

COUNTY OF ULSTER

Workforce Development Board

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Ulster County Workforce Development Board Adult and Dislocated Worker Follow-Up Policy

Revised 1/9/18
WDB Approved 4/10/18

Purpose: To establish guidelines for providing Adult and Dislocated Worker follow-up services, per WIOA Section 134(c).

Requirement: The Workforce Innovation and Opportunity Act (WIOA), Section 134(c)(2)(xiii) provides for “follow-up services, including counseling regarding the workplace, for participants in workforce investment activities authorized under this subtitle who are placed in unsubsidized employment, for not less than 12 months after the first day of employment, as appropriate.”

Federal Regulations at 20 CFR Part 680.150(c) provides for “Follow-Up services, as described in WIOA Sec 134(c)(2)(xiii) and 678.430(c), must be made available, as determined appropriate by the Local WDB, for a minimum of 12 months following the first day of employment, to participants who are placed in unsubsidized employment.”

Policy: Adult and Dislocated Worker customers who are enrolled in WIOA-funded training are eligible for and should be offered follow-up services for a minimum of 12 months from their exit from the program. These services should be based on individual customer needs.

While follow-up services must be made available, not all adults and dislocated workers who are eligible and enrolled in training will need or want such services. Also, the intensity of appropriate follow-up services may vary among participants. Participants who have multiple employment barriers and limited work histories may need significant follow-up services to ensure long-term success in the labor market.

Services: The goal of follow-up services is to ensure job retention, and/or wage gains for participants who have been enrolled in training and have entered unsubsidized employment. Follow-up services could include such services as additional career planning and counseling; additional assistance with job search; assistance in obtaining a new or better job, increased hours or increased wages; assistance in resolving conflicts or issues on-the-job; etc.

At the time of enrollment, all adults and dislocated workers must be informed that follow-up services will be available for up to 12 months following exit if he/she is placed in unsubsidized employment. Adults and dislocated workers will be asked to provide contact information for up

to three additional individuals (e.g. employers, relatives, and/or education/training organizations) who can be contacted for information if the customer is unreachable. Prior to exiting, the follow-up procedure will be reviewed with the customer, and a decision will be made as to appropriate follow-up services and preferred method of contact.

Follow up services are defined as appropriate if they are suitable to the customers' needs regarding content, service method, frequency and are in accordance with the agreed to Individual Employment Plan (IEP).

Contact/Frequency: In providing follow up services, staff must contact the customer or (if customer cannot be reached) one or more of the additional individuals identified by the customer to discuss customer's progress in employment. This contact must be made during the second and fourth quarter after customer exits the program, via phone, US mail, email, in-person, text message, or through social media. If the customer contacts staff, this will count as follow-up and should be entered in OSOS as a follow-up service.

If staff contacts customer and customer reports no need for services during that contact, this should be fully documented as a follow-up service in OSOS and should also be captured in a Comment. Follow-up services should continue to be offered following the schedule above to monitor the customer's status and needs.

OSOS may be used to help staff set reminders to contact customers, using the "Next Contact Date" option on the *Services* tab in OSOS. Staff should create a Comment when entering a follow-up service that includes the next date the staff will attempt to contact the customer.

Refusal/Loss of Contact: Staff may end a customer's follow-up services in less than twelve (12) months if staff receives this request in writing from the customer via phone, US mail, email, in-person, text message, through social media, or if staff is unable to contact the customer or receives one rejection from the customer.

Contact dates and information must be entered in OSOS Comments to show that the contact policy threshold was reached.

Terminating follow-up services: Follow-up services may end if the customer:

- Becomes incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support, such as a hospital or treatment center, following exit.
- Is receiving medical treatment and that treatment is expected to last longer than 90-days and precludes further continuation in unsubsidized employment.
- Is deceased.
- 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.

ATTACHMENT A

Follow- Up Contacts and General Release of Information

I, _____ give permission to the Ulster County Adult Program to contact the following people to provide information during the 12 month follow-up period:

1) Name: _____
Relationship: _____
Address: _____
Phone(s): _____
Email: _____

2) Name: _____
Relationship: _____
Address: _____
Phone(s): _____
Email: _____

3) Name: _____
Relationship: _____
Address: _____
Phone(s): _____
Email: _____

I give permission to the above to provide information on my personal history and current/future status to include: medical, family, legal, employment, financial, and current address/phone.

Other information:

Applicant Signature

Date