



**SAN JOAQUIN COUNTY WORKNET  
 EMPLOYMENT AND ECONOMIC DEVELOPMENT DEPARTMENT  
 POLICIES AND PROCEDURES DIRECTIVE**

DIRECTIVE NO.	EFFECTIVE DATE	APPLICABILITY	PAGE
23-11	February 26, 2024	CMD, GMD	1 of 4
SUBJECT: <b>FOLLOW-UP</b>			

**I. PURPOSE**

This directive provides guidance on follow-up services for Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, and Youth program participants after their exit from the program.

**II. GENERAL INFORMATION**

In accordance with the Workforce Innovation and Opportunity Act (WIOA), follow-up services must be made available for Adult and Dislocated Worker participants who are placed in unsubsidized employment for a minimum of 12 months following the first day of employment.

WIOA Youth program participants must be offered an opportunity to receive follow-up services that align with their individual service strategies for a minimum of 12 months unless the participant declines to receive follow-up services, or the participant cannot be located or contacted. The types of services provided, and the duration of services must be based on the needs of the individual and may differ for each participant. Follow-up services must include more than only a contact attempt to secure documentation to report a performance outcome. Follow-up services do not extend the date of exit in performance reporting.

This PPD supersedes PPD D-26 Follow Up Procedure, dated July 1, 2016.

**References**

- [WIOA \(Public Law 113-128\) Sections 129 \(c\)\(2\)\(I\) and 134\(c\)\(2\)\(A\)\(xiii\)](#)
- Title 20 Code of Federal Regulations (CFR) Sections [680.150](#) and [681.580](#)
- [TEGL 19-16](#) Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for implementation of the WIOA Final Rules.”

- [TEGL 21-16](#) Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance
- [TEGL 10-16, Change 1](#) Performance Accountability Guidance for WIOA Title I, Title II, Title III, and Title IV Core Programs
- [WSD17-07](#) WIOA Youth Program Requirements
- [WSD22-15](#) WIOA Data Validation Source Documentation
- [WSD19-06](#) CalJOBS Activity Codes

### III. POLICY

It is the policy of the Employment and Economic Development Department (EEDD) that follow-up services will be provided to WIOA Adult, Dislocated Worker, and Youth participants for one year after exit from the program. Follow-up services provided to exited WIOA Adult and Dislocated Worker program participants placed in unsubsidized employment are intended to help individuals retain employment, earn wage gains, or advance in their occupation. Follow-up services provided to exited WIOA Youth program participants are critical services provided to help ensure successful employment and/or postsecondary education and training.

This policy is based on EEDD interpretation of WIOA law and subsequent federal, state, and local laws, regulations, and policies and will be reviewed and updated based on any additional federal or state guidance.

### IV. PROCEDURE

Participants will be informed about follow up services during the intake process and encouraged to maintain updated contact information and respond to follow-up service contacts following exit from the program.

AJCC staff must ensure that exited participants receive appropriate services as identified and deemed necessary during the follow-up period. These services are to be documented in the case notes. The final exit date may be different than Closure Date if the participant received any WIOA services by a partner program during the 90-day closure period. It is the case manager's responsibility to monitor the participant's final exit date to identify when to begin post exit follow-up.

#### Follow-up Guidelines

Follow-up is provided to customers after 90 days of closure and is done on a quarterly basis. Follow-up information must be entered into CalJOBS within 30 days of the follow-up due date. The assigned case manager or designated AJCC staff will contact the customer to establish whether there is a need for follow-up services. At least 3 attempts to contact participants must be made within the 30-day period or until contact has been established. Attempts must include telephone, text message or email, and a follow-up letter and survey (Attachments 1 and 2) if the first two attempts were unsuccessful. These attempts must be made on different days and times, which must be documented in CalJOBS on the follow-up ribbon and with a case note.

All contacts will be entered on the CalJOBS follow-up ribbon, and any new information or change will be recorded on the ribbon and case noted. Any services provided will be recorded in the Activities/Enrollments/Services ribbon using the appropriate CalJOBS Follow-up Activity Codes. Required documentation, in accordance with state and local Data Validation policies, must be uploaded to CalJOBS. If staff identifies a need for follow-up services, information addressing the need and type of services required must be maintained in the case notes. If an individual declines follow-up services, that must be documented in the case notes.

Exits are retroactive to the last date of services, so follow-up services should begin immediately following the last date of service if it is expected that the participant will not receive any future services other than follow-up services. Follow-up services can be provided and recorded at any time during the follow-up quarter. During the first quarter until the follow-up ribbon is available, any service or contacts will be documented in case notes and the information will be entered into the follow-up ribbon when it becomes available. Follow-up services do not delay or change the exit date for purposes of performance reporting.

Participants may be eligible for follow-up related incentives, and staff should refer to state and local policies and procedures to determine eligibility.

For special projects/grants, staff should adhere to the guidelines and requirements of the program.

#### A. Adult and Dislocated Worker Programs

- a. The WIOA requires that follow-up services must be made available to Adult and Dislocated Workers for a period up to 12 months following exit from the program. Services may include, but are not limited to, the following:
  1. Counseling individuals about the workplace
  2. Contacting individuals or employers to verify employment
  3. Contacting individuals to help secure better paying jobs
  4. Providing individuals additional career planning and counseling
  5. Assisting individuals and employers to resolve work-related problems
  6. Connecting individuals to peer support groups
  7. Providing individuals with information about additional educational or employment opportunities
  8. Providing individuals referrals to community resources
- b. Supportive services can only be provided to adult and dislocated worker participants receiving career and/or training services. Those participants who have exited from the Adult and Dislocated Worker programs cannot receive supportive services as a follow-up service.

B. Youth Program

- a. All Youth program participants must be provided with follow-up services for a minimum of 12 months from the date of exit. The goal of follow-up services for youth is to enable participants to continue lifelong learning and achieve a level of self-sufficiency to ensure job retention, wage gains, and postsecondary education and training progress. Follow-up services must consist of more than communication, contact or effort to secure documentation to report a performance outcome to be considered a follow-up service.
- b. The types of services provided, and the intensity of services must be determined based on the needs of the youth. Follow-up services for youth may include, but are not limited to the following program elements:
  1. Supportive services
  2. Adult mentoring
  3. Financial literacy education
  4. Services that provide labor market information and employment information about demand industry sectors
  5. Activities that help youth prepare for and transition to postsecondary education and training
  6. Other services necessary to ensure the success of the youth in employment and/or postsecondary education.

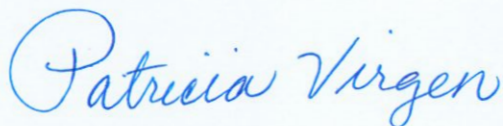
V. QUESTIONS REGARDING THIS DIRECTIVE

May be referred to the Executive Director EEDD via Managers or designee.

VI. UPDATE RESPONSIBILITY

The Executive Director of EEDD and/or designee will be responsible for updating this directive, as appropriate.

VII. APPROVED



PATRICIA VIRGEN  
EXECUTIVE DIRECTOR

PV:jl

Attachment 1: Follow-up Letter  
Attachment 2: Follow-up Questionnaire



Date:

Dear

I hope this letter finds you well. I'm writing to check in on your current employment status, whether you are still in your previous role or have found new opportunities. As discussed, the WIOA (Workforce Innovation and Opportunity Act) program supports you with continued assistance up to a year after your participation ends, should you need it. Over the next few months, I'll be in touch a few times to gather some follow-up information, aiming to support your ongoing employment success.

Your feedback is incredibly important to us. I kindly ask for a bit of your time to fill out the attached Questionnaire and send it back using the provided self-addressed, stamped envelope. This will help us keep your records up-to-date and tailor our support effectively.

Should you have any questions or if there's anything you wish to discuss, please don't hesitate to contact me at the number below.

Warm regards,



## WIOA WORKNET CENTER

We would appreciate you taking the time to fill out this questionnaire. Your input is important to us and will help us meet our goal of improving the services provided to our valued customers.

Name: \_\_\_\_\_ Social Security #: \_\_\_\_\_

Address: \_\_\_\_\_ Phone #: \_\_\_\_\_

Alt. Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

1. Are you currently working?    Yes        No

2. If you are working, please complete the following:

Employer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Job Title: \_\_\_\_\_

Start Date : \_\_\_\_\_ Hrs. Per Week: \_\_\_\_\_ Hourly Wage: \_\_\_\_\_

3. Are you currently attending training or school?    Yes        No

4. If you are attending training or school, please complete the following:

Name of School: \_\_\_\_\_

School Address: \_\_\_\_\_

School Phone: \_\_\_\_\_ Start Date: \_\_\_\_\_

5. Please check if you have obtained any of the following types of credentials since we have closed you out of the program:

GED High School Diploma        2 Years Associate Degree

Bachelor's Degree

Occupational Skills License (Commercial Truck Driving, Cosmetology, CNA, etc.)

Occupational Skills Certificate (for courses that do not lead to a degree/license)

Other, please specify type of credential

6. If you checked any of the credentials on Question 5, please complete the following:

Name of School:

School Address:

Date Credential Obtained:

7. Do you have any concerns or issues we can assist you with?  
If yes, please provide explanation: