

FOLLOW-UP SERVICES POLICY

Effective Date

4/22/2021, Revisions: 6/8/2025, 10/5/2026

Authority / References

Northeast Iowa LWDA administers follow-up services in accordance with applicable federal WIOA requirements, Iowa Workforce Development ePolicy, and this Board-approved local policy.

Iowa ePolicy, [Follow-up Services: Chapter: 8 § 1.7](#)

Purpose

Traditionally, WIOA follow-up services have focused on meeting federal requirements for maintaining contact with participants after they complete program services.

The Northeast Iowa Workforce Development Board (NEIWDB) recognizes that completion of training, job placement, or intensive services does not represent the end of the relationship between a participant and the workforce system. Instead, it marks the beginning of a new phase focused on sustaining and advancing the participant's career success.

This policy establishes Board-approved requirements for follow-up services provided to participants who complete services through the WIOA Adult, Dislocated Worker, and Youth programs.

Follow-up services are intended to:

- Support participants in retaining employment;
- Support continued participation in education or training;
- Assist participants in achieving wage growth;
- Support advancement along a career pathway;
- Identify and address barriers that may affect employment or education success;
- Provide information regarding additional training and advancement opportunities;
- Maintain participants' connection to IowaWORKS and workforce resources; and
- Provide meaningful, participant-centered support following completion of program services.

I. CAREER SUPPORT STAGE / CAREER LAUNCH STAGE

The terms "exit" and "case closure" can signal finality and suggest that the participant's relationship with the workforce system has ended. To reinforce continued engagement, the NEIWDB adopts the following terminology for participant-facing communications:

- Career Support Stage – Adult and Dislocated Worker participants
- Career Launch Stage – Youth participants

These stages represent the period following completion of applicable program services during which follow-up services are available. Participants transition into a phase focused on sustaining employment, pursuing additional education or training, advancing their careers, and maintaining access to workforce resources.

All participants who complete applicable basic or individualized career services or training services will be considered for entry into the Career Support Stage or Career Launch Stage, consistent with applicable WIOA requirements and IowaWORKS procedures.

Terminology Clarification: “Career Support Stage” and “Career Launch Stage” are participant-engagement terms adopted by NEIWDB. These terms do not replace federal or state terminology related to program exit, follow-up services, performance reporting, or required system documentation.

II. FOLLOW-UP SERVICES REQUIREMENTS

A. General Requirements

Follow-up services must be made available to participants enrolled in the WIOA Adult, Dislocated Worker, and Youth programs.

Staff must develop the follow-up plan with the participant and record it in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS) before exit. The plan must reflect the participant's needs, appropriate services, and preferred contact method. The first follow-up service should involve personal contact in person, by telephone, or by electronic means.

Follow-up services:

- Must remain available through the end of the fourth quarter after the exit quarter and for no less than the applicable program-specific minimum period described in Sections III and IV, subject to the participant-decline and unsuccessful-contact provisions of this policy;
- Must be provided in accordance with State-required timelines. The first follow-up service must occur within 30 days of exit, a second follow-up service must occur within 90 days after exit, and follow-up services must occur at least quarterly thereafter for the next three quarters;
- May be extended beyond the standard period with Local Workforce Development Board approval as described in Section IX;
- Must be based on the individual participant's needs;
- May vary in type, duration, and intensity;
- Should support employment retention, wage growth, education or training, and career advancement; and

- Must be documented in the IowaWORKS system.

Follow-up services should not be limited to performance verification contacts. Contacts should represent meaningful engagement and, when appropriate, provide a service or connection that supports the participant's continued success.

Follow-up services may include, but are not limited to:

- Career planning and development;
- Career counseling and exploration;
- Educational planning;
- Financial literacy;
- Leadership development;
- Adult mentoring;
- Work-related peer support;
- Assistance with career advancement or job retention;
- Supportive services for Youth participants when appropriate;
- Information about additional education, training, or advancement opportunities;
- Referrals to community or partner resources; and
- Opportunities to reconnect with IowaWORKS or participate in workforce events.

B. Participant Declines Follow-Up Services

A participant may decline follow-up services. The participant's decision must be documented in accordance with established procedures, and further follow-up contact will cease unless the participant subsequently requests assistance.

III. ADULT AND DISLOCATED WORKER FOLLOW-UP

Follow-up services must be made available, as appropriate, to Adult and Dislocated Worker participants placed in unsubsidized employment for a minimum of 12 months following the first day of employment, in accordance with 20 CFR 680.150(c). The local availability period in Section II also applies. Six unsuccessful contact attempts do not shorten the required period of service availability.

Examples include career planning and development, educational planning, leadership development, adult mentoring, work-related peer support, career advancement, job retention, financial literacy, community referrals, and information regarding additional training or career opportunities.

Required follow-up services and relevant performance outcomes must be documented in IowaWORKS in accordance with State requirements and established procedures.

Formal follow-up documentation must be maintained quarterly in the IowaWORKS Follow-Up Services tab and case notes, with the first and second services documented within the timelines in Section II.

Participant engagement may occur more frequently, including through the supplemental engagement activities described in Section V.

IV. YOUTH FOLLOW-UP

All Youth participants must be offered follow-up services aligned with their Individual Service Strategy (ISS). Services must be provided for a minimum of 12 months following exit unless the participant declines services or cannot be located or contacted as documented under Section VIII. Services are intended to support success in employment, postsecondary education, and training.

At enrollment, staff must inform Youth participants that follow-up services will be provided for 12 months following exit and that they may decline these services. Any request to opt out must be documented in IowaWORKS.

Examples include supportive services that help maintain employment or education participation, adult mentoring, financial literacy education, career counseling and exploration, transition to postsecondary education or training, career development, job retention assistance, and referrals to appropriate community or partner resources.

Youth follow-up services and required contact attempts must be documented in IowaWORKS in accordance with State requirements and established procedures. This includes Case Notes and Follow-Up Tab.

V. SUPPLEMENTAL FOLLOW-UP ENGAGEMENT

NEIWDB supports the use of participant-centered engagement strategies that provide additional opportunities for participants to remain connected to the workforce system during the Career Support Stage and Career Launch Stage.

Engagement strategies may include self-directed activities, educational resources, electronic communications, surveys, workshops, workforce events, or other methods designed to support continue participant engagement and career success.

Supplemental engagement activities do not replace individualized follow-up services required by WIOA and State policy. Participation in an engagement activity does not, by itself, constitute a specific WIOA follow-up service or service code. Follow-up services must be based on the participant's individual needs and documented in accordance with applicable State requirements and established procedures.

VI. FOLLOW-UP COMMUNICATION AND PARTICIPANT ENGAGEMENT

Participant communications should reinforce continuity, success, and ongoing support. NEIWDB encourages use of the Career Support Stage and Career Launch Stage terminology and, whenever

appropriate, participant-centered language that emphasizes continued access to workforce services rather than finality associated with “exit” or “case closure.”

Participant-centered terminology does not alter the official WIOA definition or timing of exit, follow-up services, or required performance reporting.

VII. DOCUMENTATION AND ACCOUNTABILITY

All follow-up services must be accurately documented in IowaWORKS. Documentation must reflect the actual service or support provided and comply with applicable State requirements and established local procedures.

Participation in a supplemental engagement activity must not, by itself, be assigned a follow-up service/activity code unless the participant engagement meets the requirements of that service.

VIII. UNSUCCESSFUL CONTACT ATTEMPTS

For Adult, Dislocated Worker, and Youth participants who do not respond to follow-up outreach, staff must make and document six (6) unsuccessful follow-up contact attempts over a 90-calendar-day period, beginning with the first unanswered follow-up attempt, before discontinuing routine outreach due to inability to locate or contact the participant. Attempts must be spaced throughout the period on separate dates. This is a combined total across communication methods, not six attempts per method. If the participant responds, staff will resume individualized follow-up based on the participant's needs and the required service schedule. If the participant declines further contact, Section II.B applies without requiring completion of all six attempts.

Staff must use the participant's preferred contact method first, followed by an appropriate alternative when there is no response. Outreach must use a variety of available and appropriate methods, including telephone calls, text messages, emails, and mailed letters. At least two different methods must be used when available and appropriate. If fewer than two methods can be used, staff must document the reason. Staff must consider the participant's communication preferences, accessibility needs, and available contact information.

Each attempt must be recorded in IowaWORKS case notes with the date, method, result, and any known contact barriers, including undeliverable messages or returned mail. Staff must document actual services in the Follow-Up Services tab as required. An unanswered attempt or a contact solely to collect performance information must not be recorded as a completed follow-up service.

After six unsuccessful attempts over 90 calendar days, staff must document that the participant cannot be located or contacted, summarize the outreach completed, and record the decision to discontinue routine outreach. Nonresponse must not be recorded as a participant's voluntary refusal of services. For Youth, follow-up services may end under the unable-to-locate-or-contact exception. For Adult and



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Dislocated Worker participants, services must remain available for the required period even if routine outreach is discontinued. If a participant reconnects during the applicable follow-up period, staff must assess current needs and offer appropriate follow-up services.

IX. EXTENSIONS BEYOND THE STANDARD FOLLOW-UP PERIOD

Follow-up services may continue beyond the standard 12-month period when permitted and approved by the Local Workforce Development Board.

Requests for extended follow-up services must be submitted through the Executive Director to the LWDB, include justification for the extension, be based on individual participant need, and identify the anticipated type, intensity, and duration of continued services.

X. PROVIDER ENGAGEMENT ACTIVITIES

To support consistent and meaningful follow-up engagement, the service provider should incorporate a variety of engagement activities that complement individualized follow-up services and provide participants with opportunities to remain connected to the workforce system.

Activities may include workshops, virtual events, resource highlights, career advancement opportunities, networking opportunities, workforce engagement events, additional education or training opportunities, and other activities that support continued participant success.

XI. IMPLEMENTATION GUIDANCE AND TOOLKIT

NEIWDB may develop and maintain a [Follow-Up Services Toolkit](#) and other supplemental procedures, templates, process maps, communication materials, or implementation guidance to support consistent administration of this policy. These materials may be updated as operational needs or State requirements change without requiring amendment of this policy, provided they remain consistent with Board policy and applicable federal and State requirements. A link to the SOP for Follow-Up can be found [here](#):

XII. STATE POLICY AND FEDERAL REQUIREMENTS

Northeast Iowa LWDA will administer follow-up services in accordance with applicable federal WIOA requirements and Iowa Workforce Development policies and procedures. Northeast Iowa LWDA will follow State ePolicy in addition to this approved local policy.

XIII. POLICY REVIEW

This policy will be reviewed periodically and updated as necessary to ensure continued compliance with federal and State requirements and alignment with NEIWDB practices.