



Missouri Division of Workforce Development  
DWD Issuance 31-2017

Issued: June 25, 2018  
Effective: June 25, 2018

**Subject: Workforce Innovation and Opportunity Act Follow-Up Career Services**

1. Purpose: This Issuance provides statewide guidance for Local Workforce Development Boards (Local WDB) regarding Follow-Up Career Services authorized by the Workforce Innovation and Opportunity Act (WIOA)<sup>1</sup> for Adult program, Dislocated Worker program, and Youth program participants.

*This Issuance does not concern “follow-up” inquiries to document the performance measures reported to the U.S. Department of Labor (DOL). Refer to Division of Workforce Development (DWD) WIOA performance-related issuances<sup>2</sup> for guidance on that topic.*

2. Background: Follow-up Career Services are one of three types of career services WIOA requires to be *available* to program participants. (The other two being basic career services and individualized career services.) For WIOA Adults and Dislocated Workers, follow-up services must be *available* for as long as 12 months after the first day of unsubsidized employment.<sup>3</sup> For WIOA Youth, follow-up services must be offered<sup>4</sup> for no less than 12 months after the completion of participation.<sup>5</sup> DOL requires states and Local WDBs to establish policies that define what appropriate follow-up services are for Adult program and Dislocated Worker program participants<sup>6</sup> and for Youth program participants,<sup>7</sup> and policies for identifying when to provide them.

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<sup>1</sup> Pub. L. 113-128 [[29 U.S.C. 3101 et seq.](#)].

<sup>2</sup> [DWD Issuance 11-2017](#), “Supplemental Wage Information for Workforce Innovation and Opportunity Act Performance Reporting Policy,” November 9, 2017; and [DWD Issuance 19-2017](#), “Measurable Skill Gains Policy,” February 2, 2018.

<sup>3</sup> WIOA sec. 134(c)(2)(A)(xiii) [[29 U.S.C. 3174\(c\)\(2\)\(A\)\(xiii\)](#)].

<sup>4</sup> [20 CFR 681.580\(c\)](#).

<sup>5</sup> WIOA sec. 129(c)(2)I [[29 U.S.C. 3164\(c\)\(2\)I](#)].

<sup>6</sup> U.S. Department of Labor, Employment and Training Administration, Training and Employment Guidance Letter ([TEGL 19-16](#)), “Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules,” March 1, 2017; and [TEGL 16-16](#), “One-Stop Operations Guidance for the American Job Center Network,” January 18, 2017.

<sup>7</sup> U.S. Department of Labor, Employment and Training Administration, Training and Employment Guidance Letter ([TEGL 21-16](#)), “Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance,” March 2, 2017.

3. Substance:

**Adult Program and Dislocated Worker Program Participants**

Follow-Up Career Services must be available to all Adult program and Dislocated Worker program participants for as long as 12 months after the first day of unsubsidized employment.

Examples of WIOA Adult and Dislocated Follow-Up Career services include:<sup>8</sup>

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

Follow-up Career Services alone are not a qualifying service for the receipt of Supportive Services for WIOA Adults and Dislocated Workers.<sup>9</sup> That is, an individual who is *only* receiving Follow-Up Career Services may *not* receive Supportive Services.

Staff must document the WIOA Follow-Up Career Services in the statewide electronic case management system by posting the appropriate activity or service and entering an accompanying Case Note.

The purpose of Follow-up Career Services is to ensure that the participant is able to retain employment, to obtain wage increases, and to advance in a career. While Local WDBs must make follow-up services *available* to employed participants, not every Adult program or Dislocated Worker program participant will need or want these services.

**Youth Program Participants**

An attempt must be made to provide WIOA Follow-Up Career Services to all Youth Program participants for a minimum of 12 months after the completion of participation. Additional services may be available to participants beyond these 12 months with Local WDB approval.<sup>10</sup> The types and duration of these services must be based on the needs of the individual.

Follow-Up Career Services help to ensure the Youth participant is successful in employment or postsecondary education and training. Follow-up services may include regular contact with a Youth participant's employer, including assistance in addressing work-related problems that arise.

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<sup>8</sup> [DWD Issuance 08-2017, Change 1](#), "Participant Activity Codes and Definitions, Change 1," April 16, 2017.

<sup>9</sup> [TEGL 19-16](#).

<sup>10</sup> [20 CFR 681.580](#), "What are follow-up services for youth?"

Examples of Youth program follow-up services include:<sup>11</sup>

- Supportive services;
- Adult mentoring;
- Financial literacy education;
- Services that provide labor market and employment information about in-demand local industry sectors or occupations (including career awareness, career counseling, and career exploration); and
- Preparatory activities for transitioning to post-secondary education and training.

Follow-Up Career Services are meaningful contacts where services are actually *provided*. Merely contacting the Youth program participant for an “update” is **not** justification for posting a Follow-Up Career Service. Staff must document the WIOA Follow-Up Career Service in the statewide electronic case management system by posting the appropriate activity or service and creating an accompanying Case Note.

4. Action: Effective immediately, all WIOA programs staff within the State workforce system must comply with the above guidance.

4. Contact: Please direct questions or comments regarding this Issuance to [dwdpolicy@ded.mo.gov](mailto:dwdpolicy@ded.mo.gov).

5. References: WIOA sec. 129 [[29 U.S.C. 3164](#)].

WIOA sec. 134 [[29 U.S.C. 3174](#)].

[20 CFR 678.430](#).

[20 CFR 681.580](#).

U.S. Department of Labor, Employment and Training Administration Training and Employment Guidance Letter ([TEGL](#)) 19-16, “Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules,” March 1, 2017.

U.S. Department of Labor, Employment and Training Administration, Training and Employment Guidance Letter ([TEGL](#)) 21-16, “Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance,” March 2, 2017.

[DWD Issuance 08-2017, Change 1](#), “Participant Activity Codes and Definitions, Change 1,” April 16, 2017.

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<sup>11</sup> [TEGL 21-16](#).

6. Rescissions: This Issuance supersedes and rescinds DWD Issuance 21-2012, “Workforce Investment Act (WIA) Follow-Up Services,” dated March 28, 2013.

7. Attachment: None.

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