



*Serving as the workforce development board for the Lower Shore of Maryland*

## **POLICY: FOLLOW UP PROCEDURES**

### **Purpose**

To summarize follow-up strategies to assist Adult and Dislocated Worker participants with their long-term success.

### **Policy**

Local areas must provide follow-up services for adults and dislocated worker participants who obtain employment for up to 12 months after the first day of employment.

Follow up services are intended to provide assistance and guidance after entering employment such as supporting progress on the job, referrals for additional services, and other assistance that may increase employment success. Case managers will contact participants on a quarterly basis for one year following exit. The contact may be accomplished by a variety of means that will include telephone, email, mailings, personal contact and contact initiated by a WIOA partner. Follow-up efforts will be documented via electronic case notes in MWE. If there is an indication that additional services may be beneficial, the customer will be referred to the appropriate contact.

There are several situations in which monthly contact is not necessary. These include:

- 1) The participant requests not to be contacted anymore.
- 2) The case manager is unable to make contact with the participant. When no response has been received from the participant for two consecutive quarters, the case manager may choose to place the individual in an “inactive follow up status” and make a final follow up attempt at the twelfth month. Documentation that reasonable attempts have been made by a minimum of two methods should be included in MWE case notes to reflect the unsuccessful contact.
- 3) At the recommendation of the case manager and with approval of the director or designee.

Follow up is a service separate from measuring performance. However, effective follow up strategies will contribute to gaining information from the individual that can be captured positively in performance.

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Policy Status: Active

*“Providing workforce policy, planning and oversight for the Lower Shore of Maryland”*

One-Stop Job Market/American Job Center ■ 31901 Tri-County Way ■ Salisbury, MD 21804  
Phone: (410) 341-3835 ■ Fax: (410) 341-3735  
[www.lswa.org](http://www.lswa.org)