



Local Policies – Title IB Programs

Follow-Up

Effective Date

4/22/2021, Revision 9/8/2025

Policy

General Requirements (All Programs)

Under the Workforce Innovation and Opportunity Act (WIOA), follow-up services must be available to all participants enrolled in **Adult, Dislocated Worker, and Youth** programs.

- Services must be available **through the end of the 4th quarter after the exit quarter.**
- With **Local Workforce Development Board (LWDB) approval**, additional services may be extended beyond this period.
- The **type, duration, and intensity** of follow-up services depend on the individual's needs.
- Follow-up services are designed to support participants in retaining employment, achieving wage growth, pursuing education and training, and progressing in their careers.
- These services must be documented in the participant's in **IowaWORKS case notes and follow-up tab.**
- Follow-up services are **not** merely contacts to collect performance documentation, but rather meaningful services that promote success.
- If a participant **declines follow-up services**, staff must record the request in case notes and cease further contact.

Adult and Dislocated Worker Programs

Follow-up services must be made available to all Adult and Dislocated Worker participants after exit.

- Services are available for **up to 12 months / 4 quarters after exit.**
- Follow-up support may include:
 - Career planning and development
 - Educational planning
 - Leadership development
 - Adult mentoring
 - Work-related peer support groups



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- All requests and services must be documented in **IowaWORKS system quarterly following exit. This must be documented in case notes and Follow-Up tab**, along with any relevant performance outcomes.

Youth Programs

Follow-up services for youth are **required** for a minimum of **12 months following exit**. These services are critical to ensuring success in employment, post-secondary education, and training.

- Services must be entered into the **IowaWORKS system quarterly** following exit. **This must be documented in case notes and Follow-Up tab.**
- Documentation requirements:
 - All contacts and attempted contacts must be entered.
 - At least **two attempts** to contact a youth who is unavailable must be recorded.
 - Services may end after **four unsuccessful attempts within 90 days for each quarter following exit**, with case notes documenting the contact methods and dates.
 - If a youth cannot be located, this must be clearly documented.

Examples of youth follow-up services include:

- Supportive services (to help achieve employment goals)
- Adult mentoring
- Financial literacy education
- Career counseling and exploration
- Activities supporting transition to postsecondary education/training

Exceptions

- Follow-up services may continue **beyond the 12-month period** at the discretion of the LWDB.
- Extensions must be requested through the **Executive Director to the LWDB**, with justification.
- The **type, intensity, and duration** of extended services must be based on the needs of the individual participant.

Procedures

Northeast Iowa LWDA always follows State ePolicy in addition to the approved local policies.

<https://epolicy.iwd.iowa.gov/Policy/Home>