act (WIA) follow-up services must be made available to all participants enrolled in the Adult and Dislocated Worker programs for a minimum of 12 months after the first day of unsubsidized employment. While WIA statutory requirements mandate that follow-up services should be available in a local area, it also states these services must be appropriate. Examples of WIA Adult and Dislocated follow-up services include:

- Career planning and counseling
- Assistance with work-related problems
- Required contact with the participant's employer
- Peer support groups
- Supportive service referrals
- Information regarding educational opportunities

Additionally, provision of training funds or supportive services to employed participants should be consistent with regulations regarding post-placement services established by the local Workforce Investment Board (LWIB). If these services are provided they should be documented on the participant's Individual Employment Plan (IEP).

It is important to reiterate that follow-up services are provided to ensure the participant is able to retain employment, realize wage increases, and facilitate career progression. While a region must have follow-up services available to employed participants, federal regulations state that every adult and dislocated worker will not need or want these services. It is not a requirement that local staff provide follow-up services to participants placed in unsubsidized employment unless these services are requested. Therefore, verbal or written contact by staff with a participant or their employer merely to confirm the participant is still employed is not necessary or appropriate unless supplemental employment information is needed for performance outcome documentation. Program staff must document requests for WIA follow-up services in the Division of Workforce Development's (DWD) information management system case notes.

This clarification of the follow-up requirement is designed to free-up a significant amount of staff time that can be better used to provide services to individuals that are currently seeking, or are determined to be in need of, staff-assisted services.

Youth Program Participants

WIA follow-up services must be provided to all participants enrolled in the Youth program for a minimum of 12 months after the completion of participation. Additional services may be available to participants beyond these 12 months with LWIB approval. The types and duration of these services must be based on the needs of the individual.

Follow-up services provide support and guidance after placement to facilitate: 1) sustained employment and educational achievement; 2) advancement along a job and/or educational ladder; and 3) personal development. Follow-up services include a broad range of activities identified as effective approaches, such as: 1) developing a close, trusting relationship before and after placement; 2) providing intensive support and case management during the first part of the follow-up period, since job loss and other setbacks may occur early in the post-program time period; 3) providing engaging activities to help young people stay connected to program staff; 4) providing supportive services, as appropriate; and 5) maintaining contact with employers of Youth and providing the necessary support to both employers and Youth to ensure that Youth remain employed.

Examples of follow-up services include:

- Supportive services
- Leadership development
- Adult mentoring
- Work-related peer support groups
- Monitoring the employment progress of a participant to foster job retention and advancement if appropriate
- Assistance with resolving work-place issues
- Assistance with career development and securing opportunities

Follow-up services are not contacts or attempted contacts for the purpose of securing documentation for the case file in order to report a performance outcome, however, it is imperative for staff to collect the requisite data to substantiate the Youth performance measures reported to USDOL. Program staff must document the need for WIA follow-up services in DWD's information management system case notes; and record the follow-up enrollment when services are provided with the appropriate services documented.

Local areas should review TEGs 9-00 and 30-10 for follow-up strategies. Additionally, strategies for addressing follow-up services can be found in the USDOL Toolkit for Effective Front Line Services to Youth.