
GST MICHIGAN WORKS! POLICY 18-05 change 1
(Board Approved 6/13/2025)

TO: Chief Executive of Subrecipients and Agency Staff

FROM; Jody Kerbyson, CEO

SUBJECT: WIOA Follow Up Services

EFFECTIVE: April 1, 2025

PROGRAMS: WIOA Adult, Dislocated Worker & Youth Program

RESCISSIONS: PI 18-05

REFERENCES: Workforce Investment Opportunity Act Manual (WIOA)

BACKGROUND:

The Workforce Investment Opportunity Act requires Local Michigan Works! to establish policies around 12 months Follow Up Services. This policy addresses those who will receive follow-up services, what services will be offered, and the timetables of when they will be done as of form of standard operation. WIOA requires Follow Up Services to 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. GST's standard will be at least one contact per quarter throughout the 12-month period. Additional follow-up services may be offered as often as necessary. The goal is to ensure long-term success in the labor market.

Follow-up services will 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.

Special Note: Participants who received Incumbent Worker Training, who were not co-enrolled in Adult/DW local funding will not be included in program performance. Therefore, follow-up services shall be performed six months after reported completion of IWT to determine outcomes (retained employment, advancement, or increased wages).

Individuals who received Incumbent Worker Training, who were co-enrolled in Adult or Dislocated Worker funding, are included in WIOA performance and 12-month follow-up will be required.

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:

- Adult Mentoring
- Employment Retention Coaching
- 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 concern 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 young people during the 12-month 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 participants 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 Program and Data Manager 810-233-5974 Ext 102, or Program Manager 989-635-3561 Ext 230.

SIGNED:



Jody Kerbyson, CEO

4-1-2025
Date