

## WORKFORCE DEVELOPMENT BOARD, HMO

<b>POLICY #18-18-04</b>	Follow-Up Services for Youth
<b>DATE:</b>	September 7, 2018
<b>APPLIES TO:</b>	WIOA Title I – Youth Programs

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### History

The Workforce Innovation and Opportunity Act (WIOA) Title I Youth guidance, under section 20 CFR § 681.580 of WIOA law, describes follow-up services as “critical services provided following a youth’s exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training. 20 CFR § 681.580 also states that all youth participants must be offered an opportunity to receive follow-up services that align with their individual service strategies. Furthermore, follow-up services must be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services or the participant cannot be located or contacted. Follow-up services may be provided beyond 12 months at the State or Local WDB's discretion.

### Purpose

The purpose of this policy is to communicate local guidance on the services that constitute follow-up services, the parameters wherein these services shall be provided and the record-keeping requirements of the case management provider(s).

The types of services provided and the duration of services will be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each participant.

### Provision

All WIOA-enrolled youth participants must receive follow-up services for duration of 12 months following the date of program exit. The types of services provided will be based on the individual’s needs and goals identified in his/her Individual Service Strategy (ISS). The 12-month follow-up services offered by the local area, in accordance with guidance outlined in TEGl 21-16, are described below:

- Follow-up services may begin immediately following the last expected date of service when no future services are scheduled. The 12-month follow-up requirement is completed upon one year from the date of exit
- Follow-up services for youth also may include the following program elements: (1) supportive services; (2) adult mentoring; (3) financial literacy education; (4) services that provide labor market and employment information about in demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and (5) activities that help youth prepare for and transition to postsecondary education and training
- Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise
- Follow-up services will be documented in the participants’ ISS and in OSOS Services and Comments prior to exiting and during the 12 month period to reflect the follow-up plans and strategy
- Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome. Staff will attempt to insure that

a contact will occur a minimum of once every three months after the program exit date. If contact with an exited participant was attempted but unsuccessful, case management provider(s) will record in OSOS Comments the attempted contact and the resulting outcome. The case management provider(s) should continue the offering of follow-up services for three (3) consecutive months of a participant's lack of response to case management provider(s) offering of follow-up services, then attempt follow-up once every quarter for the following three (3) quarters;

- At the time of enrollment, youth must be informed that follow-up services will be provided for 12 months following exit. If at any point in time during the program or during the 12 months following exit the youth requests to opt out of follow-up services, they may do so. In this case, the request to opt out or discontinue follow-up services made by the youth must be documented in the case file, OSOS Comments and in the ISS
- Follow up services can include collection of information on employment status, education progress, need for additional services and problems and challenges occurring and assistance needed to address them
- Follow up services can occur in person, via the phone, email or other forms of one-on-one communication. Services provided via social networking may be appropriate as long as there is reasonable belief that the exited participant is receiving the information (e.g., interviewing tips sent directly to exited participants Facebook inbox with a request that he/she indicate receipt of the information.)
- Follow-up services can include services provided by partner agencies and other agencies/organizations if the scope of the service is to encourage employment retention, educational support and/or personal development and the date(s) of the service(s) are known to the case management provider(s) in order to be accurately recorded in OSOS Services and Comments and in the participant's ISS
- Exception to the follow-up requirement are non-reportable individuals:
  1. Incarceration, 2. Enrollment in 24 hour residential facility, 3. Medical treatment that precludes participation or entry into employment, 4. Called to active duty for at least 90 days, 5. Foster youth moved to other local area, 6. Death. The reason for the exclusion must be documented in OSOS comments/Case notes.