

**THE WORKFORCE BOARD OF NORTHERN COOK COUNTY**

**LOCAL AREA WIA Policy 2009 – Participant Follow-up Policy**

**TO:** ALL WIA CONTRACTORS

**FROM:** \_\_\_\_\_  
Jennifer Stasch  
Executive Director

**SUBJECT:** Participant Follow-up Policy

**DATE:** January 21, 2009

**Purpose:** The purpose of this letter is to update and clarify the policy and procedures for Participant Follow-up for Contractors using WIA funds expended under The Workforce Board of Northern Cook County Workforce Investment Act (WIA) contracts.

**References:** WIA Legislation and Rules and Regulations  
Department of Commerce and Economic Opportunity (DCEO)

**Background:** The Workforce Board of Northern Cook County is releasing the Participant Follow-up policy in order to ensure accountability and compliance that aligns with the Contractor’s Agreement with the Workforce Board, DOL and DCEO policy, and other applicable rules and regulations.

**Policy**

**Statement:** The Contractor shall insure that appropriate documentation is maintained to justify the types and duration of follow up services provided to individual participants. Ending service activities, maintaining monthly contact during self-directed job search, obtaining credentials on customers, exiting customers in a timely fashion and follow up are all a part of the cycle and responsibilities of the Contractor coupled with orientations, intake, assessment and ITA voucher writing.

The Workforce Board approves training programs that are up to the equivalent to a 2 year timeframe. Participants agree that within 120 days of completion of the selected training program they will take the industry approved certificate/license and become employed in a training related industry.

## **Workforce Board Follow Up Policy**

### **WIA Final Rule states:**

**“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”.**

Working with customers toward the goal of employment that leads to self-sufficiency is a cyclical process. Ending service activities, maintaining monthly contact during self-directed job search, obtaining credentials on customers, exiting customers in a timely fashion and follow up are all a part of the cycle and responsibilities of case management coupled with orientations, intake, assessment and voucher writing. TEGL 7-99, U.S. Department of Labor, March 3, 2000, (pages 9-10) provides information on the point of exit for performance.

### **Follow up:**

1. Follow up services will be recorded in participant’s file. It is noted that not all participants will require or need follow up services; justification must be recorded in the participant’s file. Level and intensity of follow up must be documented in the case file as well.
2. 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 opportunity, and referral to supportive services available in the community.
3. Youth Only: There may also be a review of the participant’s need for supportive services to meet the participant’s employment goal. Requests for supportive services exceeding the specific limits for exceptional circumstances must be made in writing to the Workforce Board.
4. Adult and Dislocated Workers: Financial assistance, such as needs related payments, is not allowable follow up service.
5. Contractors shall insure that appropriate documentation is maintained to justify the types and duration of follow up services provided to individual participants.

### **Follow Up Procedures:**

1. Customers should be informed at the time of vouchering that in addition to the monthly follow up *before* employment; follow up is available up to 12 months *after* the file is closed through an exit.
2. Where follow up is done, it should be entered in the case note. Case notes section of IWDS should capture the follow up activities and is required to have an updated entry on a monthly basis for youth.
3. If follow up is *scheduled*, the “scheduled follow up date” should be entered in the exit screen of IWDS.
4. Under the *service strategy* in IWDS in the service data area, enter core services and follow up services (code 90). These dates should start *after* the person is exited and *after* the last date of self directed job search or training (which ever ended last).

5. Some customers possess multiple barriers to employment, have little or no prior work history, and may be in need of more intense follow up services than others.

**Action**

**Required:** This information should be disseminated to Contractor and subcontractor career advisors and case managers.

**Inquiries:** Questions regarding any aspect of this policy should be directed to the Workforce Board's Executive Director.

**Effective**

**Date:** Immediately