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## Ohio Valley Employment Resource

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### **Ohio Valley Employment Resource Policy Letter No. 1-17 (Follow-up)**

#### **I. Purpose**

To establish policy to provide a standardized minimum process to conduct and document follow-up. Follow-up should be customized to meet participant needs.

#### **II. Effective Date with WDB & COG motion #s 2-15-18 WDB 15-17 & COG 13-17 motions**

**Revised** COG Motion # 16-22 on 2/6/23; WDB Motion # 15-22 on 2/6/23; clarifying follow-up services that follows the explicit list in ARIES, follow-up engagement should be attempted every 30 days, language on reentry within 90 days of exit, update existing list to coincide with the follow-up services list found in TEGl 21-16 and case note is acceptable for declining follow-up services

#### **III. Background**

Each participant is unique and has a customized service delivery strategy to achieve success. Upon the participant exiting their program, the participant commences the follow up period, which at a minimum consists of one year of documented participant contact.

Follow-up is also customized and can differ depending which program(s) the participant was enrolled in. Follow up consists of activities after completion of participation to monitor a participant's success during their transition to employment and/or further education and to provide assistance as needed for a successful transition.

In addition, for the WIOA Youth program per WIOAPL 15-10:  
<http://emanuals.jfs.ohio.gov/Workforce/WIOA/WIOAPL/WIOAPL-15-10.stm>

These activities may include:

1. Supportive services
2. Adult mentoring
3. Financial literacy education
4. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services

5. Activities that help youth prepare for and transition to postsecondary education and training.
6. Regular contact with a youth participant's employer, including assistance in addressing work related problems that arise;
7. Assistance in securing better paying jobs, career development and further education;
8. Work related peer support groups;
9. Tracking the progress of youth in employment after training.

Note: Supportive services may be provided **to youth participants** both during participation and after program exit.

The types of services provided and the duration of services must be determined based on the needs of the individual. The scope of these follow up services may be less intensive for youth who have only participated in summer youth employment opportunities.

While the primary goal of follow-up is to ensure the success of the participant, follow-up must be documented in the participant's record in the participant tracking system, OWCMS. This follow-up and state reported employment data are used to track the program's performance.

**IV. Requirements**

Successful follow-up and performance requirements begin prior to participant exit, actually at enrollment! In WIOA, performance is based on participant characteristics and barriers (in all programs, not just youth.) WIOA uses a statistical adjustment model to establish and adjust performance targets based on elements found to influence performance (e.g., participant characteristics).

**NON-EXHAUSTIVE LIST OF ELEMENTS  
USED IN ADJUSTMENT MODEL**

**Barrier and Demographic Information**

Age	Low income
Basic literary skills deficiency	Offender
Enrolled in education	Other public assistance recipient
Ethnicity	Pregnant or parenting youth
Foster care youth	Race
Highest grade completed	School status at participation
Homeless	Sex
Individual with a disability	TANF recipient
Limited English-language proficiency	Youth who needs additional assistance

Follow-up services may begin immediately following the last expected date of service in the Youth program when no future services are scheduled. The exit date is determined when the participant has not received services in the Youth program or any other DOL-funded program in which the participant is co-enrolled for 90 days and no additional

services are scheduled. At that point, the date of exit is applied retroactively to the last date of service. Once 90 days of no services, other than follow-up services, self-service, and information-only services and activities, has elapsed and the participant has an official exit date applied retroactively to the last date of service, the program continues to provide follow-up services for the remaining 275 days of the 12-month follow-up requirement. The 12-month follow-up requirement is completed upon one year from the date of exit.

Follow up engagement with the youth should be attempted at least once every 30 days. To provided successful follow up services it would be prudent to attempt more often than 30 days. A youth may decline follow up services, if so, it will need to be documented in the participants case file.

When starting a new participant, it is important that all data elements are completed in the participant data tracking system, OWCMS. This both ensures a complete understanding for any case manager serving the participant through participation and follow-up as well as ensures the program performance data is correctly calculated.

During the program, case notes should be regularly input into OWCMS to aid in understanding the participant and their service progression. Complete, concise case notes “tell the story” And enable the participant to be assisted by any available worker as necessary. All case notes and services need to be entered within 30 days of services, communication and or activity.

No later than program completion, the case manager should do a thorough review of participant progress, cooperation and status. A review of what possible additional programs the participant could be enrolled in and the associated implications should be explored. For example: co-enrollment may open additional funding in periods of tight funds or co-enrolling an adult in youth would allow the possibility of providing supportive service during follow-up.

Within the year of follow-up, a communication plan should be designed that meets the participant’s needs and shared with the participant, so they know what to expect. At a minimum communication needs to be attempted and documented quarterly from date of exit for a year. Follow-up is required to help the participant ensure success, not just to document a performance measure so a thorough discussion is desired to identify and assist with any potential obstacles to success.

However, as performance is measured, approximately two weeks prior to the second **and** four quarter after exit, a written request for employment status and wage data should be sent with a return postage paid envelope included, if done through the postal system. This communication should also inquire as to education and training if participant was in the youth program. The receipt of this completed form can serve as the basis for the later discussion and congratulations of the participant’s achievements to date. It also must be retained in the participant’s file to support the employment and wage data input for possible Department of Labor data validation. A sample letter is provided as guidance, it may be modified to meet the individual need, but must include the basic information requested as well as any modification.

## V. Monitoring

WIOA requires follow-up to aid in the success of the participant, therefore follow-up must be documented in the participant data tracking system, OWCMS. Follow-up will also be reviewed in on-site monitoring and the 2<sup>nd</sup> and 4<sup>th</sup> quarter forms reviewed or case notes that they were sent, and no response received. The accuracy of the OWCMS follow-up will be compared to the documentation received for files sampled also.

**VI. Technical Assistance**

At the county level, it is the county's discretion to contact the state directly or to start with the Area Executive Director. However, regardless of choice, the Area Executive Director must be consulted, whether directly or by cc: on email, so that the WDB is informed and engaged in local implementation.

**VII. References**

WIOA Youth policy: WIOAPL 15-10

<http://emanuals.jfs.ohio.gov/Workforce/WIOA/WIOAPL/WIOAPL-15-10.stm>

WIOA Adult and DW policy: WIOAPL 15-08-1

<http://emanuals.jfs.ohio.gov/Workforce/WIOA/WIOAPL/WIOAPL-15-08-1.stm>

5101:14-1-06 Comprehensive Case Management and Employment Program:  
Program Exit and Follow-Up Services

<http://emanuals.jfs.ohio.gov/pdf/pdf-books/ComprehensiveCaseManagementandEmploymentProgramManual.pdf#page=mode=bookmarks>

Training and Employment Guidance Letter No 21-16

<https://www.dol.gov/agencies/eta/advisories/training-and-employment-guidance-letter-no-21-16>

**SAMPLE LETTER**

**\*Date\***

**\*Name:\***

Seems like yesterday that I was congratulating you on your completion of the WIOA program! I am following up with you to see how it is going. I hope that you are enjoying your employment and growing in your role with the company. Please remember that I am here to assist you, if you need me.

The government requires that I report on the outcomes achieved by WIOA participants quarterly for a year after you complete the program. Our effectiveness in serving our customers is considered as the government decides funding for future customers. If you would **please complete the questions below and return this survey to me by \_\_\_\_\_ in the enclosed prepaid postage envelope or simply scan and email me**, I would deeply appreciate it.

Sincerely,

**\*Sign this by hand\***

**\*Insert Sender Name & Phone & Email\***

Employer name: \_\_\_\_\_

Employer address: \_\_\_\_\_

Employer phone #: \_\_\_\_\_

Job title: \_\_\_\_\_

Start date: \_\_\_\_\_

**When were you employed with this employer? (check all that apply)**

January – March 2017     yes     no    July – September 2017     yes     no

April – June 2017     yes     no    October – December 2017     yes     no

Hourly wage/Salary: \$ \_\_\_\_\_

Number hours worked per week: \_\_\_\_\_

Have you received any raises or promotions since your start date?     yes     no

If yes, please explain: \_\_\_\_\_

(over)

Have you changed employers? \_\_\_ yes \_\_\_ no

If yes, please complete the *New Employer Information* below.

Have you changed contact information? \_\_\_ yes \_\_\_ no

If yes, please complete the *Contact Information Update* below.

Any further needs you may need assistance with:

Other comments about the WIOA Program or your new life:

**CONTACT INFORMATION UPDATE:**

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**NEW EMPLOYER INFORMATION:**

Name of employer: \_\_\_\_\_

Employer address: \_\_\_\_\_

Employer phone #: \_\_\_\_\_

Start date: \_\_\_\_\_

When were you employed with this employer? (check all that apply)

January – March 2017 \_\_\_ yes \_\_\_ no      July – September 2017 \_\_\_ yes \_\_\_ no

April – June 2017 \_\_\_ yes \_\_\_ no      October – November 2017 \_\_\_ yes \_\_\_ no

Job title: \_\_\_\_\_

Hourly wage/Salary: \$ \_\_\_\_\_

Number hours worked per week: \_\_\_\_\_

Please either mail or email as soon as possible and don't forget to get in touch if I can assist you!

Thank you!