

SOUTH CENTRAL OKLAHOMA WORKFORCE BOARD, INC.

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SUBJECT: FOLLOW UP POLICY

PURPOSE: The purpose of this policy is to provide guidance to the South-Central Oklahoma Workforce Board (SCOWB) system, partners and contractors regarding the implementation of Follow-Up procedures required under the Workforce Innovation and Opportunity Act (WIOA) Title I. In accordance with WIOA this policy establishes the SCOWB standards in the implantation and documentation of Follow-Up procedures for Title I Adult, Dislocated Worker and Youth.

BACKGROUND: Follow-up services are available to all WIOA Title I program participants, including Adult, Dislocated Worker and Youth programs. WIOA defines Follow-Up services as a type of Career Service for Adult and Dislocated worker programs. For Youth, WIOA defines follow-follow up as a service element, within the required 14 Youth Elements. Follow up service are available to Adult, Dislocated Worker and Youth program participants upon exit or program completion. Career Managers are required to explain and offer these services at enrollment and at exit; however, a participant can refuse the service. If a participant refuses follow-up services, Career Managers must document the refusal with a program note in OKJobMatch.

Follow-up services do not trigger the exit date to change or delay exit, as they may occur only after exit in Title I Adult and Dislocated Worker programs and can only occur after exit in the Title I Youth program (TEGL No. 10-16 Change 1).

With the exception of Youth program participants, follow-up can only be provided to individuals who have system-exited and supportive services can only be provided to active participants, therefore, only Youth participants may receive supportive services as an allowable program element during follow-up (OWDI 02-2016 Change 2 WIOA Title 1 Youth Program). Adult and Dislocated Worker participants are not eligible to receive Title I funds for supportive services during follow up; however, participants can receive referral for non-Title I supportive services, outside the WIOA program.

The final rule states that follow-up services for youth also may include the following program elements: (1) supportive services; (2) adult mentoring; (3) financial literacy education; (4) 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 (5) activities that help youth prepare for and transition to

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postsecondary education and training. Provision of these program elements must occur after the exit date in order to count as follow-up services.

REFERENCES:

WIOA, Section 124(c)(2)(A)(xiii)

TEGL No. 10-16 Change 1

TEGL No. 19-16

TEGL No. 21-16

20 CFR 681.580

OWDI- #02-2016 Change 2 WIOA Title 1 Youth Program

OWDI-#19-2017 Change 1 Adult and Dislocated Worker

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¡IMPORTANTE! Este documento contiene **información importante** sobre sus derechos, responsabilidades y/o beneficios. Es importante que usted entienda la información en este documento. Nosotros le podemos ofrecer la información en el idioma de su preferencia sin costo alguno para usted. **Llame al Lafonda Crowder (580) 357-3500** para pedir asistencia en traducir y entender la información en este documento.

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POLICY:

CONTACT:

Follow-up services must include at least one contact every quarter for the minimum of 12 months. Attempted contacts are not to be entered as a Follow-up service and should be entered as a "Follow-up contact" program note.

A primary contact and two alternative contact methods are required to be documented in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS) at the time of enrollment and updated prior to the time of exit. Follow-up services are required to be explained at enrollment and offered at the time of exit. A participant may refuse to receive follow-up services. If follow-up services are refused it must be documented with a program note and must include the date of refusal.

If the participant has not been able to be reached with the primary contact number and the two alternative contact methods within the first six (6) months, documentation must be in a program note detailing what methods of contact were used, what dates contacts were attempted, and that the participant is being removed from follow-up services due to "no contact during follow-up".

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DESCRIPTION:

Adult and Dislocated Worker

Adults and Dislocated Workers are available to receive follow-up services upon exit; however, follow-up services must be offered beginning the day after s/he enters unsubsidized employment. The services can be provided *for a minimum period of twelve months from the date of employment.*

Adult and Dislocated Worker's require regular (monthly) contact with the participant and/or the employer by WIOA Title I case navigator and/or system placement staff. Adult and Dislocated Worker participants are not eligible to receive Title I funds for supportive services during follow-up. Follow-up services include, but are not limited to the following activities:

- Job Retention and Crisis Management
- Job Advancement and Career Development
- Peer support groups
- Employment verification
- Mentoring
- Educational opportunity information

Once a participant secures unsubsidized employment, the WIOA Case Manager and/or system placement staff must work together with the participant to ensure job retention and advancement. The two staff members must distinguish their appropriate roles on a case-by-case basis. Previously developed relationships among the staff and participant should be considered when distinguishing roles and responsibilities.

Youth

Youth participants have follow-up services available for a minimum duration of twelve (12) months. Follow-up begins the day after exit, the completion of the last youth program service as indicated in the participant's Service and Training (S&T) Plan in OkJobMatch. Follow-up is an activity provided in order to assist them with retention of employment and/or educational pursuits and must be determined based on the needs of the participant.

Youth require regular quarterly contact and follow-up service must be provided to all youth participants for a minimum of 12 months after exit. Follow-up services are essential in successful employment and/or postsecondary education and training. They may include regular contact with the youth's employer in order to assist in addressing work-related problems that arise. Follow-up services must be determined based on the needs of the participant and therefore they may differ for each participant. Follow-up services for youth may include the following:

- The leadership development activities;
 - Exposure to postsecondary educational opportunities;
 - Community and service learning projects;
 - Peer-centered activities, including peer mentoring and tutoring;
 - Organizational and teamwork training, including team leadership training;

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- Training in decision-making, including determining priorities; and
 - Citizenship training, including life skills such as parenting, work behavior training and budgeting of resources
 - Civic engagement activities which promote the quality of life in a community; and
 - Other leadership activities that place youth in a leadership role such as serving in a leadership committee, such as a Standing Youth Committee.
- Supportive service activities
 - Linkages to community services;
 - Assistance with transportation;
 - Assistance with child care and dependent care;
 - Assistance with housing;
 - Needs-related payments;
 - Assistance with educational testing;
 - Reasonable accommodations for youth with disabilities;
 - Legal aid services;
 - Referrals to health care;
 - Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear.
 - Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
 - Payments and fees for employment and training-related applications, tests, and certifications.
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 - Financial literacy
 - Employer contact to assist in work- related issues that may arise
 - Educational opportunity information
 - Employment opportunity information
 - Career development
 - Work-Related Peer Support Groups
 - Adult Mentoring

DOCUMENTATION:

Follow-up services entered in the participants Service & Training(S&T) plan must be services that are provided to the participant or employer. These services should be entered at the time the service is provided and the service date(s) should reflect the actual date of service. A detailed description of the service provided and any outcomes associated with that service must be entered in the S&T service note. An attempted contact or contact in order to obtain outcome documentation with the participant is not an acceptable follow-up service and should be documented as a program note.

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NONDISCRIMINATION AND EQUAL OPPORTUNITY:

All parties must comply with Section 188 of WIOA, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any WIOA Title I-financially assisted program or activity; Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin; Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities; The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs; and all other relevant regulations implementing the laws listed above. (29 CFR Part 38).

The parties also assure compliance with 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to the parties' operation of the WIOA Title I-financially assisted program or activity, and to all agreements to carry out the WIOA Title I-financially assisted programs or activities. The parties understand that the United States has the right to seek judicial enforcement of this assurance.

ACTION REQUIRED: SCOWB will disseminate the Follow-up Policy to all SCOWB contractors. All Contractors will be responsible for following this policy and budgets approved by SCOWB.

APPROVED: SCOWB Exec Committee 11/04/2020

APPROVED: SCOWB 3/11/2021

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