

<b>Policy Name:</b>	<b>WIOA Youth Follow-Up Policy</b>
Date Approved	5/5/2020
Last Date Modified	
Owner	Workforce Manager – Youth
Review Date	1/1/2020

**REFERENCE: 20 CFR § 681.580**

**BACKGROUND**

The Workforce Innovation and Opportunity Act (WIOA) 20 CFR 681.580 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. 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 may begin immediately following the last expected date of service in the Youth program (and any other DOL program in which the participant is co-enrolled if the state is using a common exit policy as discussed in TEGl No. 10-16) when no future services are scheduled. Follow-up services do not cause the exit date to change and do not trigger re-enrollment in the program.

Follow-up services may include the following program elements:

- a. Supportive Services,
- b. Adult Mentoring,
- c. Financial Literacy,
- d. 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
- e. Activities that help youth prepare for and transition to postsecondary education and training.

**POLICY**

All WIOA-enrolled youth participants must receive follow-up services for a twelve (12) month duration following the date of program exit. The types of services provided, and the duration of services provided during follow up must be determined based on the needs of the individual and align with their Individual Employment Plan (IEP). As a result, the type and intensity of follow up services may differ for each participant.

Follow Up services should provide support and guidance to

- Facilitate sustained employment
- Advancement along a career or educational ladder
- Personal development

Follow up services are required for a minimum of twelve (12) months.

Follow up services must be completed for all quarters beginning with the first quarter after the exit date. Quarters include three months, grouped as follows:

- January, February, March
- April, May, June
- July, August, September
- October, November, December

***For example:** if the participant's Last Date of Service was on August 30, their first follow up will be during October, November or December.*

Follow up activities and services can be discontinued if:

- The participant declines to receive follow up services; or
- The participant cannot be located after three contact attempts in a single follow up quarter; or
- The participant meets exclusion criteria.

#### **REFUSAL/LOSS OF CONTACT:**

If at any point in time during the program or during the twelve (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 of discontinue follow-up services made by the youth must be documented in the case file.

Staff may end a youth's follow-up services in less than twelve (12) months if staff is unable to contact the youth after three (3) separate consecutive attempts. Reasonable effort to contact the participant on separate occasions must be attempted: in-person, telephone, email, text or by letter. Make reasonable effort to vary the time of day, day of week and method of contact before discontinuing follow up services. Attempts must be entered as a case note in the OSOS "Comments" button to show that the contact policy threshold was reached.

#### **EXCLUSION:**

If a participant meets one of the criteria listed below, they are excluded from performance and additional follow up services:

- A. Institutionalized:*** 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
- B. Health/Medical:*** 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.
- C. Deceased:*** the participant is deceased.
- D. Foster care:*** the participant is in the foster care system, and exits the program because the participant has moved from the area.

### **RE-ENROLLMENT INTO PROGRAM SERVICES DURING FOLLOW UP PERIOD**

If an individual who is in the follow up period is in need of services beyond those offered through the follow up period, re-enrollment into the program is encouraged. Follow up for performance purposes for their previous participation period is still required. The individual must meet eligibility and follow all requirements of a new participant for the new participation period. These will be seen as two separate files for federal reporting.