

**WDA 16**

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**Policy Letter 02-2018**

**Policy: Follow-up for WIOA Youth, CCMEP Participants, and**

**Adult and Dislocated Workers**

1. **Purpose**

To establish policy to provide a standardized minimum process to conduct and document follow-up for WIOA Youth, CCMEP participants, and Adult and Dislocated Workers. Follow-up should be customized to meet participant needs and must be provided for a minimum of 12 months.

1. **Workforce Development Board Approval**

Motion 16-2018 approved on May 18, 2018. This Policy is new and does not replace a prior policy letter.

**III**. **Background**

Each participant is unique and has a customized service delivery strategy to achieve success. Upon the participant exiting their program, the participant commences the follow up period, which at a minimum consists of one year of documented participant contact.

Follow-up is also customized and can differ depending which program(s) the participant was enrolled in. Follow up consists of activities after completion of participation to monitor a participant’s success during their transition to employment and further education and to provide assistance as needed for a successful transition.

1. **Participant Documentation**

WIOA requires follow-up to aid in the success of the participant, therefore follow-up will be documented in the participant data tracking system, OWCMS, and through the OWCMS documentation of Case Notes. When possible, efforts will be made as part of follow-up, to contact adults, youth and dislocated workers during the 2nd and 4th quarters after exit. Further, State provided 2nd and 4th quarter after exit data will be shared with the WDB16 Board and COG.

1. **WIOAPL 15-10 (Youth Program Services)** <http://emanuals.jfs.ohio.gov/Workforce/WIOA/WIOAPL/WIOAPL-15-10.stm>

Follow-up services.

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 post-secondary education and training.

WDA16 follow-up services may include:

* Leadership development and supportive service activities;
* Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
* Assistance in securing better paying jobs, career pathway development , and further education or training;
* Work-related peer support groups;
* Adult mentoring; and/or
* Services necessary to ensure the success of youth participants in employment and/or post-secondary education

All youth participants must receive some form of follow-up services for a minimum duration of 12 months. Follow-up services may be provided, as needed by a Youth Participant, for more than 12 months at the discretion of the lead agency. The types of services provided and the duration of services must be determined based on the needs of the youth and therefore, the type and intensity of follow-up services may differ for each participant. However, follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome. Case Notes will be added to the Youth’s OWCMS records to document efforts to make contact.

1. **5101:14-1-06   CCMEP:  Program Exit and Follow-Up Services**

<http://emanuals.jfs.ohio.gov/Workforce/CCMEP/Rules/5101-14-1-06.stm>

Follow-up Services.

Follow-up services are critical services provided following a program participant's exit from CCMEP to help ensure job retention or successful participation in post-secondary education and training.

At the time of enrollment, program participants shall be informed that follow-up services will be provided for a minimum duration of twelve months following exit.

(1)  All program participants must receive some form of follow-up services described in paragraph (E) (9) of rule [5101:14-1-02](http://emanuals.jfs.ohio.gov/Workforce/CCMEP/Rules/5101-14-1-02.stm) of the Administrative Code, for a minimum duration of twelve months unless the participant declines to receive follow-up services or the participant cannot be located or contacted. All program participants shall be offered an opportunity to receive follow-up services that align with their individual opportunity plan (IOP). The lead agency shall document in OWCMS Case Notes when a program participant cannot be located or contacted for follow-up services and when the program participant requests to opt out or discontinue follow-up services in the Ohio workforce case management system. Follow-up services may be provided beyond twelve months at the discretion of the lead agency.

(2) Follow-up services may begin no earlier than the day the notice is issued in accordance with paragraph (B) of this rule.

(3) 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 program participant based on needs and their IOP. However, follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance measure.

1. **WIOAPL 15-08.1 (Career Services for Adults and Dislocated Workers)**<http://emanuals.jfs.ohio.gov/Workforce/WIOA/WIOAPL/WIOAPL-15-08-1.stm>

Follow-Up Services

Appropriate follow-up services must be made available to a participant placed in unsubsidized employment for a minimum of 12 months following the participant's first date of employment. Follow-up services can be useful for participants in order to maintain employment. WIOA staff can provide workplace information and tips for success in the workplace environment and other counseling about the work place.

Additionally, follow-up services provide the continuing link between the participant and workforce system. These services allow the WIOA staff to assist with other services the participant may need once he or she obtains employment. Examples may include assistance with financial literacy and budgeting assistance. Follow-up services do not extend the date of exit in performance reporting.

1. **Technical Assistance**

At the county level, it is the county’s discretion to contact the state directly or to start with the Area Executive Director. However, regardless of choice, the WDA16 Staff to the Board must be consulted, whether directly or by cc: on email, so that the WDB is informed and engaged in local implementation.

1. **References**

WIOA Adult and DW policy: WIOAPL 15-08-1

Youth Program Services WIOAPL 15-10

5101:14-1-06 Comprehensive Case Management and Employment Program:

CCMEPMTL1

**End**