New Mexico
Workforce Connection
Central Region

Operational Policy NO. OP- 416, Change 6

Subject: **Follow Up Services**
Effective: **PY19 – 1/1/2020**

BACKGROUND:

This Follow-Up Service Policy transmits guidance for provided follow up services to customers accessing services through the New Mexico Workforce Connection in the Central Region. The Workforce Innovation and Opportunity Act (WIOA) final rules for Follow-Up activity for Adult, Dislocated Workers and Youth are defined and identified.

POLICY:

Adult and Dislocated Worker

In the past and currently, information on Adult/Dislocated Worker follow up services are provided to the customer in a listed format at the time of orientation to inform customers on-going service availability. Under WIOA (TEGL No. 19-16) Follow-Up services must be provided, as appropriate, for participants in Adult or Dislocated Worker Workforce Investment Activities who are placed in unsubsidized employment, for **up to** 12 months after the first day of employment. Supportive Services are not allowed during the follow-up. In an effort to clarify Adult/Dislocated Worker Follow-Up Services, upon employment from the WIOA program, those customers assessed in need of Follow-Up services will be provided with such service:

- Additional career planning and counseling
- Contact with the participant's employer including assistance with work-related problems
- Peer support groups
- Information about additional educational opportunities
- Referral to supportive service to meet the participant's employment goals

Follow-up activity known as data entry in our state data base system (WCOS) is required, including documentation in the participant case file and activity coding as applicable.

Follow-up activity required for special USDOL funded grants shall follow the Agreements

set forth in the grant guidelines.

Note: Appropriate follow-up with be conducted once within the following two quarters of unsubsidized employment.

Youth

Follow-up services (20 CFR § 681.580) are critical services provided following a youth's exit (participant has not received services for 90 days and no additional services are scheduled) from the program to help ensure the youth is successful in employment and/or postsecondary education and training. Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise. *(Follow-up services **may** begin immediately following the last expected date of service in the Youth Program when no future services are scheduled. Follow-up services do not cause the exit date to change and do not trigger re-enrollment in the program.)*

Follow-up services for youth also may include the following program elements:

- Supportive services
- Adult mentoring
- Financial literacy education
- Services that provide labor market and employment information about in-demand industry sectors or occupation available in the local area, such as career awareness, career counseling, and career exploration services.
- Activities that help youth prepare for and transition to postsecondary education and training.

All youth participant must be offered an opportunity to receive follow-up services that align with their individual service strategies. Furthermore, follow-up services **must** be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services or the participant cannot be located or contacted.

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 must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

Provisions of these program elements must occur after the exit date in order to **count** as follow-up services. When these follow-up services are provided, they are coded as follow-up services in WCOS as opposed to program services provided prior to program exit. This allows WCOS to clearly differentiate follow-up services from those services provided prior to exit.

In addition, such follow-up services should be documented in the case file that they were provided as follow-up services post exit.

APPLICABILITY:

All WCCNM contracted service providers.

INQUIRIES:

WIOA Manager 505-724-3629

This Policy has received approval by the Workforce Connection of Central New Mexico Board and rescinds any policy previously in effect.

Debbie Dirty

WCCNM Board Chair