

EXECUTIVE SUMMARY

This Policy provides guidance to work2future service staff for follow-up services and activities under the Workforce Innovation Opportunity Act (WIOA). Case manager will ensure that follow-up contact and services for all participants in WIOA Adult, Dislocated Worker, and Youth programs start after exit and will be conducted for each follow-up quarter (up to 1 year) after the completion of participation. Follow-up services and activities help ensure all performance goals are met, and the case manager shall document all follow-up contact in the State CalJOBS system. Follow-up services and activities are not required for any participant who exited from the program due to an exclusionary exit.

REFERENCES

- Title 20 Code of Federal Regulations (CFR) Sections 680.150[c], and 678.430[c]
- Training and Employment Guidance Letter (TEGL) 21-16, *Third WIOA Title I Youth Formula Program Guidance* (March 2, 2017)
- EDD Workforce Services Directive 17-07 *WIOA Youth Program Requirements* (January 16, 2018)
- work2future *Adult and Dislocated Worker Program*

POLICY AND PROCEDURES

All program participants must be informed of follow-up services at the time of enrollment and must be offered an opportunity to receive follow-up services that align with their long-term employment plan. The case manager and the program participants shall determine appropriate follow-up services to assist participants with the transition into sustained employment, continuing education, and/or a combination of both. Follow-up services help facilitate job retention and may include activities to strengthen the link between the participant and the workforce development ecosystem, provide guidance on success in the workplace—which can involve contacting the participants' employer to assist with work-related problems and education progression and peer support groups as needed, and advise on further career skill development/education advancement depending on the career goals. Follow-up services must include more than only contacts attempted or made for securing documentation for the case file in order to report a performance outcome.

Follow-up begins with employment (when needed), not necessarily exit. After the first day of unsubsidized employment, appropriate follow-up services must be made available if determined to be needed for a program participant to retain employment such as supportive services until formally exited the program as funds may not be expended on adults/dislocated workers after an exit has occurred. To avoid

unnecessarily extending an exit after employed if no other services are needed, case managers shall make use of case notes only and close activities appropriately.

After exit, follow-up services are required for all participants for a minimum of 12 months and may be extended beyond the 12-month period if the participant is in need of additional services. Case manager will make contact with a participant at a quarterly interval as a minimum requirement and will initiate additional contact as needed to ensure participant's success and document performance outcomes in the State CalJOBS system. Follow-up must be completed in the 2nd and 4th quarter after the last date of service, as appropriate for performance data, unless the participant declines to receive follow-up services, the participant cannot be located after a period of 90 days and multiple contact attempts, or the participant meets one of the reasons for exclusionary exit. When a participant exits for one of the exclusionary reasons, conducting follow-up services is not required. Participant data will not be included in the performance outcome, and a list of reasons for exclusionary exit is provided at the end of this policy.

Follow-Up Schedule

Follow-up Quarters are determined by the Last Date of Service. For example, if the participant's Last Date of Service, Closure, and Exit were on August 15th, the 2nd quarter of follow-up would be in January, February, and March.

Follow-up Quarters											
January, February, March			April, May, June			July, August, September			October, November, December		

Fiscal Year Quarter 1			Fiscal Year Quarter 2			Fiscal Year Quarter 3			Fiscal Year Quarter 4		
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
 Aug 15, 2026 Closure Date Aug 15, 2027 Last Day for Follow-Up Contact 			 Nov 15, 2026 (approx.) Follow-Up Form Available								
			Follow-up Quarter 1			Follow-up Quarter 2			Follow-up Quarter 3		
					Time allowed for Follow-up Form data entry	Time allowed for Follow-up Form data entry			Time allowed for Follow-up Form data entry		
			Follow-up Quarter 4								
Time allowed for Follow-up Form data entry											

Case manager shall maintain contact with program participants and conduct follow-up outreach using multiple mode of communication such as face-to-face meetings, telephone/video calls, e-mail or text messages during the follow-up period. Case manager shall provide documented follow-up contact for all correspondence as case notes in CalJOBS after a participant has exited from the program and enter follow-up activity codes as appropriate. The CalJOBS system will not provide access to the follow-up section until the individual has been officially exited from the program (Soft Exit) which is typically the same date as the last activity and closure date after 90 days of no activity; also, it does not allow recording follow-up outside the designated quarterly time periods, but case notes can be entered. For example, if a case manager initiates the follow-up section prematurely, the CalJOBS system will display an alert letting staff know that the follow-up section is not yet available for use.

The types of follow-up services provided and the duration of services provided must be determined based on the needs of the participant and align with the employment plan. As a result, follow-up services may differ for each participant. In the event a case manager is unable to make contact with the participant during a given follow-up period, the case manager will document all attempts to contact the participant in the follow-up section and include case notes in CalJOBS as the system of record. Case manager will make a minimum of three (3) attempts at contacting the participant during each of the follow-up quarter.

In the follow-up section, the case manager will be required to complete a questionnaire for participant's employment and educational status at each quarterly interval after exiting the program. The follow-up questionnaire also documents employment information at exit to track employment retention and allows entering supplemental employment information for each of the follow-up period. Therefore, contacting a participant or employer merely to confirm the participant is still employed is not necessary unless supplemental employment information is needed for performance outcome documentation or done as part of retention efforts/services.

A hyperlink in the follow-up section indicates the follow-up period, and the same follow-up questionnaire is used for each quarterly contact, which includes employment information from the previous quarterly follow-up period. Case manager can enter information that was not available at exit, such as credential attainment that may have occurred after exit. The information in the follow-up section may come from a variety of sources, as appropriate, including the participant, the employer, school records, or other service providers/partners who can validate the participant's employment and/or school status.

Follow-up services (along with supportive services as deemed necessary to maintain employment) are listed in the table below, and services must be documented in the participants' file in CalJOBS, at a minimum, activity codes, supporting documents, and case notes.

Follow-Up Services	Activity Code
Referral to Community Resources	F01
Referral to Medical Services	F02
Tracking Progress on the Job	F03
Work-Related Peer Support Group	F04
Assistance Securing Better Paying Job	F05
Career Development and Further Education Planning	F06
Assistance with Work-Related Problems	F07
Adult Mentoring	F08
Tutoring	F09
Leadership Development	F10
Supportive Service: Transportation	F12

Global Exclusion

If a participant exits program participation for one of the reasons listed below, the participant case is excluded from performance and follow up:

- Institutionalized:** The participant has become incarcerated in a correctional institution under Section 225 of the WIOA or has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center during the course of receiving services as a participant.

- **Health/Medical:** The participant receives medical treatment, and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.
- **Deceased:** The participant is deceased.
- **Reserve Forces Called to Active Duty:** The participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days.
- **Foster Care:** The participant has moved from the area as part of the foster care program or system (Youth Participants ONLY).

Exceptions

Any exceptions to this policy must be approved by the work2future-Director, Program Manager, or the authorized representative of the WIOA Service Provider and documented in the participant file.

INQUIRIES

Please contact the work2future Administrator on duty, work2future.MIS@sanjoseca.gov, for any questions regarding this policy.