



# Workforce Issuance

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☒ **Policy** ☐ **Information**

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**To:** Chief Elected Officials  
MassHire Workforce Board Chairs  
MassHire Workforce Board Directors  
MassHire Career Center Directors  
MassHire Fiscal Officers  
MDCS Operations Managers

**cc:** WIOA State Partners

**From:** Diane Hurley, Acting Director  
MassHire Department of Career Services

**Date:** October 30, 2023

**Subject:** **WIOA Title I Follow-Up Services for Adults, Dislocated Workers, and Youth**

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners of WIOA Title I Follow-up Services as required by the Workforce Innovation and Opportunity Act (WIOA) and recording follow-up services in MOSES.

Updates include:

- WIOA Title I Youth follow-up requirements (Page 2)
- Instructions for recording follow-up services in MOSES (Page 3)
- Requirement to establish parameters for follow-up service attempts when participants cannot be located, contacted, or declines follow-up services (Page 4)

**Background:** Follow-up services provide WIOA Title I Adult, Dislocated Workers, and Youth participants support and guidance after program exit to assist with job retention, attainment of post-secondary credentials, wage gains and advancement in career goals.

### **Follow-up Services for WIOA Title I Adults and Dislocated Workers**

While follow-up services must be provided, not all Adults and Dislocated Workers who are registered and placed into unsubsidized employment will need or want such services. Also, the intensity of appropriate follow-up services may vary among participants. Participants who have multiple employment barriers and limited work histories may need significant follow-up services to ensure long-term success in the labor market. Other participants may require less intensity in follow-up services, while some may decline participation in follow-up services.

Follow-up services for Adult and Dislocated Workers include, but are not limited to:

1. Additional career planning and counseling;
2. Contact with the participant's employer, including assistance with work-related problems that may arise;
3. Peer support groups;
4. Information about additional educational opportunities, and referral to supportive services available in the community;
5. Case management administrative follow-up; and
6. Other services

Follow-up services are defined as appropriate if they are suitable to the customers' needs regarding content, service method, frequency and are in accordance with the agreed to individual employment plan (IEP).

### **Follow-up Services for WIOA Title I Youth**

Follow-up services are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training. Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise.

Follow-up services for youth may include and are not limited to:

1. Leadership development and supportive service activities;
2. Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
3. Assistance in securing better paying jobs, career development, and further education;

4. Work-related peer support groups;
5. Adult mentoring; and
6. Services necessary to ensure the success of youth participants in employment and/or postsecondary education

The following youth elements may also be provided to youth during follow-up services:

1. Supportive services;
2. Adult mentoring (Must be provide for at least 12 months);  
*When adult mentoring is offered during follow-up, MassHire Boards may extend the required 12-month follow-up period to allow for the requirement to provide adult mentoring for 12 months.*
3. Financial literacy education;
4. 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; and
5. Activities that help youth prepare for and transition to postsecondary education and training.

All youth participants must be offered an opportunity to receive follow-up services that align with their individual service strategies. Furthermore, follow-up services must be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services or the participant cannot be located or contacted.

Follow-up services may be provided beyond 12 months at the MassHire Workforce Board's discretion. The types of services provided and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each participant.

Follow-up services must include more than only a contact attempted or made for securing documentation to report a performance outcome.

### **Recording Follow-up Services in MOSES**

On the General Services Detail screen in MOSES, select Follow-Up (Including WIOA Title I) from the Category drop down menu. Select the appropriate follow-up month associated with the follow-up being provided to the customer. Enter follow-up detail in the Notes section of MOSES.

### **Policy:**

Follow-up services must be provided, as appropriate, including counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

If a customer declines follow-up services or cannot be located or contacted, this must be recorded in the customer's case file and documented in MOSES. Local areas must establish parameters for the number of attempts made to provide follow-up services to youth, adults, and dislocated workers when the participant cannot be located, contacted, or declines to participate in follow-up services.

Follow-up services for the purposes of career planning are not to be construed as the follow-up services required for performance reporting.

**Action**

**Required:** MassHire Workforce Boards must establish policies and Standard Operating Procedures (SOP) on WIOA Title I Follow-Up Services and ensure MassHire Career Center managers and staff are informed of the content of this issuance.

**Effective:** Immediately

**Inquiries:** Please email all questions to [PolicyQA@mass.gov](mailto:PolicyQA@mass.gov). Also, indicate Issuance number and description.

**References:** WIOA 134(c) (2) (A) (xiii), NPRM 678.430 (c)  
[20 CFR § 681.580](#)