

Policy Area: Adult and Dislocated Worker	
Title: Follow-Up	Number: ADW-FLW-24-V1
Effective Date: September 17, 2024	Review by Date: September 17, 2029
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PURPOSE:

The purpose of this policy is to communicate WorkForce West Virginia’s (WFWV) provision of follow-up services to participants exiting the WV Adult, and Dislocated Worker programs as required in TEGL 19-16.

BACKGROUND:

Follow-up services provide participants support and guidance after program exit to facilitate sustained employment, to ensure job retention and post-secondary credentials, wage gains and career advancement goals. WIOA section 134(c)(2)(xiii) that describes follow-up service requirements for participants who have exited the WV Adult and Dislocated Worker program.

REFERENCES:

- [TEGL 10-16, Change 3](#)
- [TEGL 19-16](#)
- [TEGL 16-16, Change 1](#)
- [20 CFR § 680.150](#)
- [20 CFR §678.430\(c\)](#)

DETERMINING EXIT DATES:

Follow-up services do not extend the date of exit in performance reporting. Service providers must count each exit of a participant during a program year as a separate period of participation if a participant has more than one exit in that program year. The exit date is determined when the participant has not received services in the program for 90 days. If the participant is co-enrolled with any other DOL funded program the exit date is determined when the participant has not received services in any enrolled programs for 90 days and no additional services are scheduled. At that time, the date of exit is applied retroactively to the last date of the service.

POLICY:

ADULT AND DISLOCATED WORKERS

Follow-up services provided to system-exited Adult and Dislocated Worker program participants are non-monetary activities designed to help individuals retain unsubsidized employment resulting from the system-related services received.

Initiation and Duration of Follow-up Services:

At the time of program enrollment, all adult and dislocated worker participants must be informed of the provision of follow-up services for a minimum of 12 months after the participant has obtained unsubsidized employment and has exited from the program. This notification must be clearly documented in case notes. As noted in TEGL 10-16, because the date of exit is retroactive to the last date of service, follow-up services must begin within 30 calendar days following the last date of service if it is expected that the participant will not receive any future services other than follow-up services.

Follow-up services must occur at a minimum every 90 calendar days. The type and frequency of these services shall be based on participant needs and determined by the LWDB policy. Additionally, a final follow-up contact note must be entered at the conclusion of services. This note should include a summary of the final contact and indicate that the participant has completed all services and follow-up activities.

TYPES OF FOLLOW-UP SERVICES:

Follow-up services shall involve a two-way exchange between the service provider/career planner and the participant. Services include but are not limited to the following:

- **Workforce Reintegration:** Both adults and dislocated workers may receive follow-up services focused on reintegration into the workforce. This could include assistance with job search activities, resume updating, interview preparation and the general monitoring of progress at the job.
- **Career Advancement:** Follow-up services for adults and dislocated workers often emphasize career advancement opportunities, such as skills upgrading, training programs, or educational opportunities that can lead to better job prospects or higher wages.
- **Retention Support:** These services may include support to help individuals maintain their employment such as counseling for workplace issues, conflict resolution, or assistance with accessing workplace accommodations.
- **Reemployment Assistance:** Participants who experience job loss during follow-up may receive specialized support aimed at helping them transition to new employment opportunities which

could include assessment of needs, jobs search and job placement assistance, retraining programs and information about unemployment benefits.

- Referral to Support Services: Participants may be referred to supportive services like child care assistance, transportation assistance or counseling services to address personal or family barriers to employment.
- Other services as defined by local policy.

PROGRAM COMPLETION AND FOLLOW UP SERVICE DOCUMENTATION REQUIREMENTS:

A case note must be recorded when the participant completes the program. The program completion case note must include a summary of the participant's engagement in the program including service needs at the time of the individual's program enrollment, services provided, outcomes of services, and date and reason for program completion. The date of program completion recorded in case notes must match the program completion date recorded in MACC.

A case note must be recorded documenting the types and duration of planned follow up services. If a participant opts out of receiving follow-up services, the date the participant opted out and the reason for opting out must be documented in a case note.

Case notes must be entered for the date the service was provided.

PROCEDURES:

WorkForce West Virginia (WFWV) is responsible for ensuring that follow-up services for participants exiting the WV Adult and Dislocated Worker programs are provided in compliance with this policy. WFWV will conduct regular monitoring and audits of service provider records within MACC to verify that follow-up services are initiated timely and consistently documented. This oversight includes reviewing the adequacy of case notes, ensuring that follow-up services are offered and provided for at least 12 months post-exit, and verifying that any instances where participants decline follow-up services are properly recorded. Additionally, WFWV will provide guidance, technical assistance, and corrective actions if any deficiencies are identified during reviews, ensuring that the policy's goals of sustained employment and career advancement for participants are achieved.