



## PURPOSE

The purpose of this policy is to provide guidelines to our local area in the provision of youth follow-up services to customers enrolled in the Workforce Innovation and Opportunity Act (WIOA) youth program. The following provides information on the minimum requirements for the provision of youth follow-up services.

## BACKGROUND

Follow-up services must be offered and provided as appropriate for participants after exit from Title I services for at least 12 months after exit. Follow-up services aid Youth as they transition and exit from Title I programs. Follow-up services are especially critical for supporting youth and ensuring their success in next-step opportunities and ensuring participants have a successful employment and/or post-secondary education or training experience post-program participation.

**ADOPTED BY THE WDB:** April 19, 2023

**EFFECTIVE DATE:** April 19, 2023

## POLICY

20 CFR 681.580 requires that follow-up services be provided to youth for not less than 12 months after completion of participation. The exit date is determined when the participant has not received services in the Youth Program **or any other DOL-funded program** in which the participant is co-enrolled for 90 days and no additional services are scheduled. At that point, the date of exit is applied retroactively to the last date of service. Follow-up services do not cause the exit date to change and do not trigger re-enrollment in the program. The 12-month follow-up requirement is completed one year from the date of exit. (TEGL 21-16).

All youth participants must be advised of follow-up services at the time of enrollment and offered an opportunity to receive follow-up services. The follow-up services offered must be included in the individual service strategy (ISS) and align with the participant's goals and objectives.

The types and duration of services provided must be determined based on the needs of the individual. Therefore, the type and intensity of follow-up services may differ for each participant. Follow-up support must support self-sufficiency, focus on career pathways, and help customers to achieve and maintain employment and education goals. Follow-up services are not contacts or attempted contacts for the purpose of securing documentation for the case file in order to report a performance outcome, however, it is imperative for staff to collect the requisite data to substantiate the Youth performance measures reported to USDOL.

The final rule states that follow-up services for youth also may include the following program elements:

- supportive services
- adult mentoring
- financial literacy education
- services that provide labor market information
- activities that help youth prepare for and transition to postsecondary education and training

Note: these are the only services that will be recorded in the services module of AOSOS. All other follow-up services will be recorded in the notes section of AOSOS and on the ISS.

## **FOLLOW-UP EXCEPTIONS**

Follow-up services must be provided to all participants for a minimum of 12 months, with some exceptions. The exceptions are listed below.

- The participant exits the program because he or she has become incarcerated;
- The participant has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center while receiving services as a participant;
- The participant is deceased;
- 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 exits the program because he or she is a member of the National Guard or other reserve military unit and is called to activity duty for at least 90 days;
- The participant is in the foster care system and exits the program because the participant has moved from the local workforce area as part of such a program or system.

**The youth participant declines to receive follow-up services.** The youth may opt out of receiving follow-up at any point during the program or during the follow-up period. Opting out must be documented in a comment in AOSOS and in the youth's file. A follow-up agreement (page 4) will be included in the intake packet which includes a description of follow-up services and an opt-out option. If a youth decides to opt -out after the initial intake paperwork is done they can do so by filling out the follow-up agreement.

**Youth participants who cannot be located.** Follow-up services must include more than only a contact attempted or made. A minimum of six (6) failed contacts over three months must be made. A comment must be documented in AOSOS indicating the number of failed attempts and efforts made to encourage youth to reach out to the youth program. Contact must, at least, be made by calling all available phone numbers and sending an email. An example comment in AOSOS might be:

*"Youth participant cannot be reached. The youth was contacted 6 times over the last three months by calling all available phone numbers and sending several emails with no response. Voicemail and email advised the youth to contact us as well as reminded the youth that she/he can utilize resources offered through the American Job Center as needed. No further follow-up attempts will be made."*

**Youth requiring follow-up services beyond 12 months.** A youth who requires follow-up services beyond 12 months can receive them with supervisor approval. The youth counselor would request an extension from their supervisor and put a comment in AOSOS with the reason why require services beyond 12 months.

#### **RECORDING FOLLOW-UP IN AOSOS**

Refer to NJ Follow-up Guidance (pages 11-12) for step-by-step instructions on data entry and examples of notes for follow-up exceptions.

### **Follow-up Agreement**

The Workforce Innovation and Opportunity Act requires that all youth participants be offered to follow-up services for no less than 12 months after completion of participation.

Follow-up services are offered on a monthly basis and can include:

- supportive services
- adult mentoring
- financial literacy education
- services that provide labor market information
- activities that help youth prepare for and transition to postsecondary education and training

The purpose of these services is to encourage and assist youth in overcoming obstacles to reach educational or employment goals. Services vary by the needs of each individual youth participant. Each month a member of our youth services team will reach out to you via phone or email.

If you wish to opt-out of receiving follow-up services, please list the reason below and sign.

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Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_