

The Workforce Connection, Inc.

Policy Title: Adult & Dislocated Worker Follow Up

Reference Number 2018-400-05

Approved: October 2, 2018

Effective: Immediately

Status: Active

Modifications:

Purpose: The purpose of the Adult and Dislocated Worker Follow Up policy is to provide guidance to program service providers on the follow up references under the Workforce Innovation and Opportunity Act (WIOA) for Adults and Dislocated Worker participants exited from program services.

References:

Workforce Innovation and Opportunity Act, July 22, 2014, section: 134 (c) (2) (A) (xiii)

Workforce Innovation and Opportunity Act, July 22, 2014, Final Regulations section: 678.430 (c)

TEGL 19-16, page 19

Policy: WIOA service providers are required to provide follow-up services for adults and dislocated worker participants who are placed in unsubsidized employment - for up to 12 months after the first day of employment.

Responsible Party: Staff responsible for WIOA funded Adult and Dislocated Worker Services - must ensure follow up services are appropriately provided and documented.

Procedures: A case note must be entered into the Illinois Workforce Development System (IWDS) every quarter to describe the follow-up services the participant received during the quarter. Follow-up services may be provided via e-mail, phone calls, letters via U.S. Mail and social media.

The follow-up services will be based on the individual needs of the participants. Those services may include, but not limited to the following from WIOA Final Regulations Sec. 687.430(c):

1. Additional career planning and counseling;
2. Contact with the participant's employer, including assistance with work related problems;
3. Work-related peer support groups;
4. Information about additional educational opportunities; and
5. Referral to supportive services available in the community.

NOTE: Follow-up career services are not a qualifying service for the receipt of supportive services; therefore, an Adult or Dislocated Worker participant who is only receiving "follow-up" services may not receive supportive services. Individuals identified as needing ongoing supportive services must still be participating in career services (other than follow-up), training activities, or both to continue to receive supportive services. (Source-TEGL 19-16, Page 19).

EXCLUSIONS: (Source – TEGL 10-16, Change 1, Attachment 2 – Table A, Exclusions – PIRL Data Element 923) If an Adult or Dislocated Worker participant is exited for one of the reasons listed below, they are excluded from performance and follow up:

1. The participant exits the program because he or she has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center during the course of receiving services as a participant;
2. The participant exits the program because of medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program;

3. The participant is deceased; or
4. The participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days.

Action Required: This information should be disseminated to all The Workforce Connection, Inc. staff, fiscal agent staff, program service providers, partner agencies, sub-awardees, and contractors.

Inquiries: Questions regarding this policy should be directed to The Workforce Connection Executive Director

Effective Date: Immediately