

# 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