POLICY: WIOA PARTICIPANT FOLLOW UP PROCEDURES

Purpose

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

Policy

Local areas must provide follow-up services Adult and Dislocated Worker and Youth Program 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.

Youth Program participants must be informed about the minimum 12 month follow up period after their program participation ends during the creation of the Individual Service Strategy process. This information should be recorded in a case note as evidence of the participant's awareness.

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

In the event that a Youth Program participant becomes unresponsive to contact attempts or expresses their disinterest in continuing to receive services and completing the follow up, the Level Up! Lower Shore Voluntary Withdrawal Form can be utilized with consent from the Youth Program Manager and Workforce Director.

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