



TITLE: Adoption WIOA-pp-07-2020 -Public Policy Follow-up to Participants in the Adult, Displaced Workers and Youth Program

Public Policy Number: JLNO-26-043

Approval Date: January 21, 2026

Effective Date: January 27, 2026

Addressed to: Employees of the Area Local de Conexion Laboral
Noroeste

Purpose:	<p>Public policy JLNO-23-018 is repealed to adopt PP-WIOA-PP-07-2020 amendment I of the DDEC. Establish criteria for follow-up services for participants in the Adult, Displaced Workers and Youth programs under the Workforce Innovation and Opportunity Act (hereinafter, WIOA).</p> <p>This public policy includes Annex A – Specifications of the monitoring service criteria, which provides detailed information on permitted activities and the necessary documentation.</p>
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I. 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, Sections 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).

II. DEFINITIONS

- **Adult**¹: This means a person who is 18 years of age or older. An individual between the ages of 18 and 24 may also be registered in the Youth program.
- **Case Notes**²: 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 item, (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 career development system partners. The case notes will allow career planners to summarize and track the participant's progress toward the established goal.

- **CGU/AJC**: The acronym stands for Single Management Center or American Job Center, which is defined as a physical location where job seekers and

¹ (WIOA sec. 3(2))

²TEGL 7-18, Anejo I

employers can access the programs, services, and activities of all required WIOA partners.

- **Individual Services Strategy (ISS)**³: It is an individualized plan designed specifically for participants in the youth program. Section 129(c)((1)(B) of WIOA requires that all eligible youth have an Individualized Service Plan (ISS) that is directly linked to one or more WIOA performance indicators, identifies career pathways that include education and employment goals, achievement objectives, and appropriate services for the participant, considering the assessment.

The ISS is planned in collaboration with the young people and takes a personalized, client-centered approach, addressing each participant's unique strengths, challenges, and needs. The ISS should be reviewed regularly with young people.

- **Assessment of adults and displaced workers** - CFR 663.160(a) and (b): An initial assessment provides preliminary information about the individual'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 needs and objectives of the participant's employment and training services;
 - Academic levels;
 - Previous work experience;
 - Levels of occupational skills, abilities and aptitudes;
 - Support service needs;
 - Barriers and strengths; and
 - Employability potential and development needs.

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

³20 CFR § 681.420

- **Objective Evaluation:** It is a requirement for determining youth eligibility. Section 129(c)(1)(A) of the WIOA requires that the Youth Program provides an objective assessment of each participant's educational attainment, skill levels, and service needs. As stated in Section 129(c)(1)(A) of the WIOA, the objective assessment includes a review of youths' 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, 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 the assessment determines that it is appropriate to use a recent assessment of the participant conducted pursuant to another education or training program. For the youth service provider, some components of the objective assessment defined by WIOA, such as support needs, are subjective, whereas 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 provision, including:
 1. Determination of eligibility;
 2. Objective assessment: basic skills, occupational skills, previous work experience, employability, interests, aptitudes, support service needs;
 3. Development of an Employment Plan; and
 4. Received one of the 14 elements of the program.
- **Participant Record Information System (PRIS):** It is the database used by the Puerto Rico workforce development system to register participants and produce WIOA Title I-B and Title III (Employment Service) program implementation reports.

- **Participant**⁴: For WIOA Title I (Adults and Displaced 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 programmatic 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, objective assessment, and development of an Individualized Services Strategy, and has received one of the 14 Youth Program elements identified in section 129(c)(2) of the 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 Individualized Employment Plan (IEP), and has begun receiving services under the IEP.

- **Individual Employment Plan (IEP)**⁵: It is an individualized career service, under WIOA sec. 134(c)(2)(A)(xii)(III), that is jointly developed by the participant and the career planner when deemed appropriate by the single management 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 those employment goals.
- **Exit**: As defined for execution calculations, exit is the point after which a participant who has received services through any of the programs meets the following criteria:
 - I. For Adult, Displaced Workers and Youth programs, the departure date is the last date of service.
 - II. The last day of service cannot be determined until at least 90 days have passed since the last time the participant

⁴ 20 CFR § 677.150
⁵ 20 CFR 680.170

³ 20 CFR § 681.420

the participants received services; these services do not include self-service, information-only, 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, ensure job retention and post-secondary credentials, earning potential, and career advancement goals. Sections 134(c)(2)(xiii) and 129(c)(2)(I) of the WIOA outline the follow-up service requirements for participants who have exited the Adult, Displaced Worker, and Youth programs.
- **Displaced Worker (WIOA sec. 3(15)):** means an employee who —
 - (A) (i) Dismissed or has received notice of dismissal from employment;
 - (ii) (I) Eligible for or exhausted from Unemployment Insurance; or
 - (II) With employment of a sufficient duration to demonstrate a relationship with the workforce, but is not eligible to receive Unemployment Insurance due to insufficient earnings or having provided services to an employer not covered by the State Unemployment Insurance Act; and
 - (iii) It is not likely that they will return to their previous industry or occupation;
 - (B) (i) Dismissed, or have received notice of dismissal, as a result of a permanent closure, or a significant layoff event;
 - (ii) Employee at a facility where a general closure announcement has been made within 180 days; or
 - (iii) For eligibility purposes, receiving services other than training services, career services, or support services, if employed at a facility where an employer has made a general closure announcement;

- (C) Self-employed (including employment as a farmer or fisherman) but is unemployed as a result of general economic conditions in the community in which he/she resides or due to natural disasters;
- (D) Displaced due to domestic tasks; or
- (E) 1. Spouse of an active-duty member of the armed forces who has experienced job loss as a direct result of relocation to accommodate a permanent change at the service station; or
2. Spouse of a member of the armed forces who meets the criteria for being unemployed or underemployed and is experiencing difficulty in obtaining or improving employment.

III. BACKGROUND

The public policy of follow-up services under the Workforce Innovation and Opportunity Act (WIOA) is designed to provide ongoing support to adults, displaced workers, and youth participating in employment and training programs. This law, implemented to improve job opportunities and economic competitiveness, recognizes the importance of follow-up after program completion (exit) to ensure sustainable employment and the long-term success of participants. Follow-up services offer personalized guidance, access to additional resources, and regular assessments to address emerging challenges, improve job retention, and promote career advancement, ensuring that beneficiaries can maintain and progress in their careers.

For the Adult and Displaced Workers programs, section 134(c)(2)(A)(xiii) states that follow-up must be provided for at least 12 months after placement in unsubsidized employment. For the Youth Program, section 129(c)(2)(I) states that follow-up services are one of the 14 required elements and must be offered for at least 12 months after the youth's participation in the program ends. The goals and objectives of the follow-up

services will depend on the program and the participant's needs.

IV. POLICY

Participants in the Adult, Displaced Workers, and Youth programs will be informed about follow-up services and their benefits at the time of registration. Follow-up services are required for a minimum of 12 months for all programs, although they may be extended beyond this period based on criteria established by the local board through public policy.

Follow-up services should be tailored to the participant's needs in terms of service type, duration, delivery method, and frequency. Furthermore, these services should align with the Individual Employment Plan (IEP) for adults and displaced workers, and the Individual Services Strategy (ISS) for young people. Follow-up should be more than simply attempting to contact the participant to complete required documentation at the local level.

Follow-up contacts should be meaningful and tailored to each participant's individual needs. At a minimum, they should include open-ended questions to proactively identify the need for follow-up services. All contacts and actions must be documented, including, but not limited to, emails, certified letters, call logs certified by the case manager, and records of visits to the Unified Management Center, also known as the American Job Center (CGU/AJC).

A. Follow-up with participants in the Adult and Displaced Workers programs

Follow-up services provided to participants in Adult and Displaced Workers 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 participants, which may include the following:

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

- a. To help the participants identify emerging problems that affect their employment;
- b. To promote the acquisition of skills by participants to improve their job performance; and
- c. Refer participants to other agency/organization services within the local area.

During the follow-up period, support services for these participants cannot be paid for with funds from WIOA.

B. Follow-up with participants in the Youth Program

Follow-up services are critical for the participating youth after they leave the program. These services can help youth succeed in employment and/or post-secondary training and education. Follow-up includes regular contact with the employer and the youth service provider and offers assistance in addressing problems that arise related to employment or their program of study. Follow-up services for youth will also include the following program elements:

1. Support services;
2. Adult Mentoring;
3. Financial literacy education;
4. Services that offer information on the labor market and employment in high-demand industrial sectors or occupations available in the local area, as well as occupational counseling and career exploration services; and
5. Post-secondary education preparation and transition activities that help young people prepare for post-secondary training or education.

* Service providers refers to any entity that conducts training or provides services to participants in WIOA programs.

C. Follow-up service documentation

All information regarding contact with participants must be entered into the PRIS case management system, noting any updates or changes. Supporting documents related to the identified need and the type of service required by the participant must be maintained in the case notes. If a participant declines follow-up services, this must also be documented in the case notes.

This policy states that case notes must be supported by documentation. For example, forms, telephone call logs certified by the case manager, copies of emails, certified letters, participant visit logs to the CGU/AJC, and other relevant documents may be used.

D. 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 a 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 must be documented in the PRIS and in the participant's file, as outlined in the previous section.

The local board will be responsible for establishing policies to determine when a participant cannot be located or contacted. The policies should specify the method used to establish contact and how many attempts case managers or career planners must make before determining that the participant cannot be located.

Follow-up contact attempts will not be necessary for participants who have declined follow-up services. This request must be documented in the participant's file using a form that the Local Board will develop for this purpose.

E. Exceptions

According to TEGL 10-16, if a participant meets any of the following criteria, they are excluded from monitoring services and enforcement measures.⁷

1. **Institutionalized:** the participant leaves the program because they have been incarcerated into a correctional institution or have been admitted as a resident to a hospital or treatment center during the course of services as a participant.
2. **Medical Matter:** the participant leaves the program due to medical treatment expected to last more than 90 days, preventing entry into non-subsidized employment or continuation of their participation in the program.
3. **Deceased:** the participant has died.
4. **Active Service in the Armed Forces:** the participant leaves the program because he is a member of the National Guard or another military reserve unit of the armed forces and has been called to active duty for at least 90 days.
5. **Adoption homes:** 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).
6. **Ineligible:** The participant was initially determined to be eligible, but it was later discovered that they did not meet the eligibility criteria (applies to Vocational Rehabilitation only).
7. **Offender:** The participant is a criminal offender incarcerated in a correctional institution under section 225 of the WIOA.

Each case must be documented according to the reason the participant is exempted from the follow-up requirement. For example, if a participant is exempted for medical treatment, the relevant evidence will be a medical certificate.

⁷TEGL 10-16, Anejo 2, Tabla A.

IV. ACTION REQUIRED

The local area must adhere to this policy when developing its follow-up services policies. The Local Board and Northwest Workforce Connection administration must ensure that all CGU/AJC staff, service providers, and workforce development system partners are informed of and implement this policy and ensure that follow-up services are provided, as appropriate, upon participants' exit from WIOA programs.

V. INTERPRETATION

The words and phrases in this policy shall be interpreted according to the context and the meaning accepted in common usage, except where a specific definition has been given. Terms used in the present tense also include the future tense; terms used in the masculine gender include the feminine and neutral genders, except where such an interpretation would be absurd; the singular number includes the plural and the plural includes the singular, provided that the interpretation does not contradict the purpose of the provision. Time terms, expressed in days, established in this policy refer to calendar days.

VI. SEPARABILITY CLAUSE

If any provision of this public policy is challenged by the Court and declared unconstitutional or void, such decision shall not affect, impair, or invalidate the remaining provisions of this public policy, but its effect shall be limited to the specific provision or topic cited. The nullity or invalidity of any provision or topic shall not affect or prejudice in any way its application or validity in any other case, except when it is specifically and expressly invalidated for all cases.

VII. FAIR PRACTICES AND ACCESSIBILITY

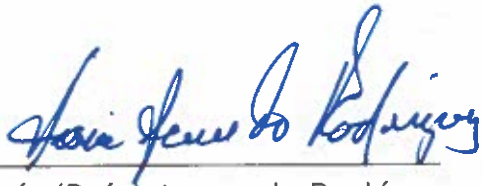
It is the policy of the Local Board of Conexión Laboral that all people have the same opportunities and the same access to services and

physical facilities are accessible without regard to race, religion, color, sex, age, national origin or ancestry, marital status, parental status, sexual orientation, disability, or veteran status. The local area is responsible for ensuring necessary support for participants with disabilities who require assistance accessing facilities and services.

VIII. REPEAL

This policy supersedes policy JLNO-23-018 approved on March 29, 2023.

This procedure will take effect from the date of approval by the Northwest Local Board of Conexión Laboral Noroeste, today, January 21, 2026.



Efraín (Pain) Acevedo Rodríguez
President
Local Board Conexión Laboral
Noroeste

January 21, 2026
Date

Annex A – Criteria for monitoring services for Adults, Displaced Workers and Young People

Service	Definition	Documentation Requirements	Reference
<p>Follow-up Services</p>	<p>The participant leaves the program and receives follow-up services to ensure their success in employment and/or post-secondary education and training. Follow-up services may include Regular contact with the participant's employer, including assistance in resolving work-related problems that may arise.</p> <p>For W-P, Adults, Displaced Workers, DWG: Follow-up services for participants are non-monetary activities designed to help individuals maintain unsubsidized employment resulting from the system-related services they received. Furthermore, follow-up career services do not qualify for access to support services.</p> <p>For the Youth Program: Follow-up services include, but are not limited to:</p> <ol style="list-style-type: none"> a. Leadership development activities and support services listed in §§ 681.520 and 681.570; b. Regular contact with a young participant's employer, including assistance in resolving work-related problems that may arise; c. Assistance in obtaining better jobs, career development, and further education; d. Work-related peer support groups; e. Adult Mentoring; and f. Services necessary to ensure the success of young participants in employment and/or post-secondary education. 	<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 interaction context:</p> <ul style="list-style-type: none"> • Purpose of the interaction • Content of the conversation • Start and end dates of the service provided • Attached documentation (if applicable) <p>In addition, other supporting documentation may include cross-match files, activity sheets, log sheets, attendance records, vendor contract, and 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>

Service	Definition	Documentation Requirements	Reference
<p>Definition</p>	<p>Note: The following items do NOT constitute a WIOA service or contact with a participant:</p> <ul style="list-style-type: none"> • Leaving messages on answering machines for the participant • Speaking with a participant's family members • Sending flyers and letters to the participant • Speaking with a participant's probation officer • Engaging in casual conversation (unrelated to the program) with the participants in public (e.g., in a retail store) • Request that the participant simply bring time and/or attendance records for payment, when no "meaningful" service/discussion/guidance has been provided • Sending "contact me" or "contact our offices" messages via email, U.S. Postal Service, or telephone • Making regular contact with the participant or employer ONLY to obtain information about their employment status, educational progress/state, need for additional services, or financial support payments. There must be a "meaningful" service provided • Make comments/opinions about the participant's personal circumstances that are unrelated to the activities and objectives of employment and training. 		

Service	Definition	Documentation Requirements	Reference
Contact with the participant's employer	Staff contact the participant's employer after program exit 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.
Contact with the participant	Staff contact the participant's employer after program exit 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.	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.
Provide information about educational or employment opportunities	The participant is contacted after leaving the program to ensure their success in employment and/or post-secondary 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.
Regarding other community services	The participant is contacted after leaving the program to ensure their success in employment and/or post-secondary education and training.	A case note is recommended and should include the reason for the 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.
Workplace counseling	A participant is contacted after leaving the program to ensure they are successful in employment and/or post-secondary education and training.	A case note is recommended and should include the reason for the 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.

Service	Definition	Documentation Requirements	Reference
Assistance in resolving work-related problems	Participants are contacted after leaving the program to ensure their success in employment and/or post-secondary education and training. Follow-up services may include regular contact with a participant's employer, including assistance in resolving any work-related issues that may arise.	A case note is recommended and should include the reason for the follow-up and the results of the follow-up contact.	TEGL 10-16 Change 2, WIOA sec. 134(c)(2)(A)(xii) and 20 CFR § 678.430(c) 20 CFR § 680.150, 20 CFR § 681.580.
Leadership Development (element of the youth program)	The participant is contacted after departure, and a leadership development activity is provided to ensure success in employment and/or post-secondary education and training. Follow-up services may include regular contact with a participant's employer, 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. Other supporting documentation may include crossmatch files, activity sheets, log sheets, attendance records, provider contract, and electronic records.	TEGL 21-16, 20 CFR § 681.580.
Support Services (Youth Program Element)	After discharge, participants are provided with an activity under the program's support services component to ensure success in employment and/or post-secondary training and education. Follow-up services may include regular contact with the participant's employer, 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. Other supporting documentation may include crossmatch files, activity sheets, log sheets, attendance records, provider contract, and electronic records.	TEGL 21-16, 20 CFR § 681.580.
Provide a financial literacy education activity (element of the youth program)	After leaving the program, participants receive financial literacy training as part of the program to support their success in employment and/or post-secondary education and training. Follow-up services may include regular contact with a participant's employer, 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. Other supporting documentation may include crossmatch files, activity sheets, log sheets, attendance records, the provider contract, and electronic records.	TEGL 21-16, 20 CFR § 681.580.

Service	Definition	Documentation Requirements	Reference
Adult mentoring (element of the youth program)	After departure, a participant is provided with an adult mentoring activity from one element of the program to ensure success in employment and/or post-secondary 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 crossmatch files, activity sheets, log sheets, attendance records, the provider contract, and electronic records.	TEGL 21-16, 20 CFR § 681.580.
Information on the labor market (element of the youth program)	After a participant leaves, a labor market information activity is provided to ensure their success in employment and/or post-secondary 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 crossmatch files, activity sheets, log sheets, attendance records, the provider contract, and electronic records.	TEGL 21-16, 20 CFR § 681.580.
Career Awareness (within the youth program element - Labor Market Information)	After participating in a career exploration activity within the Labor Market Information component of the program, participants receive information to help them succeed in employment and/or post-secondary education and training. Career appreciation is an activity that provides information about learning opportunities, education, and skills needed in different career paths to help participants choose a job that aligns with their 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 crossmatch files, activity sheets, log sheets, attendance records, the provider contract, and electronic records.	TEGL 21-16, 20 CFR § 681.580.
Occupational Counseling (within the program element Information on the Labor Market)	After completing a career counseling activity within the Labor Market Information component of the program, participants receive information to support their success in employment and/or post-secondary education and training. Career counseling is an activity that provides information and support through personalized guidance, aiming to empower 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 crossmatch files, activity sheets, log sheets, attendance records, the provider contract, and electronic records.	TEGL 21-16, 20 CFR § 681.580.

Service	Definition	Documentation Requirements	Reference
Career exploration (in the program element Labor Market Information)	After a participant completes the program, career counseling is offered under the Labor Market Information component to ensure their success in employment and/or post-secondary education and training. Career exploration is an activity that provides information to identify skills, explore training and certification programs, find employment, and develop an action plan to achieve their career goals.	A case note is required and must include the specific follow-up services provided to the participant. Other supporting documentation may include crossmatch files, activity sheets, log sheets, attendance records, the provider contract, and electronic records.	TEGL 21-16, 20 CFR § 681.580.
Preparation and transition to Post-Secondary Education.	After a participant leaves the program, they are provided with a postsecondary transition activity under the Postsecondary Education Preparation and Transition Activities component to ensure their success in employment and/or postsecondary education. Career counseling is an activity that offers 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 crossmatch files, activity sheets, log sheets, attendance records, the provider contract, and electronic records.	TEGL 21-16, 20 CFR § 681.580.
Work-related peer support groups.	After a participant leaves the program, 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 crossmatch files, activity sheets, log sheets, attendance records, the provider contract, and electronic records.	TEGL 21-16, 20 CFR § 681.580.
Other follow-up services	After leaving the program, participants receive follow-up services to ensure their success in employment and/or post-secondary education. These follow-up services may include regular contact with the participant's employer, including assistance in resolving any work-related issues that may arise.	A case note is recommended and should include the reason for the 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.

