



NEWDB Memo: 03-2022 Follow-up Contacts

Date: 12/08/2022
To: NEWDB Staff, NEWDB Title 1 Service Provider Staff
Subject: Follow-up Contacts

Purpose:

Memo 03-2022 provides guidance to NEWDB Staff and WIOA Title 1 Service Provider staff regarding the provision of follow-up contacts and follow-up services.

Procedure:

Follow-up services must be made available to all participants upon exit, program completion, or the day after unsubsidized employment begins. Follow-up services do not extend an exit date as they may only be provided after a participant has a program exit date.

A primary method of contact and two alternative contact methods are required to be documented in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS) – Client Responsibilities and Agency Responsibilities Section in OKJobMatch and in the Universal Information/Alternate Contacts at the time of enrollment. This information should be reviewed and updated in the exit note at the time of exit.

Follow-up services must be explained, planned, and documented in the IEP/ISS - Follow-up Services Planned section during the initial development of the IEP/ISS. The planned follow-up services should be updated as necessary during participation and must be reviewed at the time of exit. A participant may refuse to receive follow-up services at any time and if follow-up services are refused it must be documented with a program note and must include the date of refusal.

During the follow-up period, staff must provide at least one contact/contact attempt every thirty (30) days. Contacts should be made to maintain communication with the participant, verify employment, or determine if the participant needs any program services.

An initial follow-up service will be entered in the S&T plan to align with the date of exit. This S&T plan must contain a service note that documents the follow-up plan determined with the participant along with the preferred method of contact.

Additional follow-up services must be entered for each follow-up services that is provided to the participant at the time service is provided and the service date must reflect the actual date of service. A detailed service note must be included in the S&T plan and must include the following:

- Follow-up
- Date of contact/contact attempt



A proud partner of the AmericanJobCenter network



- Successful/Unsuccessful contact
- Method of contact (In person, Phone, Email, Text, Zoom, Teams, Facebook, Letter, etc.)
- Reason for contact – provide a detailed description of the reason for contact
- Outcome of contact – provide a detailed description of the outcome

Contacts and contact attempts do not constitute a follow-up and should not be entered into the S&T plan as a follow-up service, these must be entered as a program note titled as “Follow-up Contact”. If contact with the primary contact number is not successful, then a secondary method of contact must be utilized and documented in the program note. For each contact/contact attempt the program note must include the following:

- Successful/Unsuccessful contact
- Date of contact/contact attempt
- Method(s) of contact/contact attempt – for contact attempt, at least 2 methods are required (In person, Phone, Email, Text, Zoom, Teams, Facebook, Letter, etc.)
- Reason for contact – provide a detailed description of the reason for contact
- Outcome of contact – provide a detailed description of the outcome (i.e., scheduled date of next contact, no follow-up services needed, etc.)

If no contact is made within the first six months of exit, the client may be removed from follow-up. The NEWDB Operations Coordinator and/or WIOA Title 1 Service Provider Project Lead must give approval to remove a participant from follow-up. Before a request to remove a participant from follow up, there must be program notes documented for six consecutive months which includes the above requirements. A program note titled “Follow-up removal” must be entered documenting that the participant is being removed from follow-up due to no contact.

WIOA Title 1 Adult Follow Up

WIOA Title I Adult and Dislocated Workers must have follow-up services made available to them for a minimum of 12 months from the first day of unsubsidized employment. Follow-up services are provided to ensure that the participant is able to retain employment, realize wage increase, and facilitate career progression. Title I WIOA Adult and Dislocated Workers are not eligible to received WIOA Title I funds for any follow-up services. However, participants can receive referrals for non- WIOA Title I funding services. Follow-up services may include, but are not limited to the following:

- Counseling individuals about the workplace
- Assistance with work-related problems
- Peer support groups
- Supportive service referrals
- Information regarding educational opportunities



A proud partner of the AmericanJobCenter network



WIOA Title 1 Youth Follow Up

WIOA Title I Youth must receive follow-up services for a minimum of 12 months from the date of exit. Follow-up services are critical services to help ensure the Youth is successful in employment and educational achievements, career advancements, and personal development. Youth follow-up services must align with the participant's ISS and the types of services and duration of follow-up must be determined based on the needs of the individual Youth participant. WIOA Title I Youth funds can be utilized during follow-up with approval from the NEWDB Operations Coordinator and/or WIOA Title 1 Service Provider Project Lead. Examples of follow-up services include, but are not limited to the following:

- Supportive Services
- Adult mentoring
- Financial literacy education
- Labor market and employment information
- Career guidance
- Activities that help prepare for and transition to postsecondary education and training.



A proud partner of the AmericanJobCenter[®] network