

SOUTHWESTERN AREA WORKFORCE DEVELOPMENT BOARD

Follow-Up Services Policy 17-18.3

Effective Date

August 14, 2025

Applicability

This applies to the Southwestern Area Workforce Development Board (SAWDB) providers of Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Workers, and Youth providers.

Purpose

This goal is to provide Southwestern Area Workforce Development Board service providers with the guidance needed to provide follow-up services for WIOA Adult, Dislocated Worker, and Youth providers.

Background

This Follow-Up Service policy provides guidance for those customers accessing services through the Southwestern Region Service Providers; see TEGL 19-16 and CFR 681.580.

Action

A. Adult/Dislocated Workers

In an effort to clarify Adult/Dislocated Worker follow-up services for the WIOA program, upon employment, participants assessed as in need will receive a follow-up service. Supportive services are not allowed during Exit for Adult/Dislocated, see TEGL 19-16. Follow-up activity, known as data entry in our state database system, America's Job Center (NMJobs), is required. Information from the follow-ups must be entered into the State database NMJobs, under the WIOA application, once the participant's activities have been closed and the application has gone into Exit. The quarterly follow-ups will automatically be generated in the system 90 days after exit. All contacts and attempts to contact an individual for a follow-up must be entered into NMJobs. Evidence of a minimum of 2 attempts to contact an individual not available must be documented in NMJobs to constitute a follow-up.

For those customers who have completed education and training services, secured unsubsidized employment, and are assessed as in need of such follow-up services, the services will be made available. The Adult/Dislocated Worker Follow-Up services include, but are not limited to, the following:

- a. Additional career planning and counseling
- b. Contact with the participant's employer, including assistance with work-related problems
- c. Peer support groups
- d. Information about additional educational opportunities
- e. Referral to other community services

SAWDB must provide follow-up services for Adult/Dislocated Worker participants placed in unsubsidized employment, for up to 12 months after the first day of employment. Follow-up services do not extend the exit date in performance reporting, see TEGL 10-16.

B. 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, see CFR 681.580. Information from the Youth follow-ups must be entered into the State database called America's Job Center (NMJobs), quarterly following exit. All contacts and attempts to contact an individual for a follow-up must be entered into NMJobs. Evidence of a minimum of two attempts to contact an unavailable individual must be documented in NMJobs to constitute a follow-up.

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

- a. Supportive Services;
- b. Adult mentoring;
- c. Financial literacy education;
- d. 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
- e. Activities that help youth prepare for and transition to postsecondary education and training.

SAWDB must provide follow-up services that align with their individual service strategies. Follow-up services must be provided for all Youth participants for up to 12 months unless the participant declines or cannot be located. Follow-ups do not extend the exit in performance reporting, see TEGL 10-16.

Inquiries

Questions related to this policy should be directed to the Administrative Entity at (575) 744-4857.

Attested

This policy was reviewed and approved by the SAWDB on August 14, 2025.

SAWDB Chair