Higher Education Coordinating Commission Office of Workforce Investments Policy	
Subject: Follow-Up Services	
Focus: ☒ WIOA Title I ❒ National DWG ❒ State Grants ❒ Other:	
Publish Date: 05/08/2026	❒New Policy ☒ Revised Policy

Overview

This policy provides definition of appropriate follow-up services and when they are to be provided for Workforce Innovation and Opportunity Act (WIOA) Title I adults, dislocated workers, and youth.

Policy Statement

Adult and Dislocated Worker Program

Follow-up services must be made available for adults and dislocated worker participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

Examples of follow-up services for adults and dislocated workers include:

- Career planning and workplace counseling;
- Assistance with job-retention or re-employment issues;
- Peer support groups;
- Referrals to community services and resources; and
- Information regarding educational opportunities available in the community.

Contacting a participant to make appointments and secure performance-related data and information does not constitute follow-up services and should not be reported as such.

WIOA Youth Program

For youth participants, follow-up services must be offered for no less than 12 months after the completion of all WIOA enrollment activities. While in follow-up, all youth must be offered an opportunity to receive follow-up services that align with their individual service plans. Follow-up services may be provided beyond 12 months at the local board's discretion.

Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise.

Examples of follow-up services for youth include:

- Supportive services;
- Adult mentoring;
- Financial literacy education;
- Services that provide labor market and employment information about in-demand local industry sectors or occupations (including career awareness, career counseling, and career exploration); and
- Preparatory activities for transitioning to post-secondary education and training.

Contacting a participant to make appointments and secure performance-related data and information does not constitute follow-up services and should not be reported as such.

Effective Date

May 8, 2026

Required Action

Local areas must establish policies that define appropriate follow-up services and provide information as to when follow-up services are to be provided.

Contact

Questions are to be referred to hecc.owi-workforce-policy@hecc.oregon.gov.

Attachments

None.

References

20 CFR 678.430
20 CFR 680.150(c)
20 CFR 681.580
Training and Employment Guidance Letter No. 19-16
Training and Employment Guidance Letter No. 10-16, Change 3