

Approved by the Board 1/24/2020

Last Approved by Board 6/21/2019

BROOME-TIOGA WORKFORCE NY 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.

Per WIOA 20 CFR 681.580- 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 begin immediately following the last expected date of service in the Youth program (and any other DOL program the participant is enrolled), when no future services are scheduled

REQUIRED: Per WIOA, youth follow-up services must be provided for a minimum of 12 months following their exit from the youth program and any other DOL program. Examples of allowable follow-up services are outlined in the “Services” section below. Providing these follow-up services does not create a new WIOA enrollment. However, if Staff feel as though the Youth would benefit from more rigorous services or one or more of the 8 unallowed services as outlined in “Unallowed Services” section below, (such as occupational skills training and other elements that can’t be offered during follow up stage), they need to re-enroll the Youth into the program and conduct a new eligibility determination and update the Individual Service Strategy.

POLICY: All youth participants must be offered an opportunity to receive follow-up services that align with that youth’s Individual Service Strategy. All Youth enrolled in Broome-Tioga WIOA funded youth programs must be provided with follow-up services for a minimum of 12 months unless the participant declines services or the participant cannot be located or contacted

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

SERVICES: Follow-up services (or "Services") provided and duration of services must be determined based on the needs of the individual and therefore, the type and intensity of services may differ for each participant. Services should provide continued assistance as needed after participation and assist the youth

Follow-up services must include a concrete service offered to the youth and not just a conversation, request for documentation, or case management.

6 Follow-up services for youth (as listed in OSOS):

- 1) **Follow-up Supportive services-** must follow the current Broome-Tioga Supportive Service policy
- 2) **Follow-up Adult Mentoring-** includes structured activities/services where mentor offers guidance, support, and encouragement to the youth.
- 3) **Follow-up Financial Literacy** – provide financial literacy instruction/information
- 4) **Follow-up Labor Market and Employment Information-** services that provide labor market and employment information about in-demand industry sectors or occupations in the local area, such as career awareness, career counseling, and career exploration services
- 5) **Follow-up Post-Secondary Transition-** activities that help youth prepare for and transition to postsecondary education and training. Academic support, including regular contact with Youth participant's academic advisor, to address education related problems that arise; career counseling and remediation.

<https://www.labor.ny.gov/youth/PDFs/411-on-wioa-youth-program-services.pdf>

OSOS entry: When these 5 services are provided as FOLLOW-UP services, a case note in OSOS COMMENT section will be in made identifying these services as follow-up services and the type of service provided. Service type will be funded under SERVICES as Follow-up Service

- 6) **Follow-up Non-Element-** when a concrete service is provided that is not any of the 13 program elements and not case management

OSOS entry: When a concrete service is provided that falls under #6, then an OSOS comment will be made identifying this as a follow-up service and detailing what services were provided. Service type- Follow-up Non-Element will be funded under SERVICES as Follow-up Service

FOLLOW-UP Contacts which result in no response/contact or only provide updated information on employment/training/certification status, DO NOT have a funded service in SERVICES tab. A case note in OSOS COMMENT section identifying it as follow-up contact and result is all that is required

UNALLOWED FOLLOW-UP SERVICES: There are 8 program elements which can't be offered during follow-up. Should a youth require one of these services, and new eligibility determination must be conducted for possible re-enrollment

- 1) Tutoring/study skills training, instruction, and dropout prevention strategies
- 2) Alternative secondary school services
- 3) Paid and unpaid work experience
- 4) Occupational skills training
- 5) Education offered concurrently with workforce preparation
- 6) Leadership development opportunities
- 7) Comprehensive guidance and counseling
- 8) Entrepreneurial skills training

PROCEDURE:

- 1) Upon enrollment in the Year Round WIOA 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.

- 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 **AND** there are no planned future services. 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 every other week for the first three months after youth exits program e.g., phone, email, in-person, or through social media.**

 - b) **During months four through twelve (4-12)** of the follow-up period, 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.

OSOS :

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 or that the youth declined to receive additional services during the follow-up period

EXEMPTIONS/ EARLY TERMINATION:

- a) **WIOA 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. 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:
 - **Incarcerated/Institutionalized:** The participant exits the program because he/she has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support, such as a hospital or treatment center during the course of receiving services as a participant
 - **Deceased:** participant is deceased
 - **Medical Treatment:** participant exits the program because of medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program
 - **National Guard:** participant exits the program because he/she is a member of the National Guard or other

reserve military unit of the armed forces and is called to active duty for at least 90 days

- **Foster Care:** participant is in the foster care system (45 CFR 1355.20(a) definition) and exits the program because he/she has moved from the local workforce area as part of such program or system

References:

20 CFR 681.580

TEGL 21-16

TEGL 10-16 Change 1

ATTACHMENT A

Follow- Up Contacts and General Release of Information

I, _____ give permission to the (INSERT YOUTH PROGRAM), to contact the following people to provide information during the 12 month follow-up period:

- 1) Name: _____
Relation: _____
Address: _____
Phone(s): _____
Email: _____

- 2) Name: _____
Relation: _____
Address: _____
Phone(s): _____
Email: _____

- 3) Name: _____
Relation: _____
Address: _____
Phone(s): _____
Email: _____

I give permission to the above to provide information on my personal history and current/future status to include: medical, family, legal, employment, financial, and current address/phone. I also give permission to current or future employers to provide information on employment status

Youth Contact Preferences

Cell Phone: _____ Home Phone: _____ Work Phone: _____

Voice Mail Set-up? Yes No Texting OK?: Yes No Best time to call: _____

Instagram: _____ Snapchat: _____ Twitter: _____

Facebook: _____ Tumblr: _____ WhatsApp #: _____

Other information: _____

Applicant Signature

Date