



1. Background

Follow-up services are activities provided to WIOA Title I adults and dislocated workers who have been placed in unsubsidized employment. These services are designed to help individuals retain unsubsidized employment, advance within their occupation, and/or provide other post-placement related activities.

2. Definitions

- **Recognized Postsecondary Credential:** a credential consisting of an industry-recognized certificate or certification, a certificate of completion of an apprenticeship, a license recognized by the State involved or the Federal Government, or an associate or baccalaureate degree. The DOL-sponsored website CareerOneStop.org provides a search tool for finding recognized postsecondary credentials at:
<https://www.careeronestop.org/toolkit/training/find-certifications.aspx>.
- **Service provider:** a provider of workforce development services in Spokane County, such as the local one-stop center or other entity designated by the SWC, that is responsible for providing follow-up services to adults and dislocated workers who have obtained unsubsidized employment.
- **WorkSource System Tools (WST):** A management information system that workforce development organizations in Washington State use to collect data and manage themselves efficiently and effectively.

3. Policy

Providing follow-up services to individuals after placement must meet each of the criteria listed below:

- a. Follow-up services can only be provided to WIOA title I adults and dislocated workers who are placed in unsubsidized employment and who do not have future scheduled services.
- b. Follow-up services, if requested by adults and dislocated workers and determined by staff to be appropriate for those individuals, must be provided for a period of up to 12 months following the date they are placed in unsubsidized employment (i.e., not more than 12 months).
- c. Follow-up services can include, but are not limited to,
 - i. Counseling individuals about the workplace;
 - ii. Contacting individuals or employers to verify employment;
 - iii. Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual;
 - iv. Contacting individuals or training providers to verify attainment of an industry-recognized post-secondary credential;
 - v. Assisting individuals and employers in resolving work-related problems;
 - vi. Connecting individuals to peer support groups;
 - vii. Providing individuals with information about additional educational or employment opportunities; and
 - viii. Providing individuals with referrals to community services.
- d. Service providers may develop additional follow-up services for adults and dislocated workers provided they are non-monetary and align with the requirements of this policy.
- e. Supportive services may be provided as follow-up services. Supportive services and requirements for providing them are described in SWC Policy W409-R6.
- f. Follow-up services do not trigger the exit date to change nor delay system-exit for performance reporting.

4. Action Required

Providers of adult and dislocated worker services in Spokane County, such as the local one-stop center or other entities designated by the SWC, must distribute this policy broadly throughout the system to ensure WorkSource System staff are familiar with its content and requirements.

5. References

- [ESD WIOA Title I Policy 5620, Revision 1](#)

6. Supersedes

SWC Policy W418

Revision History:

#W418 – Mar 2019 (logo & name change only)

#W418 – Sep 2017 (policy created)