

PUBLIC POLICY NO. WIOA-03-2024

DATE: AUGUST 12, 2024

SUBJECT: REPEAL PUBLIC POLICY NUMBER WIOA-01-2021 FOLLOW-UP ON PARTICIPANTS OF THE YOUTH, ADULT, AND DISLOCATED WORKER PROGRAMS AND CREATE PUBLIC POLICY NUMBER WIOA-03-2024 "PROCEDURE FOR THE FOLLOW-UP SERVICE REQUIRED BY THE WIOA LAW FOR PARTICIPANTS OF THE YOUTH, ADULT AND DISLOCATED WORKER PROGRAMS"

REFERENCE: WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA).

I. INTRODUCTION

The Public Policy on follow-up services under the Workforce Innovation and Opportunity Act (WIOA) is designed to provide ongoing support to Youth, Adults, and Dislocated Workers who participate in employment and training programs. This law, implemented to enhance job opportunities and economic competitiveness, recognizes the importance of follow-up after program exit to ensure employment sustainability and long-term success for participants.

Follow-up services offer personalized guidance, access to additional resources, and periodic evaluations to address emerging challenges, improve job retention, and promote career advancement, ensuring that beneficiaries can maintain and progress in their careers.

II. PURPOSE

Establish the criteria for follow-up services for participants in the Youth, Adult, and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA). This includes Appendix A – Criteria for Follow-up Services for Youth, Adults, and Dislocated Workers.

III. LEGAL BASIS

- Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128, Section 134(c)(2)(A)(xiii) and 129(c)(2)(I);
- 20 CFR WIOA Final Rule, Sections 678.430 (c), 680.150 (c), 681.580;

- TEGL No. 10-16, Change 2: "Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Core Programs" (September 15, 2022);
- TEGL No. 19-16: "Guidance on Services Provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Services (ES), as Amended by Title III of WIOA, and for Implementation of the WIOA Final Rules" (March 1, 2017);
- TEGL 21-16 – Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance (March 2, 2017);
- WIOA-PP-07-2020 amended 1 of June 6, 2024. (State Workforce Development Board).

IV. PUBLIC POLICY

Participants in the Youth, Adult, and Dislocated Worker Programs will be informed of the follow-up services and their benefits at the time of registration. Follow-up services are required for a minimum of 12 months for all programs, although they may be extended beyond this period according to the criteria established by the Local Board through Public Policy. Follow-up services must be tailored to the needs of the participants regarding the types of services, duration, method of delivery, and frequency. Additionally, these services must align with the Individual Employment Plan (IEP) for adults and dislocated workers and the Individual Service Strategy (ISS) for youth.

Follow-up should be more than a simple attempt to contact participants to complete the required documentation in the local area. Follow-up contacts must be meaningful and focused on the individuality of each participant. At a minimum, they should include open-ended questions to proactively identify the need for follow-up services. All contacts or actions must be documented, including but not limited to, the sending of emails, certified letters, certified call logs by the case manager/career planner, and records of visits made to the One-Stop Career Center, also known as the American Job Center (AJC), among others.

A. Monitoring of Participants in the Adult and Displaced Workers Programs.

Follow-up services provided to participants of the Adult and Dislocated Worker Programs who have exited the system are non-monetary activities designed to help individuals retain unsubsidized employment. Follow-up involves maintaining regular contact with the participant, which may include the following:

1. Guidance and/or Counseling Services – Examples include, but are not limited to:

- a) Assisting the participant in identifying emerging issues that affect their employment;
- b) Encouraging participants to acquire skills to improve their job performance; and
- c) Referring participants to other services provided by agencies/organizations within the local area.

During the follow-up period, support services for these participants cannot be paid for with funds from the WIOA.

B. Monitoring of Youth Program Participants

Follow-up services are critical for youth participants after they exit the program. These services can help youth succeed in employment and/or postsecondary training and education. Follow-up includes regular contact with the employer and the youth service provider, offering assistance to address any issues that arise related to employment or their educational program. Follow-up services for youth will also include the following program elements:

1. Support services;
2. Adult mentoring;
3. Financial literacy education;
4. Services that provide information on labor market and employment opportunities in high-demand industry sectors or occupations available in the local area, as well as occupational counseling and career exploration services; and
5. Activities that prepare and transition youth to postsecondary education, helping them get ready for training or postsecondary education.

C. Documentation of Follow-Up Services

All information regarding contact with participants must be included in the PRIS case management system, noting any updates or changes. Case notes should maintain supporting documents related to the identified need and the type of service required by the participant. For participants who decline follow-up services, this must also be documented in the case notes. This public policy stipulates that case notes must be supported by documentation. For example, forms, certified phone call logs by the case manager/career planner, copies of emails, certified letters, participant visit records to the One-Stop Center (CGU/AJC), among others, can be used.

D. Interruption of Follow-Up Services

Some participants may not respond to follow-up contact attempts, and others may be difficult to locate, making it impossible to provide these services. If the participant is unreachable, refuses to disclose information, or has moved out of the country with no intention of returning, follow-up contact attempts may cease. The reasons for the interruption of follow-up services must be documented in PRIS and in the participant's file in accordance with the provisions outlined in the relevant section.


a) Method Used to Establish Contact:

To determine that the participant could not be located at their residence, three (3) attempts will be made, with at least one (1) of these being a home visit. If no one is present at the residence, a second visit must be conducted.

Follow-up contact attempts will not be necessary for participants who have declined to receive follow-up services.

Exceptions

In accordance with TEGL 10-16, if a participant meets any of the following criteria, they are exempt from follow-up services and performance measures:

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1. **Institutionalized:** The participant exits the program because they have been incarcerated in a correctional institution or admitted as a resident in a hospital or treatment center during the course of receiving services as a participant.
 2. **Medical Issue:** The participant exits the program due to medical treatment expected to last more than 90 days, preventing them from entering unsubsidized employment or continuing participation in the program.
 3. **Deceased:** The participant has passed away.
 4. **Active Military Service:** The participant exits the program because they are a member of the National Guard or another military reserve unit of the armed forces and has been called to active duty for at least 90 days.
 5. **Foster Care System:** The participant is in the foster care system as defined in 45 CFR Sec. 1355.20(a) and exits the program because they have moved out of the area (applies only to Youth Program participants).
 6. **Ineligible:** The participant was initially determined eligible, but it was later discovered that they did not meet the eligibility criteria (applies to Vocational Rehabilitation only).
 7. **Offender:** The participant is a criminal offender confined in a correctional institution as per Section 225 of the WIOA Act.

Each case must be documented according to the reason the participant is exempted from the follow-up requirement. For example, if a participant is exempted due to medical treatment, the relevant evidence would be a medical certificate.

III. EFFECTIVE DATE

This Public Policy will become effective upon approval by the Members of the Local Board and the Board of Directors of Mayors of the Manati-Dorado Local Workforce Development Area.

IV. APPROVAL AND VALIDITY

Public Policy No. WIOA-03-2024 "Procedure for the Follow-Up Service for Youth, Adults, and Dislocated Workers" will become effective upon approval by the members of the Local Board and the Board of Directors of Mayors of the Manati-Dorado Local Workforce Development Area."

In Vega Alta, Puerto Rico on August 12, 2024.



Josue Cruz Rivera
President
Local Workforce Development Board



Hon. Maria M. Vega Pagan
President
Board of Directors of Mayors

Note: This document uses the masculine gender to refer to both genders to facilitate reading. This writing style is not intended to imply the supremacy of one gender over another.