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Workforce Development Board of Southeast Missouri
Workforce Innovation and Opportunity Act Follow-Up Services Policy
Adult, Dislocated Worker, and Youth Programs

The Workforce Innovation and Opportunities Act (WIOA) follow-up services must be made available to all participants enrolled in Adult, Dislocated Worker, and Youth programs up to the end of the 4th quarter after the exit quarter. Additional services may be available to participants beyond this period with LWDB approval. The types and duration of these services must be based on the needs of the individual. Follow-up services provided support and guidance after exit to facilitate sustained development and educational achievement, advancement along a job and/or educational ladder, and personal development. Examples of follow-up services include:

- Career development and education planning
- Leadership development
- Adult mentoring
- Work related peer support groups
- Supportive service (available only to Youth during the follow-up period)

If these services are provided, they should be documented on the participant's Individual Employment Plan (IEP). Follow-up services are not contacts or attempted contacts for the purpose of securing documentation for the case file in order to report a performance outcome, though all contacts or attempted contacts must be documented in case notes. Follow-up services are provided to ensure the participant is able to retain employment, achieve wage increases, and facilitate career progression. While a region must have follow-up services available to all participants, every adult, dislocated worker, and youth will not need or want these services. It is not a requirement that local staff provide follow-up services to all participants unless these services are determined to be necessary. Program staff must document requests for WIOA follow-up services in Division of Workforce Development's (DWD) information management system case notes; and document all WIOA follow-up services provided as well as performance measure outcomes in the Division of Workforce Development's (DWD) information management system.

Staff will no longer contact participants who do not want follow-up services and request that contact attempts cease. Case notes will document the participant's request and staff will refrain from making any further contact.

The Workforce Development Board is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

Effective 02/14/2018, Updated 09/26/2019