



South Central
WORKFORCE
Investment Board

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Relay 711

Follow-Up Career Services

Issued: 10/9/18
Effective: 10/9/18

The policy complies with DWD Issuance 31-2017.

1. South Central Workforce Investment Board (SCWIB) will comply with DWD's "Workforce Innovation and Opportunity Act Follow-Up Career Services" which describes:

Adult Program and Dislocated Worker Program Participants

Follow-Up Career Services must be available to all Adult program and Dislocated Worker program participants for as long as 12 months after the first day of unsubsidized employment.

Examples of WIOA Adult and Dislocated Follow-Up Career services include:

- Career planning and counseling;
- Assistance with work-related problems;
- Peer support groups;
- Referrals; and
- Information regarding educational opportunities

Follow-up Career Services alone are not a qualifying service for the receipt of Supportive Services for WIOA Adults and Dislocated Workers. That is, an individual who is only receiving Follow-Up Career Services may not receive Supportive Services.

Staff must document the WIOA Follow-Up Career Services in the statewide electronic case management system by posting the appropriate activity or service and entering an accompanying Case Note.

The purpose of Follow-up Career Services is to ensure that the participant is able to retain employment, to obtain wage increases, and to advance in a career. While Local WDBs must make follow-up services available to employed participants, not every Adult program or Dislocated Worker program participant will need or want these services.

Youth Program Participants

An attempt must be made to provide WIOA Follow-Up Career Services to all Youth Program participants for a minimum of 12 months after the completion of participation. Additional services may be available to participants beyond these 12 months with Local WDB approval. The types and duration of these services must be based on the needs of the individual.

Follow-Up Career Services help to ensure the Youth participant is successful in employment 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.

Examples of Youth program follow-up services include:

- Supportive services;
- Adult mentoring;
- Financial literacy education;
- Services that provide labor market and employment information about in-demand local industry sectors or occupations (including career awareness, career counseling, and career exploration); and
- Preparatory activities for transitioning to post-secondary education and training.

Follow-Up Career Services are meaningful contacts where services are actually provided. Merely contacting the Youth program participant for an "update" is not justification for posting a Follow-Up Career Service.

Staff must document the WIOA Follow-Up Career Service in the statewide electronic case management system by posting the appropriate activity or service and creating an accompanying Case Note.

2. Contact: Please Direct Comments or questions regarding this policy to Vanae Emerick, Executive Director at 417-257-2630 or email vemerick@scwib.org
3. Attachments: DWD Issuance 31-2017.



Garland Barton, Chair