

## Technical Assistance Guidance

**TAG 10-2017**

Issued Date: **July 10, 2017**

Subject: WIOA Follow-up Services

### **Purpose**

This TAG provides sub-recipients with a helpful tool to improve quality of service, effective management practices and ensure compliance with Federal, State and local regulations.

### **Background**

Follow-up services are critical services provided following a participant's exit from the program and must be provided for no less than twelve (12) months. Continuous follow-up services help ensure that the participant is successful in employment for adult and dislocated worker participants and employment and/or post-secondary education for youth participants.

### **References**

P.L. 133-128 WIOA Sec. 134 (c)(2)(A)(xii)  
20 CFR 678.430  
20 CFR 681.580  
TEGL 23-14  
DETR WISS SCP 1.8 & 2.2  
DETR TAG 15.3  
WC Policies ADW-030-02, YTH-040-02 & GEN-050-07

### **Guidance**

All WC service providers must develop and enforce procedures to ensure that follow-up services are conducted and documented in the participant's file and in the MIS (currently NJCOS). Follow-up services must be documented at a minimum of every thirty (30) days unless the participant declines follow-up or cannot be located or contacted.

**Note:** *Adult and Dislocated Worker participants that have exited from the program and receiving follow-up services are not eligible to receive supportive services. For a list of acceptable follow-up services please refer to WC Policies ADW-030-02 and/or YTH-040-02*

### **Action**

Please share this information with all WIOA Title I staff and other interested parties.

WC will continue to provide technical assistance to support the workforce system. For more information and/or updates, please contact your contract administrator at your earliest convenience.

### **Technical Assistance**

Available upon request.