

Follow-Up Services Policy

Effective: December 1, 2016; Revised December 5, 2019; Revised March 24, 2021

References: WIOA Sec 129 (c) (2) (I), 20 CFR 681.580, TEGL 21-16

Background:

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 help ensure that Youth retain employment and achieve educational goals after completion of participation in the youth program. Providing follow-up services does not require staff to create a new WIOA enrollment. However, Staff can re-assess and re-enroll the Youth into the year-round program if determined WIOA eligible at that time and this course of action is determined to best provide for the employment and training needs of the Youth.

Policy:

The Oswego County Workforce Development Board will provide all Youth enrolled in WIOA funded youth programs access to follow-up services for a minimum of 12 months after the completion of WIOA Youth Program participation.

All Youth are eligible to receive some form of follow-up services; the types, scope, and duration of services will be based on the individual needs of each Youth and documented in the participant's ISS.

At the time of enrollment, youth must be informed that follow-up services will be provided for a minimum of 12 months following exit. Youth will be asked to provide a phone number, a valid email address and an alternative contact with appropriate contact information we can reach out to in the event we can not reach the youth.

Follow-up services for youth may only include the following program elements:

- Adult mentoring
- Financial literacy education
- Labor market information
- Postsecondary transition
- Supportive services

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 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.

Follow-up services may end prior to the 12-month minimum requirement, if staff is unable to contact the Youth after 3 consecutive attempts over a 3 month period, or if staff receives one rejection from the Youth. Outreach efforts must be documented in the One Stop Operating System (OSOS) as services and case notes.

EXEMPTIONS/ EARLY TERMINATION:

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 require follow up if:

- The participant exits the program because he or 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.
- The 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.
- The participant is deceased.
- The participant exits the program because the participant 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.
- The participant is in the foster care system as defined in 45 CFR 1355.20(a), and exits the program because the participant has moved from the local workforce area as part of such a program or system.