



BLUE RIDGE REGION

Title: Follow-Up Policy	Related Forms: No
Creation Date: 6/21/2019	Revised Date: 12/13/2019

Purpose

The Workforce Innovation and Opportunity Act (WIOA) Title I requires that follow up services must be made available to participants for up to 12 months following the first day of employment and/or case closure. The goals of follow-up services are to ensure job retention, wage gains and career progress for participants who have been referred to unsubsidized employment.

References

- TRAINING AND EMPLOYMENT GUIDANCE LETTER WIOA NO. 26-16 Guidance on the use of Supplemental Wage Information to implement the Performance Accountability Requirements under the Workforce Innovation and Opportunity Act
- PUBLIC LAW 113–128, Workforce Innovation and Opportunity Act
- TRAINING AND EMPLOYMENT GUIDANCE LETTER WIOA NO. 10-16 ATTACHMENT 1 Definitions of Terms Related to the Performance Accountability System

Policy

A participant in a WIOA Title I program is exited from the program when a participant is no longer receiving services from any DOL-administered program for at least 90 days and no future services are planned. Once an individual has exited from the program, they will then fall into a Follow-Up period, for up to 12 months following the last date of service (exit date).

Procedure

Services

Follow-up services for Adults & Dislocated Workers include, but are not limited to:

- Additional career planning;
- Counseling regarding the workplace;
- Contact with the participant’s employer, including assistance with work-related problems that may arise;
- Peer support groups;
- Information about additional educational opportunities; and
- Referral to supportive services available in the community.

Follow-up services for Youth are limited to the following:

- Supportive services;
- Adult mentoring;
- Financial literacy;
- Labor market information; and
- Transition to post-secondary education.

Furthermore, Youth may choose to opt-out of receiving Follow-up services.

Scope and Intensity

- Must be based on the needs of the individual participant with a minimum contact of
 - Once each month of the first quarter following closure;
 - Once during the first month of the 2nd quarter following closure;
 - Once during the 3rd quarter following closure; and Once during the first month of the 4th quarter following closure.
- Supportive services are allowed with proper documentation of need prior to the client's first paycheck, following the local policies regarding Supportive Services that are in place.
- Staff must make services for job search, career planning, job retention or workplace counseling if he/she is no longer employed available to participants, as needed.

Documentation

- Follow-up case notes should be maintained in the Virginia Workforce Connection (VaWC) and in the file to document all contacts and efforts made to/with/on behalf of the customer during the twelve-month follow-up period.
- Documentation should verify the complete status of the client, including place of employment, wage, hours per week, and information regarding any lapses in employment. Virginia Employment Commission (VEC) Unemployment Insurance (UI) wage matches may be utilized to verify employment & wage information for follow-up and performance purposes.
- If staff have knowledge that an individual has employment that will show on VEC UI reports, no further action to verify employment & wage data for that individual is required by WIOA Title I case management staff. The VEC UI wage match will occur when the state runs those reports & will be processed within VaWC for performance requirements.
- Follow-up should assess if additional services are needed. If staff are utilizing wage matches through VEC UI wage matches, follow-up services must also be made available to customers on an as-needed basis.
- Staff must update follow-up screen in the VaWC quarterly to document that/when follow-up has occurred.
- Staff must document diligent effort to secure/upgrade employment for the client when he/she is unemployed or has received a cut in hours or wages during the twelve months following exit.
- While unemployment insurance (VEC) wage records are the primary source of information in the calculation of performance rates, supplemental data is acceptable for calculating performance rates when wage data is unavailable (with the exception of median earnings measure). Supplemental data must be recorded quarterly after exit in VaWC using the Follow Up section. Individuals whose employment may not be verified by VEC UI matches include, but are not limited to: self-employed, federal employees, Railroad employees, migrant or seasonal farm workers, etc.
- When an exited participant is employed in an occupation covered by unemployment insurance in the quarter in question, staff may focus on providing additional services in follow-up rather than obtaining employment status & wage records, as the VEC wage match will be run by the VCCS and data will be recorded for follow-up and performance measures in this instance. Local VEC staff will provide training for WIOA Title I staff regarding which types of employment are covered under UI records. If there is any uncertainty on the part of the WIOA Title I case manager of whether or not there will be a UI wage match, the Title I case manager has the responsibility of obtaining employment & wage verification as needed.

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- In order to ensure the accuracy of customer employment status at the time of closure and during the follow-up periods, one of the following supplemental sources should be used to verify employment:
 - Employment Verification Form signed by employer;
 - Documentation of phone conversation with employer indicating period of time client was employed, name and title of employer representative who verified information, date and time of conversation and method used to communicate with employer representative. Reasonable efforts to obtain the signed employment verification must be documented in case notes before using telephone documentation;
 - Copy of paycheck stub covering the period required by the applicable measure;
OR
 - Self-attestation can be used only as a last resort if case manager has documented unsuccessful other attempts (see Adult, Dislocated Worker and Youth Eligibility policy).
 - NOTE: For those self-employed, self-attestation covering the period of time required is permitted.
- Data entry of performance information should occur in VaWC at the time performance verifications are obtained.