

**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