

**OhioMeansJobs - Lorain County  
Workforce Area 4  
Follow-Up Services Policy**

**Approved by WDB – May 31, 2018  
Amended by WDB – May 25, 2023**

**Background:**

WIOA Policy Letter No 15-10 (Youth Program Services), supports that follow-up services are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or post-secondary education and training.

Youth follow-up services may include:

- Career Coaching/Case Management
- Supportive Services
- Labor Market Information/Career Counseling
- Financial Literacy
- Adult mentoring; and/or
- Activities to prepare for post-secondary education

WIOA Policy Letter No 15-08.01 (Career Services for Adults and Dislocated Workers), also supports that appropriate follow-up services must be made available to all participants placed in unsubsidized employment.

**Policy Statement:**

All youth participants who have exited the Comprehensive Case Management & Employment Program (CCMEP) will be offered to receive follow-up services that align with their Individual Opportunity Plan (IOP) for a minimum duration of 12 months, unless the participant declines to receive follow-up services or the participant cannot be located or contacted.

Follow-up engagement will be attempted at least every 30 days during the first 90 days after exit, as this will allow for reentry into CCMEP should the participant identify any needs beyond the typical follow services that are available. Follow-up engagement after the first 90 days will be attempted at least every 90 days, or more frequent if appropriate. Follow-up services may be provided beyond the 12 months at the discretion of the Lorain County Workforce Development Director, or their designee. The types of services provided and the duration of the services will be determined based on the needs of the youth and therefore, the type and intensity of follow-up services may differ for each participant. Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

All Adult and Dislocated Worker participants who secure unsubsidized employment will be offered follow-up services for a minimum of 12 months following the participant's first date of employment. These services will provide the continuing link between the participant and the workforce system.

Staff shall document in the state case management system when a program participant cannot be located or contacted for follow-up services, and when the participant requests to opt out or

discontinue follow-up services. All follow-up services provided will also be documented in the state case management system.