

**PUBLIC POLICY: WIOA – 2025-03**

Workforce Innovation and Opportunity Act (WIOA)

**SUBJECT:**

**Follow-up Services | Criteria and Procedure**

Adult, Dislocated Worker, and Youth Programs

---

**INTRODUCTION**

The Workforce Innovation and Opportunity Act (WIOA), in sections 134(c)(2)(A)(xiii) and 129(c)(2)(I), establishes the obligation to provide follow-up services to participants in Adult, Dislocated Worker, and Youth programs after their formal exit from the system. These services are designed to offer ongoing support to facilitate job placement and retention, professional development, and the sustainability of the progress achieved during their participation.

WIOA recognizes that intervention should not end with job placement or completion of an educational achievement but should be extended through structured services that enable participants to address emerging challenges and continue their development toward stable career paths. This includes individualized guidance, access to additional resources, active follow-up, and support for the transition to long-term occupational goals. Furthermore, these services represent a strategic opportunity to strengthen partnerships with local employers, implement sector-based approaches, and foster industry partnerships that promote continuous learning and sustained productivity.

In compliance with state policy WIOA-PP-07-2020-amendment 1, the Guaynabo-Toa Baja Local Area Workforce Development Board (hereinafter "Local Board") adopts this public policy to establish the criteria, requirements, and procedures applicable to Follow-up Services within its Local Area.

**PURPOSE**

The purpose of this policy is to establish the criteria and procedures for the provision of follow-up services to participants in WIOA Title I programs—Adults, Dislocated Workers, and Youth—in the Guaynabo-Toa Baja Local Workforce Connection Area. Its implementation seeks to guarantee the continuity of support once participation has ended, ensuring access to personalized support that facilitates insertion, retention, and growth within the labor or academic market, as appropriate to the participant's individual plan.

## LEGAL BASIS

- Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128, Section 134(c)(2)(A)(xiii) and 129(c)(2)(I).
- 20 CFR WIOA Final Rule, §678.430 (c), §680.150 (c), §681.580.
- TEGL No. 10-16, Change 2: “Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Core Programs” (September 15, 2022)
- TEGL No. 19-16: “Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules” (March 1, 2017).
- TEGL 21-16 – Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance (March 2, 2017).
- State Public Policy WIOA-PP-07-2020-amendment 1: Procedure for Follow-up Services for participants in Adult, Dislocated Worker, and Youth programs

## DEFINITIONS

- **Adult:** means a person who is 18 years of age or older. An individual between the ages of 18 and 24 may also be enrolled in the Youth program.
- **Case notes:** Case notes refer to printed or electronic statements from the case manager that identify, at a minimum, the following: (a) a participant's status for a specific data element, (b) the date the information was obtained, and (c) the case manager who obtained the information.

This is the narrative documentation of a participant's activities and interactions with career planners/case managers and labor development system partners. Case notes will enable career planners to summarize and track the participant's progress toward the established goal.

- **CGU/AJC:** Spanish acronym for One Stop Career Center or American Job Center, defined as a physical location where job seekers and employers can access the programs, services, and activities of all required WIOA partners.
- **Individual Service Strategy (ISS):** An individual plan designed specifically for youth program participants. Section 129(c)(1)(B) of WIOA requires that all eligible youth have an ISS that is directly linked to one or more WIOA performance indicators,

identify career paths that include education and employment goals, achievement objectives, and appropriate services for the participant based on the assessment.

The ISS is planned in conjunction with the youth and takes a personalized, client-centered approach that addresses each participant's unique strengths, challenges, and needs. The ISS should be reviewed regularly with the youth.

- **Adult and Dislocated Worker Assessment** - CFR 663.160(a) and (b): An initial assessment that provides preliminary information about the person's skill levels, aptitudes, interests, and support service needs. A determination of the need for individualized career services, as established by the initial assessment or the individual's inability to obtain employment through the career services provided, must be included in the participant's case file. A comprehensive assessment must include the following:
  - The participant's employment and training service needs and goals;
  - Academic levels;
  - Previous work experience;
  - Levels of occupational competencies, skills, and aptitudes;
  - Support services needs;
  - Barriers and strengths; and
  - Employability potential and development needs.

The result of an assessment is the Individual Employment Plan (IEP).

- **Objective Assessment:** This is a requirement for determining youth eligibility. Section 129(c)(1)(A) of WIOA requires the Youth Program to provide an objective assessment of each participant's academic levels, skill levels, and service needs. As stated in Section 129(c)(1)(A) of WIOA, the objective assessment includes a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for non-traditional jobs), support service needs, strengths, and developmental needs of the youth, in order to identify appropriate services and career pathways for participants, except that a new assessment of a participant is not required if the provider conducting such assessment determines that it is appropriate to use a recent assessment of the participant conducted of in accordance with another program of education or training. For the youth service provider, some components of the objective assessment defined by WIOA, such as support needs, are subjective; while academic levels, for example, are objective in nature.

- **Youth:** A participant between the ages of 14 and 24 who has met all applicable Youth Program requirements for service delivery, including:
  - Eligibility determination;
  - Objective assessment: basic skills, occupational skills, prior work experience, employability, interests, aptitudes, support service needs;
  - Development of an Employment Plan; and
  - Received one of the 14 elements of the program.
- **Participant Record Information System (PRIS):** This is the database used by Puerto Rico's labor development system to register participants and produce implementation reports for WIOA Title I-B and Title III (Employment Service) programs.
- **Participant:** For WIOA Title I (Adults and Dislocated Workers), Title II, and Title III programs, a participant is a reportable individual who has received services other than those described in 20 CFR § 677.150(a)(3) (or 34 CFR § 463.150(a)(3), as applicable), after meeting all applicable program requirements for service delivery, such as eligibility determination.

For the Title I Youth Program, a participant is a reportable individual who has met all applicable program requirements for service delivery, including eligibility determination, an objective assessment, and the development of an individual service strategy, and has received 1 of the 14 Youth Program elements identified in sec. 129(c)(2) of WIOA. For Title IV vocational rehabilitation programs, a participant is a reportable individual who has applied for and been determined eligible for vocational rehabilitation services, has an approved and signed Individual Employment Plan (IEP), and has begun receiving services under the IEP.

- **Individual Employment Plan (IEP):** An individualized career service under WIOA sec. 134(c)(2)(A)(xii)(II), developed jointly by the participant and the career planner when deemed appropriate by the single-source center or workforce development system partners. The plan is an ongoing strategy to identify employment goals, achievement objectives, and an appropriate mix of services for the participant to achieve employment objectives.

- **Exit:** As defined for implementation calculations, exit is the point after which a participant who has received services through any of the programs meets the following criteria:
  - For Adult, Dislocated Worker, and Youth programs, the exit date is the last date of service.
  - The last day of service cannot be determined until at least 90 days have passed since the participant last received services; such services do not include self-service, information-only services, or follow-up services. This also requires that there are no plans to provide the participant with future services.
  
- **Follow-up services:** Follow-up services provide participants with support and guidance after program exit to facilitate sustained employment, to ensure job retention and postsecondary credentials, wage earnings, and career advancement goals. Sections 134(c)(2)(xiii) and 129(c)(2)(l) of WIOA describe follow-up service requirements for participants who have exited Adult, Dislocated Worker, and Youth programs.
  
- **Dislocated Worker (WIOA sec. 3(15), WIOA-PP-02-2024):** means an employee who has lost their job through no fault of their own and needs to return to work as soon as possible and overcome barriers to employment. They meet one or more of the following categories:
  - **Category 1 – Layoff or Termination:** Has been laid off or dislocated or has received notice of termination or layoff from employment, including separation from active military service (unless dishonorably discharged).
  - **Category 2 – Mass layoff or closure:** Has been laid off or dislocated, or has received notice of layoff or displacement, from employment due to any permanent closure, or any **substantial layoff**, at a plant, company, or military installation, or is employed at a facility where the employer has made a **general announcement** that the facility will close within 180 days;
  - **Category 3 – Self-Employed:** You were self-employed (including employment as a farmer, rancher, or fisherman) but are unemployed because of general economic conditions in the community where you reside or due to natural disasters, a nationwide public health emergency, or other unforeseen events.

- **Category 4 – Domestic Work:** A person who has been providing unpaid services to family members in the household and who has been: (a) dependent on the income of another family member but no longer has the support of that income; or is the dependent spouse of a member of the Armed Forces on active duty and whose household income has been significantly reduced; and (b) is unemployed or underemployed and is having difficulty obtaining or improving employment.
- **Category 5 – Spouse of a Member of the Armed Forces:** The spouse of a member of the Armed Forces on active duty and has experienced a job loss as a direct result of relocation to accommodate a permanent change in that member's station of duty; or is the spouse of a member of the Armed Forces on active duty and meets the criteria required by WIOA.
- **Category 6 – Additional Designations of Dislocated Workers,** according to public policy WIOA-PP-02-2024 amendment 1:
  1. **Individuals Dislocated due to Foreign Trade,** including those participating in the Trade Adjustment Assistance (TAA) Program who are part of a group of workers covered by a certified trade petition. This is demonstrated by an increase in imports, a change or acquisition in production, or a loss of sales and/or production that has contributed significantly to the separation or threat of separation of such workers.
  2. **Long-term unemployed individuals** are individuals that have been unemployed for 27 weeks or more.

**Note:** Long-term unemployed individuals may include people originally designated as DWs as part of a National Dislocated Worker Grant (NDWG) who remain unemployed after they are no longer receiving funds from that grant.

## **PUBLIC POLICY**

The Guaynabo-Toa Baja Local Board establishes that, at the time of registration, all participants in the Adult, Dislocated Workers, and Youth programs will be informed of the follow-up services, their benefits, and the duration of such services, which will be 12 months from the end of the programs, provided that no additional activities are scheduled for the participant and there is an exit date.

Follow-up services are post-participation activities designed to support and advise participants in their transition to employment or education, ensuring retention and advancement in the labor market. These services must be tailored to the needs of the participant, considering the type of service, its duration, the method of delivery, and the frequency. In addition, these services will be adjusted to the Individual Employment Plan (IEP) for adults and Dislocated workers, and to the Individual Service Strategy (ISS) for the youth. Follow-up will be aimed at gathering information on needs that arise during this period and that require additional assistance from the local area to support progress towards

employment or education. During these contacts, the necessary documentation will be collected to validate the participant's results in terms of employment and education, in order to achieve the program objectives and planned implementation.

Follow-up contacts should be meaningful, focused on the particular needs of each participant, and geared toward meeting the goals established in the IEP or ISS. Clear questions should be formulated to enable staff to proactively identify the need for follow-up services and efficiently capture information related to employment and education achievements. All contacts or actions must be documented in the participant's file, as well as in the Local Workforce Development Area – Guaynabo-Toa Baja (LWDA-GTB) and state electronic systems, including—but not limited to—the sending of emails, certified letters, records of calls made by the case manager or follow-up technicians, and records of visits made to LWDA-GTB affiliated offices or the One Stop Career Center/American Job Center, among others.

#### **A. Adult and Dislocated Workers Program**

The follow-up services provided to participants in the Adult and Dislocated Worker programs who have left the system are non-monetary activities designed to help individuals retain unsubsidized employment. Follow-up involves maintaining regular contact with the participant, which may include the following:

**Guidance and/or counseling services** – Examples include, but are not limited to:

- i) Helping the participant, now identified as an individual, identify emerging issues affecting their employment;
- ii) Encouraging individuals to acquire skills to improve their job performance;
- iii) Referring individuals to other services from government agencies, for-profit and nonprofit organizations, and community resources within the local area;
- iv) Direct contact with employers or service providers to advise them in the workplace, including individuals who participated in Registered Apprenticeship programs;

- v) Connecting individuals with support groups related to their area of work;  
and
- vi) Providing individuals with information about educational or employment opportunities identified in their area

**Note:** These services are classified as Basic Non-Assisted Career Services and should not be considered for extending participation or creating new participation, nor may they receive any payment (incentive or support) as part of these services.

## **B. Youth Program**

Follow-up services are an integral part of the Youth Program. These services are activities designed to help youth succeed in employment or achieve their educational goals. Follow-up includes regular contact with the individual, educational institution, and youth service provider, and offers assistance in addressing issues that arise related to employment or their program of study. Follow-up services for young people are classified under the following program elements:

- i) Support Services;
- ii) Adult Mentoring;
- iii) Financial Literacy Education Activities;
- iv) Leadership Activities
- v) Services that provide information about the labor market and employment in high-demand industries or occupations available in the local area, career exploration or awareness, as well as occupational counseling and career exploration services;
- vi) Postsecondary education preparation and transition activities that help youth prepare for postsecondary training or education, including support groups;

## **C. Permitted Payments for Follow-Up Services**

Individuals in Adult and Dislocated Worker programs may not receive payments or incentives paid for with WIOA funds while receiving post-exit follow-up services.

However, the youth **may receive incentive or paid support services** while receiving post-exit follow-up services, provided that the need or reason for the incentive is identified and documented in the physical and digital record.

#### **D. Considerations Established by the LWDB -GTB in this Policy**

- 1. Frequency of Contact:** Case managers or follow-up technicians must contact the individual during the first month after completion of the last activity or service and before day 90 (quarter of exit) to ensure that the participant does not require additional services prior to automatic exit from the state system. If a need is identified during this 90-day period, the participant should be scheduled for an appointment to be informed of additional services in the local area. Once the client has an exit date, whether or not they are placed, contact should be maintained at least once a month or a minimum of twice during the corresponding quarter until the end of the four quarters or 12 months of follow-up.
- 2. Method of Contact:** The definition of contact is extended to include electronic methods, including contact via mobile applications, text messaging, online platforms, and any other technology that suits the communication preferences of participants. These contacts must always be documented in the LWDA-GTB and state internal systems.
- 3. Interagency Collaboration:** The LWDB -GTB recognizes contact through partnerships with local entities and other American Job Center (CGU, for its Spanish acronym) partners, such as community and educational organizations, to provide additional resources or services during the follow-up period, as well as assistance in locating individuals when they are part of their programs. These services will be documented and will be part of the file with the same validity as if they had been offered by the LWDA-GTB case manager or follow-up technician.

#### **E. Follow-up Service Documentation**

All information regarding contact with participants must be included in the LWDA-GTB's internal system and in the state system, noting any new developments or changes. Supporting documents related to the identified need and the type of service required by the participant must be kept in the case notes. In the case of participants who refuse follow-up services, this must also be documented in the case notes.

This policy states that case notes must be supported by documentation. Acceptable documentation varies depending on the type of contact, including forms, copies of emails, text messages, certified letters, records of participant visits to the CGU/AJC, activity attendance sheets, among others.

## F. Interruption of follow-up services

Some participants may not respond to follow-up contact attempts, and others may be difficult to locate, making it impossible to provide these services. If the participant is unreachable, refuses to disclose information, or has moved out of the country with no intention of returning, follow-up contact attempts may cease. The reasons for discontinuing follow-up services should be documented in the electronic systems and in the participant's file.

For a participant to be determined as "**difficult to locate or contact**," attempts to locate them must have been made through more than one means of communication on at least three occasions and on different dates. All attempts that did not result in contact with the participant must be documented in the same way in the systems and physical file. The inability to contact the participant does not exempt or exclude them from programmatic compliance, so the participant will continue to be part of the performance indicators according to the services, participation program, and corresponding periods.

Follow-up contact attempts will not be necessary for youth program participants who have declined to receive follow-up services. This request must be documented in the participant's file using the notes or follow-up form in the LWDA-GTB internal system.

## G. Exceptions

According to TEG 10-16, if a participant in Title I programs (Adults, Dislocated Workers, or Youth) meets any of the following criteria **during their participation**, they are excluded from follow-up services and enforcement measures, provided they have left the program before their exit.

- 1. Institutionalized:** the participant leaves the program because they have been incarcerated in a correctional facility or admitted as a resident to a hospital or treatment center during the course of their services as a participant.

2. **Medical reason:** the participant leaves the program due to medical treatment expected to last more than 90 days, preventing them from entering unsubsidized employment or continuing their participation in the program.
3. **Deceased:** The participant has died.
4. **Active Duty in the Armed Forces:** The participant leaves the program because they are a member of the National Guard or other reserve unit of the armed forces and have been called to active duty for at least 90 days.
5. **Foster Care:** The participant is in the foster care system as defined in 45 CFR Sec.1355.20(a) and leaves the program because the participant has moved out of the area (only for Youth Program participants).

Each case must be documented according to the reason for exempting the participant from the follow-up requirement.

#### **INTERPRETATION OF THE SPANISH VERSION**

In the original version of this policy, words or phrases used in the masculine gender refer to both genders. This style of writing in Spanish is not intended to imply the supremacy of one gender over another.

#### **REPEAL**

This policy repeals, replaces, and supersedes any other policy, circular letter, rule, or regulation established that conflicts with its provisions.

#### **APPROVAL AND EFFECTIVE DATE**

This public policy shall take effect immediately upon approval. The Executive Director shall be responsible for informing staff within five (5) days of its approval.

Approved today, August 28, 2026, in Guaynabo, Puerto Rico.



---

Oriel Ramírez Rodríguez  
President

## ANNEX A – Procedure and Documentation

1. The case manager or career planner must collect the individual's contact information when their profile is created in the systems, ensuring that at least two (2) phone numbers and one (1) email address are requested. It is also recommended to request contact information for a reference person, especially for individuals under the age of 18.
2. When registering a participant, the case manager or career planner will provide the participant with information related to follow-up and the commitment they assume once they begin receiving assisted services or program elements. The participant will receive a copy of form **SMC-13 Information on Follow-up and Disclosure (Annex B)**.
3. If the participant refuses to receive follow-up services, the entire process must be documented in the systems and Section F of this policy must be followed. Similarly, participants who opt out for the reasons listed in Section G of this policy must also be documented.

### 4. Types of Follow-up:

- A. During the activity:** While the participant is active, the assigned case manager will be in constant communication with the participant and the service provider to ensure that the expected plan is being followed and that the participant is participating in the activity (if applicable).

If the participant decides to terminate their participation in the activity, they must send a Case Management note to the MIS Department to assess the situation. Termination of participation will not be authorized without evidence of just cause on the part of the participant and the submission of the agreed documentation, including recommendations from the provider and a self-declaration from the participant explaining their reasons.

- B. Upon completion of the activity:** For a period of 90 days after the end of the activity or the last assisted service, the assigned case manager must contact the participant to interview them and ensure that the plan established in the IEP or ISS has been fulfilled and that there are no further activities or services planned for them. If the participant has not met their goals or is not ready to enter the workforce, the case manager has 90 days to offer an assisted service, conduct an ISS review, and extend their participation for an additional period until the client is able to find employment or continue postsecondary education.

If the case manager determines that the participant in the Dislocated Workers program requires additional services, he or she may interrupt the 90-day period, in accordance with the law, if they offer one of the following assisted career services:

- Assistance in job search and relocation
- Referral to employers or other obligated partners
- Career counseling
- On-the-job training – in coordination with the employer
- Employment workshops
- Specialized Diagnostic Tests and Interviews
- Case Management/IEP Review
- Workforce Preparation Services

For participants in the Youth program, one of the available Program Elements must be offered, either through a contracted provider or provided by LWDA-GTB staff or a required partner.

**C. Upon exit:** Once the state system applies the exit to the last day attended, *91 days after that date*, the case manager or follow-up technician will begin the 12-month follow-up described in this public policy. The recommended frequency is one (1) contact per month or a minimum of two (2) contacts during the corresponding quarter.

This active follow-up will begin during the exit quarter to ensure that the participant does not lose contact with LWDA-GTB and will end in the 4th quarter following the exit quarter for the purpose of validating the performance indicator information; therefore, it should be noted that follow-up or contact with the participant may extend beyond one year.

Example of follow-up quarters and the performance indicator reported during the period:

**Exit Date: January 10, 2025**

Quarter	Period	Performance Indicator
<b>Exit</b>	<i>January-February-March 2025</i>	
<b>First</b>	April-May-June 2025	
<b>Second</b>	July-August-September 2025	Job placement Median Earnings
<b>Third</b>	October-November-December 2025	
<b>Fourth</b>	January-February-March 2026	Job Placement

The Credential Rate and Measurable Skills Increase indicators are measured by achievements during participation and up to the last quarter after the exit quarter.

## **5. Administrative Follow-up - Participants with 45-60-80 Days of Inactivity**

The LWDA-GTB is responsible for ensuring quarterly and annual compliance with federal regulations reported in ETA-9169, ETA-9172, and ETA-9173 reports to DOLETA.

For the purpose of keeping participant information up to date, reports must be submitted each quarter. Each affiliated office will maintain a record of participants served to monitor compliance with follow-ups as participants complete their activities. Through the LWDA-GTB's internal system, management staff has access to lists of participants by activity, so that they can create their own lists and monitor the entry of information into the state system and the quality of the data.

The MIS Department will provide assistance in creating reports with participant data to facilitate this process, including participants who are close to reaching 45-60-80 days of inactivity and for whom the state system will apply automatic exit. In addition, it will provide quarterly reports on participants who have pending follow-ups in the state system and who are required to complete information for performance indicators.

ANNEX B- Orientation Form regarding Follow-up and Disclosure



AREA LOCAL GUAYNABO - TOA BAJA

Client Management System – WIOA

Information on Follow-up and Disclosure

Follow Up Information

INFORMATION FOR PARTICIPANTS REGARDING FOLLOW-UP AND DICLOSURE

The Workforce Innovation and Opportunity Act (WIOA) is the funding source for the Local Workforce Development Area, hereinafter referred to as LWDA. The Act establishes criteria to measure the effectiveness of programs under Title I. To measure outcomes in terms of obtaining and retaining unsubsidized employment, follow-up services for a minimum period of twelve (12) months are required. Follow-up may be conducted through personal interviews, telephone contact, or communication by email. This information will be used solely for the purposes stated above.

We request that during the interview you provide all information requested by the LWDA staff member. The results of this follow-up may represent opportunities offered to you.

Additionally, I authorize the Local Workforce Development Area to:

- Disclose and request information regarding services provided for the purpose of determining eligibility, verification of interagency services, and follow-up, monitoring, or audit activities.
• Take photographs and video recordings of my participation in activities for promotional and public outreach purposes. I understand that the information contained in my case management file is confidential and that programs funded under WIOA are governed by information security protocols.
• Request data related to services provided or employment status from employers and governmental agencies in order to obtain information necessary for my job placement. The information obtained will be used to complete the information required for my case file.

Name of Authorized Representative

Client Signature

Authorized Representative Signature

Date

**ANNEX C - Criteria for Follow-up Services for Adults, Dislocated Workers, and Youth**

Supporting material according to DDEC public policy WIOA-PP-07-2020-amendment 1

**Criteria for follow-up services for Adults, Dislocated Workers, and Youth**

Service	Definition	Documentation Requirements	Reference
<p><b>Follow-up Services</b></p>	<p>The participant exits the program and receives follow-up services to ensure their success in employment and/or postsecondary education and training. Follow-up services may include regular contact with the participant's employer, including assistance in resolving work-related issues that may arise.</p> <p><b>For W-P, Adults, Dislocated Workers, DWG:</b> Follow-up services for participants are non-monetary activities designed to help individuals maintain unsubsidized employment resulting from the system-related services they received. In addition, follow-up career services do not qualify for access to support services.</p> <p><b>For the Youth Program:</b> Follow-up services include, but are not limited to:</p> <ol style="list-style-type: none"> <li>a. Leadership development activities and support services listed in §§ 681.520 and 681.570;</li> <li>b. Regular contact with a youth participant's employer, including assistance in resolving work-related problems that may arise;</li> <li>c. Assistance in obtaining better jobs, career development, and additional education;</li> <li>d. Peer support groups related to the</li> </ol>	<p>A case note is required and must include the specific follow-up services provided to the participant.</p> <p>The case note should provide a relevant description of the context of the interaction:</p> <ul style="list-style-type: none"> <li>• Purpose of the interaction</li> <li>• Content of the conversation</li> <li>• Start date and end date of the service provided</li> <li>• Attached documentation (if applicable)</li> </ul> <p>In addition, other supporting documentation may include cross-match files, activity sheets, log sheets, attendance records, provider contract, electronic records.</p>	<p>TEGL 10-16 Change 2, TEGL 21-16, WIOA sec. 134(c)(2)(A)(xiii) and 20 CFR § 678.430(c) 20 CFR § 680.150, 20 CFR § 681.580.</p>

**Criteria for follow-up services for Adults, Dislocated Workers, and Youth**

Service	Definition	Documentation Requirements	Reference
	work; e. Adult mentoring; and f. Services necessary to ensure the success of youth participants in employment and/or postsecondary education.		
	<p><b>Note:</b> The following items <b>do NOT</b> constitute a WIOA service or contact with a participant:</p> <ul style="list-style-type: none"> <li>• Leaving messages on the participant's answering machine</li> <li>• Talking to a participant's family members</li> <li>• Sending flyers and letters to the participant</li> <li>• Talking to a participant's probation/parole officer</li> <li>• Having a casual conversation (not related to the program) with the participant in public (e.g., in a retail store)</li> <li>• Requesting that the participant simply bring time and/or attendance records for payment, when no "meaningful" service/discussion/guidance has been provided</li> <li>• Send "contact me" or "contact our offices" messages by email, U.S. Postal Service, or phone</li> <li>• Make regular contact with the participant or employer to <b>ONLY</b> obtain information about their employment status, educational progress/status, need for additional services, or financial support payments; there must be a "meaningful" service provided</li> <li>• Issuing comments/opinions about the participant's personal circumstances that are not related to employment and training activities and objectives.</li> </ul>		

### Follow-up Service Criteria for Adults, Dislocated Workers, and Youth

Service	Definition	Documentation Requirements	Reference
<b>Contact with the participant's employer</b>	Staff contact the participant's employer after program completion to ensure their success in employment, including assistance in resolving any work-related issues that may arise.	A case note is required and must include the specific follow-up services provided to the participant's employer.	TEGL 10-16 Change 2, WIOA sec. 134(c)(2)(A)(xiii) and 20 CFR § 678.430(c) 20 CFR § 680.150, 20 CFR § 681.580.
<b>Contact with the participant</b>	Staff contacts a participant to assist with issues after leaving the program, including assistance in resolving work-related issues that may arise.	A case note is required and must include the specific follow-up services provided to the participant.	TEGL 10-16 Change 2, WIOA sec. 134(c)(2)(A)(xiii) and 20 CFR § 678.430(c) 20 CFR § 680.150, 20 CFR § 681.580.
<b>Provide information about educational or employment opportunities</b>	The participant is contacted after leaving the program to ensure that they are successful in employment and/or postsecondary education and training.	A case note is required and must include the specific follow-up services provided to the participant.	TEGL 10-16 Change 2, WIOA sec. 134(c)(2)(A)(xiii) and 20 CFR § 678.430(c) 20 CFR § 680.150, 20 CFR § 681.580.
<b>Referral to Other Community Services</b>	The participant is contacted after leaving the program to ensure that they are successful in employment and/or postsecondary education and training.	A case note is recommended and should include the reason for follow-up and the results of the follow-up contact.	TEGL 10-16 Change 2, WIOA sec. 134(c)(2)(A)(xiii) and 20 CFR § 678.430(c) 20 CFR § 680.150, 20 CFR § 681.580.
<b>Workplace counseling</b>	A participant is contacted after leaving the program to ensure that they are successful in employment and/or postsecondary education and training.	A case note is recommended and should include the reason for follow-up and the results of the follow-up contact.	TEGL 10-16 Change 2, WIOA sec. 134(c)(2)(A)(xiii) and 20 CFR § 678.430(c) 20 CFR § 680.150, 20 CFR § 681.580.

### Follow-up Service Criteria for Adults, Dislocated Workers, and Youth

Service	Definition	Documentation Requirements	Reference
<b>Assistance in resolving work-related problems</b>	A participant is contacted after leaving the program to ensure that they are successful in employment and/or postsecondary education and training. Follow-up services may include regular contact with a participant's employer, including assistance in resolving work-related problems that may arise.	A case note is recommended and should include the reason for follow-up and the results of the follow-up contact.	TEGL 10-16 Change 2, WIOA sec. 134(c)(2)(A)(xiii) and 20 CFR § 678.430(c) 20 CFR § 680.150, 20 CFR § 681.580.
<b>Leadership Development (youth program element)</b>	The participant is contacted after exit, and a leadership development activity is provided to a participant to ensure success in employment and/or postsecondary education and training. Follow-up services may include regular contact with a participant's employer, including assistance in resolving work-related issues that may arise.	A case note is required and must include the specific follow-up services provided to the participant. Other supporting documentation may include cross-match files, activity sheets, log sheets, attendance records, provider contract, electronic records.	TEGL 21-16, 20 CFR § 681.580.
<b>Support Services (youth program element)</b>	After exit, a participant is provided with an activity under the program element of support services to ensure success in employment and/or postsecondary training and education. Follow-up services may include regular contact with the participant's employer, including assistance in resolving work-related issues that arise.	A case note is required and must include the specific follow-up services provided to the participant. Other supporting documentation may include cross-match files, activity sheets, log sheets, attendance records, provider contract, and electronic records.	TEGL 21-16, 20 CFR § 681.580.
<b>Provide a financial literacy education activity (youth program element)</b>	After exit, a participant is provided with a financial education activity from a program element to ensure success in employment and/or postsecondary education and training. Follow-up services may include regular contact with a participant's employer, including assistance in resolving work-related issues that arise.	A case note is required and should include the specific follow-up services provided to the participant. Other supporting documentation may include cross-match files, activity sheets, log sheets, attendance records, provider contract, and electronic records.	TEGL 21-16, 20 CFR § 681.580.

### Follow-up Service Criteria for Adults, Dislocated Workers, and Youth

Service	Definition	Documentation Requirements	Reference
<b>Adult Mentoring (youth program component)</b>	After exit, a participant is provided with an adult mentoring activity from a program element to ensure success in employment and/or postsecondary education and training.	A case note is required and must include the specific follow-up services provided to the participant. Other supporting documentation may include cross-match files, activity sheets, log sheets, attendance records, provider contract, electronic records.	Adult mentoring (part of the youth program)
<b>Labor market information (part of the youth program)</b>	After a participant leaves, a labor market information activity is provided to ensure their success in employment and/or postsecondary education and training.	A case note is required and must include the specific follow-up services provided to the participant. Other supporting documentation may include cross-match files, activity sheets, log sheets, attendance records, provider contract, electronic records.	Labor market information (youth program element)
<b>Career awareness (within the Youth Program Element—Labor Market Information)</b>	After participating in a vocational exploration activity within the Labor Market Information program element, information is provided to a participant to ensure success in employment and/or postsecondary education and training. Career awareness is an activity that provides information about learning opportunities, education, and skills needed in different career paths to choose a job that matches a person's strengths and interests.	A case note is required and must include the specific follow-up services provided to the participant. Other supporting documentation may include cross-match files, activity sheets, log sheets, attendance records, provider contract, and electronic records.	Career Awareness (within the Youth Program element—Labor Market Information)
<b>Occupational Counseling (within the Labor Market Information program element)</b>	After completing an occupational counseling activity within the Labor Market Information program element, information is provided to a participant to ensure success in employment and/or postsecondary education and training. Occupational counseling is an activity that provides information and support through personalized guidance that aims to empower	A case note is required and must include the specific follow-up services provided to the participant. Other supporting documentation may include cross-match files, activity sheets, log sheets, attendance records, attendance, provider contract,	Occupational Counseling (within the Labor Market Information program element)

### Criteria for follow-up services for Adults, Dislocated Workers, and Youth

Service	Definition	Documentation Requirements	Referral
	people as they navigate their career paths careers	electronic.	
<b>Career Exploration (in the Labor Market Information program element)</b>	After a participant leaves, career counseling is offered under the Labor Market Information program element to ensure their success in employment and/or postsecondary education and training. Career exploration is an activity that provides information to identify skills, explore training and accreditation programs, employment, and develop an action plan to achieve your occupational goals.	A case note is required and must include the specific follow-up services provided to the participant. Other supporting documentation may include cross-match files, activity sheets, log sheets, attendance records, provider contract, and electronic records.	TEGL 21-16, 20 CFR § 681.580.
<b>Preparation and Transition to Postsecondary Education.</b>	After a participant leaves, a transition activity to postsecondary education is provided under the program element Activities of Preparation and Transition to Postsecondary Education to ensure their success in employment and/or postsecondary education. Occupational counseling is an activity that provides information and support through personalized guidance aimed at empowering individuals as they navigate their career paths.	A case note is required and must include the specific follow-up services provided to the participant. Other supporting documentation may include cross-match files, activity sheets, log sheets, attendance records, provider contract, and electronic records.	TEGL 21-16, 20 CFR § 681.580.
<b>Work-related peer support groups.</b>	After a participant leaves, a transition activity to postsecondary education and training is provided under the Postsecondary Education Preparation and Transition Activities program element to ensure their success in employment and/or postsecondary education and training.	A case note is required and must include the specific follow-up services provided to the participant. Other supporting documentation may include cross-match files, activity sheets, log sheets, attendance records, provider contract, electronic records.	TEGL 21-16, 20 CFR § 681.580.

### Criteria for follow-up services for Adults, Dislocated Workers, and Youth

Service	Definition	Documentation Requirements	Reference
<b>Other follow-up services</b>	After leaving the program, you receive a service of follow-up to ensure your success in employment and/or in the postsecondary education. Follow-up services may include regular contact with the employer of the participant, including assistance in resolving problems related to work that may arise.	A case note is recommended and should include the reason for follow-up and the results of the follow-up contact.	TEGL 10-16 Change 2, WIOA sec. 134(c)(2)(A)(xiii) and 20 CFR § 678.430(c) 20 CFR § 680.150, 20 CFR § 681.580.

**CERTIFICATE OF TRANSLATOR**

*Smile Again Learning Center, Corp., certifies that a fluent translator in English and Spanish translated this document, that the above is a true and correct translation of the original document provided, in our best judgment, the translated text truly reflects the content, meaning, and style of the original text and constitutes in every respect a complete and accurate translation of the original document. This is to certify the correctness of the translation only. We do not make any claims or guarantees about the authenticity or content of the original document. Further, Smile Again Learning Center assumes no liability for the way in which the translation is used by the customer or any third party, including end-users of the translation. Any translation into other language shall be deemed as reference and the original version shall prevail in any case. A copy of the translation is attached to this certification. In Isabela, Puerto Rico, February 15, 2026.*

**Aledawi Figueroa Martinez**  
**President**  
**Smile Again Learning Center, Corp.**  
**(787)872-5151 / (787)225-6332**  
**widy.figueroa@smileagainpr.com**  
**www.smileagainpr.com**