



2 South Main Street 2nd Floor Pleasantville, NJ 08232
Telephone: 609.485.0153 Fax: 609.485.0067

Atlantic County Youth Follow-Up Policy

Purpose: To provide local YouthWorks staff with the information necessary to conduct follow-up activities as required under TEGL 21-16 and NJWIN 1-18 (Y). Youth who are successful in employment and/or postsecondary education and training receive critical follow-up services to aid their transition as they exit our program. Follow-up services include mentoring, supportive services, financial literacy training, career exploration, and transition services.

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. Once 90 days of no services has elapsed, other than follow-up services, self-service, and information-only services and activities, 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. (Training and Employment Guidance Letter 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 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. Types of 2 follow-up may include regular contact with a youth, a youth participant's employer or academic advisors, including assistance in addressing work or school related problems that arise. 20 CFR 681.580 says, "Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome." Follow-up services for youth should consist of outreach to ensure that the youth participant has the needed tools to continue his/her journey. For example, specific questions may include one or more of:

- How can I help you further?
- Now that you have a job, are you saving money?
- Do you need help setting up a savings account?
- Do you need help establishing a long-term savings plan?

- Is the job you're in what you expected?
- Do you know what other opportunities are available to you within your local area?

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 (including counseling about the workplace as appropriate), and career exploration services; and
5. Activities that help youth prepare for and transition to postsecondary education and training.

NJWIN_1-18y Local Area Procedure

Purpose:

To provide local area guidance on NJWIN_1-18y and Training and Employment Guidance Letter 21-16 (TEGL 21-16) concerning WIOA Youth 12-month Follow-up services.

Procedure:

Youth who participate in any WIOA Youth funded program will be provided 12-months of follow-up services. Follow-up services may include mentoring, supportive services, financial literacy training, career exploration, and transition services.

Local area programs should have policies in place that address and document the following regarding the provision of follow-up services:

- Establish how to document and record when a youth participant cannot be located or contacted.
- Determination of the number of failed attempts that must be made in order to document that the youth cannot be located;
- Establishment of the use of an assessment tool that helps the Youth Program decide what type of follow-up, including what frequency and intensity of follow-up, a youth would need;
- Provision of templates to document a follow-up agreement with youth and for youth declining follow-up services;
- Procedures for how to document follow-up services to be provided beyond 12 months with approval from the Youth Program Coordinator or One Stop Operator.

YouthWorks Follow-up Policies

- Youth Employment Specialist (counselor) is to use the contact information provided by the participant on the registration and contact list forms for follow-up activities;
- Monthly follow-up will be conducted via phone and email, then documented in AOSOS.
- Follow-up services are to be enrolled in AOSOS for a one-day service on a quarterly basis.
- Successful Outreach
- If youth is employed or enrolled in a post-secondary program no further contact will be required for that follow-up quarter. Counselor will collect documentation of achievements and place in the participant's file, update AOSOS comments, activities and outcomes.
- Conduct outreach to youth again in the new follow-up quarter to confirm that the youth is still active.
- Unsuccessful Outreach
- Counselor will continue monthly outreach using all methods of contact participant provided
- Counselor will document each attempt in AOSOS.
- After 2 months of consistent outreach with no success, counselor will document in AOSOS, "Youth has been unreachable for (# of outreach attempts), follow-up services will be closed."
- No less than 4 outreach attempts should be completed prior to ending follow-up; counselor should use more than one outreach method.
- If, at any time, a youth wishes to opt out of the 12-month follow-up, they may complete the Opting Out Follow-up form that is provided to all youth vendors and counselors.

*This option is also available on the ISS (Individual Service Strategy) within the elements section.

Effective Date: 9-9-18