



**Workforce
Development
Council**

**Benton-Franklin Workforce Development Council
Workforce Innovation and Opportunity Act (WIOA)**

**Subject: Youth Follow-Up Services Policy
Policy No: 2015-15
Effective Date: 05/30/2017**

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:

The Workforce Innovation and Opportunity Act 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. All youth participants must be offered an opportunity to receive follow-up services that align with their individual service strategies. 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
- Referral to other community services.

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 month following exit the youth requests re-engagement, follow-up services will continue.

E. Communication and Documentation

Follow-up services are two-way exchanges between the WIOA staff and either the participant (or their advocate), 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. 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. The duration of services must be determined based on the needs of the participant. The type and intensity of follow-up services may differ for each participant.