



- Mandatory
- Informational
- Best Practice
- Other

## TECHNICAL ASSISTANCE

**Date:** 03/01/2024

**Contact:** [Policy@dwd.in.gov](mailto:Policy@dwd.in.gov)

**Program:** Workforce Innovation and Opportunity Act (WIOA)

**Subject:** DWD Technical Assistance 2023-10  
Follow-Up Services for WIOA Title I Adult and Dislocated Worker Program  
Participants

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### Purpose

The purpose of this technical assistance is to provide clarification on follow-up and supportive services under the WIOA Title I Adult and Dislocated Worker programs. This guidance is intended to supplement DWD Policy 2020-10 *Workforce Innovation and Opportunity Act (WIOA) Title I Service Delivery*.

### References

- WIOA Sections 3 and 134
- 20 CFR 677.150
- TEGL 19-16 *Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules*
- United States Department of Labor Employment and Training Administration *Supportive Services Desk Reference*<sup>1</sup>
- DWD Policy 2020-10 *Workforce Innovation and Opportunity Act (WIOA) Title I Service Delivery*
- DWD Policy 2023-05 *Maintaining Data Integrity in Workforce Programs*

### Definitions

1. **Exit.**<sup>2</sup> As defined for the purpose of performance calculations, exit is the point at which a participant who has received qualifying services through any WIOA-reporting or ETA-funded program meets the following criteria:
  - a. For the Adult, Dislocated Worker, and Youth programs authorized under WIOA Title I, Jobs for Veterans State Grants (JVSG) programs, National Dislocated Worker Grant (NDWG) programs, Trade Adjustment Assistance (TAA) programs, and the Employment

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<sup>1</sup> [WorkforceGPS - Supportive Services Desk Reference](#).

<sup>2</sup> 20 CFR 677.150

Service (ES) program authorized under the Wagner-Peyser Act as amended by WIOA Title III, exit date is the last date of a qualifying, participant-level service preceding 90 consecutive days of no qualifying, participant level services (i.e., staff-assisted or individualized/customized services).

- i. The last day of qualifying service cannot be determined until at least 90 consecutive days have elapsed since the participant last received participant-level services, with no future services scheduled in the Management Information System (MIS). Qualifying participant-level services do not include self-service, information-only services or follow-up services.
- ii. All exits are auto-exits. Auto-exits are set by the MIS or case management system retroactively after 90 consecutive days to the last date of qualifying service.

## Content

For up to 12 months after the first day of unsubsidized employment, follow-up services must be provided to Adult and Dislocated Worker program participants who have exited<sup>3</sup> the program.<sup>4</sup> TEGL 19-16 requires states and local areas to establish policies that define what are considered to be appropriate follow-up services.

The types of services 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. Participants who have multiple employment barriers and limited work histories may be in need of significant follow-up services to ensure long-term success in the labor market.

### *Differentiating Between a Follow-Up Service and a Supportive Service*

#### **Follow-Up Services**

Follow-up services are available to individuals who have been placed in unsubsidized employment and are no longer an active program participant. These services are designed to help individuals retain unsubsidized employment.<sup>5</sup> If needed, follow-up services can be funded. Please note that, if an individual exits and is placed in unsubsidized employment but loses their job, follow-up services may be used to help that individual re-enter unsubsidized employment.

#### **Supportive Services**

Supportive services are designed to provide a participant with the resources necessary to enable their participation in career and training services that cannot be obtained through other programs providing such services. The individual is an active program participant.<sup>6</sup>

The table below simplifies how to distinguish between a follow-up and a supportive service by asking about when the service is provided and the purpose of the service.

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<sup>3</sup> Follow-up services do not trigger or extend participation.

<sup>4</sup> 134(c)(2)(A)(xiii).

<sup>5</sup> [WorkforceGPS - Supportive Services Desk Reference](#).

<sup>6</sup> WIOA 3(59).

Questions to Ask	Follow-Up Service	Supportive Service
<i>When is the Service Provided?</i>	After Exit	Before Exit
<i>What is the purpose?</i>	Assistance that supports retaining or performing a job.	Assistance that facilitates program participation.

### ***Documenting Follow-Up Service Provision***

Follow-up services and case notes documenting the provision of those services must be recorded in Indiana Career Connect (ICC). Case notes must contain the services provided, outcomes of conversations or in-person meetings, and job placement status updates. Case notes must be entered as soon as the information is obtained and/or when services are provided.

### ***Timeline for Recording Participant Activities in ICC***

Participant data must be recorded in ICC in a timely manner to maintain data integrity and ensure accurate federal reporting. DWD has established a data entry timeframe in DWD Policy 2023-05 *Maintaining Data Integrity in Workforce Programs*.

### **Action**

Local areas must develop follow-up service policies and procedures that align with this technical assistance. The content of this guidance is subject to routine DWD monitoring.

### **Additional Information**

Questions regarding the content of this publication should be directed to [policy@dwd.in.gov](mailto:policy@dwd.in.gov).