

Policy Name: Follow-Up Policy
Policy No: BGWIOA-N17-O20
Effective Date: March 14, 2017
Applies to: Adults, Dislocated Workers, Youth (In-School/Out-of-School)

1. **Purpose:** The purpose of this policy is to provide guidance to Workforce, Youth, and Business Services Specialist on how to provide and document follow-up services for WIOA enrolled participants.
2. **Background:** Establishes a consistent means of conducting follow-up, as acknowledged in monitoring.
3. **Definitions:**
 - a. **EKOS:** Employ Kentucky Operating System.
 - b. **Quarterly:** For the purpose of this policy, quarterly represents July – September, October – December, January – March, and April – June.
4. **Policy:**
Follow-up services must be provided to participants for up to 12 months after the first day of employment.
5. **Procedure:**
 - a. Staff must contact participant within 30 days of completion of training or support service to confirm employment status.
 - b. If participant is employed, staff must obtain the participant's new job title, wage, employer name, employer address, and employer phone number.
 - c. Staff will contact employer to confirm that participant is employed.
 - d. Staff will document in EKOS the confirmation of employment.
 - e. Upon confirmation of employment the participant and participant's employer must be contacted no less than quarterly from the first day of employment.