



EMPLOY MILWAUKEE POLICY 18.01, Change 1

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SUBJECT: FOLLOW UP SERVICES

ISSUANCE DATE: 11/20/25

EFFECTIVE DATE: 11/20/25

REVIEWED DATE: 11/20/25

POLICY SCOPE

- ☐ EMPLOY MILWAUKEE AGENCY
- ☐ WIOA WDA 2 SYSTEM
- ☒ WIOA TITLE I-B PROGRAM(S)
 - ☒ ADULT PROGRAM
 - ☒ DISLOCATED WORKER PROGRAM
 - ☐ YOUTH PROGRAM
- ☐ NON-WIOA PROGRAMS
- ☐ RE ENTRY PROGRAMS

REFERENCES:

- 20 CFR 688.360, 678.430(c), 680.150 (c), 681.580, and 688.120
- 29 USC 3101, Workforce Innovation and Opportunity Act (WIOA) 129(c), 134(d), and 171 2 CFR Part 200, Uniform Administrative Guidance
- United States Department of Labor Training and Employment Guidance Letters (TEGLs) WIOA
 - 21-16
 - 19-16, P. 12
- 10-16, Change 3 Wisconsin WIOA Titles I-A and I-B Policy and Procedure Manual, Section 8.6 and 8.8

I. BACKGROUND

WIOA requires that local Workforce Development Boards (WDBs) develop policies and procedures for the provision of follow-up services to individuals who have participated in WIOA Title I Adult and Dislocated Worker (ADDW) program who are placed in unsubsidized employment, except for the underemployed, for at least twelve months following their first day of employment. Follow-up services are provided to individuals who have exited the WIOA Title I Youth programs to help ensure the youth is successful in employment and/or postsecondary education and training.

II. PURPOSE

WIOA requires that local Workforce Development Boards (WDBs) develop policies and procedures for the provision of follow-up services to individuals who have participated in WIOA Title I Adult and Dislocated Worker (ADDW) program who are placed in unsubsidized employment, except for the underemployed, for at least twelve months following their first day of employment. Follow-up services are provided to individuals who have exited the WIOA Title I Youth programs to help ensure the youth is successful in employment and/or postsecondary education and training

This policy is to provide guidance on what constitutes follow-up services in WIOA programs and when to provide them.

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III. POLICY

Once the case manager becomes aware that a participant has entered unsubsidized employment, follow-up services must be provided, if funding is available, for 12 months from the participant's first day of unsubsidized employment. The participant is eligible for follow-up services for 12 months following the employment start date, even if the 12 months extends beyond the WIOA Performance indicator timeline of unsubsidized employment during the 4th quarter after exit.

A person is classified as underemployed if they meet any of the following criteria:

- Working in a job that does not match their skills or training.
- Working part-time but would prefer full-time employment.
- Classified as a low-income individual.
- Earning less than 80% of their previous wages.

Follow-up services include but are not limited to:

- Participants contact to identify or address any current employment challenges or opportunities for advancement
- Referral to support services (e.g.: housing, public assistance, mental health counseling)
- Follow-up supportive services as outlined in the current local policy 17.02 Adult and Dislocated Worker Supportive Services and WIOA Titles I-A and I-B Policy and Procedures Manual, Section 8.6.3.

IV. 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 enrollment (e.g.: Participation Agreement) and/or initial service plan.

Participants must maintain contact with their Career Planner to access follow-up services. Career Planners must make good faith efforts to verify employment status and document all contact attempts and outcomes in both participant files and the funder's required data system. Once aware of unsubsidized employment, Career Planners must begin contact attempts and continue at least once every three months for 12 months, starting from the participant's first day of unsubsidized employment.

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.

V. ACTION REQUIRED

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

RECISSIONS: 18.01 Follow Up Services (for all WIOA programs), EFF. Jan 1, 2019

BOARD APPROVAL DATE: 11/20/2025

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