

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

MassWorkforce Issuance

100 DCS 08.102

☒ **Policy** ☐ **Information**

To: Chief Elected Officials
Workforce Board Chairs
Workforce Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: May 5, 2016

Subject: **WIOA Title I Follow up Services**

Purpose: To notify Local Workforce Boards, One-Stop Career Center Operators and other local workforce partners of the definition of ‘Follow up Services’ under the Workforce Innovation and Opportunity Act.

Background: The Workforce Innovation and Opportunity Act (WIOA) replaces the WIA Title I core, intensive and training services with WIOA Career Services. Career services fall into three categories: Basic Services, Individual Services, and Follow-up Services.

While follow-up services must be provided, not all of the 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 be in need of significant follow-up services to ensure long-term success in the labor market. Other participants may identify an area of weakness in the training provided by the WIOA prior to placement that will affect their ability to progress further in their occupation or to retain their employment.

Follow-up services could include, but are not limited to:

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

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 this must be recorded in the customer's case file. 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: Local Workforce Boards will adhere to the policy delineated in this issuance in developing its WIOA Follow Up Services and Standard Operating Procedures (SOP). Each local Board will also ensure that all career center staff are informed of the content of this issuance.

Standard Operating Procedures will be reviewed by the DCS Field Management and Oversight Unit during the FY2016 Program monitoring.

Effective: Immediately

Inquiries: Please email all questions to PolicyQA@detma.org. Also, indicate Issuance number and description.

References: WIOA 134(c) (2) (A) (xiii), NPRM 678.430 (c)