

VI WORKFORCE DEVELOPMENT BOARD POLICY DOCUMENT

Workforce System Guidance WIOA 406-21

TO: WIOA Grant Recipients; Administrative Entities; One-Stop Partners

SUBJECT: USVI WORKFORCE DEVELOPMENT BOARD FOLLOW UP SERVICES POLICY

DATE: September 22, 2021

References:

- WIOA, Section 124(c)(2)(A)(xiii)
- WIOA sec. 134(c)(2)(A)(xiii)
- 20 CFR 678.430(c), 20 CFR 680.150 and 20 CFR 681.580
- TEGL 10-16, Change 1
- TEGL 16-16
- TEGL 19-16
- TEGL 21-16

Purpose: The purpose of this policy is to communicate VI State Workforce Development Board's (VISWDB) provision of follow-up services to participants exiting the WIOA Adult and Dislocated Worker programs as required by WIOA and to communicate VI SWDB provision of follow-up services to participants exiting the WIOA Youth program as recommended in TEGL 21-16, to include how to document and record when a youth participant cannot be located or contacted.

Background: Follow-up services provide participants support and guidance after program exit to facilitate sustained employment, to ensure job retention and post-secondary credentials, wage gains and career advancement goals. WIOA sections 134(c)(2)(xiii) and 129(c)(2)(I) describe follow-up service requirements for participants who have exited the WIOA Adult, Dislocated Worker and Youth programs.

Policy:

ADULT AND DISLOCATED WORKERS

Follow-up services provided to system-exited WIOA Title I Adult and Dislocated Worker program participants are non-monetary activities designed to help individuals retain unsubsidized employment resulting from the system-related services received.

Initiation and Duration of Follow-up Services:

Follow-up services, if requested by the participant and as appropriate, must be provided for up to 12 months after the participant has obtained unsubsidized employment and has system exited from the program. As noted in TEGl 10-16, because the date of exit is retroactive to the last date of service, 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.

Types of Follow-up Services:

Follow-up services can include, but are not limited to two-way exchanges between the service provider/case manager and either the individual (or advocate) or employer as follows:

- Counseling about the workplace.
- Contacting the individual or employer to verify employment.
 - Prior to contacting an employer to verify employment, the Service Provider must obtain a consent form signed by the participant authorizing the Service Provider to contact the participant's new employer. The consent form must be uploaded into the participant's VIEWs record.
- Help secure better paying jobs, career planning, or counseling.
- Resolving work-related problems.
- Providing information about educational or employment opportunities.
- Referral to other community services.
- Follow-up services must include more than simply a contact for securing documentation in order to report a performance outcome.

YOUTH

Follow-up services are critical for youth after program exit and are designed to ensure the youth is successful in employment and/or post-secondary education and training. Follow-up services must align with the youth's Individual Service Strategy (ISS).

Initiation and Duration of Follow-up Services:

At the time of program enrollment, all youth participants must be informed of the provision of follow-up services for a minimum of 12 months following their exit from the program. This notification must be clearly documented in case notes.

Because the date of exit is retroactive to the last date of service, 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. The types of services and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each participant.

Youth may decline to receive follow-up services, and in some situations the participant cannot be located or contacted after program exit. If the youth declines to receive follow-up services, the date the participant declined follow-up services must be documented in case notes

recorded in VIEWS. If a youth cannot be located or contacted after program exit, the dates and outcome of attempts to contact the participant must be documented in case notes recorded in VIEWS. The Service Provider may discontinue attempting to contact youth participants who have not responded after the first quarter after exit. The decision to discontinue attempting to contact youth post-exit must also be documented in case notes recorded in VIEWS.

Types of Follow-up Services:

Follow-up services may include regular contact with a participant's employer, including assistance in addressing work-related problems that arise. Prior to contacting an employer to verify employment, the Service Provider must obtain a consent form signed by the participant authorizing the Service Provider to contact the participant's new employer. The consent form must be uploaded into the participant's VIEWS record.

Follow-up services for youth also may include the following program elements:

- Supportive services.
- Adult mentoring.
- Financial literacy.
- 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.
- Activities that help youth prepare for and transition to post-secondary education and training.
- Follow-up services must include more than simply a contact for securing documentation to report a performance outcome.

PERFORMANCE REPORTING

Follow-up services do not extend the date of exit in performance reporting. Service Providers must count each exit of a participant during a program year as a separate period of participation if a participant has more than one exit in that program year.

The exit date is determined when the participant has not received services in the program or any other DOL-funded program in which the participant is co-enrolled for 90 days and no additional services are scheduled. At that time, the date of exit is applied retroactively to the last date of service. Once 90 days of no services, other than follow-up services, self-service and information-only services and activities, has elapsed and the participant has an official exit date applied retroactively to the last date of services, the program continues to provide follow-up services for the remaining 275 days of the 12-month follow-up requirement. The 12-month follow-up requirement is completed upon one year from the date of exit.

PROGRAM COMPLETION AND FOLLOW-UP SERVICE DOCUMENTATION REQUIREMENTS

A case note must be recorded when the participant completes the program. The program completion case note must include a summary of the participant's engagement in the program including service needs at the time of the individual's program enrollment, services provided, outcomes of services and date and reason from program completion. The date of program completion recorded in case notes must match the program completion date recorded in VIEWS.

A case note must be recorded documenting the types and duration of planned follow-up services. If the participant opts out of receiving follow-up services, the date the participant opted out and the reason for opting out must be documented in case notes.

Follow-up services and case notes documenting the provision of follow-up services must be recorded in VIEWS. Case notes must contain follow-up services provided, outcomes of conversations or in-person meetings, job placement or post-secondary status updates. Case notes must be entered as soon as the information is obtained and/or when services are provided.

Inquiries: Questions should be addressed to the Workforce Development Board at viswdb@dol.vi.gov or contact 340-227-0061.

VIWDB [9/22/2021]