

**Western Arkansas Workforce Development Area
Policies and Procedures**

TITLE	Follow Up
NUMBER	P0004-22
TYPE	Policy – Programmatic
APPROVING AUTHORITY	Western Arkansas Workforce Development Board
EFFECTIVE DATE	3/15/2022
NEW/REPLACED	Replaced P0001-21

Referenced 20 CFR 678.430(c), 680.150(c), 681.460(a)(9), 681.580, TEGL 19-16, ADWS policy I-B 3.1 and 3.2.

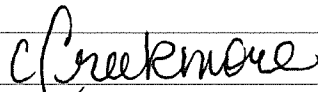
Follow-up services are available to Adult and Dislocated Workers that entered unsubsidized employment and are required for all Youth participants for not less than 12 months after completion of program participation.

- Follow-up includes counseling, assistance and gathering information regarding performance measure requirements.
- Youth in follow up will be contacted at least monthly for one (1) year following exit.
 - a. Youth should be informed at the time of enrollment that follow-up services will be provided for 12 months following exit.
 - b. Follow-up services may begin immediately following the last expected date of service in the programs included in the Common Exit date when no future services are scheduled.
 - c. Once 90 days of no services, other than follow-up services, self-service, and information-only services and activities has elapsed, and the participant has an official exit date applied retroactively to the last date of service, the program continues to provide follow-up services for the remaining 275 days of the 12-month follow-up requirement.
 - d. Follow up contact may be in person, by email, or phone documented in the youth’s case file and in AJL.
 - e. When services are given as follow-up services (after the expected exit date), they should be coded in AJL as follow-up services.
 - f. If during follow up interactions, a youth needs additional services steps will be taken to assist.
 - g. Follow up services do not have to be provided if the participant declines to receive services or if the participant cannot be located or contacted.
 - 1) Documentation must be placed in the case file if a youth requests not to receive or continue follow-up services.
 - 2) When possible obtain a statement from the youth declining services in written form, printed email, or text message to be placed in the participant file.
 - 3) At least three (3) attempts will be made to contact a youth before determining that a youth cannot be located or contacted for follow-up services.

**Western Arkansas Workforce Development Area
Policies and Procedures**

- 4) When a participant cannot be located or contacted the file will contain record of the phone number disconnected, reassigned, no voicemail, if the client has moved out of the area and left no forwarding address or telephone number.
- Adults and Dislocated Workers clients will be contacted at least monthly for one (1) year following exit.
 - a. Follow-up services do not extend the date of participation.
 - b. Follow-up services will include referral to partners for assistance, counseling regarding the workplace, retention services, and referrals to community resources.
 - c. Contacts will be documented in the client's case file and in AJL.
 - d. Services and contact will be documented in case files for 12 months after the first day of unsubsidized employment, as appropriate.
 - e. If during follow up interactions a need for additional services is identified steps will be taken to assist.
 - f. If the participant declines to receive services or if the participant cannot be located or contacted a case note should be put in the file and in AJL.
 - g. No less than 3 attempts should be made and documented.

Approval Signature:



Cathy Creekmore, Board Chair