

Title: Follow Up Services Policy	Date of Issue: 07/01/2021
Approved By: Heather Powell	Last Reviewed: 01/12/2026

BACKGROUND:

The Workforce Innovation and Opportunity Act (WIOA) established the requirements for delivery of Career Services through the One-Stop Delivery System, as referenced in [WIOA Sec. 129\(b\)\(2\)\(C\) and 134\(c\)\(2\)\(A\)\(xii\)](#). The One-Stop system is the basic delivery system for Adult, Dislocated Worker and Youth services. Through this system, participants can access a continuum of services. The services are organized into three levels: Basic Career Services, Individualized Career Services and Follow-Up Services. This policy will cover the requirements for Follow-Up Career Services.

For Adult and Dislocated Worker [WIOA Sec. 134\(c\)\(2\)\(A\)\(xiii\)](#), Revision 1 and the Training and Employment Guidance Letter [\(TEGL\) 10-16, Change 3](#), provides for Follow-Up Services for participants in workforce investment activities authorized under WIOA who are placed in unsubsidized employment.

Follow-Up Services can only be provided to Adult and Dislocated Worker participants who are placed in unsubsidized employment at program completion and must be provided for not less than 12 months after exit. Follow-Up Career Services do not extend the date of exit in performance reporting.

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.

For Youth [WIOA Sec. 129\(c\)\(2\)\(I\)](#), the [WIN 0092](#), the [\(TEGL\) 10-16, Change 3](#) and [20 CFR 681.580](#) provides for Follow-Up Career Services for all participants, as appropriate, for not less than 12 months after the completion of WIOA activities.

All Youth participants must be informed of follow-up at the time of enrollment to ensure they are prepared for the Follow-Up Service contact. After program completion Youth are to be offered an opportunity to receive Follow-Up Career Services that align with their individual service strategies (ISS).

POLICY:

Follow-Up Services provided to program-completed WIOA Title I Adult, Dislocated Worker and Youth program participants may include monetary activities designed to help those individuals obtain unsubsidized employment, or for those placed in unsubsidized employment whose employment may be at risk due to interruptions to key supports.

Follow-Up Services must be provided for a period of up to 12 months (i.e., not more than 12 months). Note: WIOA law and regulations define Follow-Up Career Services as a type of career service, which would typically mean that they can only be provided to participants. However, the U.S. Department of Labor (DOL) has instructed states to follow the guidance issued in [\(TEGL\) 10-16, Change 3](#) which states that Follow-Up Career Services begin after program completion.

The Follow-Up Career Services will be recorded in the MWE database. The types of services provided, the duration of services and intensity of follow-up must be documented in the case file and determined based on the needs of the individual. Follow-Up Career Services for program-completed WIOA Title I program participants

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can include, but are not limited to, two-way exchanges between the Employment Consultant/Youth Specialist/Youth Coordinator and either the individual (or his/her advocate) or the individual's employer as follows:

- Consulting with individuals about the workplace.
- Contacting individuals or employers to verify employment.
- Contacting individuals or employers to help secure better paying jobs, additional career planning, and referral to other services for the individual.
- Assisting individuals and employers in resolving work-related problems.
- Connecting individuals to peer support groups.
- Providing individuals with information about additional educational or employment opportunities.
- Providing individuals with referrals to other community services.

Follow-up Career Services can also include supportive services. Support Service funds spent on participants during follow-up.

Additionally, Follow-Up Career Services for Youth may also include:

- A. Adult mentoring
- B. Financial literacy education
- C. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services
- D. Activities that help youth prepare for and transition to post-secondary education and training.

All program completions, exit and Follow-Up Career Services information is to be entered into the MWE database. In the quarters following exit, Follow-Up Career Services, employment and/or post-education (Youth only) information is entered into the MWE database.

Follow-Up Career Services do not trigger the exit date to change or delay exit for performance reporting as per guidance issued by DOL in [\(TEGL\) 10-16, Change 3](#).

ACTION REQUIRED:

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Staff will contact WIOA participants who have exited the program once per quarter to check in with participant and verify employment. Staff shall ensure that appropriate documentation is maintained to justify the types and duration of Follow-Up Career Services provided to individual participants.

Follow-up shall begin the day of exit and be provided for a period of up to 12 months (365 days). Follow-up will be tracked within the MWE database for all quarters beginning with exit. This will require a total of 4 entries into the database. (1st quarter after exit, 2nd quarter after exit, 3rd quarter after exit and 4th quarter after exit.)

Along with these four entries, additional service entries may be entered when a service has been provided during the regular quarterly contact. If a service has not been provided will still need a case note indicating the type of contact made and/or attempted with the participant.

REFERENCES:

[20 CFR § 680.150](#)

[20 CFR § 681.580](#)

[\(TEGL\) 10-16, Change 3](#)

[TEGL 19-16 – Guidance on Services Provided Through Adult and Dislocated Worker Programs](#)

[TEGL 21-16, Change 1 – WIOA Youth Program Guidance](#)