

**Mississippi Department of Employment Security
Policy Number 28: Adult and Dislocated Worker Follow-Up Policy
Workforce Innovation and Opportunity Act
Office of Grant Management**

I. PURPOSE

The purpose of this policy is to provide guidance to Local Workforce Development Areas (LWDA), partners, and contractors regarding the implementation of Follow-up procedures required under the Workforce Innovation and Opportunity Act (WIOA) Title I. In accordance with WIOA, this policy establishes the standards in the implementation and documentation of Follow-up procedures for Title I Adult and Dislocated Worker program exiters.

II. BACKGROUND

Follow-up services are available to all WIOA Title I program participants, including Adult and Dislocated Worker. WIOA defines Follow-up services as a type of Career Service for Adult and Dislocated Worker programs.

Activities related to follow-up services include contacting or attempting to contact a participant for the purpose of securing documentation for the case file in order to report a performance outcome. Reasonable effort to contact the participant on separate occasions must be attempted. Performance data for every quarter after exit must be entered in MSWorks.

III. REQUIREMENTS

WIOA requires that follow-up services must be made available to Adult and Dislocated Workers for a period up to twelve (12) months following exit from the program. The goal of follow-up services is to ensure job retention, wage gains, and career progress for participants who have entered unsubsidized employment.

Follow-up services may include, but are not limited to the following:

- Counseling individuals about the workplace;
- Contacting individuals or employers to verify employment;
- Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual;
- Assisting individuals and employers in resolving work-related problems;
- Connecting individuals to peer support groups;

- Providing individuals with information about additional educational or employment opportunities; and
- Providing individuals with referrals to other community resources

While follow-up services must be made available to all Adults and Dislocated Workers, not all individuals entering unsubsidized employment will need or want such services. The need and the level of intensity for follow-up services must be evaluated for each individual and determined appropriate. Documentation addressing the need and type of services required must be maintained in the case notes and/or the Individual Employment Plan (IEP). When individuals decline follow-up services, documentation must be entered in the case notes and/or IEP.

Follow-up contact attempts will not be required for participants who are not responsive, cannot be located, refuse to provide information, or have relocated out of state with no intention of returning. Reason for discontinuation of follow-up services must be documented in the case notes and/or the IEP.

Exits are retroactive to the last date of services. Follow-up services may begin immediately following the last date of service if it is expected that the participant will not receive any future services other than follow-up services. Follow-up services do not trigger the exit date to change or delay exit for performance reporting.

Individuals who have exited from the program generally cannot receive supportive services as a follow-up service. Supportive services can only be provided to participants receiving career and/or training services. However, for special projects/grants, staff should adhere to the guidelines and requirements of that program.

IV. MONITORING

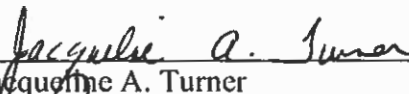
The State and the LWDAs will monitor follow-up services to assure compliance with applicable federal requirements. At a minimum, a random sampling of WIOA Adult and Dislocated Worker participant files will be reviewed annually.

V. REQUIRED ACTION

Local Workforce Development Boards should adopt a policy that aligns with the state policy. LWDAs and subgrantees should ensure that procedures align with state and local policy.

VI. EFFECTIVE DATE

This policy shall be effective immediately. This policy will be revised and reissued as additional DOL/ETA guidance is received.

 10-19-2020
Jacqueline A. Turner Date
Executive Director