



**POLICY #:** P-19  
**Follow Up Services**

**ISSUED:** October 19, 2023

### **PURPOSE**

To provide definition of appropriate follow-up services and when they are to be provided for Workforce Innovation and Opportunity Act (WIOA) Title I adults, dislocated workers, and youth.

### **REFERENCES**

- 20 CFR Part 678.430, 680.150(c), 681.580
- TEGL 19-16
- TEGL 10-16, Change 2
- HECC WIOA Follow-Up Service Policy

### **POLICY**

#### Adult and Dislocated Worker Program

Follow-up services must be made available for adults and dislocated worker participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

Examples of follow-up services for adults and dislocated workers include:

- Career planning and workplace counseling;
- Assistance with job-retention or re-employment issues;
- Peer support groups;
- Referrals to community services and resources; and
- Information regarding educational opportunities available in the community.

Supportive services and training services are not allowed in WIOA adult and dislocated worker follow-up.

Contacting a participant to make appointments and secure performance-related data and information does not constitute follow-up services and should not be reported as such.

#### WIOA Youth Program

For youth participants, follow-up services must be offered for no less than 12 months after the

completion of all WIOA enrollment activities. While in follow-up, all youth must be offered an opportunity to receive follow-up services that align with their individual service plans.

Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise.

Examples of follow-up services for youth include:

- Supportive services;
- Adult mentoring;
- Financial literacy education;
- Services that provide labor market and employment information about in-demand local industry sectors or occupations (including career awareness, career counseling, and career exploration); and
- Preparatory activities for transitioning to post-secondary education and training.

Contacting a participant to make appointments and secure performance-related data and information does not constitute follow-up services and should not be reported as such.

Approved:

**Brooke Brownlee**

[Brooke Brownlee \(Oct 19, 2023 12:07 PDT\)](#)

10/19/2023

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Brooke Brownlee, Clackamas Workforce Partnership Board Chair

Date