



POLICIES AND PROCEDURES

POLICY TYPE: WIOA Adult and Dislocated Worker Program Exit and Follow-Up Services
EFFECTIVE: July 1, 2024
REVISED:

PURPOSE/BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) provides for the provision of high-quality services for Adult or Dislocated Worker customers beginning with career exploration all the way through entering un-subsidized employment. This policy provides guidance on when to exit an Adult/DW customer from program services and the requirement for follow-up services.

REFERENCES

- [WIOA Final Rule 678.430 and 680.150](#)
- [Training and Employment Guidance Letter # 19-16](#)
- [Training and Employment Guidance Letter # 10-16, Change 3](#)
- State of Oregon Policies

OVERVIEW OF WIOA SERVICES AND RECOMMENDED POINT OF EXIT

The goal of WIOA Adult services is to help individuals obtain quality employment in in-demand industries and occupations.

Services must continuously build the customer's knowledge, skills, and abilities toward the provision of un-subsidized employment. Customers shall not be allowed to languish in the program year-over-year without receiving robust services necessary to achieve the goals as identified on the Individual Employment Plan.

LWP recommends that a participant be exited from program services when one or more of the following occurs:

- 1) The participant is employed in un-subsidized employment and has been stable in their employment for a period of at least 90 days. This determination should be made in conjunction with the participant, career coach, and program manager.
- 2) The participant has not used qualifying services for more than 90 days after entering un-subsidized employment.
- 3) The participant is no longer actively engaged in services, is not responding to staff contact attempts, and a period of 90 days has elapsed since the last qualifying services.
- 4) The participant has moved out of the area and is no longer able to engage in local WIOA Adult programs.
- 5) The participant has disclosed a health or medical condition, or other life impacting changes, preventing them from engaging in services and there is a mutual decision to exit the participant from the WIOA Adult or DW Program.

FOLLOW-UP SERVICES

Follow-up services for Adult/DW participants is a formal process that involves moving someone from individualized career services into follow-up services. For the WIOA Adult/DW program, a participant can be moved into follow-up services when they have entered un-subsidized employment, it is not dependent on whether they have been exited from a program. When a participant has gained unsubsidized employment, career coaches in consultation with the participant can jointly choose to move them into follow-up services, or they can make the decision to keep them in individualized career services until they are ready to be moved into follow-up services. Supportive services are not an allowable service once an Adult/DW participant has been moved into follow-up services, and follow-up services do not extend participation.

In WIOA Adult/DW programs, follow-up services must be provided for not less than 12 months after entering un-subsidized employment. LWP recommends that follow-up services also be made available for no less than 12 months after the participant exit programs services. Follow-up services must be made available to all program participants, regardless of their exit status. All participants must be made aware of the follow-up services available to them and offered opportunities to receive the services. Follow-up services are critical in supporting participants as they enter their career pathway journey and help ensure they are stable in their employment. If at any point in time a participant is at risk of losing their employment follow-up services may be able to prevent the occurrence.

Regularly checking in with program participants after exit to offer follow-up services gives participants a higher chance of success in their post-exit goals. While the following is a recommended cadence, the case manager has discretion to connect more frequently based on the needs of the participant. More than one contact attempt and method (text, phone, letter) are required.

- For those exiting as a result of entering un-subsidized employment:
 - No less than once per week for the first month and no less than once per month for the second – third month to ensure the customer has successfully transitioned during the first 90 days of employment post exit.
 - At least once per quarter for the second, third, and fourth quarters after exit.
- For those who are no longer engaged in services and have exited after 90-days of no qualifying service or through a mutual decision to exit the program:
 - At least once per quarter for 12-months after exit unless the participant declines to receive follow-up services, or the participant cannot be located or contacted.

Follow-up services may include regular contact with a participant's employer, including assisting in addressing work-related problems that arise. Follow-up services for customers may also include the following program elements:

- Career planning and workplace counseling;
- Assistance with job-retention or re-employment issues;
- Peer support groups;
- Referrals to community services and resources; and
- Information regarding educational opportunities available in the community.

In the event the adult service provider determines that a participant requires follow-up services for a longer period than 12 months following exit, it is the LWP's policy that the services shall be provided.

Collecting information for performance outcomes is not considered a follow up service. The types of services provided, 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.

ISSUED

Date: July 1, 2024

LWP Director of Workforce Programs