



ADMINISTRATIVE BULLETIN NO. 21A

TO: WIA ADULT CONTRACTING AGENCIES
SUBJECT: FOLLOW-UP SERVICES
EFFECTIVE: JULY 1, 2009

I. BACKGROUND:

The Workforce Investment Act Section 134 (d)(2)(K) provides for follow-up services for participants in workforce investment activities authorized under WIA who are placed in unsubsidized employment as a core service. Follow-up services must be made available, as appropriate, for a minimum of 12 months following the first day of employment, to registered participants who are placed in unsubsidized employment.

The goal of follow-up services is to ensure job retention, wage gains and career progress for participants who have been referred to unsubsidized employment.

II. POLICY:

The Follow-up Plan for retention and wage progression will be developed for all participants exiting WIA. The follow-up services will be recorded in SKIES according to State and local policy or if opted out of SKIES will be maintained in the participant's file. It is noted that not all participants will need or want follow-up services; justification of such must be recorded in the Follow-up Plan in SKIES or if opted out maintained in the participant's file.

Level and intensity of follow-up must be documented in the case file. The intensity of follow-up services should be appropriate.

Follow-up services could include, but are not limited to:

- Additional career planning and counseling;
- Contact with the participant's employer, including assistance with work-related problems that may arise;
- Peer support groups; information about additional educational opportunities, and referral to supportive services available in the community.

There may also be a review of the participant's need for supportive services to meet the participant's employment goal.

Financial assistance, such as needs-related payments, is not an allowable follow-up service. Post-placement services and support services are to be limited and justified in SKIES, clearly documented in the participant case file.

III. ACTION REQUIRED:

Contractors shall insure that appropriate documentation is maintained to justify the types and duration of follow-up services provided to individual participants.

Requests for supportive services exceeding the specified limits for exceptional circumstances, as described in Administrative Bulletin No. 13A, Supportive Services, must be made in writing to the WDC.