



EMPLOY MILWAUKEE POLICY 18.01, Change 2

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POLICY: 18.01, Change 2

SUBJECT: FOLLOW UP SERVICES

ISSUANCE DATE: 08/27/26

EFFECTIVE DATE: 08/27/26

REVIEWED DATE: Not applicable

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
- 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-B Adult and Dislocated Worker program who are placed in unsubsidized employment, except for the underemployed, for at least twelve months following their first day of employment.

II. PURPOSE

Follow-up services are meant to help participants keep their job and advance in their career. They also help participants build on what they have achieved and provide support if they need help re-entering the program later.

This policy is to provide guidance on what constitutes follow-up services in WIOA Title I-B Adult and Dislocated Worker programs and when to provide them.

III. POLICY

Once the case manager becomes aware that a participant has entered unsubsidized employment, follow-up services must be made available to all eligible participants. The scope and frequency of services may be adjusted based on available funding and participant needs 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.

Follow up services include:

- Contact with participants to identify or address any current employment challenges or opportunities for

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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.

Additional services may be considered based on a case-by-case assessment and with approval of the Program Manager.

Participants may re-engage in WIOA services during the follow-up period if additional services are needed to support employment stability or advancement, consistent with state policy on re-enrollment and program exit.

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. Contact attempts are intended to result in meaningful engagement or assessment of participant needs.

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. Career Planners must attempt to contact participants at a minimum of once every three months for 12 months, starting from the participant's first day of known unsubsidized employment. Additional contact frequency must be based on the participant's individual needs, stability and advancement goals as documented in the Individualized Education Plan.

V. ACTION REQUIRED

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

RECISSIONS: 18.01 CHANGE 1 FOLLOW UP SERVICES EFF. 11/20/2025

BOARD APPROVAL DATE: 08/27/2026

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