

Region VI Workforce Development Board 17 Middletown Road White Hall, WV 26554	Classification: Youth Follow Up
	Date: October 1, 2024

## Region VI Guidance Letter 30-24

### PURPOSE:

The purpose of this policy is to communicate Region VI Workforce Development Board's (WDB) provision of follow-up services to participants exiting the Region VI WDB YouthReady program as recommended in TEGL 21-16, to include how to document and record when a youth participant cannot be located or contacted.

### BACKGROUND:

Follow-up services provide participants support and guidance after program exit to facilitate sustained employment, to ensure job retention and post-secondary credentials, wage gains and career advancement goals. WIOA section 129(c)(2)(I) that describes follow-up service requirements for participants who have exited the WV Youth program.

### REFERENCES:

- [WFW YTH-FLW-24-V1](#)
- [TEGL 10-16, Change 3](#)
- [TEGL 21-16, Change 1](#)
- [TEGL 16-16, Change 1](#)
- [20 CFR § 681.460\(a\)\(9\)](#)
- [20 CFR § 681.580](#)

### DETERMINING EXIT DATES:

Follow-up services do not extend the date of exit in performance reporting. Service providers must count each exit of a participant during a program year as a separate period of participation if a participant has more than one exit in that program year. The exit date is determined when the participant has not received services in the program for 90 days. If the participant is co-enrolled with any other DOL funded program the exit date is determined when the participant has not received services in any enrolled programs for 90 days and no additional services are scheduled. At that time, the date of exit is applied retroactively to the last date of the service.

### POLICY:

Follow-up services are critical for youth after program completion and are designed to ensure the youth is successful in employment and/or post-secondary training.

### Initiation and Duration of Follow-up Services:

At the time of program enrollment, all youth participants must be informed of the provisions of follow-up services for a minimum of 12 months following their exit from the program. This notification must be clearly documented in case notes. Follow up services should be part of the Individualized Service Strategy i.e., developed at the onset and adjusted as situations change. Because the date of exit is retroactive to the last date of service, follow-up services may begin immediately following the last date of service if it is expected that the participant will not receive any future services other than follow-up services. The types of services and the frequency 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.

Youth may decline to receive follow up services, and in some situations the participant cannot be located or contacted after program exit. If the youth declines to receive follow-up services, the date the participant declined follow-up services must be documented in case notes recorded in MACC. If a youth cannot be located or contacted after program exit, the dates and outcomes of attempts to contact the participant must be documented in case notes recorded in MACC. The Service Provider may discontinue attempting to contact youth participants who have not responded after 90 days of no contact. The decision to discontinue attempting to contact youth post-exit must also be documented in case notes recorded in MACC. Additionally, a final follow-up contact note must be entered at the conclusion of services. This note should include a summary of the final contact and indicate that the participant has completed all services and follow-up activities.

### **Types of Follow-Up Services:**

Follow-up services shall involve a two-way exchange between the service provider/career planner and the youth. Services include but are not limited to the following:

- **Education and Training Guidance:** Follow up services for youth often focus on educational and training opportunities that align with their career goals. This could involve assistance with enrolling in college courses, vocational training programs or apprenticeships.
- **Mentoring and Counseling:** Connecting youth with mentors or counselors who can provide ongoing emotional support, guidance on career or educational choices, and help with personal challenges that may arise during the transition to adulthood.
- **Work Based Learning opportunities:** Follow-up services for youth may include support in accessing work-based learning opportunities such as internships, job shadowing or summer employment programs, which provide hands-on experience and help youth develop valuable skills.
- **Transition Support:** Youth follow-up services often include support with transitioning from school to work or post-secondary education. This could involve assistance with job placement, resume writing, and interview preparation tailored to entry-level positions.
- **Supportive Services:** Supportive services for youth in follow-up are designed to address barriers that may hinder their ability to succeed in employment or further education.

Examples include:

transportation assistance, childcare assistance, housing support, healthcare services, work attire/uniforms, educational supplies, food assistance

- Labor Market and Employment Information: services that provide information about in-demand industry sectors or occupations available in the local area.
- Financial Literacy Education: Providing workshops or one-on-one coaching on budgeting, saving, and managing finances, helping youth build financial stability as they begin earning wages.
- Employment Engagement: Follow up services may include regular contact with a participant's employer, including assistance in addressing work-related problems that arise.

**PROGRAM COMPLETION AND FOLLOW UP SERVICE DOCUMENTATION REQUIREMENTS:**

A case note must be recorded when the participant completes the program. The program completion case note must include a summary of the participant's engagement in the program including service needs at the time of the individual's program enrollment, services provided, outcomes of services, and date and reason for program completion. The date of program completion recorded in case notes must match the program completion date recorded in MACC. A case note must be recorded documenting the types and duration of planned follow up services.

If at any point in time during the program or during the 12 months following exit the youth requests to opt out of follow-up services, they may do so. The request may be made verbally to a youth staff person or in writing through text, email, or a handwritten letter to a youth staff person. The youth staff person who received the request must enter a case note into the MACC system for that youth and place a copy of the case note in the youth's file. The case note must identify the method of the request (verbal or written), the date of the request, and if possible, the reason for the decision. The written request, if that is the method the request came in, also needs to be put in the youth file. Additionally, an outcome form needs to be sent to Shelly McCauley notifying her of the youth's decision to opt out of follow-up.

In the case of youth staff being unable to locate or contact a youth for a period of 90 days, the youth staff person must document by case note in the MACC that follow-up services will be discontinued for the youth, the date follow-up will be discontinued, and the reason for the discontinuance of the follow-up services. A copy of the case note must be placed in the youth file. Additionally, an outcome form needs to be sent to Shelly McCauley notifying her of the youth's decision to opt out of follow-up.

**Expiration Date:** Effective until rescinded or modified by the Region VI Workforce Development Board.

This policy **replaces** Region VI Guidance Letter 29-20 Discontinuing Youth Follow-Up