



# **CENTRAL OKLAHOMA**

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## **WORKFORCE INNOVATION BOARD**

A proud partner of the **americanjobcenter** network

### **Follow Up Policy**

Approved and Published: February 2019

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*The Central Oklahoma Workforce Innovation Board (COWIB) is the policy and guidance board for the Workforce Oklahoma system in Central Oklahoma. We are business leaders with a goal to establish a highly skilled, productive workforce in our 9-county area.*

*The Central Oklahoma Workforce Innovation Board (COWIB) complies with WIOA's Equal Opportunity and Nondiscrimination provisions which prohibit discrimination 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, political affiliation or belief, or, the basis of citizenship status or participation in a WIOA Title-1 financially assisted program or activity.*

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## Follow Up Policy

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# COWIB Follow Up Policy

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## Purpose

The purpose of this policy is to provide guidance to the COWIB 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 COWIB standards in the implementation and documentation of Follow-Up procedures for Title I Adult, Dislocated Worker and Youth program exiters.

## Authority

The authority for this policy is derived from the following:

- WIOA, Section 124(c)(2)(A)(xiii)
- TEGL 10-16 Change 3
- TEGL 19-16
- TEGL 21-16
- 20 CFR 681.580
- WSD# 12-2024
- WSD# 80-2024

## 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-up as a service element, within the required 14 Youth Elements.

Follow-up services are available to Adult, Dislocated Worker and Youth program participants upon exit or program completion. Career Navigators 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 Navigators must document the refusal with a program note in OKJobMatch and in the client's Individual Employment Plan (IEP) or Individual Service Strategy (ISS).

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 10-16 Change 3).

Follow-up can only be provided to individuals who have system-exited. 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.

For Youth participants, the final rule states that follow-up services may include the following program elements:

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1. Supportive services;
2. Adult mentoring;
3. Financial literacy education;
4. Services that provide labor market and employment information about in demand industry and career exploration services; and
5. Activities that help youth prepare for and transition to postsecondary education and training.

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

## Local Policy

### Adult and Dislocated Worker Program

Workforce Innovation and Opportunity (WIOA) follow-up services must be made available to all participants enrolled in the Adult and Dislocated Worker programs for a minimum of 12 months after the first day of unsubsidized employment. Examples of WIOA Adult and DLW follow-up services include, but are not limited to the following:

- Counseling individuals about the workplace
- Contacting individuals or employers to verify employment
- Assistance with work-related problems
- Required contact with the participant's employer
- Peer support groups
- Supportive service referrals
- Information regarding educational opportunities

Follow-up services are provided to ensure that the participant is able to retain employment, realize wage increases, and facilitate career progression. Follow-up services must include at least one contact every sixty (60) days for the first six (6) months, and then one time every ninety (90) days for the remainder of the twelve (12) month follow-up. Contacts made only for securing documentation in order to report a performance outcome is not a valid Follow-Up attempt.

### Documentation

Career Navigators are responsible for the provision of follow-up services and documenting the follow-up service using the sample Follow-Up Form (attachment A). The form must be uploaded in OKJobMatch and the service documents in a detailed program note in a program note. If a participant refuses follow-up services, career navigators are responsible for documenting the refusal with a program note in OKJobMatch, and may then remove the client from further follow-up. If a follow-up service was not needed by the client and the only client contact took place in a conversation, a follow-up service will not need to be entered in the Service and Training Plan; however, a note will need to be entered detailing the conversation.

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## Unreachable Client

If a Career Navigator is not able to make follow-up contact with a client utilizing the primary contact number and the two alternative contact methods, (i.e. email, Facebook, friend or family, etc.) for 3 consecutive months, the Career Navigator needs to document in a case note what methods of contact were used on what dates, and that the client is being removed from follow-up services due to “refusal of follow-up services”.

## Youth Program

WIOA follow-up services are a required Youth program element and must be provided to all participants enrolled in the Youth program for a minimum of 12 months after completion of participation. Follow-up services are critical following a Youth exit from the program to help ensure successful employment and/or post-secondary education and training. Follow-up services provide support and guidance after placement to facilitate:

1. Sustained employment and educational achievement;
2. Advancement along a job and/or educational ladder; and
3. Personal development

Element 9 includes critical services provided following a youth’s exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training. Follow-up services may include regular contact with a youth participant’s employer, including assistance in addressing work-related problems that arise. Follow-up services include a broad range of activities identified as effective approaches, such as:

1. Developing a close, trusting relationship before and after placement;
2. Providing intensive support and case management during the first part of the follow-up period, since job loss and other setbacks may occur early in the post-program time period;
3. Providing engaging activities to help young people stay connected to the program staff;
4. Providing supportive services, as appropriate; and
5. Maintaining contact with employers of Youth and providing the necessary support to both employers and Youth to ensure that Youth remain employed.

The types of services provided and the duration of services must be determined based on the needs of the individual identified in the Individual Service Strategy (ISS) and therefore, the type and intensity of follow-up services may differ for each participant. Examples of follow-up services include, but are not limited to the following:

- Counseling individuals about the workplace
- Supportive services
- Mentoring services
- Financial literacy
- Assistance with work-related problems

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- Assistance with career development and securing opportunities
- Workplace peer support groups
- Supportive service referrals
- Information regarding educational opportunities
- Leadership development

Follow-up services may begin immediately following the last expected date of service in the Youth program when no future services are scheduled. Follow-up services do not cause the exit date to change and do not trigger re-enrollment in the program. Follow-up services are not contacts or attempted contacts or attempted contacts for the purpose of securing documentation for the case file in order to report a performance outcome, however, it is imperative for staff to collect the requisite data to substantiate the Youth performance measures reported to USDOL.

Career Navigators are responsible for ensuring Youth are offered an opportunity to receive follow-up services that align with their individual service strategies at least one time every thirty (30) days. Contact made only for securing documentation in order to report a performance outcome is not a valid Follow-Up attempt.

### Documentation

Career Navigators are responsible for the provision of Follow-Up services and documenting the Follow-Up service using the sample Follow-Up Form (Attachment A). The form must be uploaded in OKJobMatch and the service documented in a detailed program note. If a participant refuses follow-up services, Career Navigators are responsible for documenting the refusal with a program note in OKJobMatch. If a follow-up service was not needed by the client and the only client contact took place in a conversation, a follow up service will not need to be entered in the Service and Training Plan; however, a note will need to be entered detailing the conversation.

### Unreachable Client

If a Career Navigator is not able to make follow-up contact with a client utilizing the primary contact number and the two alternative contact methods, (i.e. email, Facebook, friend or family, etc.,) for 3 consecutive months, the Career Navigator needs to document in a case note what methods of contact were used on what dates, and that the client is being removed from follow-up services due to “refusal of follow-up services”.

## Equal Opportunity and Nondiscrimination Statement

All Recipients, and Sub-recipients / Sub-grantees must comply with WIOA’s Equal Opportunity and Nondiscrimination provisions which prohibit discrimination 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, political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship status or

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participation in a WIOA Title-I financially assisted program or activity.

### Addenda / Revisions

The COWIB Chief Executive Officer is authorized to issue additional instructions, guidance, approvals, and/or forms to further implement the requirements of policy, without making substantive change to the policy, except in situations when a new or updated state and federal guidance is issued.

EXAMPLE for Service Provider (Service provider may change the form to accommodate the needs of the clients.) Adult/DLW must be contacted at least one time every 60 days for the 1<sup>st</sup> 6 months and then one time every 90 days for the remainder of the follow up. Youth must be contacted at least one time every 30 days.

### Follow Up Form

Adult       Dislocated Worker       Youth       Date: \_\_\_\_\_

Pre-Exit Questionnaire

Name: \_\_\_\_\_ Participant ID#: \_\_\_\_\_

1. Has the job seeker completed all services outlined in his/her ISS/IEP?      Yes       No
2. What supportive service did the job seeker receive? \_\_\_\_\_  
\_\_\_\_\_
3. Is the job seeker attending post-secondary school or advanced training at a technical school / technology center?      Yes       No
4. If so, where is the school located? What courses is the job seeker taking, and when are they projected to complete the course? \_\_\_\_\_  
\_\_\_\_\_
5. Is the job seeker currently working?      Yes       No
6. If so, what company, what job role, and for what wage? (upload proof) \_\_\_\_\_  
\_\_\_\_\_
7. Did the job seeker receive any credentials / certifications / diplomas during program enrollment?      Yes       No
8. If so, what credentials / certificates / diplomas did the job seeker receive? \_\_\_\_\_  
\_\_\_\_\_
9. What is the exit date for job seeker (last service date)? \_\_\_\_\_
10. Additional information? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Checklist:

<input type="checkbox"/>	Program Notes match services in S&T Plan and IEP/ISS note in OKJobMatch
<input type="checkbox"/>	Follow-Up program note in OKJobMatch (Follow-Up starts day after exit date)
<input type="checkbox"/>	Modification of OKJobMatch Employment Plan Planned Exit Date and services

Other Information: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



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Case Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### 1<sup>st</sup> Follow Up Contact

Date: \_\_\_\_\_

1. Is the job seeker attending post-secondary school or advanced training at a technical school / technology center? Yes  No

2. If so, where is the school located? What courses is the job seeker taking, and when are they projected to complete the course? \_\_\_\_\_

3. Has the job seeker entered into military service? Yes  No

4. Has the job seeker entered into a qualified apprenticeship? Yes  No

5. If so, where, what is the apprenticeship for, and when are they projected to complete the apprenticeship? \_\_\_\_\_

6. Did the job seeker receive any credentials / certifications / diplomas during 1<sup>st</sup> Quarter of Follow-Up? Yes  No

7. If so, what credentials / certificates / diplomas did the job seeker receive? What is the attainment date? \_\_\_\_\_

- Exit Questions Answered in OKJobMatch
- 1<sup>st</sup> Quarter Outcomes answered
- 1<sup>st</sup> Quarter Follow-Up service provided
- Follow-Up service entered in Service & Training Plan (only if follow-up services offered)

Other Information: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

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Case Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## 2<sup>nd</sup> Follow Up Contact

Date: \_\_\_\_\_

1. Is the job seeker currently working? Yes  No
2. If so, what company, what job role, and for what wage? \_\_\_\_\_  
\_\_\_\_\_
3. Has the job seeker entered into a qualified apprenticeship? Yes  No
4. If so, where, what is the apprenticeship for, and when are they projected to complete the apprenticeship? \_\_\_\_\_  
\_\_\_\_\_
5. Has the job seeker entered into military service? Yes  No
6. Is the job seeker attending secondary school, post-secondary school, or advanced training at a technical school / technology center? Yes  No
7. If so, where is the school located? What courses is the job seeker taking, and when are they projected to complete the course? \_\_\_\_\_  
\_\_\_\_\_
8. Did the job seeker receive any credentials / certifications / diplomas during 2<sup>nd</sup> Quarter of Follow-Up? Yes  No
9. If so, what credentials / certificates / diplomas did the job seeker receive? What is the attainment date? \_\_\_\_\_  
\_\_\_\_\_

- 2<sup>nd</sup> Quarter Outcomes answered
- 2<sup>nd</sup> Quarter Follow-Up service provided
- Follow-Up service entered in Service & Training Plan

Other Information: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Case Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### 3<sup>rd</sup> Follow Up Contact

Date: \_\_\_\_\_

1. Is the job seeker attending secondary school, post-secondary school, or advanced training at a technical school / technology center? Yes  No
2. If so, where is the school located? What courses is the job seeker taking, and when are they projected to complete the course? \_\_\_\_\_  
\_\_\_\_\_
3. Has the job seeker entered into military service? Yes  No
4. Has the job seeker entered into a qualified apprenticeship? Yes  No
5. If so, where, what is the apprenticeship for, and when are they projected to complete the apprenticeship? \_\_\_\_\_  
\_\_\_\_\_
6. Did the job seeker receive any credentials / certifications / diplomas during 3<sup>rd</sup> Quarter of Follow-Up? Yes  No
7. If so, what credentials / certificates / diplomas did the job seeker receive? What is the attainment date? \_\_\_\_\_  
\_\_\_\_\_

- 3<sup>rd</sup> Quarter Outcomes answered
- 3<sup>rd</sup> Quarter Follow-Up service provided
- Follow-Up service entered in Service & Training Plan

Other Information: \_\_\_\_\_  
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Case Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### 4<sup>th</sup> Follow Up Contact

Date: \_\_\_\_\_

- 1. Is the job seeker currently working? Yes  No
- 2. If so, what company, what job role, and for what wage? \_\_\_\_\_  
\_\_\_\_\_
- 3. Has the job seeker entered into a qualified apprenticeship? Yes  No
- 4. If so, where, what is the apprenticeship for, and when are they projected to complete the apprenticeship? \_\_\_\_\_  
\_\_\_\_\_
- 5. Has the job seeker entered into military service? Yes  No
- 6. Is the job seeker attending secondary school, post-secondary school, or advanced training at a technical school / technology center? Yes  No
- 7. If so, where is the school located? What courses is the job seeker taking, and when are they projected to complete the course? \_\_\_\_\_  
\_\_\_\_\_
- 8. Did the job seeker receive any credentials / certifications / diplomas during 4<sup>th</sup> Quarter of Follow-Up? Yes  No
- 9. If so, what credentials / certificates / diplomas did the job seeker receive? What is the attainment date? \_\_\_\_\_  
\_\_\_\_\_

- 4<sup>th</sup> Quarter Outcomes answered
- 4<sup>th</sup> Quarter Follow-Up service provided
- Follow-Up service entered in Service & Training Plan
- In progress Follow-Up service modified to completed in Service & Training Plan
- Email sent for approval of complete exit of program to Quality Assurance Specialist

Other Information: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Case Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_