



**PUBLIC POLICY No.:** WIOA-01-2021

**DATE:** FEBRUARY 5, 2021

**SUBJECT:** PUBLIC POLICY FOLLOW-UP TO PARTICIPANTS IN THE PROGRAM FOR YOUTH, ADULTS AND DISPLACED WORKERS

## **I. INTRODUCTION**

The Workforce Innovation and Opportunity Act (WIOA) requires that follow-up services must be available to Youth, Adult and Dislocated Worker Program participants at the time of their exit from the program or upon completion of their goal, as established by the Case Manager/Career Planner in the Individual Service Strategy - ISS (Youth) or Individual Employment Plan-IEP (Adults and Dislocated Workers).

In connection with Adults and Dislocated Workers, follow-up activities will be offered at least twelve (12) months after placement in unsubsidized employment. In the particular case of Youth, it is one of the fourteen (14) elements required in the Youth Program. Follow-up must be provided at least twelve (12) months after the end of the Youth's participation in the Program. The goals and objectives of follow-up services will depend on the program and the need of the participant.

## **II. LEGAL BASIS**

- Public Law 113-128 of July 22, 2014, Workforce Opportunity and Innovation Act, Chapter 2, Section 129 (c) (2) (I).
- Public Law 113-128 of July 22, 2014, Workforce Innovation and Opportunity Act, Chapter 3, Section 134 (c) (2) (A) (xiii).
- Workforce Innovation and Opportunity Act (WIOA) Federal Regulations, Sections 678.430 (c), 680.150 (c), and 681.580 (a) (b) (c).
- TEGL'S 19-16, 21-16 and 10-16 Change 1 issued by the Employment and Training Administration (ETA).
- DDEC-WIOA-O7-2020 dated October 20, 2020, promulgated by the State Board: Procedure for Follow-up Services for Youth, Adult and Dislocated Worker Program Participants.

### **III. PUBLIC POLICY**

Participants in the Youth, Adult and Dislocated Worker Programs will be informed of follow-up services and their benefits at the time of enrollment. Follow-up services are required for a minimum of twelve (12) months for all programs. As Local Board Public Policy, they may be offered for an additional period if the Case Manager/Career Planner determines that the participant is in need. The reasons and follow-up activities to be offered will be evidenced in the file.

Follow-up services must be appropriate to the participant's needs in terms of types of services, duration, method of services, and frequency. In addition, services must be aligned with the IEP for adults and dislocated workers or ISS for youth. Follow-up will include more than just an attempt to contact to complete required documentation in the Local Area. Follow-up contacts should be meaningful and focused on the individuality of each participant. At a minimum, they should include open-ended questions to help proactively identify the need for follow-up services. All follow-up contacts should be documented through, but not limited to: e-mails sent, certified letters, call logs certified by the Case Manager, records of visits made to the One-Stop Management Center - American Job Center (OSC-AJC), among others.

#### **A. FOLLOW-UP OF PARTICIPANTS IN THE YOUTH PROGRAM**

Follow-up services are critical for youth participants after they leave the Program. These services can help youth succeed in employment and/or post-secondary education and training.

Follow-up services will include regular contact with the employer, service provider, including assistance in dealing with problems that arise related to employment or their training program. Follow-up services for youth may include the following Program elements:

- a) Support (sustaining) services;
- b) Adult mentoring;
- c) Financial literacy education;
- d) Services that provide labor market and employment information on in-demand industry sectors or occupations available in the Local Area, as well as career counseling and career exploration services; and
- e) Postsecondary education preparation and transition activities that help youth prepare for postsecondary education and training.

#### **B. FOLLOW-UP WITH PARTICIPANTS IN THE ADULT AND DISLOCATED WORKER PROGRAM**

Services for Adult and Dislocated Worker Program participants 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 to identify emerging issues that adversely affect him/her in his/her employment;
- b) Promoting the participant's ability to acquire skills and abilities to develop better job performance;
- c) Referrals to other agency/organization services within the Local Area.

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

### **C. FOLLOW-UP SERVICE DOCUMENTATION**

All participants contact information will be included in the PRIS case management system as well as in the participant's file. Any new developments or changes will be noted. Supporting documents regarding the identified need and the type of service required by the participant should be maintained in the case notes. If participants decline follow-up services, this should also be documented in the case notes.

Case notes should be supported by documentation. For example, they may use forms, records of telephone calls certified by the Case Manager, copies of emails, certified letters, records of the participant's visits to the OSC-AJC, among others.

### **D. DISCONTINUATION OF FOLLOW-UP SERVICES**

Some participants may not respond to follow-up contact attempts and others may be difficult to locate, making it difficult to provide these services. If the participant cannot be contacted, refuses to disclose information, or has moved out of the country with no intention of returning, follow-up contact attempts may cease. Reasons for discontinuation of services must be documented in the PRIS and in the participant's file.

To determine that the participant could not be reached, the Case Manager/Career Planner will make telephone calls and visit the participant in his/her home. Three (3) attempts will be made and at least one (1) of these will be a home visit. If no one is home, a second home visit will be required.

Follow-up contact attempts will not be necessary for participants who have declined follow-up services. The request will be documented in the participant's file on a form to be designed by the Program Supervisor or designee. It shall be submitted to the Local Board Executive Officer for authorization.

### **E. EXCEPTIONS**

As stated in TEGL 10-16, if a participant meets one (1) of the criteria listed below, he/she is excluded from follow-up services as well as performance measures.

1. Institutionalized: The participant leaves the Program because he/she has been incarcerated in a correctional facility or has been admitted as a resident to a hospital or treatment center during the course of services as a participant.
2. Medical Issue: the participant leaves the Program because of medical treatment and such treatment is expected to last more than ninety (90) days, precluding entry into unsubsidized employment or continued participation in the Program.
3. Deceased: The participant is deceased.
4. Active Duty in the Armed Forces: the participant leaves the Program because he/she is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least ninety (90) days.
5. Foster Care: the participant is in foster care as defined in 45 CFR Sec. 1355.20(a) and leaves the Program because the participant has moved out of the area (this only applies to Youth Program participants).
6. Ineligible: the participant was determined to be eligible but is subsequently determined not to have met the eligibility criteria (applies in the case of Vocational Rehabilitation only).
7. Offender: Participant is a criminal offender confined in a correctional facility pursuant to WIOA Sec.225.

Each case must be documented according to the reason for exempting the participant from the monitoring requirement. For example, if a participant is exempted for medical treatment, the relevant evidence will be a medical certificate.

#### **F. FREQUENCY**

The aforementioned services will be offered by Case Managers/Career Planners or other designated staff, taking into consideration the particular needs of each participant. At least once (1) per month the services described in this policy will be offered. These actions will be recorded on the form designed for this purpose, which will be maintained in the participant's file.

#### **IV. AMENDMENTS TO PUBLIC POLICY**

When policies enacted by the State Workforce Development Board or directly by the Federal Government represent a need to amend part or all of the content of this public policy, the Executive and Planning Committee of the Local Workforce Development Board may amend it to conform to the policies enacted.

#### **V. REQUIRED ACTION**

The Executive Officer of the Local Board shall be responsible for informing the appropriate governing bodies of the approval of the policy so that the latter may train the personnel under their supervision to execute the policy and ensure that follow-up services are provided, as established.

#### **VI. EFFECTIVE DATE**

This Public Policy is consistent with Policy No. DDEC-WIOA-07-20: Procedure for Follow-up Services for Youth, Adult and Dislocated Worker Program Participants, promulgated by the State Board.

This Public Policy shall be effective upon approval by the members of the Local Workforce Development Board and the Board of Directors of Mayors of the Manatí/Dorado Local Workforce Development Area.

Any Public Policy, Procedure or Statement, in whole or in part, related to follow-up activities with participants in the Youth, Adult and Dislocated Worker Programs is hereby repealed upon the effectiveness of this Policy.

## **VII. APPROVAL**

Signed and approved on Friday, February 5, 2021, in Dorado, Puerto Rico.

### **SIGNED**

Mr. Erasmo Rafael Lamberty-Sánchez  
President  
Local Workforce Development Board

### **SIGNED**

Hon. Wanda Judith Soler-Rosario  
President  
Board of Directors of Mayors

Note: In this document the masculine gender will be used to refer to both genders in order to facilitate the reading of the document. This style of writing is not intended to imply the supremacy of one gender over the other.