



BURLINGTON COUNTY WORKFORCE DEVELOPMENT BOARD
WIOA Adult & Dislocated Worker
Customer Follow-Up Policy

DATE: May 5, 2025

PURPOSE

The Burlington County Workforce Development Board, as the Governor’s chosen administrative entity for the Workforce Innovation and Opportunity Act in Burlington County, is authorized to issue interpretations and exceptions as supported by applicable law, rules, and regulations of the Workforce Innovation and Opportunity Act (WIOA).

The purpose of this policy is to communicate the Burlington County Workforce Development Board’s provision of follow-up services to individuals who have positively concluded their active participation in the Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker programs and who have entered into unsubsidized employment.

BACKGROUND

Follow-up services provide WIOA Title I enrolled individuals support and guidance after program completion to facilitate sustained employment, to ensure job retention, wage gains, and career advancement goals. WIOA sections 134(c)(2)(xiii) describe follow-up service requirements for participants who have completed the WIOA Title I Adult and Dislocated Worker programs. Department of Labor (DOL) TEGL 19-16 provides additional guidance for the provision of follow-up services.

POLICY

Because the date of exit is retroactive to the last date of service, follow-up services may begin immediately following the last date of service if it is expected that the participant will not receive any future service other than follow-up services. The types of services 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.

Follow-up services can only be provided to WIOA Title I Adult and Dislocated Worker program participants who are placed in unsubsidized employment, including self-employment, and have program completion recorded in AOSOS.

Follow-up services must be made available for up to 12 months after the date of program completion. The frequency of follow-up services is determined by the needs of each individual participant.

All services provided in follow-up must be recorded in AOSOS. Unless an individual has opted out of receiving follow-up services, WIOA Title I Service Providers must document the participant's progress/status to update in case notes recorded in AOSOS on a minimum quarterly basis.

If an individual opts out of receiving follow-up services, the date they opted out and their reasons for opting out must be documented in case notes recorded in AOSOS.

Types of Adult and Dislocated Worker Follow-up Services

Follow-up services can include, but are not limited to, two-way exchanges between the WIOA Title I Service Provider and either the individual (or advocate) or employer as follows:

- Counseling individuals about the workplace.
- Contacting the individual or employer to verify employment.
 - Prior to contacting an employer to verify employment, the Service Provider must obtain a consent form signed by the participant authorizing the Service Provider to contact the participant's new employer. The consent form must be sent to the MIS staff for inclusion in the participant's file.
- Contacting individuals or employers to help secure better-paying jobs, to provide additional career planning, and counseling for the individual.
- Assisting individuals and employers in resolving work-related problems.
- Connecting individuals to peer support groups.
- Providing individuals with information about additional educational or employment opportunities.
- Providing individuals with a referral to other community services.
- Follow-up services must include more than simply a contact for securing documentation for the purpose of reporting a performance outcome.

PERFORMANCE REPORTING

Follow-up services do not trigger or extend the date of exit in performance reporting. The exit date is determined when the participant has not received services in the 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 time, 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, have elapsed and the participant has an official exit date applied retroactively to the last date of services, the program continues to provide follow-up services for the remaining days of the 12-month follow-up requirement. The 12-month follow-up requirement is completed one year from the date of exit.

PROGRAM COMPLETION AND FOLLOW-UP SERVICE DOCUMENTATION REQUIREMENTS

Service Providers must collect documented evidence of individuals' employment status at program completion. A case note must be recorded in AOSOS.

The program completion case note must include:

- A brief summary of the participant's engagement in the program, including service needs at the time of the individual's program enrollment.
- Summary of services provided while enrolled.
- Outcomes of those services.

Date and reason for program completion. The date of program completion recorded in case notes must match the program completion date recorded in AOSOS.

For any participant completing their program due to obtaining unsubsidized employment, the following must be recorded in the program completion case note (if not previously documented in case notes prior to program completion):

- Name of employer
- Job title
- Wage
- Full- or part-time employment status
- Start date of employment, and
- Whether the new job meets the individual's self-sufficiency needs or is comparable to previous employment, when applicable.

For any other reasons for program completions, the reason for concluding the individual's participation in the program must be recorded in the program completion case note recorded in AOSOS. The program completion case note must also document the types and duration of planned follow-up services. If the participant opts out of receiving follow-up services, the date the participant opted out and the reason for opting out must be documented in case notes recorded in AOSOS.

REFERENCES

- WIOA Section 134(c)(2)(A)(xiii)
- 20 CFR 678.430(c)
- 20 CFR 680.150
- TEGL 10-16, Change 1
- TEGL 16-16
- TEGL 19-16