



## Follow-Up Services

Ensuring requirements of the Department of Labor and the State of Missouri issuances are met, the following policy has been established to address follow-up services.

### Adult and Dislocated Worker

Follow-up services shall be provided no less than 12 months after the first day of unsubsidized employment. This is to ensure their success in education or unsubsidized employment.

Services shall include, but not limited to:

- Career planning and counseling
- Assistance with work-related problems
- Peer support
- Referrals
- Information regarding educational opportunities

Supportive Services are not allowable during follow-up.

If an individual is enrolled in TAA, a referral, upon completion, shall be required to the WIOA Dislocated Worker program for follow-up services.

### Youth

Follow-up services shall be provided no less than 12 months after completion of all WIOA enrollment activities. Services shall align with their ISS and shall be designed to support the Youth in being successful in post-secondary education or unsubsidized employment.

If follow-up services are needed beyond 12 months, it will be considered on a case by case basis as need is documented.

- Follow up services shall include, but not limited to:
- Supportive services
- Adult mentoring
- Financial literacy education
- Labor market and employment information on in-demand industries as well as services such as career counseling, exploration, and awareness,
- Preparatory activities for transitioning to post-secondary education and training

Follow up requires regular contact with the youth.

Staff shall document follow-up career services in the statewide case -management system utilizing the appropriate activity or services. Case notes shall accompany the service.



### After Exit

Quarterly follow-up shall be conducted to ensure performance for the WIOA Adult, Dislocated Worker, and Youth programs. Though staff are required to contact participants or employer to obtain supplemental employment information to complete the follow-up tabs, this shall not be considered an allowable follow-up service.

All exit information must be completed, which includes, but not limited to, entered employment, school status, youth placement, training-related employment, non-traditional employment, and credential obtainment.