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**GST MICHIGAN WORKS! POLICY 18-05**  
(Board Approved 3-9-2018)

**TO:** Chief Executive of Subrecipients and Agency Staff

**FROM:** Jody Kerbyson, CEO

**SUBJECT:** WIOA Follow Up Services

**EFFECTIVE:** Feb 1, 2018

**PROGRAMS:** WIOA Adult, Dislocated Worker & Youth Program

**RESCISSIONS:** N/A

**REFERENCES:** Workforce Investment Opportunity Act Manual (WIOA)

**BACKGROUND:**

The Workforce Investment Opportunity Act requires Local Michigan Works! to establish policies around 12 month Follow Up Services. This policy addresses who will receive follow up services, what services will be offered, and the time tables of when they will be done as of form of standard operation. WIOA requires Follow Up Services be done under Adult, Dislocated Worker and Youth Programs.

**POLICY:**

**Adult/Dislocated Worker Follow Up Services**

GST Michigan Works! Service Providers are responsible for conducting follow up services to participants to determine if they need additional services to be successful. Follow up services must be made available for 12 months following the first day of unsubsidized employment. In an effort, to maintain a good relationship, it is a best practice for Career Coaches to have regular contact with their participants. GST Michigan Works! recommends contacts be made every 30 days for the first 3 months of employment, but at a minimum at least once a quarter. Services maybe offered as often as necessary throughout the 12 months, but at a minimum of once each quarter for the next 3 quarters. The goal is to ensure long-term success in the labor market.

Follow up services must be provided, as appropriate. Such services may include counseling regarding the workplace to improve retention of employment. The intensity of appropriate follow-up services may vary among different participants. Participants who have multiple employment barriers and limited work histories may need more significant follow-up services. Follow up services may identify an area of weakness that will affect their ability to progress further in their occupation or in retaining employment. While follow-up services must be made available, not all adults and dislocated workers placed in unsubsidized employment will need or want such services. GST Michigan Works requires all attempts at providing follow up services be case noted.

Follow up services may include a variety of services to meet the needs of the participant. Below is a list of common services offered.

- Additional career planning and counseling
- Best practices for dealing with workplace related issues
- 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
- Referrals to other services or agencies, as appropriate.

### **Youth**

All youth participants must be offered an opportunity to receive follow-up services for a minimum of 12 months unless the participant declines to receive follow-up services, or the participant cannot be located or contacted. The youth 12-month follow-up requirement is completed upon one year from the date of exit.

GST Michigan Works! recommends contacts be made every 30 days for the first few months, but at a minimum at least once a quarter covering the 12-month period. Services may be offered as often as necessary throughout the 12 months.

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. GST Michigan Works requires all attempts at providing follow up services be case noted.

Follow-up services as 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 the following program elements:

- Support services *(if funding is available)*
- Adult Mentoring
- Financial Literacy Education
- Activities that help youth prepare for postsecondary education and training
- Services that provide labor market and in-demand occupations available in the local area, such as career awareness, career counseling and career exploration services.

GST Michigan Works! recognizes the concerns that some youth may not be responsive to attempted contacts for follow-up, and other youth may be difficult to locate making it impossible to provide follow-up services. The following two options will be used for youth during the 12 months follow up periods.

**Unable to Locate** *(Youth Only)*

GST Michigan Works! has determined that in the event a participant cannot be located, attempts to locate and contact the participant must be made for a minimum of the first two quarters following exit. All attempts and efforts to contact the youth must be clearly documented in case notes.

**Opting Out** *(Youth Only)*

Youth in the 12-month follow up period may request to opt-out of follow-up services at any point in time. The request to opt-out or discontinue follow-up services must be clearly documented in the case notes. GST Michigan Works! staff should not promote youth to opt out of these services.

**ACTION:**

GST Michigan Works! Service Providers shall take the appropriate actions necessary to ensure all participants and their files meet all the directives of this policy issuance. Service Provider officials shall ensure the information contained in this policy is disseminated to all appropriate staff.

**INQUIRES:**

Questions regarding this policy issuance should be directed to Angela Libkie 810-233-5974 Ext 102, John Anderson 810-233-5974 Ext 159 or JulAnn Kuenzli 989-635-3561 Ext 230.

**SIGNED:**

  
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Jody Kerbyson, CEO

  
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Date