



## EMPLOY MILWAUKEE POLICY 18-01

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**POLICY:** 18-01

**SUBJECT:** FOLLOW UP SERVICE

**ISSUANCE DATE:** 01/01/19

**EFFECTIVE DATE:** 01/01/19

**REVIEWED DATE:** 08/29/24

### POLICY SCOPE

- EMPLOY MILWAUKEE AGENCY
- WIOA WDA 2 SYSTEM
- WIOA TITLE I-B PROGRAM(S)
  - ADULT PROGRAM
  - DISLOCATED WORKER PROGRAM
  - YOUTH PROGRAM
- NON-WIOA PROGRAMS
- RE ENTRY PROGRAMS

### REFERENCES:

- 20 CFR 688.360, 678.430(c), 680.150, 681.580, and 688.120
- 29 USC 3101, Workforce Innovation and Opportunity Act (WIOA) 129(c), 134(d), and 171 2 CFR Part 200, Uniform Administrative Guidance
- United States Department of Labor Training and Employment Guidance Letters (TEGLs) WIOA 21-16 and WIOA 19-16
- Wisconsin WIOA Titles I-A and I-B Policy and Procedure Manual, Section 8.6

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## I. BACKGROUND

WIOA requires that local Workforce Development Boards (WDBs) develop policies and procedures for the provision of follow up services to individuals who have participated in WIOA Title I activities and have exited the program.

## II. PURPOSE

This policy is to provide guidance on what follow-up services are available to participants of the WIOA programs and other DOL-funded programs who have completed their service plans and exited the programs. These are services that assist participants in obtaining or retaining employment or applying for and transitioning to post-secondary education or training.

## III. POLICY

The policy of Employ Milwaukee is to provide follow-up services to each participant who has exited WIOA or a DOL-funded program, unless the individual declines the services or cannot be located or contacted. In accordance with WIOA, the extent and nature of the specific follow-up services provided to each participant shall be determined on a case-by-case basis. Career Planners must directly contact exited WIOA participants a minimum of quarterly for at least 12 months following exit. YouthBuild participants must receive follow up services for a period of 12 months following a successful exit from the program. Attempted, unsuccessful contacts, mass communications, and contacts made to secure documentation for performance outcome reporting are not considered individual follow up services.

Counseling about the workplace is the most commonly-used follow up service and can assist an exited participant in maintaining and succeeding in employment.

### A. WIOA Youth

Follow-up services for exited WIOA youth participants may include regular contact with the youth's employer,

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including assistance in addressing work-related problems that arise. Follow up services for WIOA youth may also include the following program elements, per 20 CFR 681.580:

1. Supportive services
2. Adult mentoring
3. Financial literacy education
4. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services
5. Activities that help youth prepare for and transition to postsecondary education and training

### **B. YouthBuild**

Follow-up services for exited YouthBuild participants include:

1. The leadership development and supportive service activities listed in § 681.520 and 681.570;
2. Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
3. Assistance in securing better paying jobs, career development, and further education;
4. Work-related peer support groups;
5. Adult mentoring; and
6. Services necessary to ensure the success of youth participants in employment and/or postsecondary education.

### **C. Supportive Services**

Supportive services provided during follow up must comply with Employ Milwaukee Supportive Service Policy. Supportive services are not an allowable follow up service for exited Adult and Dislocated Worker participants, per WIOA Titles I-A and I-B Policy and Procedures Manual, Section 8.6.3.2.

## **IV. PROCEDURES**

Career Planners must document contact attempts and results thereof in participants' files as well as the applicable electronic records maintained by the program's funder (i.e. ASSET for WIOA). Follow up services must be reported as follow up services as opposed to program services so that federal reports differentiate these services.

All follow-up contacts, including those that are unsuccessful, must be recorded in ASSET Follow-Up Services Screen. Select from the dropdown list the appropriate service being provided. All required fields and the outcomes box must be completed. Please note that quarterly employment and wage information must be recorded in ASSET Follow-Up Status Screen, which differs from the Follow-Up Services Screen. When entering employment and wage information, enter data under the appropriate quarter's tab (first quarter, second quarter, third quarter, and fourth quarter after exit).

## **V. ACTION REQUIRED**

- Participants of WIOA and other DOL-funded programs must be made aware of available follow-up services and the process by which these services are available. When developing a participant's Individual Employment Plan or Individual Service Strategies, the Career Planner must include the provision of follow-up services as part of the overall service plan. Participants must maintain contact with the Career Planner in order to access these services.
- Posting of this Policy to the Employ Milwaukee website for open access to all personnel.

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**REVISIONS:** [EMPLOY MILWAUKEE ADULT AND DISLOCATED WORKER FOLLOW UP SERVICES POLICY, EFF. JULY 1, 2018](#)

**BOARD APPROVAL DATE:** [12/12/18](#)

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