

EMPLOYERS' TRAINING RESOURCE

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POLICY BULLETIN: #ETR 30-20

TO: ETR and WIOA Youth Subrecipients
FROM:  Teresa Hitchcock
Assistant County Administrative Officer
DATE: February 18, 2020
SUBJECT: Youth Follow-up Policy

**This Policy Bulletin Supersedes Any Previously Issued Policy Statements
Concerning Youth Follow-up Policies and Procedures**

PURPOSE:

The Kern, Inyo and Mono Counties Workforce Development Board has developed this policy to ensure that its fiscal and administrative agent, Kern County's Employers' Training Resource (ETR) and its Youth subrecipients are in compliance with Workforce Innovation and Opportunity Act (WIOA) requirement that no less than 12 months of follow-up services be offered to all youth participants. This policy is intended to ensure compliance with all federal and state regulations by providing guidance to ETR and its Youth subrecipients on the requirements of Youth program follow-up in the Local Workforce Development Area (LWDA). This policy applies to all LWDA funded in-school youth (ISY) and out-of-school youth (OSY) participants. ETR and subrecipient staff are responsible for implementing this policy.

BACKGROUND:

20 CFR 681.580 describes follow-up services as "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." Follow-up services may begin immediately following the last expected date of service in the Youth program (and any other DOL program in which the participant is co-enrolled as discussed in TEGL No. 10-16, Change 1) when no future services are scheduled. Follow-up services do not cause the exit date to change and do not trigger re-enrollment in the program. Youth follow-up services are services provided to WIOA Youth program participants who have system-exited. These services are designed to help individuals retain employment, earn wage gains or advance within their occupation. For youth specifically, follow-up services are critical services provided following a participant's exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training. The goal of follow-up services for youth is to enable

participants to continue life-long learning and achieve a level of self-sufficiency to ensure job retention, wage gains, and postsecondary education and training progress.

In addition to follow-up services, documentation regarding a participant's education and employment status also needs to be secured during the follow-up period to report performance outcomes.

POLICY:

Follow-up services must be made available to all WIOA Youth for a minimum of 12 months from the date of exit, unless a youth cannot be located or contacted or declines to receive follow-up services.

Follow-up services for youth may include, but are not limited to the following program elements:

- Supportive services (must follow Youth Supportive Services Policy);
- Incentives (must follow Youth Incentive Policy);
- Financial literacy education;
- Services that provide labor market information and employment information about in-demand industry sectors;
- Activities that help youth prepare for and transition to postsecondary education and training; and
- Other services necessary to ensure the success of the youth in employment and/or postsecondary education.

The types of services provided and the intensity of services must be determined based on the needs of the individual participant. Follow-up services must include more than a contact or attempted contact, a service must be offered. Contacting an individual for securing documentation in order to report a performance outcome does not constitute a follow-up service. A follow-up service is a tangible service such as those listed above. Follow-up services should be documented with the appropriate CalJOBS Follow-up Activity Code. Follow-up services can be provided and recorded at any time during the follow-up year.

Follow-up forms for the purpose of obtaining a participant's status are only available in the CalJOBS system after a common exit has occurred, but follow-up services can be provided after an exit from a single core program.

PROCEDURE FOR FOLLOW-UP SERVICES:

The follow-up services plan must be recorded on the Individual Service Strategy (ISS) as well as documented in a case note. If a participant requests to opt out or discontinue follow-up services, they may do so. In this case, the request to opt out or discontinue follow-up services made by the youth must be documented in a case note. It is not necessary to continue offering follow-up services to a participant who has requested to opt out or discontinue follow-up services. A participant who has requested to opt out or discontinue services can, at any time during the follow-up year, request follow-up services and the services should be provided.

If a participant cannot be located, it must be documented in the case notes. The process for contacting a participant and determining if a participant cannot be located is as follows:

1. Phone call or text message to primary contact number
2. Email to primary email address
3. Phone call or text message to alternate contact number
4. Mail the participant at their listed address
5. Worksite visit

Only if at least two of the above steps have been executed during a follow-up quarter can it be documented that the youth participant cannot be located during that quarter. These steps should be documented in a case note and, if applicable, in the participant file. This process must be repeated every quarter during the follow-up year.

After providing the follow-up service and entering the appropriate CalJOBS Follow-up Activity Code in CalJOBS, the CalJOBS Participation Form must be submitted to ETR-MIS according to ETR-MIS procedures.

Follow-up services that are reported using the CalJOBS Follow-up Activity Codes do not cause the exit date to change and do not trigger re-enrollment in the program.

PROCEDURE FOR REPORTING FOLLOW-UP STATUS:

Information about an exited participant’s employment and education status must be obtained each quarter of the follow-up year and entered into the CalJOBS Follow-up Form. The WIOA Follow-Up Calendar below outlines when follow-up for performance documentation purposes is required to be complete based on when a participant has been exited.

If Closure/Exit date is in:	Quarterly Follow-Up Dates			
	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr
January - March	April 1 st – June 30 th	July 1 st – Sept 30 th	Oct 1 st – Dec 31 st	Jan 1 st – Mar 31 st
April - June	July 1 st – Sept 30 th	Oct 1 st – Dec 31 st	Jan 1 st – Mar 31 st	April 1 st – June 30 th
July - Sept	Oct 1 st – Dec 31 st	Jan 1 st – Mar 31 st	April 1 st – June 30 th	July 1 st – Sept 30 th
October - December	Jan 1 st – Mar 31 st	April 1 st – June 30 th	July 1 st – Sept 30 th	Oct 1 st – Dec 31 st

The CalJOBS Follow-up Form must be completed each quarter of the follow-up year regardless of a participant’s status. The steps previously outlined for contacting a participant for follow-up services should also be followed for contacting a participant to obtain follow-up status. If a participant cannot be located during one quarter, attempts should be made in subsequent quarters. If a participant refuses to continue, attempts to contact the participant can be suspended, however the CalJOBS Follow-up Form must be completed each quarter of the follow-up year. A participant can reinstate contact at any time during the follow-up year.

After completion of the CalJOBS Follow-up Form, the form must be submitted to ETR-MIS according to ETR-MIS procedures.

RELATED DOCUMENTS:

CalJOBS Follow-Up Activity Codes: EDD Directive WSD19-06 at: https://www.edd.ca.gov/Jobs_and_Training/Active_Directives.htm