



## **WIOA Adult/Dislocated Worker Follow-up Policy**

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### **Policy Memorandum 25-01**

Date: February 13, 2025

To: All WIOA Contracted Service Providers (WIOA service providers)

Purpose: To provide guidance to WIOA service providers providing *follow-up* services for enrolled participants in the adult and dislocated worker programs.

Rescissions: None.

References: WIOA Section 133(c)(2)(A)(xiii); 20CFR678.430(c); 20CFR680.150; Department of Labor (DOL) Employment & Training Administration, Training and Employment Guidance Letter (TEGL) 19-16, Guidance on Services provided through the WIOA... (March 1, 2027); Employment Development Department (EDD) Workforce Services Directive (WSD) 19-06, CalJOBS Activity Codes (December 27, 2019); EDD WSD24-07, Performance Guidance (November 26, 2024)

### **Background:**

WIOA authorizes career services for adults and dislocated workers. There are three types of career services: basic career services, individualized career services, and *follow-up* services. Follow-up services, provided to participants who have exited the program, are intended to provide assistance in helping individuals retain employment, earn wage gains, and/or advance within their occupation.

### **Policy:**

#### **A. General Provisions**

WIOA service provider shall make *follow-up* services available for up to 12 months following the first day of employment, to participants who are placed in unsubsidized employment. The *follow-up* services provided to each WIOA participant is dependent upon the specific request and needs of the individual. All WIOA participants should first be informed of *follow-up* at the time of enrollment and throughout their WIOA participation.

Follow-up services are offered to the participant as follows:

- 1<sup>st</sup> Quarter after Exit
- 2<sup>nd</sup> Quarter after Exit
- 3<sup>rd</sup> Quarter after Exit
- 4<sup>th</sup> Quarter after Exit

*Follow-up* services will not extend the date of exit in WIOA performance reporting.

#### **B. Follow-up Services**

WIOA service provider shall make the *follow-up* services listed below available to adult and dislocated worker participants:

1. Counseling about the workplace
2. Contacting the individual or employer to verify employment
3. Helping to secure better paying jobs, career planning, or counseling

4. Resolving work-related problems.
5. Providing information about educational or employment opportunities
6. Referral to other community services.
7. Services to prepare for and transition to post-secondary education.
8. Incentive payments for unsubsidized employment benchmarks.

WIOA case manager will discuss the needs of the individual during *follow-up* contact to determine which *follow-up* service(s) is(are) best suited for their continued workforce efforts to ensure long-term success in the labor market.

### C. Contracted Service Provider Responsibilities

1. Participant Contact to offer additional services  
Follow-up contact attempts must be made up to three (3) times per quarter for four (4) quarters following program exit. Once successful contact is made during the quarter, attempts may cease for that quarter. Contact may be in the form of a text, phone call, email or letter sent to last known address in CalJOBS. WIOA case manager will create a case note entry for every contact attempt, including the unsuccessful attempts. Case note will include all details of each attempt.
2. CalJOBS Data Entry
  - a. Complete *all* relevant input on *Follow-up Page* by selecting “Create local follow-up”, including *Current Status at Follow-up: contact type*;  
Create a case note on the *follow-up* page, for every contact attempt and service provided; Subject Line: *Follow-up* [1st/2<sup>nd</sup>/3<sup>rd</sup>/4<sup>th</sup> ] Quarter after Exit (list specific quarter in subject line)  
Complete by required date as listed in CalJOBS
  - b. Create relevant activity using *Follow-Up Activity Codes* (F01-F22) for *follow-up* service provided to the participant.
  - c. Upload relevant documentation in CalJOBS for the appropriate *follow-up* quarter
3. Link to WIOA Local Policies: Incentive & Supportive Services  
Staff should refer to WIOA Local Policy 24-01, Incentive Policy for the incentives available to WIOA participants while in *follow-up*.

Failure to comply with the requirements may result in the WIOA service provider being placed on a corrective action and/or incur disallowed costs.

### D. New WIOA application during follow-up

If an individual is in need of WIOA services beyond those offered through follow-up, a re-enrollment is encouraged. However, the individual must meet all eligibility requirements at the time of the new application and *follow-up* requirements for the previous application are still necessary for WIOA performance purposes (2<sup>nd</sup> quarter and 4<sup>th</sup> quarter after exit).

### E. Exception to policy

WIOA service provider shall discontinue offering *follow-up* services immediately under the following circumstances, even if there are additional quarters left in the 12-month *follow-up* period:

1. Unable to reach participants, e.g. letter returned to sender via United States Postal Service(USPS), phone number disconnected, email undeliverable or after three (3) contact attempts over the course of the *follow-up* quarter.
2. Participant declines or refuses *follow-up* services and requests no further contact.

3. Participant refuses to provide *follow-up* information, i.e. employment status and/or pay.
4. Participant has relocated out of state with no intention of returning.

WIOA case manager will create a detailed case note entry for reason follow-up is being discontinued. attempts. Subject Line: *Discontinued Follow-up* [1st/2<sup>nd</sup>/3<sup>rd</sup>/4<sup>th</sup> ] Quarter after Exit (list specific quarter in subject line).

**Action:** All WIOA Adult and Dislocated Worker service providers shall comply with the WIOA Adult and Dislocated Worker *follow-up* policy. This policy memorandum is on-going and effective immediately.

**Inquiries:** Any questions regarding this policy memorandum may be directed to the WDB Director.

**Attachments: None.**

This policy authorized by: the Executive Committee of the Workforce Development Board on February 26, 2025 and Workforce Development Board on March 19, 2025.