

## Follow Up

### Adult & DLW

Follow up services are available to adults and dislocated workers (DLW) for up to 12 months following the participant's first date of unsubsidized employment. Type and intensity of follow up services are based on individual need and vary on a case-by-case basis.

**Note:** Employment may begin before case closure.

#### **Follow up services for adult and DLW include:**

- Solving work related issues
- Referrals to partner programs
- Job search assistance
- Information about additional educational opportunities
- Career counseling

Adults and DLW CANNOT receive supportive services or any other funded activity during follow up.

### Youth

Follow up services are a required youth program element. All youth participants must be offered an opportunity to receive follow up services for a minimum of 12 months. A participant must have an open ISS with the youth follow-up service(s) they are receiving or participating in while enrolled in follow up. The types and intensity of services will vary based on the individual's needs.

#### **Follow-up services for youth include:**

- Supportive services
- Adult mentoring
- Career counseling
- Labor market and employment information
- Job search assistance
- Post-secondary transition preparation
- Referrals to partner programs
- Financial literacy education

Eligibility must be re-determined for customers requesting services beyond the youth follow up services listed above.

The career planner must contact the participant at least every 90 days while the follow up services are open in order to determine if the customer is in need of continued support. If the customer no longer needs the service(s), the youth follow-up should be closed.

## Required Action

Managers must run the follow up report at the beginning of each quarter: January, April, July, and October. Follow up information is entered for the quarter ending. For example, running the report in January is to obtain information for October – December.

Follow up attempts/ contacts are managed in the NEworks WIOA application. In the WIOA application, expand the *Follow-ups* tab > select the current *Follow Up Type* (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, or 4<sup>th</sup> quarter) > once the participant is contacted enter the follow up information:

*Worked in Quarter*- Select yes or no

If yes is chosen, select *Add Employer*. Required employment information includes:

### Required Employer Information

- Employer Name
- Industry Code (NAICS). There is a link to search for the correct code
- Primary Employer Contact Name
- Primary Employer Contact Phone Number

### Required Job Information

- Job Title
- Occupation
- Is This a Green Job
- Hours Worked per Week
- Job Start Date
- Job End Date (If currently employed, check box and leave the end date field blank)
- Reason for Leaving- If employed, leave blank. Otherwise, select reason
- Primary Employer- select yes or no
- Receiving Fringe Benefits- select yes or no
- Receiving Health Care Benefits- select yes or no
- Job Covered by unemployment Compensation- select yes or no
- Is this Entrepreneurial and/or Self-Employment- select yes or no
- Is this a Registered Apprenticeship- select yes or no
- Is this Active Military Service- select yes or no
- Is this Considered Non-Traditional Employment- select yes or no
- Is this Considered Training Related Employment- select one
- Add to Employment History- select yes or no

*Placement in Quarter*- Select if the participant is attending any type of training or no placement

*Date of Placement*- If not attending school, leave blank. Otherwise, enter the date the participant started their education program

*Actual Date of Follow-Up*- The date you spoke with the person

**Contact Type-** Select the contact type

Select **Save**.

Career planners must make four attempts to contact the participant each quarter and document the attempts in the follow up tab of the WIOA application. If the participant isn't reached during a contact, do not complete the entire follow up screen. Select *Add Contact Attempt*, complete the *Create New Contact Attempt* section, save *Contact Attempt*, then select *Exit Follow-up Screen*.

Once the participant is successfully contacted, complete the Post- Exit Placement section, Exit and Closure section, Current Status at Follow-up section, case note the follow up contact, and save.

If four attempts are made to contact the participant unsuccessfully, a button will generate, select the *Multiple Contacts with No Success* button, then select *Exit the Follow-up Screen*.

After completing fourth quarter follow up select *Remove Case Manager Assignment* at the bottom of the follow up screen. The participant will no longer be included on the follow up report after that.

### Opening the NEworks Activity

If a follow up service is requested, open the corresponding NEworks follow up activity and IEP/ISS objective. Follow the Opening an NEworks Activity procedures in Section 4 Documentation of this manual. Case note any services provided.

NEworks Follow Up Activities & Service, Course or Contract Name			
Activity	Description	Program	Service, Course, or Contract
F01	Referral to Community Resources	Adult, DLW & Youth	
F02	Referral to Medical Services	Adult, DLW & Youth	
F03	Tracking Progress on the Job	Adult, DLW & Youth	
F04	Work Related Peer Support Group	Adult, DLW & Youth	
F05	Assistance securing better paying job	Adult, DLW & Youth	
F06	Career Pathway Development and Further Education Planning	Adult, DLW & Youth	
F07	Assistance with Job/Work Related Problems	Adult, DLW & Youth	
F08	Adult Mentoring	Youth only	
F09	Tutoring	Youth only	

F10	Leadership Development	Youth only	
F12	SS-Transportation	Youth only	
F13	SS- Purchase work related uniforms/attire	Youth only	
F14	SS-Purchase work related tools	Youth only	
F15	SS-Housing Assistance	Youth only	
F16	SS-Utilities	Youth only	
F17	SS-Dependent Care	Youth only	
F18	SS-Medical	Youth only	
F19	SS-Incentives/Bonus	Youth only	

### **Closing the NEworks Activity**

Close the activity and IEP objective on the last day the follow up services are provided. Follow the Closing an NEworks Activity procedures in Section 4 Documentation of this manual.