

SOUTHWESTERN AREA
WORKFORCE DEVELOPMENT BOARD

FOLLOW-UP SERVICES
POLICY 17-18.2

DATE OF ISSUE

September 16, 2021

EFFECTIVE DATE

October 4, 2021

APPLICABILITY

This applies to Southwestern Area Workforce Development Board (SAWDB) providers of Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Workers and Youth providers.

PURPOSE

To provide Southwestern Area Workforce Development Board service providers with the guidance needed to do follow up services for WIOA Adult, Dislocated Workers, and Youth providers.

BACKGROUND

This Follow-Up Service policy provides guidance for those customers accessing services through the Southwestern Region Service Providers; see TEGL 19-16 and CFR 681.580.

ACTION REQUIRED

Adult/Dislocated Workers

In an effort to clarify Adult/Dislocated Worker follow-up services for the WIOA program, upon employment participants assessed as in need, a follow-up service will be provided, supportive services are not allowed during Exit for Adult/Dislocated see TEGL 19-16. Follow-up activity known as data entry in our state data base system New Mexico Workforce Connection Online System (NMWCOS) is required. Information from the follow-ups must be entered into the State data base called the NMWCOS, quarterly following exit. All contacts and attempts to contact an individual for a follow up must be entered into NMWCOS. Evidence of a minimum of 2 attempts to contact an individual not available must be documented in NMWCOS to constitute a follow-up.

For those customers who have completed education and training services, secured unsubsidized employment, and are assessed as in need of such follow-up services, the services will be made available. The Adult/Dislocated Worker Follow-Up services include but are not limited to the following:

- A. Additional career planning and counseling
- B. Contact with the participant's employer including assistance with work-related problems
- C. Peer support groups
- D. Information about additional educational opportunities
- E. Referral to other community services

SAWDB must provide follow-up services for Adult/Dislocated Worker participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Follow-up services do not extend the date of exit in performance reporting see TEGL 10-16.

ACTION REQUIRED

Youth

Follow-up services are critical services provided following a youth's exit 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 see CFR 681.580. Information from the Youth follow-ups must be entered into the State data base called New Mexico Workforce Connection Online System (NMWCOS), quarterly following exit. All contacts and attempts to contact an individual for a follow up must be entered into NMWCOS. Evidence of a minimum of 2 attempts to contact an individual not available must be documented in NMWCOS to

constitute a follow-up.

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

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

SAWDB must provide follow-up services that align with their individual services strategies. Follow-up services must be provided for all Youth participants for up to 12 months unless participant declines or cannot be located. Follow-ups do not extend the exit in performance reporting see TEGL 10-16

INQUIRIES

Questions related to this policy should be directed to the Administrative Entity at (575) 744-4857.

ATTESTED

This policy was reviewed and approved by the SAWDB on October 14, 2021.

SAWDB Chair