



# Follow-up Services Policy

Approval Date: June 6, 2025

## Purpose

This policy establishes guidelines for providing follow-up services to participants of the WIOA Title I Adult, Dislocated Worker, and Youth programs. It is aligned with TEGL 19-16, TEGL 21-16, and OWD WIOA Policies 15-08.1 and 15-10, ensuring compliance with federal and local regulations.

Follow-up services are designed to support participants after program exit by helping them sustain employment, achieve job retention, gain post-secondary credentials, and advance in their careers. These services are critical for maintaining long-term success and improving workforce outcomes.

This policy ensures that WIOA participants continue to receive support post-exit, facilitating long-term success in employment and education while ensuring compliance with performance reporting and documentation requirements.

## Policy

### Adult and Dislocated Workers

#### Overview

Follow-up services for WIOA Title I Adult and Dislocated Worker participants consist of *non-monetary activities* provided after participants have secured unsubsidized employment and exited the program. These services aim to help individuals retain employment, advance in their careers, and access ongoing support as needed.

#### Initiation and Duration of Follow-up Services

- Follow-up services must be available for up to 12 months after a participant has exited the program.
- The **exit date** is retroactively applied to the participant's last day of service after 90 days without receiving additional services (excluding follow-up, self-service, and information-only activities). Once the 90-day period has passed, participants are considered exited, but follow-up services may continue for the remainder of the 12 months.
- Follow-up services do not extend the official exit date for performance tracking.

#### Eligibility and Outreach

- Follow-up services are available only to participants who have exited the WIOA Title I Adult or Dislocated Worker programs after securing unsubsidized employment OR when requested by the participant and determined appropriate by the provider staff.
- If the participant agrees to receive services, all interactions, services provided, and outcomes must be documented in both the participant's local file and the State's system of record. If a participant opts out, the date and reason must be recorded.
- Outreach must be conducted at least quarterly through phone, email, or both.

#### Types of Follow-up Services

- Counseling and guidance on workplace issues
- Assistance with employer benefits, health insurance, financial literacy and budgeting assistance
- Verifying employment status with individuals or employers (requires participant consent)
- Assistance with securing better-paying jobs, career planning, or counseling
- Verification of industry-recognized credentials



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- Resolving work-related problems
- Connecting participants to peer support groups
- Providing information on education or employment opportunities
- Referring participants to community services

**Note:** Supportive services are not allowed during follow-up for Adults and Dislocated Workers.

## **Additional Services**

Additional non-monetary follow-up services may be developed that comply with this policy to further assist participants.

## **Youth**

### **Overview**

Follow-up services are essential for youth participants to ensure a smooth transition to employment or post-secondary education. These services must align with the participant's Individual Opportunity Plan (IOP) and help support their long-term success.

### **Initiation and Duration of Follow-up Services**

- At enrollment, youth participants must be informed that follow-up services will be provided for at least 12 months after program exit. This information must be documented in case notes in the participant's local file and Ohio's case management system.
- Follow-up services can begin immediately after the last service date. The type and intensity of services should be tailored to the individual's needs. Youth participants may decline follow-up services, and this must be documented in case notes.
- If a participant cannot be contacted, all attempts must be recorded. Providers may cease outreach efforts after one quarter with no response, and this decision must also be documented.
- Follow-up services do not affect the participant's official exit date.

### **Types of Follow-up Services**

- Regular contact with employers to verify employment and address work-related issues (with participant consent)
- The Youth program elements requiring follow-up services are supportive services, adult mentoring, financial literacy education, labor market information, career awareness, and post-secondary transition support
- Follow-up services must be more than simple contact for documentation purposes.

### **Program Completion and Documentation Requirements**

- Upon program completion, a case note summarizing the participant's engagement, services provided, outcomes, and the reason for completion must be recorded. The completion date must match the records in both the participant's local file and Ohio's case management system.
- Follow-up services must be documented with case notes detailing the types of services provided and their duration. If a participant opts out, the date and reason must be recorded.