



**Subject: Youth Follow-Up Services Policy**

**Policy No: 2015-15**

**Effective Date: 05/30/2017**

**Revised: 05/17/2018, 11/20/2019**

**1. Purpose:**

The purpose of this policy is to provide guidance on youth follow-up services under Title I of the Workforce Innovation and Opportunity Act (WIOA).

**2. Background:**

WIOA Section 129 (c)(2)(I) requires provision of follow-up services, as appropriate, for not less than 12 months after the completion of participation in WIOA activities.

## **Operational Procedure**

### **A. Follow-Up Requirements**

Follow-up services are 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. At the time of program enrollment, all youth must be informed that follow-up services will be provided for 12 months following exit.

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.

### **B. Follow-Up Services**

Follow-up services may begin immediately following the last expected date of service in the program (and any other DOL program in which the participant is co-enrolled) when no future services are scheduled. Follow-up services may include, but are not limited to:

- Regular contact with the participant or employer for verification of employment;
- Assistance in securing better paying jobs;
- Additional career planning and counseling;
- Assistance with work-related problems;
- Peer support groups;
- Information about additional educational or employment opportunities, and
- Referrals to community agencies such as Temporary Assistance for Needy Families (TANF), Department of Social and Health Services (DSHS), Community Action Committee (CAC) and other local resources available on [211info.org](http://211info.org).

### **C. Follow-Up Program Elements**

Follow-up services may include the following program elements:

- Supportive services;
- Adult mentoring;
- Financial literacy education;
- 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
- Activities that help youth prepare for and transition to postsecondary education and training.

#### **D. Discontinuing Follow-Up Services**

Some youth may not be responsive to attempted contacts for follow-up, and other youth may be difficult to locate making it impossible to provide follow-up services. If after 90 days following exit a participant is unreachable, refuses to divulge information, or has relocated out of the state with no intention of returning, follow-up contact attempts may cease. Reasons for discontinuation of follow-up services must be documented in the state management information system, Efforts to Outcomes (ETO) case note history. If at any point in time during the 12 months following exit the youth requests re-engagement, follow-up services may continue.

#### **E. Communication and Documentation**

Follow-up services are two-way exchanges between the WIOA contracted staff and either the participant or the participant's employer. Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome, therefore, contacting the participant to see if they are still employed or in school is not sufficient. The duration of services must be determined based on the needs of the participant. Follow-up services must occur, at a minimum, once every quarter. Appropriate documentation must be maintained in case note history to justify the types of services provided.

Follow-up services must be recorded in the state MIS along with appropriate case note documentation to justify the types of services provided.

#### **F. Re-Enrollment into Program Services During Follow-up Period**

If it becomes necessary during the follow-up period to utilize WIOA services beyond those available through follow-up services, the participant may be re-enrolled in a WIOA program after justification has been submitted via email to Benton-Franklin Workforce Development Council explaining the planned services to be provided through each program.

Once approved, the individual must be re-determined eligible and follow all requirements as a new participant (for the new participation period). Follow-up for performance purposes is still required for their previous participation period.