



**BUFFALO AND ERIE COUNTY  
WORKFORCE INVESTMENT BOARD, INC.**

**LOCAL POLICY BULLETIN**

**BECWIB BULLETIN # 1-19    DATE: January 14, 2019**

TO:                      Lavon Stephens, Administrative Director, WDC, Inc.  
FROM:                  Heather Gresham, Executive Director, WIB, Inc.  
SUBJECT:              WIOA Youth Follow-Up Policy REVISED

**EFFECTIVE DATE: IMMEDIATELY**

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. Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise.

All youth participants must be advised of follow-up services at the time of enrollment and 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. 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 for youth 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.

WIOA 20 CFR §681.580 (b) and TEGL 21-16 states that the service items listed above are the only allowable follow-up service elements.

WIOA 681.580 also states “Follow-up services must include more than a contact attempted or made for securing documentation in order to report a performance outcome.”

**PROCEDURE/FREQUENCY:**

- 1) Upon enrollment in a WIOA Youth Services 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 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.
- 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) 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 **at least once per month for the first six months after youth exits program** (e.g. phone, email, in-person, or through social media).
  - b) **During months seven through twelve (7-12) of the follow-up period**, staff must contact youth at least **quarterly** to provide follow-up services.

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.

- 5) 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.

## **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 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 30 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.

## **EXEMPTIONS:**

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 Reserve Armed Forces called to Active Duty;
- Has relocated or been transferred to a Mandated Program.

:ATS/bhs

C: Terry Chatfield, Ken Colon, Jeff Conrad, Kate DeCarlo, Makeda Holley, Katya Kroll-Haeick, Bryan Lawrence, Deborah Miller, Willie Montes, Jeff Nixon, Denise Raymond, Kate Sarata, Karen Simmons, Demone Smith, Grace Tate, and WIB staff