# WorkSource Atlanta Regional
# Follow-Up Policy and Procedures

All designated staff members or case managers at each Career Resource Center will conduct quarterly follow-up for participants that have exited the WIOA program. The staff member is required to contact each participant, each quarter for one year after exiting from the program.

- Follow-up staff will use the SQL query, provided by Atlanta Regional Commission staff, to generate a report showing a list of participants in need of follow-up for the current quarter.
- Follow-up staff will contact the participant to confirm employment status for the individual or identify any additional services needed. Staff will update employment information or participants status in GWROPP/VOS. **If staff are unable to contact the participant, each attempt to contact must also be documented.**
- Staff will document any program exemptions regarding participant's status at follow-up as applicable, i.e., institutionalized, deceased, health/medical, etc.
- Staff must complete the quarterly follow-up by the final day of each quarter (March 31$^{st}$, June 30$^{th}$, September 30$^{th}$, and December 31$^{st}$).

Atlanta Regional Commission staff will verify the completion of mandatory follow-up on a quarterly basis, notifying staff of any missing follow-ups. Staff members will complete the required follow-up and respond to Atlanta Regional Commission staff within seven business days to confirm the required updates and/or corrections have been completed.

Follow-up will be reviewed during bi-annual programmatic monitoring.

THE ABOVE PROCESS APPLIES TO ADULT AND DISLOCATED WORKER ONLY

## 3.4.6 FOLLOW-UP SERVICES AND ACTIVITIES

Follow-up Services are services that are provided to Adult and Dislocated Worker participants who enter employment and all Youth participants after exiting their WIOA enrollment. Participant records must be kept for a minimum of 3 years.

I. Adult and Dislocated Worker Follow-up Services

A. Follow-up Services must be made available to Adult and Dislocated Worker participants who exit to unsubsidized employment for a minimum of 12 months following the first day of exit.

B. Case managers should contact the participant at least once a quarter to check in with participants who have obtained unsubsidized employment to see if they need assistance in job retention, wage gains, and career progress. Follow-up needs of the participant must be documented in case notes and the information input on the follow-up tab in the WorkSource Portal.

C. Appropriate follow-up services may vary among different participants; for example, participants with multiple employment barriers and limited work histories may need significant follow-up services to ensure long-term success in the labor market including program funded supportive services. Others may identify an area of weakness in WIOA training that may affect their ability to progress further in their occupation or to retain employment.

D. Follow-up services could include but are not limited to:

i. additional career planning and counseling;

ii. contact with the participant's employer, including assistance with work related problems that may arise;

iii. peer support groups;

iv. information about additional educational opportunities;

v. limited financial support; and

vi. referral to supportive services available in the community.

E. Financial assistance such as needs-related payments are not an allowable follow-up service.

II. Youth Follow-up Services

A. All youth participants must be offered an opportunity to receive follow-up services that align with their individual services strategies. Furthermore, follow-up services must be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services or the participant cannot be located or contacted. Follow-up services may be provided beyond 12 months at the State or Local WDB's discretion.

B. Follow-up means a quarterly contact with the Youth to ascertain their status and to determine if they need additional service or support. Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome. 20 CFR §681.580.

C. The types of services provided and the duration of services must be determined based on the needs of the Youth. Therefore, the type and intensity of follow-up services may differ for each participant. Follow-up needs of the Youth must be documented in case notes and the information input on the follow-up tab in the WorkSource Portal.

D. Youth follow-up services may include:
   i. The supportive service activities listed in 20 CFR § 681.570;
   ii. Regular contact with Youth participant's employer, including assistance in addressing work- related problems that arise;
   iii. Adult mentoring;
   iv. Financial literacy education;
   v. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
   vi. Activities that help youth prepare for and transition to postsecondary education and training.

III. Follow-up Activities

Follow-up activities are conducted to ensure positive outcomes and to give credit for outcomes. Obtaining supplemental data to determine if the individual is employed in the 4 calendar quarters following exit to unsubsidized employment is a follow-up activity. Follow-up must actually occur during the quarter being recorded and be documented in the follow-up tab in the WorkSource Portal.

A. Timelines for Quarterly Follow-Up

i. The first quarter follow-up should be done during the calendar quarter after the participant exits from WIOA programs.

ii. Calendar quarters:

1. January-March
2. April-June
3. July-September
4. October-December

iii. Example: If a participant exits September 30, 2011, follow-up would be done according to the following calendar quarters:

1. 1st Quarter: October – December 2011
2. 2nd Quarter: January – March 2012
3. 3rd Quarter: April – June 2012
4. 4th Quarter: July – September 2012

iv. Example: If a participant exits May 2, 2012, follow-up would be done according to the following calendar quarters:

1. 1st Quarter: July - September 2012
2. 2nd Quarter: October - December 2012
3. 3rd Quarter: January - March 2013
4. 4th Quarter: April - June 2013

B. As per USDOL Common Measures policy (TEGL 17-05, dated 2/17/06), allowable sources of supplemental information for tracking employment-related outcomes include case management notes, automated data base systems, documented contacts with employers, and participant surveys. LWDAs must keep in mind that all supplemental data and methods are to be documented and are subject to audit.