

YOUTH FOLLOW-UP POLICY

November 1, 2019

REFERENCES: WIOA Sec 129 (c)(2)(I); 20 CFR 681.460; TEGL 21-16

PURPOSE: To clarify and provide guidance to program staff (or “Staff”) in providing follow-up services to youth program participants (or “Youth”). Follow-up services help ensure that Youth continue to succeed in employment and educational goals after completion of participation in the youth program.

REQUIRED: Per WIOA, youth follow-up services must be provided for 12 months following their exit from the youth program. The services Youth receive while in follow-up status include: adult mentoring, financial literacy education, labor market information, post-secondary transition and supportive services. Providing these follow-up services does not require Staff to create a new WIOA enrollment. However, if Staff feel as though the Youth would benefit from more rigorous services (e.g., occupational skills training), they can re-enroll the Youth into the year-round program, if determined WIOA eligible at that time.

POLICY: All Youth enrolled in Jefferson-Lewis County Workforce Development Board WIOA funded youth programs must be provided with follow-up services for not less than 12 months after the completion of WIOA Youth Program participation.

All Youth must receive some form of follow-up services; the types, scope, and duration of services must be based on the individual needs of each Youth, as documented in their Individual Service Strategy (ISS).

Follow-up services may end prior to the 12 month requirement, so long as Staff follows the follow-up protocol outlined below and documents outreach in the One Stop Operating System (OSOS) as services and case notes.

SERVICES: Follow-up services (or “Services”) are individualized to Youth customers. Services should provide continued assistance as needed after participation and assist Youth with transition to or retention in employment or further education.

Follow-up services for youth may include the following program elements:

- Adult mentoring
- Financial literacy education
- Labor market information
- Postsecondary transition
- Supportive services

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

PROCEDURE:

- 1) At the time of enrollment, youth must be informed that follow-up services will be provided for 12 months following exit. Upon enrollment in the WIOA Program, Youth will complete a contact form that will provide a phone number, email address, and names of additional contacts (e.g., employers, relatives, and/or education/training organization) who can be contacted for information regarding youth (if the youth is not reachable).
- 2) Prior to exiting the Program, the follow-up procedure and contact form will be reviewed with the Youth. Staff and Youth will discuss and decide upon appropriate follow-up services.
- 3) Follow-up services can start immediately after an Actual End Date has been entered for the last open service on the Youth's record in OSOS. There is no need to wait for OSOS to generate the exit date (90 days from the last date of service) to provide follow-up services. Follow-up services do not extend the enrollment or create a new enrollment, as long as they are entered as "Follow-up" in the "Program Service Type" field in OSOS.
- 4) In providing follow up services, Staff must contact Youth or (if Youth cannot be reached) one or more of the contacts the Youth provided to discuss Youth's progress in employment or education; this contact must occur on a monthly basis for twelve months after youth exits program e.g., phone, email, in-person, or through social media.

The OSOS can be used to help Staff set reminders to contact Youth. Reminders can be scheduled using the "Next Contact Date" option on the Services tab in OSOS.

- 5) If Staff contacts Youth and Youth reports no need for services during that contact, this should be fully documented in a case note in the OSOS "Comments" button. Follow-up services should continue to be offered following the schedule above to monitor the Youth's status and needs.

REFUSAL/LOSS OF CONTACT: Staff may end a Youth's follow-up services in less than twelve (12) months if Staff is unable to contact the Youth for three (3) consecutive attempts or if Staff receives one rejection from the Youth. Contact should be attempted on a monthly basis.

Contact dates and information must be entered as case notes in the OSOS "Comments" button to show that the contact policy threshold was reached.

EXEMPTIONS/ EARLY TERMINATION:

WIOA Exempt: Not all Youth that exit the program are required to be provided follow-up services. The following reasons are exclusions from performance measures that do not require follow-up of the Youth. The reason for the exclusion must be documented in OSOS comments/Case notes. A Youth may be exempt from or not need follow up if the Youth:

- The participant exits the program because he or she has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center during the course of receiving services as a participant.

- The participant exits the program because of medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program. The participant is deceased.
- The participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days.
- The participant is in the foster care system as defined in 45 CFR 1355.20(a), and exits the program because the participant has moved from the local workforce area as part of such a program or system.