

Follow-Up Activities and Quarterly Follow-Up Policy WorkOne Southeast

Purpose

This guidance discusses the follow-up activities and exit dates for WIOA Title I and Wagner-Peyser including all DOL-funded programs. The point at which an individual exits program enrollment is important because performance accountability is based only on outcomes following program exits with the exception of the Measurable Skills Gain (MSG).

Reference

DWD Policy 2020-10 Workforce Innovation and Opportunity Act (WIOA) Title I Service Delivery

Content

For purposes of WIOA Title I and Wagner-Peyser performance calculations, **EXIT** is defined as 90 days without any services other than self-service, informational, or follow-up **AND** there are no future services planned.

Follow-up Activities include:

- Follow-up services are available and should be provided, when appropriate, for up to 12 months after **the first day of employment** (rather than for 12 months after exit).
- Basic self-service and informational career services may be provided during the 90 days following the close of individualized career services, training, or placement and do not extend the period of participation.

The frequencies of these services are individualized based on the participant's self-expressed need or staff identifying a need to assist in reaching their goal and as appropriate.

These services are designed to ensure job retention, wage gain, and career progress such as additional career planning and counseling; contact with the participant's employer; assistance with work-related problems that may arise; peer support groups; information about additional educational opportunities; informational mailings; and referral to supportive services available in the community.

Case management services and any other required administrative case management activities that involve regular contact with the participant or employer to obtain information regarding the participant's employment status, educational progress, or need for additional services is permitted.

Quarterly Follow-Ups

Verifies the employment status and credentials earned after WIOA exit. Quarterly follow-up's also help identify if follow-up services may be needed. Quarterly follow-ups are completed on each exited participant that is counted in WIOA common measures. WorkOne staff will complete quarterly follow-ups for four (4) quarters after program exit.