



**BUFFALO AND ERIE COUNTY
WORKFORCE INVESTMENT BOARD, INC.**

LOCAL POLICY BULLETIN

BECWIB Bulletin # 5-18

Date: 4/11/18

TO: Lavon Stephens, Administrative Director, WDC

FROM: Heather Gresham, Executive Director, WIB

SUBJECT: Follow-Up Career Services for WIOA Adults and Dislocated Workers who have completed WIOA funded training services.

REFERENCES: Workforce Innovation and Opportunity Act Section 134 (c) (2) (A) (xiii); 20 CFR Sec. 678.430 (c); and TEGL 19-16 (March 1, 2017).

Effective Date: IMMEDIATELY

Effective immediately, and in accordance with the Workforce Innovation and Opportunity Act (WIOA), our Local Workforce Development Area (LWDA) adopts the following policy concerning follow-up career services under Title I of WIOA.

POLICY STATEMENT

Under WIOA, career services fall into three categories: Basic Career Services, Individualized Career Services, and Follow-up Services. The purpose of this Local Policy Bulletin is to provide guidance concerning the duration, type, and frequency of Follow-up Career Services under Title I of WIOA to Adults and Dislocated Workers who have completed WIOA funded training services.

Please share this information with appropriate staff.

c: Leslie Ayer, Terry Chatfield, Ken Colon, Jeff Conrad, Makeda Holley, Christina Lopez, Brenda McDuffie, Deborah Miller, Jeff Nixon, Denise Raymond, Russell Sferlazza, Karen Simmons, Demone Smith, Joe Sullivan, Cindy Trowman, Mary Zerpa and WIB staff.

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Follow Up Career Services

Follow-up career services, as appropriate, must be provided to Adult and Dislocated Workers who have completed WIOA funded training, including Individual Training Accounts with or without supportive services, On-the-Job Training, Customized Training (collectively, training services), whether or not placed in unsubsidized employment.

Follow-up career services must not be confused with the follow-up required for performance reporting. The goal of follow-up career services is to ensure job placement, retention, wage gains and career progress for participants.

I. Duration of Follow-Up Career Services

Adult and Dislocated Workers who complete training services under Title I of WIOA, whether or not placed in unsubsidized employment must be provided with follow-up career services, as appropriate, for up to 12 months after their WIOA exit. The One-Stop Career Center that authorized the training services must initially contact the participant within 30 days after their training completion date and continue follow-up assistance as needed.

While follow-up career services must be provided, not all Adult or Dislocated Workers who have completed training services will need or want follow-up services. The One-Stop Career Center authorizing the training service, or the Center recording the outcome/performance information regarding placement in unsubsidized employment, must advise the participant of the follow-up services available. This information should be presented to the participant prior to the completion of training.

If the participant chooses to decline follow-up services, this must be recorded in the Comments tab of the participant's OSOS record.

Follow-up career services may be discontinued if the participant fails to respond to two (2) consecutive attempts as outlined in Section III below, or the participant requests the discontinuation of follow-up services during a follow-up contact.

II. Types of Follow-Up Career Services and Documentation in Comments

Follow-up career services as appropriate must be provided to the participant by the One-Stop Career Center authorizing the participant's training services.

Follow-up career services are defined as appropriate if they are suitable to the participant's needs regarding content, service method and frequency, or in accordance with the individual employment plan (IEP). Follow-up career services may include, but are not limited to:

- Counseling regarding the workplace
- Additional career planning and counseling

- Contact with the participant’s employer, including assistance with work-related problems that may arise
- Peer support groups
- Information about additional educational opportunities, and referral to supportive services available in the community
- Case management or administrative follow-up
- Other services

A Comment must be recorded in OSOS specifying the type(s) of career services offered and the Customer’s response. Comments must not be simply information gathering, but information providing. For example instead of, “called Customer to see if he was still employed; he was,” a more appropriate comment would be, “Customer was advised of job coaching services that were available to assist him with his employment concerns. Customer stated he would like additional job coaching and we are scheduled to meet on____.”

III. Intensity/Frequency of Follow-up Career Services

The intensity of appropriate follow-up career services will vary among participants. Participants who have multiple employment barriers and limited work histories may be in need of significant follow up career services to ensure long-term success in the labor market. Some participants may identify an area of weakness in the training provided by WIOA funding prior to placement that will affect their ability to progress further in their occupation or to retain employment. Others may affirmatively waive follow up services.

The needs of the participant for job retention, wage gains, or career progress should guide the frequency of follow-up career services over the 12-month period.

The methods used to contact the participant must be reasonable and appropriate to the participant’s circumstances. This may include, but is not limited to, phone calls, letters, and/or emails to the participant or a designated contact.

If the participant does not respond to the first contact attempt, a second attempt should be made within 60 days after the initial attempt. If the participant fails to respond after two consecutive contact attempts, or affirmatively declines follow-up career services then no further follow-up is required by the One-Stop Career Center.

The One-Stop Career Center must ensure that appropriate documentation is maintained to justify the type, frequency and duration of follow-up services provided to individual participants. All follow-up contact, including dates, whether or not contact was successful, and any other corresponding information must be fully documented in the Comments tab of the participant’s OSOS record.

IV. Programmatic Monitoring of Follow-Up Career Services

Follow-up career services will be reviewed during WIOA Programmatic Monitoring. Infrequent or insufficient follow-up career services, inconsistent follow-up, or follow up for less than a 12-month duration unless documented as justified under this policy, will be cited as a finding by New York State Department of Labor.