

## FOLLOW-UP AFTER WIOA PROGRAM EXIT

### Effective

March 6, 2024

### Purpose

To publish guidance on follow-up activities for Workforce Innovation and Opportunity Act (WIOA) youth, adult, and dislocated worker participants after final exit from WIOA program services. This letter does not address standard case management activities conducted while registered participants are still actively receiving WIOA services.

### Applies To

1. Stark Tuscarawas Workforce Development Board (STWDB)
2. Workforce Initiative Association (WIA)
3. All Area Subrecipients

### References

1. [ODJFS WIOAPL 15-08.1](#) Career Services for Adults and Dislocated Workers
2. Workforce Innovation and Opportunity Act (WIOA)
3. WIOA 134(c)(2)(A)(xiii), §680.150, §681.580, and §678.430(c)

### Related Documents

1. Sample Follow-Up Letter

### Background

The American Job Center Network (in Ohio, called the OhioMeansJobs delivery system) is the foundation of the workforce system. Pursuant to section 134(c)(1) of the Workforce Innovation and Opportunity Act (WIOA), funds allocated to the local area for adults and dislocated workers shall be used to establish an OhioMeansJobs delivery system, to provide career services to adults and dislocated workers, to provide training services to adults and dislocated workers, to establish and develop relationships with large and small employers and their intermediaries, and to develop, convene, or implement industry and sector partnerships.

Career and training services, tailored to the individual needs of job seekers, form the backbone of the OhioMeansJobs delivery system. While some job seekers may only need self-service or other basic career services, others will need services that are more comprehensive and tailored to their individual career needs. WIOA provides an individual receiving services in the American Job Centers (in Ohio, called the OhioMeansJobs centers) the opportunity to receive the services needed to help him or her meet his or her employment and career goals.

The WIOA Adult and Dislocated Worker programs are designed to provide services, employment, and training opportunities to those who can benefit from, and who are in need, of such services. A wide range of activities and services must be available to assist individuals in obtaining the skills and credentials necessary to secure and advance in employment.

### Definitions

- **Final Exit:** *Final termination from all WIOA program activities when a registered WIOA participant, who is no longer scheduled for future services, is removed from active participation and placed in the pool used to calculate WIOA performance. This is not to be confused with a status change at the completion of an*

*individual service such as an intensive or training activity.*

## **Policy & Procedure**

All final exited youth, adult, and dislocated worker participants will be contacted at least quarterly for a period of one year after exit from the WIOA program as a reminder of the availability of additional services accessible to them through the local one-stop system. This will include participants who have been exited without documented placement in unsubsidized employment.

Any former participants contacting the OhioMeansJobs Centers for additional services will then be considered new applicants subject to all rules of eligibility and registration in effect at the time of the subsequent application. If they are then re-registered, they will be considered a new participant for WIOA performance purposes.

### **Follow Up Services for Youth**

Follow-up services are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training. Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise. Follow-up services for youth also may include the following program elements:

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; and
5. Activities that help youth prepare for and transition to postsecondary education and training.

All youth participants will be offered an opportunity to receive follow-up services that align with their individual service strategies (Individual Opportunity Plans (IOP) in Ohio). Furthermore, follow-up services will be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services or the participant cannot be located or contacted. Follow-up services may be provided beyond 12 months on a case by case basis upon consultation of the STWDB Director or Contracting Manager. The types of services provided 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.

### **Follow Up Services for Adults and Dislocated Workers**

Follow-up services will be provided, as appropriate, including: Counseling regarding the workplace, for participants in adult or dislocated worker workforce development activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Follow-up will also include linkages made to partner agencies for continued support services such as subsidized child care, etc. if needed to maintain employment.

Using the following time schedule as a guide, rosters of all recently exited adult and dislocated worker participants will be generated from the state's designated reporting system or other local tracking databases at the beginning of each calendar quarter.

<b>Review Period</b>	<b>Rosters to Include Exiters:</b>
January	From January 1st of previous year thru December 31st of previous year
April	From April 1st of previous year thru March 31st of current year
July	From July 1st of previous year thru June 30th of current year
October	From October 1st of previous year thru September 30th of current year

All exiters listed on these rosters will be sent a letter similar to the Sample Follow-Up Letter reminding them of the availability of additional or continuing follow-up services through the OhioMeansJobs Centers. Attempts to contact by phone and email may also be used, if available and appropriate.

The designated Title I career services provider, youth case managers, or contracted youth program providers will be responsible for overseeing the follow-up review process as outlined above.

**Responsible Party**

Assistant Director, Stark Tuscarawas Workforce Development Board

**Approving Authority**

Executive Director, Stark Tuscarawas Workforce Development Board

**Revision History**

07-01-2018