

# SOUTHWESTERN AREA WORKFORCE DEVELOPMENT BOARD

## FOLLOW-UP SERVICES POLICY 17-18.1

### DATE OF ISSUE

January 10, 2020

### EFFECTIVE DATE

January 20, 2020

### APPLICABILITY

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

### PURPOSE

To provide Southwestern Area Workforce Development Board service providers with the guidance needed to do follow up services for WIOA Adult, Dislocated Workers, and Youth providers.

### BACKGROUND

This Follow-Up Service policy provides guidance for those customers accessing services through the Southwestern Region Service Providers.

### ACTION REQUIRED

Adult/Dislocated Workers

In an effort to clarify Adult/Dislocated Worker follow-up services for the WIOA program, upon employment those customers assessed in need, a follow-up service will be provided. Follow-up activity known as data entry in our state data base system New Mexico Workforce Connection Online System (NMWCOS) is required. Information from the Youth follow-ups must be entered into the State data base called the NMWCOS, quarterly following exit. All contacts and attempts to contact an individual for a follow up must be entered into NMWCOS. Evidence of a minimum of 2 attempts to contact an individual not available must be documented in NMWCOS 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 supportive service to meet the participant's employment goals

Follow-up services must be provided, as appropriate, including: counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment, as described in WIOA sec. 134(c)(2)(A)(xiii) and 20 CFR 681.580

### YOUTH

A.

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:

- 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.

Follow-up services must be provided to all participants for up a minimum of 12 months unless participant declines to receive follow-ups

Information from the Youth follow-ups must be entered into the State data base called NMWCOS, quarterly following exit. All contacts and attempts to contact an individual for a follow up must be entered into NMWCOS. Evidence of a minimum of 2 attempts to contact an individual not available

must be documented in NMWCOS to constitute a follow-up.

Follow-up services must be provided, as appropriate, including: counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment

**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: \_\_\_\_\_

\_\_\_\_\_  
SAWDB Chair

\_\_\_\_\_  
Date