



Workforce Innovation and Opportunity Act Policy
Employment System Administration and Policy

Washington envisions a nationally recognized fully integrated One-Stop system with enhanced customer access to program services, improved long-term employment outcomes for job seekers and consistent, high quality services to business customers. In order to achieve this vision, Employment System Administration and Policy sets a common direction and standards for Washington's WorkSource system through the development of WorkSource system policies, information memoranda, and technical assistance.

Policy Number: 5620

To: Washington WorkSource System

Effective Date: July 15, 2017

Subject: WIOA Title I Follow-Up Services for Adult and Dislocated Worker Exiters

1. Purpose:

To communicate State policy regarding activities that constitute follow-up services for Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker program exiters.

2. Background:

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

3. Policy:

- a. Follow-up services can only be provided to WIOA Title I Adult and Dislocated Worker program participants who are placed in unsubsidized employment and have system-exited. Note: WIOA law and regulations define follow-up services as a type of career service, which would typically mean that they can only be provided to participants. However, the U.S. Department of Labor (DOL) has instructed states to follow the guidance issued in TEGL 10-16, which states that follow-up services begin after exit.
- b. Follow-up services, if requested by exited individuals and determined by staff to be appropriate for those individuals, must be provided for a period of up to 12 months (i.e., not more than 12 months). Note: WIOA law and regulations state that follow-up services must be provided for not less than 12 months, but DOL has instructed states to comply with the guidance issued in TEGL 19-16.

c. Follow-up services for system-exited WIOA Title I Adult and Dislocated Worker program participants can include, but are not limited to, two-way exchanges between the service provider or case manager and either the individual (or his/her advocate) or the individual's employer as follows:

- Counseling individuals about the workplace.
- Contacting individuals or employers to verify employment.
- Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual.
- Assisting individuals and employers in resolving work-related problems.
- Connecting individuals to peer support groups.
- Providing individuals with information about additional educational or employment opportunities.
- Providing individuals with referrals to other community services.

Note: Because follow-up services can only be provided to individuals who have system-exited and supportive services can only be provided to participants, supportive services cannot be provided to individuals as a form of follow-up service.

- d. Follow-up services do not trigger the exit date to change or delay exit for performance reporting as per guidance issued by DOL in TEGL 10-16. As such, Local Workforce Development Boards (LWDBs) 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.
- e. LWDBs must establish and implement local follow-up services policies within 90 days of issuance of this policy. Those policies must define appropriate follow-up services (excluding any supportive services) and when to provide those services to system-exited WIOA Title I Adult and Dislocated Worker participants. LWDBs may choose to incorporate additional services, as appropriate, in establishing or updating their local policies.

4. Definitions:

None.

5. References:

- Public Law 113-128, Workforce Innovation and Opportunity Act of 2014, Section 134(c)(2)(A)(xiii)
- 20 CFR 678.430(c) and 680.150(c)
- Training and Employment Guidance Letter (TEGL) 19-16, Section 4
- Training and Employment Guidance Letter (TEGL) 10-16, Section 7

6. Supersedes:

WorkSource Information Notice (WIN) 0078, Change 1 – Provision of Title I Follow-up and Supportive Services Before and After Exit for Adults and Dislocated Workers

7. Website:

<http://wpc.wa.gov/adm/policy/state>

8. Action:

Local Workforce Development Boards and their contractors, as well as Employment Security Regional Directors, must distribute this policy broadly throughout the system to ensure that WorkSource System staff are familiar with its content and requirements.

9. Attachments:

None.

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