



Employ Milwaukee Administrative Memo		
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Sponsoring Executive	<input checked="" type="checkbox"/> President and CEO	<input type="checkbox"/> CFO
Dissemination	<input checked="" type="checkbox"/> Internal	<input type="checkbox"/> External

TO: Employ Milwaukee Staff and Workforce Partners

FROM: Julie Cayo, President and CEO

RE: Follow-up, GO-MKE

DocuSigned by:
Julie Cayo
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- I. **BACKGROUND:** The Department of Labor (DOL) requires that the local Workforce Development Boards (WBDs) develop policies and procedures for the provision of follow-up services to individuals who have participated in GO-MKE activities who have exited the programming. This policy does not apply to other re-entry programs.
- II. **DEFINITIONS:**
 - Core Service - Any service other than a supportive service.
 - Date of Exit – The date of exit is the last date on which a participant receives a core service, provided that no additional core services are scheduled for a future date. The receipt of supportive services does not prevent or delay program exit.
- III. **PURPOSE:** This policy is to provide guidance on what follow-up status is and what services are available to participants of GO-MKE program who have obtained unsubsidized employment and exited the program(s). Follow-up services assist participants with retaining employment or applying for and transitioning to post-secondary education or training.
- IV. **POLICY:**
 - A. Follow-up status begins upon program exit. Specifically:
 1. The date of exit cannot be determined until 90 days have elapsed since the participant last received any core services. At that point, the date of exit is applied retroactively to the last date of a core service.
 2. When determining whether 90 days have elapsed since a participant last received a core service, the receipt of supportive services or follow-up services does not delay, postpone, or otherwise affect the determination of the date of exit. Because the date of exit is applied retroactively to the last date of a core service, follow-up services may begin immediately after the final core service if no additional core services are planned. The provision of follow-up services does not extend or alter the participant’s date of exit

Exited participants may return to active status to receive additional core services. When exited participants are reactivated, the follow-up period will be reset to the new date of exit.

Employ Milwaukee Administrative Memo 26-02

Any follow-up data, including post-exit outcomes, is deleted and must be re-collected appropriate to the new date of exit, when it occurs. Additionally, when exited participants are reactivated, they do not start a new period of participation; instead, their periods of participation are extended.

A participant can be designated as unable to contact if they cannot be reached by two different contact methods for two consecutive quarters after exit. The extent and nature of the specific follow-up services provided to each participant shall be determined on a case-by- case basis.

B. Follow-up services include:

1. Monthly check-ins to the participant, parent, or legal guardian. Follow-up services will exercise due diligence during participant check-ins. If the initial outreach receives no response, at least two further contact attempts will be made using a different kind of available communication methods such as telephone calls, text messages, emails, social media platforms, and mailed letters to the participant's last known address. Each attempted outreach must be documented. Unsolicited requests to discontinue follow-up—when verified by a parent, guardian, or the court system (as applicable) and properly documented—may be honored.
2. Ongoing support for job retention, career development, and leadership growth.
3. Opportunities for participants to engage in additional resources for leadership workshops, peer mentoring, and community service projects.

Follow-up services exclude attempted, unsuccessful contacts, mass communications, and contacts made to secure documentation for performance outcome reporting.

V. PROCEDURES

Participants must be made aware of the purpose and availability of follow-up services and the process by which these services are available as part of their initial and subsequent service plans.

Participants must maintain contact with the Career Planner in order to access these services. Career Planners must document contact attempts and results thereof in participants' files as well as the applicable electronic records maintained by the program's funder. Follow-up services must be categorized and reported specifically as follow-up services, not as program services, to ensure that federal reporting systems can accurately distinguish between the two.

VI. ACTION REQUIRED

- A. Posting of this Policy to the Employ Milwaukee website for open access to all personnel.

Employ Milwaukee Administrative Memo 26-02

VII. REFERENCES:
None.

VIII. RECISSIONS:
None.

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