



Northwest Georgia

## WIOA Youth Follow-up Policy

WIOA requires that no less than 12 months of follow-up services be offered to all youth. Follow-up will be seen as an extension of the program during which staff help participants create their own solutions to the challenges they continue to face as they transition to employment, the military, or post-secondary education. The intensity of follow-up contacts vary based on the needs of each individual and appropriate services to help in facing challenges that come up on the job, in college, or in occupational skill training will be provided.

Follow-up services should help each participant complete training and/or maintain employment and should provide a continuous link to the workforce system as a whole, including referral networks and partner programs. A consistent message in each follow-up contact will ensure participants know the partner services are available to support them, even after follow-up ends. Minimum contacts are included in this policy, please note however, that even a successful contact is not a service and should not be entered into the data management system as such. Follow-up services will be provided based on individual needs identified by the youth or staff and agreed upon by both the youth and staff.

As with services provided before the exit, follow-up services must be based on each youth's needs. Youth must be made aware that follow-up is part of the commitment they make in joining the program; the message will be positive in tone and show the individual the benefit of follow-up. Follow-up contacts must be meaningful and youth-centered; they may not simply be a contact to obtain needed data, therefore a phone call or text to see if the youth is employed or in school is not sufficient.

Effective follow-up contacts, at a minimum, should include open ended questions to help pro-actively identify the need for follow-up services. Follow-up services must at a minimum:

- § Be integrated into the program design and be seen as having as much value as all other program components;
- § Assist youth in overcoming barriers that may interfere with the achievement of their career objectives;
- § Provide proactive and reactive interventions to encourage youth retention in education or employment;
- § Provide intense and on-going job retention support for both the participant and

- employer;
- § Facilitate communication and problem resolution;
- § Provide immediate intervention for both participant and employer as needs are identified;
- § Link the youth to partners and referral network services to support advancement to better jobs or postsecondary education and training;
- § Help troubleshoot employment and personal issues; and
- § Occur frequently enough to address any issues the youth is currently facing.

### **Frequency of Contacts**

Follow-up services must be documented into the Data Management System for all customers. Information must be entered at the following intervals:

- § First Quarter
- § Second Quarter "Performance Quarter"
- § Third Quarter
- § Fourth Quarter "Retention Quarter"

The Contractor will follow procedures in the Contract for all customers, as appropriate.

### **Documentation**

Follow-up expectations and responsibilities must be clearly documented in the ISS. Contacts and services must be documented in the ISS, and in data management system, that is, case notes will include narrative regarding all contacts and services. The WIOA Youth subcontractor is responsible for developing processes supporting successful outcomes, including but not limited to:

- § Building follow-up into the service strategy from the very beginning and ensuring youth agree to participate in follow-up services and understand the benefits of continued contact.
- § Developing a written exit strategy based on the youth's individual needs before he/she exits the program.
- § Maintaining regular and meaningful contact with youth.
- § Providing services as needed.