

GRWDB Adult, Dislocated Worker and Youth Follow-Up Policy

Purpose: The Greater Raritan Workforce Development Board (GRWDB) approved a Youth Clients Follow Up at its Jan. 28, 2021, meeting. The policy is required under Workforce Innovation and Opportunity Act (WIOA) Title I programs, as per NJWIN 11-16(A). The policy was updated and expanded to include Adult and Dislocated Worker clients based upon guidance provided in WD-PY21-5, and the expanded policy was approved by the full board on April 9, 2026.

Background: WIOA sections 134(c)(2)(xii) and 129(c)(2)(I) describe follow-up service requirements for individuals who have completed the WIOA Title I Adult, Dislocated Worker, and Youth programs. U.S. Department of Labor (DOL) TEGLs 19-16 and 21-16, and Employment Security Department's (ESD) Policy 5620, Rev. 1 provide additional guidance for the provision of follow-up services. Follow-up services are defined as two-way exchanges between the WIOA Title I service provider and the individual (or the individual's advocate or employer) and are designed to provide support and guidance after program completion to ensure sustained employment, earning of post-secondary credentials, wage increases, and advancement of career goals. Follow-up services are above and beyond the act of contacting individuals for securing performance reporting documentation. During the second and fourth quarters of follow-up, WIOA Title I service providers must report the individual's employment wages, post-secondary credentials, or for the youth program only, participants who have enrolled in post-secondary education.

Policy: All Adult, Dislocated Worker and Youth participants will be informed of the follow-up services at the time of enrollment. Follow-up services may be provided immediately following the last date an individual receives a WIOA Title I career, individualized, or training service if it is expected the individual will not receive any future services other than follow-up services. The types and duration of follow-up services must be determined based on the needs of the individual. If an individual returns to the WIOA Title I service provider requesting additional career, individualized, or training services within 90 days of completing the WIOA Title I program, the service provider should delete the program completion date recorded in AOSOS, cancel the follow-up services plan (if applicable), and record the applicable career, individualized, or training service and/or supportive service.

Adult and Dislocated Worker Program

Follow-up services are available to individuals enrolled in WIOA Title I Adult or Dislocated Worker programs who have attained their employment and training goals outlined on their individualized employment plan (IEP), entered unsubsidized employment that leads to self-sufficiency, including self-employment, and when no other WIOA Title I services are needed or planned. A program completion date must be recorded in AOSOS prior to the provision of follow-up services. Follow-up services must

be provided for a maximum of 12 months. The 12-month follow-up requirement is completed one year from the date of program exit. A participant's follow-up period may extend beyond a 12-month period at the counselor's discretion, especially if a gap exists between exit and job placement.

Follow-up services (two-way exchanges between the service provider and the individual, or their advocate, or the individuals' employer) can include, but are not limited to:

- Workplace counseling
- Assistance with securing better paying jobs.
- Provide additional career planning.
- Assistance with resolving work-related problems.
- Connections to peer support groups.
- Providing additional employment or educational opportunities.
- Providing referrals to community services who are partners in the local area system as well as other applicable agencies.
- Supportive services.

Unless an individual declines follow-up services, WIOA Title I service providers must document the individual's follow-up progress/status updates in AOSOS on a minimum quarterly basis. If an individual opts out of receiving follow-up services, the date they option out and their reason must be documented.

The following are Important follow-up activities but are not follow-up service:

- Contacting individuals or employers to verify employment;
- Providing individuals with generalized information about additional educational or employment opportunities; and
- Leaving voicemails or other evidence of contact that don't result in individualized service

Collecting information for performance outcomes is not considered a follow-up service. The types of services provided, and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services.

At a minimum, follow-up contact should be attempted quarterly for Adults and Dislocated Workers. Some individuals may benefit from more frequent support and additional contact may be made. Follow-up services must be documented in case notes recorded in AOSOS.

Follow-up services require contact, interaction, and the provision of an acceptable follow-up service (see above), and follow-up services may be conducted by telephone, in person, via email and/or social media.

If after multiple follow-up attempts, no contact is made within the first six months, follow-up services may be terminated. Attempts must have been made to all telephone numbers and through at least one other medium. Additionally, comments, activities, and services in AOSOS must document: (1) the number of failed contacts attempts and efforts made to encourage engagement, (2) the types of contact made, and (3) the services/support offered to the participant. Extension of Follow-up: For adults, dislocated workers follow-up services may be provided beyond 12 months at the counselor's discretion. Follow-up may continue if the participant has still not met self-sufficiency and, in the opinion of local area staff, additional progress can be obtained through continued follow-up. A gap between exit and placement might result in a follow-up period that extends beyond 12 months. All follow-up attempts must be documented via comments in AOSOS as an activity.

Follow-up service may be discontinued if the participant indicates that they no longer need or want the follow-up contact. The participant must send an email or a writing indicating the participant's desire not to be contacted further. Service provider staff shall not solicit this request. The individual may opt out of receiving follow-up at any point during the program or during the follow-up period. Opting out must be documented in a comment in AOSOS, as well as in the individual's file. Opting out must be an informed and active choice of the participant that is based on full knowledge of the supports and services to which an individual has access. In cases where an individual verbally expresses a choice to discontinue and is unwilling to submit written notice, this must be documented in AOSOS.

Youth Program

Youth clients in the Greater Raritan Local Area are placed into follow-up (two-way exchanges between the service provider and the individual, or their advocate, or the individuals' employer) once all achievement objectives are met.

Follow-up services are available to young adults enrolled in the WIOA Youth program when no other WIOA Title I services are needed or planned. A program completion date must be recorded in AOSOS prior to the provision of follow-up services.

Follow-up services for young adults must be provided for a minimum of 12 months. The 12-month follow-up requirement is completed one year from the date of exit. Young adults may receive follow-up services beyond the 12-month requirement at the discretion of the service provider. The duration and type of follow-up services must be determined based on the needs of each young adult.

At the time of enrollment into the Youth program, participants must be informed of the availability of follow-up services for a minimum of 12 months following completion of their program. The service provider must document that follow-up notification occurred on a monthly basis. Follow-up services for Youth program participants can include but are not limited to:

- Workplace counseling.
- Supportive services.
- Adult mentoring.
- Financial literacy.
- 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.
- Activities that help youth prepare for and transition to post-secondary education or training
- Individual Training Accounts, On-the-Job Training, Apprenticeship and other funded training opportunities

In addition, WIOA Youth program participants who take part in a separate Summer Youth Work Experience Program (SYWEP) will continue to get all follow-up services from youth program navigators. These participants may also explore Individual Training Account, On-the-Job Training, Apprenticeship and other funded training opportunities that align with their interests and goals.

If client has obtained employment and does not wish to enroll in training/college, they are advised that they are in the follow-up phase. At this point, clients should be contacted monthly for a year to get an update on their employment status and to ensure that they do not need any other supportive services.

If a client enrolls in a training program funded through the One-Stop Training Center, follow up is provided after completion of the training program. During their follow up period, if they have not secured employment, Youth Client service providers will assist them in doing so. Follow up is provided for a year with client contacted monthly to ensure that they are employed and do not need any other supportive service.

If a client enrolls in college, services providers will assist them with the enrollment process. Upon their initial day of classes at their school, they will be placed in the follow up phase. They will be contacted monthly for a year to ensure that they do not need any supportive services.

Clients are informed about the follow-up phase both at intake and after completion of all services. At the completion of their services, they have the option to decline follow-up. If the participant declines follow-up services, the date and reason they decline follow-up services must be documented in AOSOS.

After three consecutive failed attempts within a quarter the client will be closed due to lack of communication with program staff. If contact is lost after program completion, the dates and outcomes of attempts to contact the young adult must be documented in AOSOS. These youth must complete a declination letter – see **Attachment A**.

ATTACHMENT A

Declination of Follow Up

To Whom It May Concern,

I have completed the initial phase of the Youth Employment Services program and have decided to decline follow up services. The staff of the program clearly explained that the follow up service of the program would be beneficial to me as they would be able to support me in goals that I have for myself, which may include employment and college/training, by contacting me on a regular basis for one year. I understand that by declining these services, my case will be completed, and I will not be eligible for any other services moving forward.

X _____

Client Signature

X _____

Print Name

X _____

WIOA Youth Staff Signature

Date