



## **YOUTH FOLLOW-UP POLICY – Revised: 9/25/20**

**PURPOSE:** To clarify and provide guidance to program staff (or “Staff”) in providing follow-up services to youth program participants (or “Youth”). Follow-up services help ensure that Youth continue to succeed in employment and educational goals after completion of participation in the Title I Youth program.

**BACKGROUND:** Per Section 129(c)(2)(I) of WIOA youth follow-up services must be provided for 12 months following their exit from the program. The services Youth receive while in follow-up status can be the same as services they received while active in the year-round program (e.g., adult mentoring). Examples of these services are outlined in the “Services” section below. Providing these follow-up services should not require Staff to create a new WIOA enrollment. However, if Staff feel as though the Youth would benefit from more rigorous services (e.g., occupational skills training), they can re-enroll the Youth into the year-round program.

**POLICY:** All Youth enrolled in Dutchess County Workforce Investment Board WIOA funded youth programs must be provided with follow-up services for not less than 12 months after the completion of WIOA Youth Program participation.

All Youth must receive some form of follow-up services; the types, scope, and duration of services must be based on the individual needs of each Youth and be included in the Individual Service Strategy (ISS).

Follow-up services may end prior to the 12 month requirement, so long as Staff follows the follow-up protocol outlined below and documents outreach in the One Stop Operating System (OSOS) as services and case notes.

**SERVICES:** Follow-up services (or “Services”) are individualized to Youth customers . Services should provide continued assistance as needed after participation and assist Youth with transition to or retention in employment or further education.

Follow-up services may include these five allowable WIOA follow-up program elements:

- Adult mentoring
- Financial literacy education
- Labor market information
- Postsecondary transition
- Supportive services
- Non-element

NOTE: Non-element services do not include any of the 13 WIOA Youth Program Elements. These services must help youth succeed in employment or training.

Examples of non-element follow up services are, regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise and contact with training provider/college advisor and subsequent interaction with youth.



## STAFF ACTION STEPS

1. Upon entering into Follow Up, Youth will complete a Communication form that will provide a phone number, email address, and names of up to three additional contacts (e.g, employers, relatives, and/or education/training organization) who can be contacted for information regarding youth (if the youth is not reachable). See **ATTACHMENT A** for this document for follow-up contact information.
2. Prior to exiting the Year Round Program, the follow-up procedure will be reviewed with the Youth. Staff and Youth will discuss and decide upon appropriate follow-up services.
3. Follow-up services can start immediately after an Actual End Date has been entered for the last open service on the Youth’s record in OSOS. There is no need to wait for OSOS to generate the exit date (90 days from the last date of service) to provide follow-up services. Follow-up services do not extend the enrollment or create a new enrollment, as long as they are entered as “Follow-up” in the “Program Service Type” field in OSOS.
4. Contact:
  - a. **Follow-up, months one through three (1-3):** Staff must contact Youth or (if Youth cannot be reached) one or more of the contacts the Youth identified on Attachment A to discuss Youth’s progress in employment or education; this contact must be made every other week for the first three months after youth exits program e.g., phone, email, in-person, or through social media.
  - b. **Follow-up months four through twelve (4-12):** Staff must contact Youth or (if Youth cannot be reached) one or more of the contacts the Youth identified on Attachment A to discuss Youth’s progress in employment or education as part of providing follow-up services; this contact must occur on a monthly basis e.g., phone, email, in-person, or through social media.

If/when the Youth contact Staff, this will count as follow-up and should be entered in OSOS as a follow-up service.

If Staff contacts Youth and Youth reports no need for services during that contact, this should be fully documented as a follow-up service in OSOS and should also be captured in a case note in the OSOS “Comments” button. Follow-up services should continue to be offered following the schedule above to monitor the Youth’s status and needs.

OSOS can be used to help Staff set reminders to contact Youth. Reminders can be scheduled using the “Next Contact Date” option on the Services tab in OSOS. In addition, Staff should create a case note using the “Comments” button when entering a follow-up service that includes a comment as to the next date that the Staff will attempt to contact the Youth.



**REFUSAL/LOSS OF CONTACT:** Staff may end a Youth’s follow-up services in less than twelve (12) months if Staff is unable to contact the Youth for three (3) consecutive attempts as outlined below or if Staff receives one rejection from the Youth. Contact should be attempted on the following schedule:

1. During the first three (3) months after youth exits program, Staff should attempt to contact Youth every two (2) weeks.
2. During months four through twelve (4-12) after Youth exits program, Staff should attempt to contact Youth every month.

Contact dates and information must be entered as case notes in the OSOS “Comments” button to show that the contact policy threshold was reached.

**EXEMPTIONS/ EARLY TERMINATION:**

Not all Youth exiters are required to be provided follow-up services. The following reasons are exclusions from performance measures that do not require follow-up of the Youth. The reason for the exclusion must be documented in OSOS comments/Case notes. A Youth may be exempt from or not need follow up if the Youth:

- Is institutionalized;
- Is deceased;
- Is undergoing health/medical or family medical care;
- Is a member of Reserved Armed (?)Forces called to Active Duty;
- Has relocated or been transferred to a Mandated Program.



# Dutchess County Workforce Investment Board

“Building Partnerships for Workforce Solutions”

## Attachment A

### COMMUNICATION PLAN IN FOLLOW UP

Name:	
Home Address:	
Cell Phone:	Home Phone:
E-mail:	
Employer:	Supervisor:
Work Address:	Work Phone:
<u>Preferred Method of Contact</u> <input type="checkbox"/> Home Phone <input type="checkbox"/> Cell Phone <input type="checkbox"/> Work Phone <input type="checkbox"/> Text Message <input type="checkbox"/> E-Mail <input type="checkbox"/> Visit to home, workplace or school <input type="checkbox"/> Mail	<u>Preferred Time of Contact</u> <input type="checkbox"/> During business hours <input type="checkbox"/> Daytime <input type="checkbox"/> Evening <input type="checkbox"/> Weekends  <u>Frequency of Contact</u> <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly
Who will know how to contact you if your contact information changes?	
Name:	Relationship:
Phone:	Email:
Name:	Relationship:
Phone:	Email:
Name	Relationship:
Phone	Email:

I, \_\_\_\_\_ (self/parent/legal guardian) give permission to the Youth One Stop, to contact the people listed on this Communication Plan to provide information on \_\_\_\_\_ during the 12 month follow-up period:

### Signatures

Case Manager	Name and Date
Youth(or representative)	Name and Date