



FOLLOW UP SERVICES PUBLIC POLICY FOR WORKFORCE INNOVATION AND OPPORTUNITY ACT TITLE I, ADULT, DISLOCATED WORKER AND YOUTH PROGRAM PARTICIPANTS

WIOA #2021-001

PURPOSE

The Workforce Innovation and Opportunity Act (WIOA) requires participants to receive follow-up services once they have received their services. These services must be available to all adults, dislocated workers and youth participants registered in WIOA Title I programs.

Follow-up services are not required for Wagner-Peyser participants. All the participants must be informed about the follow-up services at registration. Follow-up services are essential to help ensure the participants are successfully employed and/or receive post-secondary education and training after participating in the program.

LEGAL BASE

- A. Workforce Innovation and Opportunity Act (WIOA)
 - 1. Section 129(c)(2)(I)
 - 2. Section 134(c)(2)(XIII)
- B. Regulation of the Workforce Innovation and Opportunity Act (WIOA)
 - 1. Section 20 CFR 681.580
 - 2. Section 20 CFR 680.150(c)
 - 3. Section 20 CFR 678.430(c)

REFERENCES

- 1. Service Guides for Career, Basic, Individualized and Follow-up Services, Training Services
- 2. Service Guides for In and Out of School Youth Program Elements

PUBLIC POLICY

- 1. The follow-up service is intended to collect information about each client's individual performance in the programs, activities and services provided through the *Centro de Gestión Única* - American Job Center and the Local Area. In general terms, the follow-up is intended to meet the following program objectives:

- Level of compliance with the goals established in the Individual Service Strategy in the case of young adults and their progress in improving the skills acquired after their participation.
 - Level of compliance with the goals established in the Individual Employment Plan in the case of adults and dislocated workers and their progress in improving the skills acquired after their participation.
 - Level of compliance with the contract subscribed between the Local Area and the service provider for adults, youth and dislocated workers.
 - Identifying additional support service needs for the participants in order to achieve the goals established in the Individual Employment Plan as well as in the Individual Service Strategy.
 - Achievement level of the execution goals established by the Local Area, according to the service program(s) where the participant was appointed.
 - Identifying additional needs for improving the services to ensure meeting the execution goals of the Local Area.
 - Any other information required according to the public policies adopted by the Local Board.
2. In the case of young adults, and since this activity is one of the main elements of the program, the follow-up activities will be authorized for a term no greater than (12) months, **after completing their participation in the program, as deemed necessary.**
 3. In the case of adults and dislocated workers, the follow-up is part of the Career Services. The follow-up services, which also include workplace-related counseling services, will be provided **to the participants placed in unsubsidized employment** for a term of at least twelve (12) months from the first day of employment, **as deemed appropriate.**

ADULT AND DISLOCATED WORKERS PROGRAMS

Follow-up services for adults and dislocated workers may include, among others, the following:

- Advising people about the workplace;
- Contacting participant or employer to verify employment;
- Contacting individuals or employers to help ensure the retention of employment with better remuneration.

- Additional career counseling for the participant;
- Assisting participants and employers resolve work-related problems;
- Connecting participants with support groups;
- Providing information to individuals about additional educational or work opportunities; and
- Providing referrals to individuals to other resources in the community.

Support services may only be provided to the participants who receive career and/or training services. The people who have exited the program cannot receive support services as part of a follow-up service.

YOUTH PROGRAM

Follow-up services must be available for all WIOA youth for a minimum of 12 months from their exit date. The objective of the follow-up services for young adults is to allow the participants to continue their development during their whole life and achieve a level of self-sufficiency to ensure employment retention, salary increase and progress in their education and post-secondary school training.

Follow-up services for young adults may include, among others, the following program elements:

- Support services;
- Adult mentoring;
- Financial literacy;
- Services that provide information about the workforce market and employment in in demand industries;
- Activities that help young adults prepare and make the transition to post-secondary education; and
- Other necessary services to ensure the success of the young adults in their employment and/or post-secondary education.

All the young adults must receive some type of follow-up services for a minimum of 12 months unless the young adult rejects receiving follow-up services or cannot be located or contacted.

ADDITIONAL ASPECTS OF THE FOLLOW-UP SERVICES

1. Starting from the appointment of the young person, adult or dislocated participant, a follow-up file will be prepared for that participant.
2. This file shall include as a minimum, besides the client's essential data to contact him or

her, a summary of the goals established in their Individual Employment Plan or Individual Service Strategy, the services to be provided according to the contract with the service provider, if applicable, and any other relevant information related to the follow-up services objectives.

3. The officer in charge of the follow-up, shall perform the appropriate follow-up visits or contacts during and after the service activity, and complete in the file the information gathered during those visits or contacts. The officer must also report and keep their supervisor adequately informed, about the participant's progress or situation identified, if any.
4. The supervisor will be responsible for keeping management informed about the progress of the participants or of any situation that arises during the services offered to them.
5. The Local Area will adopt, if deemed necessary, the following administrative measures targeted to ensuring compliance with the execution indicators for the programs that may arise because of the follow-up services.
6. The services take place grouped by months, as follows:
 - January, February, and March
 - April, May, and June
 - July, August, and September
 - October, November, and December

For example: if the last date of service for the participant was August 30, their first follow-up will be during October, November, or December.

7. Follow-up services must include at least one contact every sixty- (60) days during the first six (6) months, and then once every ninety- (90) days for the rest of the twelve-month (12) follow-up.
8. Follow-up activities and services may be discontinued if:
 - The participant refuses to receive follow-up services; or

- The participant cannot be located after trying to contact him or her three times in one trimester of follow-up; or
- The individual meets the exclusion criteria as described below.

9. Exclusion criteria:

If a participant meets one of the criteria listed below, s/he will be excluded from additional follow-up services:

- a) Institutionalized: The participant exits the program because s/he has been imprisoned in a Correctional Facility or has become a resident of an institution or installation that provides 24-hour assistance, such as a hospital or treatment center during the period they are to receive services as a participant.
- b) Criminal Delinquent: the participant is a criminal delinquent in a correctional facility under WIOA § 225.
- c) Health / Medicine: The participant exits the program because of a medical treatment and that treatment is expected to last more than 90 days and prevents his/her entry to unsubsidized employment or continuous participation in the program.
- d) Deceased: The participant has died.
- e) Military Forces or Reserve called to Active Duty: The participant exits the program because he or she is a member of the National Guard or another military reserve unit of the armed forces and is called to active duty for at least 90 days.
- f) Foster Home or Foster Care: (ONLY for young adults/participants) The participant is in the foster home or foster care system as defined in 45 CFR 1355.20 (a), and exits the program because he or she has moved from the area as part of the program or system.

ADMINISTRATIVE FOLLOW-UP MEASURES TO ENSURE COMPLIANCE WITH EXECUTION INDICATORS

1. Exit management and authorization

- A. No later than every Friday, the MIS director will provide a report of all the participants who have finished their activity and are in their 90-day period of finalizing their activity. The report will be submitted to Management.
- B. Management will check the report against its records and verify that all the participant information is correct. If some of the information does not match, both shall correct and update the reports.
- C. Management will share the information, review it and update the data included in the reports.
- D. **Every participant who is close to finishing their 90-day period and has not achieved the goal established in his or her Individual Employment Plan or Individual Service Strategy, will be provided one of the services mentioned to prevent automatic exits.**
- E. Services that interrupt the 90-day period, according to the law, will be the following:
 - Assistance searching for employment
 - Job referrals
 - Career counseling
 - On-the-job development (coordinated between the employer and the applicant)
 - Employment workshops and/or clubs
 - Specialized assessment, such as diagnostic tests and interviews
 - Case management

- Workforce Readiness Services
- F. Exit as defined in TEGl 17-05 Appendix B, page 4, is:
- Definition: When the participant has not received a subsidized service from the program or another partner, for 90 consecutive days and does not have any services scheduled for the future.**
- G. Any termination of any participant must be accompanied by an informative document signed by Management and the M.I.S. director before authorizing it. No termination will be authorized without presenting the signature of the Executive Director.
- H. The M.I.S. director will be responsible for weekly monitoring and informing the program execution levels to the Executive Director.

2. Commitment of Service and Service Plan Structuring

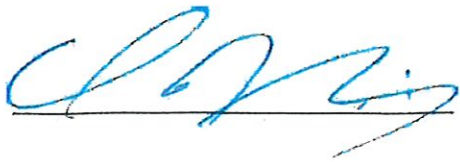
- A. All the applicants and participants must be **thoroughly** advised of their duties, responsibilities, and commitments they will assume when they begin participating in the program. We must ensure the participant offers the necessary information to be able to contact him or her for all the follow-up procedures as required by law.
- B. We must prevent at all times, appointing participants who are only interested in receiving the stipend who do not have a real, legitimate, and true interest in receiving training and achieving the goals of the program as required by law.

- C. The Individual Employment Plan and/or the Individual Service Strategy must be completed carefully according to the execution goals for each one of the programs (adults, young people, dislocated workers). These documents must be revised and updated as necessary to ensure compliance with the goals established by the program and the execution indicators.

VALIDITY

This public policy will be effective immediately after its approval.

In Guaynabo, Puerto Rico, today, March 16, 2021.



Oriel Ramírez Rodríguez
President
Workforce Development Local Board