



WIOA Adult/Dislocated Follow-up Policy and Procedures

A. Follow-up Services for All Individuals

- **Employed Individuals:** follow-up services must be made available, as appropriate, including counseling regarding the workplace, for participants in adult or dislocated worker activities that are placed in unsubsidized employment for a minimum of twelve (12) months after the first day of employment.
- **Unemployed Individuals:** follow-up services must be made available, as appropriate, including counseling, for participants in adult or dislocated worker activities that have not found employment after their six (6) month period in Job Search has ended for a minimum of twelve (12) months.
- **Follow-up Contacts:** All contacts and attempts to contact an individual for a quarterly follow-up must be entered into GWROPP. Evidence of a minimum of two (2) attempts, *each quarter*, to contact an individual not available must be documented in GWROPP to constitute a follow-up. Contact attempts may include; telephone, email, mailed letter, DOL wage screen, etc.

B. Procedures

Once a Career Advisor learns of a participant’s unsubsidized employment, the following information should be documented into Georgia Work Ready Online Participant Portal (GWROPP).

- i.) Close Service - **125-Job Search**
 - Last Activity Date
 - Completion Code
 - Click **FINISH**
- ii.) Close Service - **202-Case Management**
 - Last Activity Date
 - Completion Code
 - Click **FINISH**
- iii.) Open **Add Employment** section (9th section gray box)
 - Click **Add Employment**
 - Complete ALL employment information and **SAVE**
- iv.) The system will do a soft exit after 90 days of no services to the participant.
If you need to do a *hard* exit you will create the closure with the following steps:
 - Open **Closure** section (10th section gray box)
 - Click **Create Closure**
 - ✓ Office Location
 - ✓ Closure/Exit Status – choose option from drop down box
 - ✓ Entered Employment – choose option from drop down box
 - ✓ **SAVE**
- v.) Detailed Case Notes need to be documented.

Also, Career Advisors are responsible for ensuring that all contact information for the participant is updated in the participant's "General Information" screen of GWROPP.

Follow-up Quarters:

1. First Quarter after Exit
2. Second Quarter after Exit (Performance Quarter)
3. Third Quarter after Exit
4. Fourth Quarter after Exit (Performance Quarter)

Months within Quarters:

1. January, February, March
2. April, May, June
3. July, August, September
4. October, November, December