



Workshop Recording | Resources | Slides

Topic	Insights into the WIOA Follow-Up Element
Presenter	Juie Deo, Youth & Young Adults Team, NYSDOL
Length of recording	90 Minutes
Description	<p>The follow-up program element is critical in helping youth transition from Workforce Innovation and Opportunity Act (WIOA) Youth Programs. This element can be difficult to implement as providers are required to follow-up and engage with youth for at least a year after the last planned service or exit.</p> <p>During the webinar, we'll explore different aspects of the follow-up element – legal and reporting requirements, local policy template, best practices, and words of wisdom from the field.</p> <p>To make the most out of this webinar, please familiarize yourself with pages 13, 19 and 20 of TEGL 21-16. We will discuss the follow-up policy template to align with WIOA, local and youth needs.</p>
Recording	<p>At dews.webex.com choose "Webex Training" from the triple bar icon. In the upper right corner, go to "View session recordings." Search the workshop topic. Select "View" for the recording. When prompted, enter "Careers" for the password.</p>
Resources	<ul style="list-style-type: none">- Webinar Presentation- Webinar Follow-up Resources- Follow-Up Agreement Template
Contact	YouthTeam@labor.ny.gov
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Insights into the WIOA Follow-Up Element Youth Webinar Resources

Follow-Up Element Guidance Resources

- [Insights into the WIOA Follow-Up Element Youth Webinar Presentation](#)
- [Follow-Up Agreement Template](#) – A sample agreement, between a youth and a case manager, and a contact release form to facilitate follow-up planning
- [Training and Education Guidance Letter \(TEGL\) 21-16, Follow-up Element Pages](#)
- [United States Department of Labor WorkforceGPS Webinar on TEGL 21-16](#) –
 - [Transcript of the follow-up element section of the webinar](#)
- [Follow-up Services Tip Sheet](#) – Even though developed for YouthBuild during Workforce Investment Act, has relevant best practices for engaging youth in 12 month follow-up.
- [WIOA Youth Case Management Toolkit](#) – Consists of tips, tools, and best practices for case management, with a specific chapter, pages 37-47, on the follow-up element

One Stop Operating System (OSOS) Tips

- [L2 WIOA Youth Service Types in OSOS](#) – Provides a list of youth program Service Types and Categories in OSOS
- [SENSE Model Worksheet](#) – Tips for writing an effective case note in OSOS, using the **S**ituation, **E**valuation, **N**ext Steps, **S**ufficient Information and **E**mployment Related (SENSE) model
- [SENSE Model Video](#) – Video on writing quality case notes in OSOS, using SENSE model

Youth Program TEGLS and TAs

- [TEGL 21-16](#) – Includes details on youth service elements and design framework by the United States Department of Labor (USDOL)
- [TEGL 10-16, Change 1](#) – Contains implementation and operation guidance of primary indicators of performance from USDOL
- [Technical Advisory \(TA\) 11-12.2](#) – Current policy outlining documentation and verification requirements under WIA based on the USDOL Data Element Validation requirements from New York State Department of Labor (NYSDOL). This TA currently is applicable under WIOA.

WIOA TEGL 21-16 Youth Program Guidance

EMPLOYMENT AND TRAINING ADMINISTRATION ADVISORY SYSTEM U.S. DEPARTMENT OF LABOR Washington, D.C. 20210	CLASSIFICATION WIOA/Youth
	CORRESPONDENCE SYMBOL OWI-DYS
	DATE March 2, 2017

ADVISORY: TRAINING AND EMPLOYMENT GUIDANCE LETTER WIOA NO. 21-16
OPERATING GUIDANCE for the WORKFORCE INNOVATION AND
OPPORTUNITY ACT

TO: STATE WORKFORCE AGENCIES
STATE WORKFORCE ADMINISTRATORS
STATE WORKFORCE LIAISONS
STATE AND LOCAL WORKFORCE BOARD CHAIRS AND DIRECTORS

FROM: Byron Zuidema /s/
Deputy Assistant Secretary

SUBJECT: Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth
Formula Program Guidance

1. **Purpose.** To provide guidance and planning information to states, local workforce areas, and other recipients of WIOA Title I youth formula funds on the activities associated with the implementation of WIOA.

WIOA became law on July 22, 2014 and supersedes Titles I and II of the Workforce Investment Act of 1998 (WIA), and amends the Wagner-Peyser Act and the Rehabilitation Act of 1973. The Departments of Labor and Education published a set of regulations for implementing WIOA. These WIOA Final Rules were made public on July 1, 2016, and the rules covering the Title I youth formula program became effective on October 18, 2016.

2. **References.** See attachment 1.
3. **Background.** Title I of WIOA outlines a broad youth vision that supports an integrated service delivery system and provides a framework through which states and local areas can leverage other Federal, state, local, and philanthropic resources to support in-school youth (ISY) and out-of-school youth (OSY). Title I of WIOA affirms the Department of Labor's (DOL) commitment to providing high-quality services for youth, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training, such as pre-apprenticeships or internships, for in-demand industries and occupations, and culminating with employment, enrollment in postsecondary education, or a Registered Apprenticeship.

On March 26, 2015, DOL published Training and Employment Guidance Letter (TEGL) No. 23-14 which provided guidance on WIOA youth program transition. On November 17, 2015 DOL published TEGL No. 8-15 which provided additional WIOA youth transition guidance.

RESCISSIONS None	EXPIRATION DATE Continuing
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WIOA TEGL 21-16 Youth Program Guidance

WIOA Youth Program Element Section 129(c)(2)	Is the element further described in Final Rule? If so, applicable citations	Relates to or overlaps with other program element ¹	Applicable PIRL Data Element Number(s)
1. Tutoring, study skills training, instruction, and dropout prevention	No	Program elements 2 and 4	1402
2. Alternative secondary school services or dropout recovery services	No	Program element 1	1403
3. Paid and unpaid work experience	Yes, 681.600, 681.590, 681.480		1205, 1405
4. Occupational skills training	Yes, 681.540, 681.550	Program element 1	1300, 1302, 1303, 1306, 1307, 1308,
5. Education offered concurrently with workforce preparation and training for a specific occupation	Yes, 681.630	Program elements 2, 3, and 4	1407
6. Leadership development opportunities	Yes, 681.520, 681.530		1408
7. Supportive services	Yes, 681.570		1409
8. Adult mentoring	Yes, 681.490		1410
9. Follow-up services	Yes, 681.580	Program elements 7, 8, 11, 13, and 14	1412
10. Comprehensive guidance and counseling	Yes, 681.510		1411
11. Financial literacy education	Yes, 681.500		1206
12. Entrepreneurial skills training	Yes, 681.560		1413
13. Services that provide labor market information	Yes, 651.10		1414
14. Postsecondary preparation and transition activities	No		1415

¹ Section 7 of the TEGL describes how overlapping portions of each element should be categorized.

WIOA TEGL 21-16 Youth Program Guidance

Program Element 9: Follow-up services

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.

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. Once 90 days of no services, other than follow-up services, self-service, and information-only services and activities, has elapsed and the participant has an official exit date applied retroactively to the last date of service, the program continues to provide follow-up services for the remaining 275 days of the 12-month follow-up requirement. The 12-month follow-up requirement is completed upon one year from the date of exit.

The final rule also states that follow-up services for youth also may include the following program elements: (1) supportive services; (2) adult mentoring; (3) financial literacy education; (4) 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 (5) activities that help youth prepare for and transition to postsecondary education and training. Provision of these program elements must occur after the exit date in order to count as follow-up services. DOL recommends that when these services are provided as follow-up services they are coded as follow-up services in state/local management information systems as opposed to program services provided prior to program exit so that management information systems clearly differentiate follow-up services from those services provided prior to exit. In addition, such follow-up services should be documented in the case file that they were provided as follow-up services post exit.

20 CFR § 681.580 states that all youth participants must be offered an opportunity to receive follow-up services that align with their individual service strategies. Furthermore, 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. Follow-up services may be provided beyond 12 months at the State or Local WDB's discretion. The types of services provided and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each participant. Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

WIOA TEGL 21-16 Youth Program Guidance

DOL recognizes the concerns that 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 for such individuals. Local programs should have policies in place to establish how to document and record when a participant cannot be located or contacted. At the time of enrollment, youth must be informed that follow-up services will be provided for 12 months following exit. If at any point in time during the program or during the 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 or discontinue follow-up services made by the youth must be documented in the case file.

Transcript of Follow-Up Section from WorkForceGPS Webinar on TEGL 21-16

These follow-up services, they can begin immediately following the last expected date of service when no further services are scheduled. So these services do not necessarily cause the exit date to change, and they do not trigger reenrollment. So the exit date is really 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.

So at that point there's the date of exit is applied retroactively to that last date of service. So once you've got the 90 days of no service, other than the follow-up services, if you've started to provide those like follow-up services of self service or information only services, it's a lapse and the participant has an official exit date applied retroactively to the last day of service. That program continues to provide follow-up services for the remaining part of that year.

So the calculation gets a little tricky, but the 12-month follow-up requirement is completed upon one year from that date of exit. So, folks, if they have questions, we know this 90 days of no services is important for folks to understand and for you to think about as it relates to providing follow-up services for your youth.

So we want to also note that follow-up services may include the following program elements here you can see that are provided during the follow-up period. So supportive services, adult mentoring, financial literacy education, and that labor market information, activities that help youth prepare for and transition to postsecondary education and training.

So program elements beyond these five are not permitted during the follow-up period. So if a youth needed more than those five, then the youth may need to be reenrolled, and a new eligibility determination must be completed. So this can seem I think a little bit tricky. So we can give you a little scenario here.

So you've got a youth and their case manager together. They determine that the youth accomplished all of her goals outlined in their individual service strategy, and they determine that she can be exited from the program. But she knows that she'll begin a 12-month period called follow-up.

Transcript of Follow-Up Section from WorkForceGPS Webinar on TEGL 21-16

She'll move into a follow-up phase where the case manager's really going to continue to support her, make sure she's remaining successful in employment or in education, offering her any career advice or coaching, if she needs it, and ensures she's staying on top of her budget. For example, she developed a budget during her program and making sure she's still sort of moving along in that way.

So now, the youth has the expected exit date, and follow-up services can begin. So say, for example, two weeks or two months go by. The youth stops back into the center or calls the case manager. The youth says their car broke down, for example. They missed a bunch of work, and ultimately they lost their job, and then the young person now realizes in order for me to get paid more and to get a better job and get on a career pathway, I really think I need to get some occupational skills training and move into employment.

So that's fine. Because 90 days has not passed, the youth was not exited and the case manager can kind of revise the ISS, provide the supports and services they need, and move forward with the young person. So that's fine and that happens a lot and I think that's why those 90 days period is there because you don't close somebody and two days later they come back and then you have to reenroll them; right? So we've got a little bit of a grace period here.

So now, if it had been over 90 days and because the youth needed more than follow-up services, for example, she still wanted the occupational skills training and it had been over the 90 days, the youth would need to go through an eligibility determination and be reenrolled at that point in time. So hopefully, that scenario helped clarify a little bit more around follow-up services.

OK. So another just few things to note around follow-up services is that – different from WIA is that all participants must be offered an opportunity to receive follow-up services and that follow-up services must be provided to all participants for a minimum of 12 months unless – and this is the part where it's different from WIA is unless the participant declines to receive follow-up or they cannot be located or contacted.

So we have heard over the years for sure that sometimes programs do everything they can to try to track down the young person and assist them with follow-up services but they can't find them really and their phone number stops working and they really didn't feel like – or the young person said they really didn't feel like they needed the services anymore and that they were doing OK. There were many of these cases over the years that we heard from people, and so, if a program tried but failed to contact them, in the past it looked like the program wasn't doing what it needed to do.

So we took this under consideration and really developed this policy that, if a youth declines to receive follow-up or they cannot be located or contacted, they didn't have to continue to call and call without any outcome. So it's really important, though, that the local programs have policies in place to establish how to document and record when a participant cannot be located or contacted. So we know Facebook and Twitter and Instagram is often a very good way of finding a young person. So that policy really should take into account – take that into consideration.

And as many have said, another point to make here is that follow-up services, really people say follow-up starts at the beginning of the program so that youth are really aware that this will be offered at the end of the program to support them over time. As the case manager works to build a good relationship, follow-up really should be something that the youth sees as a benefit right away. So that's all about sort of relationship building. All right. So that was follow-up.

Now, the TEGL continues to reiterate the definition of program elements 10 through 12, comprehensive guidance and counseling, financial literacy education, and entrepreneurial skills

Transcript of Follow-Up Section from WorkForceGPS Webinar on TEGL 21-16

training. One small note is that there's a link here to the Financial Literacy Education Commission. It's got a lot of good information there. Take a look at that. We also have a lot of other good financial literacy education resources in our program elements resource guide, which I'll show you in just a bit, but lots of good information. We wanted to note this particular guide.

Let's see here. Program element 13, this is services that provide labor market and employment information. There are a ton of tools and applications that provide labor market information, and we wanted to highlight a couple here, My Next Move and Get My Future. If you haven't looked at these, we really encourage you to do so. There's just a ton of really good information for young people. And also the TEGL goes into a little bit more detail on career awareness and career counseling. So take a look at that.

All right. We are getting there. Finally, our program element 14, our last program element and one that we provided a little bit more information and language on in the TEGL is activities that help youth prepare for and transition to postsecondary education and training.

And services in this program element prepare youth for advancement to postsecondary education or training after attaining a high school diploma or equivalent, and you can see here these services include SAT/ACT prep testing, assisting with college applications, scholarships and grant searches, financial aid applications assistance. So that is program element four – 14 – excuse me – our last program element.

So we did it. We made it through our 14 program elements. It takes a minute to come up. We are – looks like it's still showing program element 13. OK. So those are the program element resources. What we want to do now is show you – that's why it looked different, because on our screen we're ready to pull up for you – in just a second here we're going to do – let's see here. We have one more slide before we do the tour. So we want to go to this slide here, if we can do slide 38.

So this – I will show you this in just a minute. This is our WIOA youth program element resources page on youth.workforcegps.org. So I am going to in just a second kind of show you what this is, but for each of the program elements we really tried to compile a number of resources that we thought would be really helpful for you to build your programs and think more about how to partner around these specific program elements. So we're super excited about all of the TA resources that we've developed, and we're going to show you those in just a minute. OK. They are trying to pull up this tour here I wanted to show you a little bit on the website.

So that's taking a second, but let me just say – so for our – a couple other points we wanted to make around documenting and reporting program elements here, you can see we believe that documenting receipt of program elements is really critical of course. It's both for data element validation and also to ensure that youth are not unintentionally exited due to that 90 days of no service.

So again, this is another important part of the program that folks and service providers, case managers really should be clear about is this 90 days of no services and then how you think about documenting the program elements that you're receiving. And just one other thing that the TEGL mentioned was around case management and clarifying really that case management is not one of the 14 program elements.

L2 WIOA Youth Service Categories and Types

- 📁 Design Framework
 - Intake and Eligibility Determination (Youth)
 - Objective Assessments (Youth)
 - Development of Individual Service Strategy (ISS) (Youth)
 - Update of Individual Service Strategy (ISS) (Youth)
- 📁 Adult Mentoring Element
 - Adult Mentoring (Youth)
- 📁 Alternative Secondary School/Dropout Recovery for HS Equivalency Element
 - Alternative Secondary School/Dropout Recovery for HS Equivalency (Youth)
- 📁 Comprehensive Guidance and Counseling Element
 - Comprehensive Guidance and Counseling (Youth)
- 📁 Entrepreneurial Skills Training Element
 - Entrepreneurial Skills Training (Youth)
- 📁 Financial Literacy Education Element
 - Financial Literacy Education (Youth)
- 📁 Follow-up Services Element
 - Follow-Up Adult Mentoring (Youth)
 - Follow-Up Financial Literacy (Youth)
 - Follow-Up Labor Market and Employment Information (Youth)
 - Follow-Up Postsecondary Transition (Youth)
 - Follow-Up Supportive Services (Youth)
 - Follow-Up Non-Element (Youth)
- 📁 Integrated Ed./Education Concurrent with Workforce Preparation Element
 - Integrated Ed./Education Concurrent with Workforce Preparation (Youth)
- 📁 Labor Market and Employment Information Element
 - Labor Market and Employment Information (Youth)
- 📁 Leadership Development Opportunities Element
 - Leadership Development Opportunities (Youth)
- 📁 Occupational Skills Training Element
 - Occupational Skills Training
- 📁 Postsecondary Education/Training Preparation and Transition Element
 - Postsecondary Education/Training Preparation and Transition (Youth)
- 📁 Supportive Services Element
 - Supportive Services – Child Care (Youth)
 - Supportive Services – Dependent Care (Youth)
 - Supportive Services – Housing (Youth)
 - Supportive Services – Needs-Related Payments (Youth)
 - Supportive Services – Transportation (Youth)
 - Supportive Services – Other (Youth)
- 📁 Tutoring, Study Skills Instruction/Dropout Prevention for HS Diploma Element
 - Tutoring, Study Skills Instruction/Dropout Prevention for HS Diploma (Youth)
- 📁 Work Experience Element
 - Employment/Internships, Not Limited to Summer (Youth)
 - Job Shadowing (Youth)
 - On-the-Job Training (Youth)
 - Pre-Apprenticeship Programs (Youth)
 - Summer Employment/Internships, Summer Only (Youth)
 - Other Work Experience Type (Youth)

**Follow-Up Service Types
Added in January 2018**

Insights about Follow-Up Element

Youth & Young Adults Program Development Office

2

Why Follow-Up?



by law

3

Program Elements Allowed During Follow-up

- 1) Adult mentoring
- 2) Financial literacy education
- 3) Labor market information
- 4) Postsecondary transition
- 5) Supportive services



4

If An Exited Youth Needs An Unallowable Element?

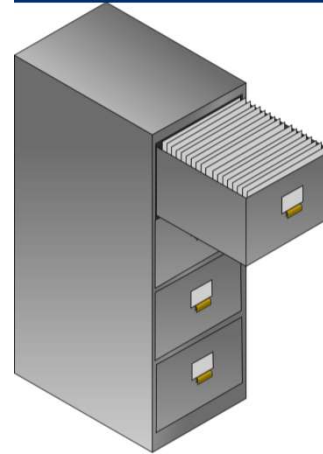
**Conduct new eligibility
determination for
re-enrollment**



Other Reportable Follow-Up

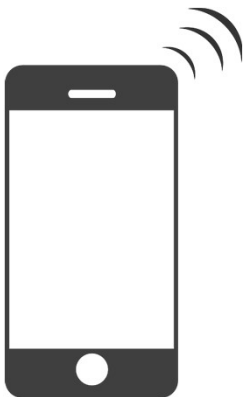
A Concrete Service Provided

- 1) Contact with youth's business/teachers
- 2) Job clubs, job fairs, networking and other trainings/activities for alumni
- 3) Home or job visit
- 4)



Contact for documentation is **not** follow-up.

Write a Comment in OSOS



Contact **attempted** is **not** follow-up.

Write a Comment in OSOS

Contact with Business or Teachers

Critical services provided following a youth's exit **to help ensure** the youth is successful in employment and/or postsecondary education and training.

20 CFR 681.580



Why Follow-Up?

Required by law for **each** youth



Exceptions To Follow-Up Requirement



Non-Reportable Individuals:

- 1) Incarceration
- 2) Enrollment in 24 hour residential facility
- 3) Medical treatment that precludes participation or entry into employment
- 4) Called to active duty for at least 90 days
- 5) Foster youth moved to other local area
- 6) Death

TEGL 10-16, Change 1, Attachment B

Why Follow-Up?

Required by law for each youth

who has not refused



Documenting Uninterested Youth

Comment in OSOS using

- Situation
- Evaluation
- Next Steps
- Sufficient Information
- Employment-related info



Documenting Uninterested Youth



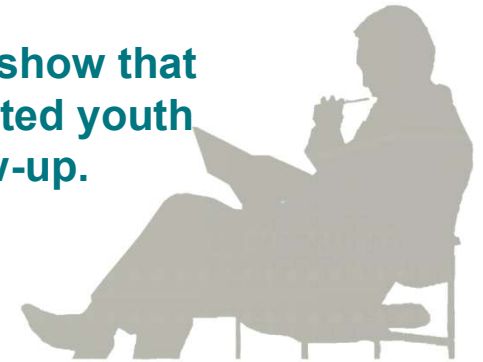
Comment in OSOS using **S**ituation
Evaluation
Next Steps
Sufficient Information
Employment-related info

Maintain appropriate documentation



Trends Across The State

System records show that about 45% of exited youth receive **no** follow-up.



New Follow-Up Service Types in OSOS

Follow-Up Element

- Follow-Up Adult Mentoring (Youth)
- Follow-Up Financial Literacy (Youth)
- Follow-Up Labor Market and Employment Information (Youth)
- Follow-Up Postsecondary Transition (Youth)
- Follow-Up Supportive Services (Youth)
- Follow-Up Non-Element (Youth)



Customer Search Customer Detail Comp Assess **Services** Links CareerZone

Wallace, Jamie SSN: ***-**-7654 OSO ID: NY014957117

Agency Info Achievement Objectives **Services** Service History Enrollments Outcomes Empl. Outcomes Trng. Outcom

Detail

Service Name: Adult Mentoring

Service Desc: Provide Adult Mentoring

Service ID: 138595

Service Type: Follow-up Services (Youth)

Provider Name: Career Step, LLC

Location Name: Career Step, LLC

Provider ID: 67880 Offering ID: [blank]

Plan. Start Date: 01/01/2018 Plan. End Date: 01/01/2018

Actual Start Date: 01/01/2018 Actual End Date: [blank]

Completed Successfully: [dropdown]

Next Contact Date: 01/10/2018

Program Service Type: **Follow Up**

Part Time Learn. [checkbox] Distance Learn. [checkbox]

Provider Name: [dropdown]

SS/IO Provider: [checkbox] Hudson Valley Community College AAS-0

Provider Name: Career Step, LLC Adult Mentoring 01/01/2018 Follow Up

Program Service Type for Follow-Up



Trends Across The State

System records show that about 45% of exited youth receive **no** follow-up.



Why Follow-Up?

Required by law for each youth



Helps youth with transition

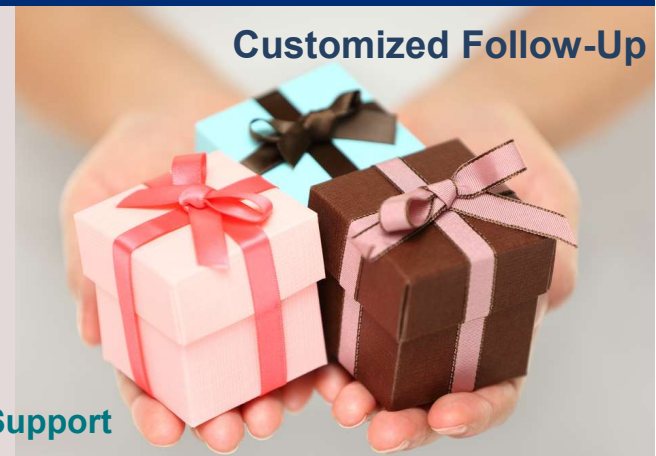


Follow-Up



- Goals
- Strengths
- Risks
- Needs
- Interests
- Frequency
- Methods
- Intensity
- Available Support

Customized Follow-Up



Case Managers' Goals For Follow-Up

- Assist youth in overcoming barriers
- Provide proactive and reactive interventions
- Help troubleshoot employment and personal issues
- Offer supportive services to assist youth's advancement

Focused
on Career
Pathways



Follow-Up Timeline

Required by law for
each interested youth for
**at a minimum of 12 months from
last planned service end date.**



Trends Across State



Follow-up
around the
12th month
is very low.

Why?

Ideas For Successful Follow-Up

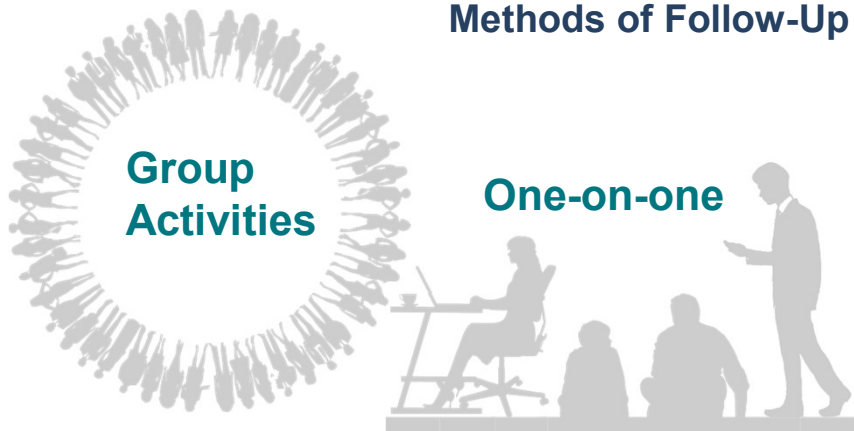


Marsha Weissman, Ph.D., Founder
Center for Community Alternatives
Senior Policy Fellow

315-546-4365

mweissman@communityalternatives.org

Methods of Follow-Up

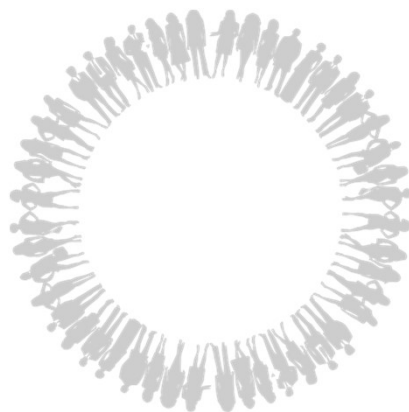


Write In Chat



What Follow-Up Group Activities Do You Provide in Your Program?

Value of Peer Group Activities



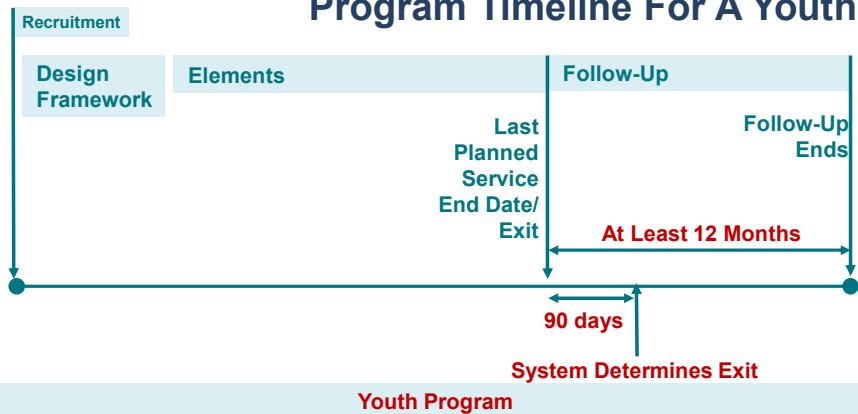
Trends Across State

Records show follow-up in:
1st to 3rd month is low
4th month increases



Are we relying on the system to decide the exit?

Program Timeline For A Youth



When To Start Follow-Up

Don't Wait for the System to Decide the Exit!



Frequency and Intensity of Follow-Up



Frequency and Intensity of Follow-Up



First month is critical!

Regularity is critical!

Trends Across State



Some local areas offer follow-up with regularity!

Trends Across State

System shows:

Exited Youth	# of Follow-Up Services
~ 45%	0
~ 25%	1
~ 10%	2
~ 10%	3
~ 10%	4
~ 3%	6+

Setting Follow-Up Reminders For Each Youth

Use Next Contact Date in OSOS



Next Contact Date

The screenshot shows the OSOS system interface for a customer named Jamie Wallace. The 'Services' tab is active, displaying details for 'Adult Mentoring' (Service ID: 138595). The 'Next Contact Date' field is highlighted with a red box and a red arrow pointing to it from the left. Below the service details is a table of service history.

Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input type="checkbox"/> SS/IO Provider	SS/IO Provider Service	06/07/2017	06/07/2017	Basic Career Services
<input type="checkbox"/> Hudson Valley Community College	AAS-Computer Information Systems	04/21/2017		Youth Services
<input checked="" type="checkbox"/> Career Step, LLC	Adult Mentoring	01/01/2018		Follow Up

CUSTOMER PROVIDER EMPLOYER STAFF HELP 37

Staff Detail Logout Preferences Links

Inbox Referrals in Fund Approval Messages My Case Load Lists News Attachments


Appointments and Reminders for Wednesday, January 10, 2018

<input checked="" type="checkbox"/>	Start Date	End Date	Start Time	End Time	Name	Event	Description
<input checked="" type="checkbox"/>	01/10/2018	01/10/2018	12:00 am	12:00 am	Wallace, Jamie	Reminder	Service review

Delete Message Detail Additional Info Print

Save Refresh

Staff: GOREVICH, ALYSSA Office: NY9999 Security: Delete 01/10/2018



CUSTOMER PROVIDER EMPLOYER STAFF HELP 38

Staff Detail Logout Preferences Links

Inbox Referrals in Fund Approval Messages My Case Load Lists News Attachments


Appointments and Reminders for Wednesday, January 10, 2018

<input checked="" type="checkbox"/>	Start Date	End Date	Start Time	End Time	Name	Event	Description
<input checked="" type="checkbox"/>	01/10/2018	01/10/2018	12:00 am	12:00 am	Wallace, Jamie	Reminder	Service review

Delete Message Detail Additional Info Print

Save Refresh

Staff: GOREVICH, ALYSSA Office: NY9999 Security: Delete 01/10/2018



Trends Across State



Some local areas offer follow-up after 12 months!

Frequency and Intensity of Follow-Up

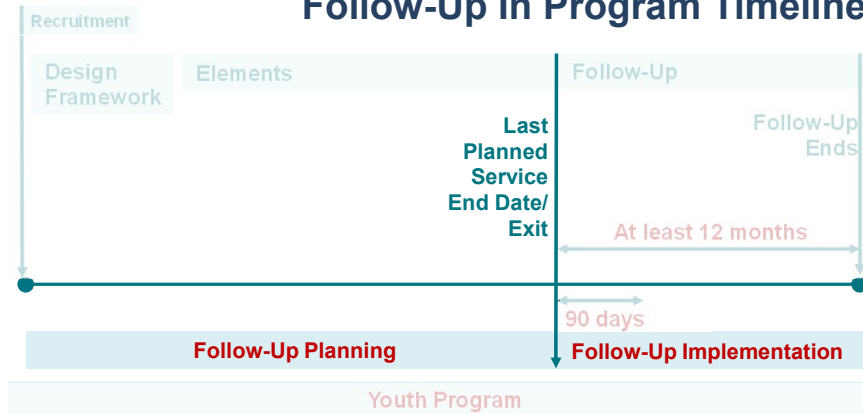


First month is critical!

Regularity is critical!

Engaging follow-up is critical!

Follow-Up In Program Timeline



Effective Follow-Up Planning Practices

- 1) Introduce follow-up at orientation
- 2) Incorporate follow-up at intake and ISS
- 3) Explain follow-up to youth and its benefits
- 4) Develop follow-up assessment tool to anticipate and determine the kind of follow-up that will be needed
- 5) Build rapport during service provision
- 6) Develop a Follow-Up Agreement with youth

Select the Option that Applies in the Poll

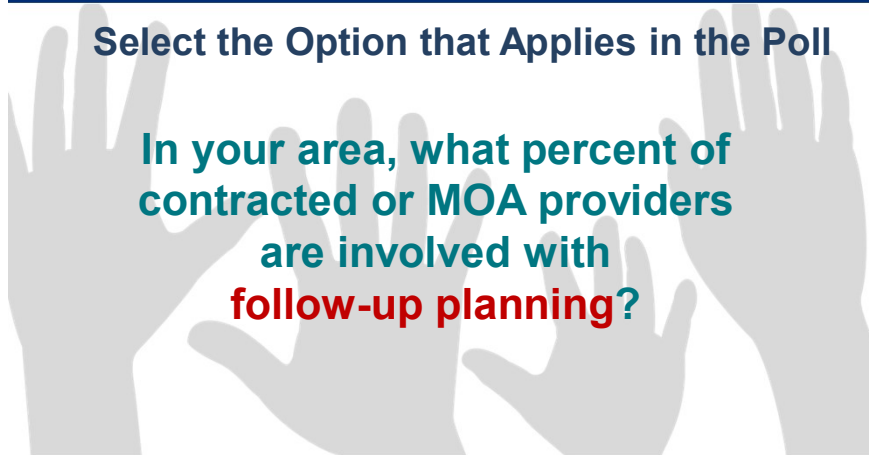
In your area, what percent of contracted or MOA providers are involved with **follow-up planning?**

Follow-Up Agreement With Youth

ISS
Development
Process



Follow-Up Plan/
Agreement
Development
Process



Follow-Up Policy



Follow-Up Policy Template Example

ABC COUNTY YOUTH FOLLOW-UP POLICY

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 youth program.

REQUIRED: Per WIOA, youth follow-up services must be provided for 12 months following their exit from the youth 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 does 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.

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Follow-Up Policy Template Example

POLICY: All Youth enrolled in ABC County WIA/WIOA funded youth programs must be provided with follow-up services for not less than 12 months after the completion of WIA/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.

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.

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Follow-Up Policy Template Example

Follow-up services may include but are not limited to:

- 1) Leadership development and supportive services:
 - a) Leadership development includes opportunities that encourage responsibility, employability and other positive social behaviors, such as:
 - Exposure to postsecondary educational opportunities;
 - Community and service learning projects;
 - Peer-centered activities, including peer mentoring and tutoring;
 - Organizational and team work training, including team leadership training;

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 - Organizational and team work training, including team leadership training;



Follow-Up Policy Template Example

- 2) Academic support and advancement including tracking the progress of Youth in education, including regular contact with Youth participant's academic advisor, to address education related problems that arise; career counseling and remediation.
- 3) Regular contact with a Youth participant's employer, including assistance in addressing work-related problems that arise;
- 4) Assistance in securing better paying jobs, career pathway development, and further education or training;
- 5) Work-related peer support groups;
- 6) Adult mentoring; and/or
- 7) Services necessary to ensure the success of Youth participants in employment and/or post-secondary education.

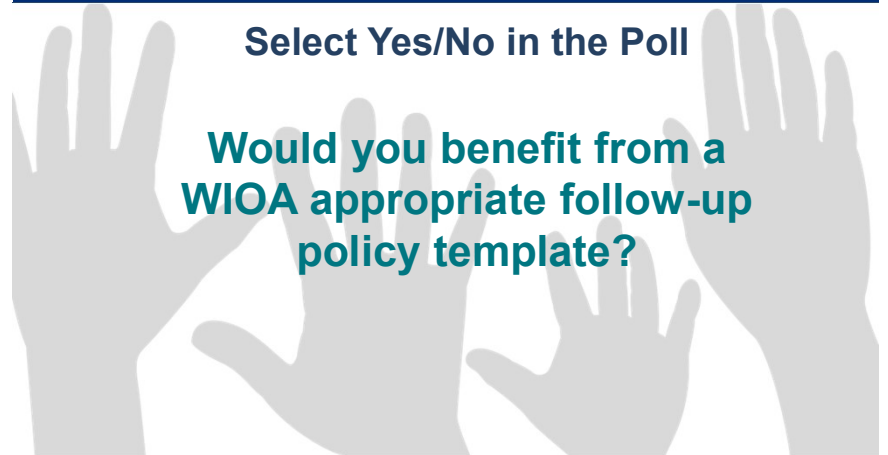
Follow-Up Policy Template Example

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- 7) Services necessary to ensure the success of Youth participants in employment and/or post-secondary education.

1) 5 Allowable Elements
 2) Other Non-Elements
 Youth
 Business
 Academic Advisors
 Other Providers

Select Yes/No in the Poll

Would you benefit from a WIOA appropriate follow-up policy template?



Follow-Up Policy Template Example

PROCEDURE:

- 1) Upon enrollment in the Year Round WIOA Youth Employment Program, Youth will complete a follow-up 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. ATTACHMENT A should be reviewed and updated as needed.

Follow-Up Policy Template Example

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- 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. ATTACHMENT A should be reviewed and updated as needed.

How often to update contacts?

Follow-Up Policy Template Example

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- 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. ATTACHMENT A should be reviewed and updated as needed.

How often to update contacts?

Follow-up Agreement Attachment

- 1) List of support people and resources
- 2) Employment, educational, and self-care goals
- 3) Plans for needs (childcare, transportation, etc.)
- 4) Alternative contact information
- 5) Contact information of and alternative options to reach the case manager
- 6) Responsibilities of youth during follow-up
- 7) Responsibilities of case manager in follow-up
- 8) Signatures of the youth and case manager
- 9) Waivers for youth for alternative contact, business or educational institution to provide info
- 10) Do not have a follow-up agreement

Which of these areas do you have on your Follow-Up Agreement?

Select all that apply in the poll

Follow-Up Policy Template Example

- 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, but may begin as late as 90 days after the end of the last Youth Service. 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.



Follow-Up Policy Template Example

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4) Contact:

In providing follow up services, 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 within 90 days after the end of the last Youth Service, then at least once a quarter for the twelve month follow up period, via phone, email, U.S. mail, in-person, or through social media.

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

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.

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A concrete service needs to be provided. Not enough to just make a contact.

Follow-Up Policy Template Example

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 two (2) consecutive attempts as outlined below or if Staff receives one rejection from the Youth. Contact should be attempted within 90 days after the end of the last Youth service. If Youth does not respond to first contact attempt after 30 days, a second attempt at contact should be made within 60 days after the first contact attempt.

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

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Contact should be attempted in different ways: FB, Twitter...

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

Follow-Up Policy Template Example

EXEMPTIONS/ EARLY TERMINATION:

- a) **WIA Exempt:** 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 (See TEGL 17-05 for full definitions). 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:

Foster youth, who has moved is missing

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

Effective Follow-Up Practices

- 1) Provide engaging follow-up services to keep youth connected and interested
- 2) Deliver frequent and regular follow-up as outlined in follow-up agreement with youth
- 3) Maintain supportive friendship with youth
- 4) Coordinate follow-up activities with youth, businesses, and academic advisors
- 5) End follow-up with appropriate closure
- 6) Track and document follow-up



Questions about follow-up



Contact:

Your Program Monitors

YouthTeam@labor.ny.gov