To view the full recording, visit https://dews.webex.com. On the right-hand side of the page at the top, click on “View session recordings.” Select: “Insights into the WIOA Follow-Up Element” then Select “View” for the recording to begin. When prompted, enter “Careers” for the password.
Good Morning all.

So, why do follow-up? The simplest most obvious answer is because it's required by the law.
Program Elements Allowed During Follow-up

1) Adult mentoring
2) Financial literacy education
3) Labor market information
4) Postsecondary transition
5) Supportive services

As compared to the Workforce Investment Act (WIA), the Workforce Innovation and Opportunity Act (WIOA) allows only these 5 listed program elements to be offered during follow-up. WIA allowed for provision of any element, but WIOA does not.

So, what if the youth needs any of the remaining 8 program elements during follow-up?
If An Exited Youth Needs An Unallowable Element?

Conduct new eligibility determination for re-enrollment

We are required to re-do eligibility determination. If a youth needs any of the 8 elements, let us say: occupational skills training, or high school equivalency preparation (that is the alternative secondary education element). In that case, USDOL has provided guidance that we should redo the eligibility determination and re-enroll the youth, they are eligible.

However, during follow-up: services other than the 5 program elements can also be provided.
### Other Reportable Follow-Up

**A Concrete Service Provided**

1. Contact with youth’s business/teachers
2. Job clubs, job fairs, networking and other trainings/activities for alumni
3. Home or job visit
4. ....

For example, other reportable follow-up service could be contact with youth’s business or academic advisor for troubleshooting issues, or communication during job clubs, job fairs or other group activities, or home or job visit.

A critical aspect to remember that it must be a concrete service provided during the follow-up
Contact for documentation is not follow-up.

Write a Comment in OSOS

Please note that contact made to get documentation is not considered follow-up. You should write a comment in OSOS about it for case management purposes though.
Similarly, contact attempted is also not reportable as follow-up. Please write a comment in OSOS about your contact attempts.

These requirements make sense to me as WIOA wants us to provide a concrete service to the youth during follow-up for it to be counted. But then how come contact with business or academic institution where the youth is placed reportable?
Contact with Business or Teachers

Critical services provided following a youth’s exit to help ensure the youth is successful in employment and/or postsecondary education and training.

20 CFR 681.580

You can see that in the definition of follow-up service......so a service that helps ensure youth to be successful in employment and/or training is reportable as follow-up. Contact with business or academic advisors can help youth to succeed, so it is considered follow-up.

Now let us review some more aspects of follow-up
Why Follow-Up?

Required by law for each youth

We are required to provide follow-up to each youth. But there are some allowed exceptions.
Exceptions To Follow-Up Requirement

Non-Reportable Individuals:

1) Incarceration
2) Enrollment in 24 hour residential facility
3) Medical treatment that precludes participation or entry into employment
4) Called to active duty for at least 90 days
5) Foster youth moved to other local area
6) Death

Non-reportable exiters are not required to be provided with follow-up services.

I am not going to describe each exclusion and you can find the details in TEGL 10-16, Change 1. You might be familiar with them. Only new one under WIOA seems to be the foster youth. (Next slide)

(Additional info if needed: Exclusions - Apply to Participants in Title I Youth Program

• 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 while receiving services as a participant.
• The participant is deceased.
• 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 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.)
Why Follow-Up?

Required by law for each youth who has not refused

Yes, we are required to provide follow-up to each youth (except the allowed exclusions), but the law gives us the lee-way...a youth can refuse to receive follow-up. Youth have option of declining the follow-up services. We required to offer it to all.
Documenting Uninterested Youth

Comment in OSOS using Situation Evaluation Next Steps Sufficient Information Employment-related info

For youth who refuse the follow-up services, please write a comment using the SENSE model.

Also
Maintain the appropriate documentation to show that the youth refused the follow-up services. USDOL has not provided guidance on what exact documentation will be required, but for now you may create a form and have youth’s signature on it as a declination of follow-up or you can save/ print a text or social media message in the youth’s file.

In preparation for this webinar, I was looking in depth at follow-up…With help from our OSOS and Research and Statistics Team, we observed some notable facts about follow-up across the state.
System records show that about 45% of exited youth receive no follow-up.

Our system shows that about 45% of exited youth have no follow-up recorded in OSOS. This is information from one year of data from all local areas except NYC.

45% get no follow up! That is low.

There might be various reasons for such a low follow-up...Incorrect data entry in OSOS could one of them. Alyssa, could you please explain it to us?
We are finding that about 5% of follow-up is incorrectly reported using “Youth Services” under “Program Service Type”. This is inaccurate and will result in improper reporting. For follow-up to be correctly reported in OSOS, you must select “Follow Up” under the “Program Service Type”, not “Youth Services”.

Another trend we are seeing is that follow-up is recorded under various unallowable service types or program elements. To make OSOS data entry for follow-up easier and to reduce errors, there will soon be six new service types added under the L2 WIOA Youth Services, Follow-Up Element category.
New Follow-Up Service Types in OSOS

Follow-Up Element

- Follow-Up Adult Mentoring (Youth)
- Follow-Up Financial Literacy (Youth)
- Follow-Up Labor Market and Employment Information (Youth)
- Follow-Up Postsecondary Transition (Youth)
- Follow-Up Supportive Services (Youth)
- Follow-Up Non-Element (Youth)

As you can see from the list shown here, five of the new service types will correspond to the five allowable elements: Adult Mentoring, Financial Literacy, LMI, Postsecondary Transition, and Supportive Services. The sixth service type will be for any concrete non-element based service you may provide during follow-up such as meeting with an academic advisor or conducting a home visit.

You will see these new service types in OSOS beginning on Monday, January 29th.

Back to Juie for other potential reasons for low follow-up.
System records show that about 45% of exited youth receive no follow-up.

There could be a few more reasons...for this low-level of follow-up

Some youth might have refused follow-up
Or the case managers have tried and youth cannot be contacted

What can we do so more youth receive follow-up? What can we do to make sure that we have their alternative contact numbers? Are we using other ways communication than calling? Are we using Facebook, Twitter, Instagram?

How can we increase the number of youth to whom we provide follow-up? Let us all explore it further...

One critical aspect to remember is ...the value of follow-up.
Why Follow-Up?

Required by law for each youth &

Helps youth with transition

As much as follow-up is required by law…follow-up, quality follow-up helps youth with transition. It helps achieve our outcomes, it helps youth move towards self-sufficiency and not need WIOA Youth Program.
Follow-up is like a gift we can build with the youth, for the youth, and for the program.
### Customized Follow-Up

<table>
<thead>
<tr>
<th>Goals</th>
<th>Strengths</th>
<th>Risks</th>
<th>Needs</th>
<th>Interests</th>
<th>Frequency</th>
<th>Methods</th>
<th>Intensity</th>
<th>Available Support</th>
</tr>
</thead>
</table>

And this gift of follow-up is meaningful only if it is customized for youth’s goals, needs, strengths and other factors. Also, what type of follow-up should be provided should change from youth to youth. The law allows the local areas to decide the frequency, intensity of the follow-up. The goal is to help youth with transition and each youth might need different level and type of support.

This level of flexibility under follow-up is necessary. It makes follow-up practical, but it also makes it reliable on subjectivity of case managers. Effective case managers typically build strong concrete goals for follow-up.
Case Managers’ Goals For Follow-Up

- Assist youth in overcoming barriers
- Provide proactive and reactive interventions
- Help troubleshoot employment and personal issues
- Offer supportive services to assist youth’s advancement

Focused on Career Pathways

I will let you read the goals for a few seconds...to summarize follow-up is about helping youth achieve their career goals, transition into life so they won’t need the WIOA program. It is about helping them stay focused.

So apart from this customization of follow-up, the law also puts forth some other parameters that we must abide by.
Follow-Up Timeline

Required by law for each interested youth for at a minimum of 12 months from last planned service end date.

Not only follow-up is required, it is required to be offered for at least 12 months from last planned service end date.

12 months…it’s a long time from a youth’s perspective. Anything can happen during that time that can place a youth back where they started from…. having support from case managers and others during transition is critical. The 12 month requirement is essential for youth’s success and achievement of outcomes, especially when the time frames for indicators of performance have moved farther away from the exit.
System shows us that follow-up around 12th month is very low. Very few youth have follow-up recorded in OSOS around 12th month from exit. Why?

We sort of all know that engaging a youth for 12 months is hard. It is undoubtedly hard…. difficult, extremely difficult. And throughout our state and the nation, not only WIOA youth programs, but other programs have over the years developed successful follow-up practices…based on positive youth development principles and youth psychology. Many of us know what works…
Let us hear from Marsha Weissman from Center for Community Alternatives about successful follow-up practices. Her organization serves young adults and adults who have some history with the justice system. We know that it is a strong barrier for employment. The organization has multiple grants that they use to support their programs. Their grants typically do not require follow-up, but they do implement it because follow-up significantly helps youth with transition away from the program services and it helps them achieve outcomes. Her insights into follow-up are applicable to our programs.

So Marsha,

• What are some examples of follow-up services offered by our staff?
• When do they typically start planning for follow-up with your clients or youth?
• Share some creative solutions or effective practices implemented to keep youth engaged in follow-up
• Share a specific story of a specific youth that clearly benefitted from follow-up (time permitting or if you haven’t already shared one)
• What are some strongest or biggest lessons for successful follow-up?
• How do staff end the follow-up? What type of closure activity is done

(Please listen to the webinar recording to get Marsha’s answers)

Thank you Marsha for sharing your insights with us
So typically, follow-up can be offered or rather should be offered one-on-one and with group activities. We heard a great variety of follow-up methods from Marsha.
In the chat take few moments to write what follow-up group activities do you offer?
Value of Peer Group Activities

Knowing how youth are and how they many times prefer peers. Some inclusion of group activities for alumni can make our follow-up meaningful and engaging.

Let us watch a video (0:53 to 1:50), from the Office of Mental Health, about it: https://360.articulate.com/review/content/8ff23342-c42e-4778-87a2-61a1f572cc8e/review

If you are not already using youth to support youth…please do so during follow-up. The benefits of peer work out way the efforts required to maintain it. Sometimes getting is started is only the hard part.

So far, we covered the legal requirement of follow-up, heard some best practices, now I will focus on timing of follow-up
Records show follow-up in:

1\textsuperscript{st} to 3\textsuperscript{rd} month is low
4\textsuperscript{th} month increases

Are we relying on the system to decide the exit?

When we looked up some follow-up related data …this is what we see. Follow-up services for youth in month 1 to 3 from exit is low and it increases around month 4. Why that might be? Are we relying on OSOS to decide the exit and once OSOS does that then we start offering follow-up? Let me quickly clarify the term system exit.
If we consider youth program for each youth from recruitment to the end of follow-up...represented by the two blue circles. The left circle is labeled as recruitment and the circle on the right is labeled as follow-up ends.

After recruitment, we are required to implement design framework, which includes creating an Individual Service Strategy (ISS) with youth, then we provide the elements/services. Then the last planned service ends that means after that date future service is not planned. OSOS will automatically exit a youth if no service is provided to the youth for 90 days after the last service ends. That is what I mean by system deciding the exit.
When To Start Follow-Up

Don’t Wait for the System to Decide the Exit!

Just simply don’t...don’t wait an automated system to decide what needs to be done for the youth.
We should start follow-up immediately after the last service ends. First month of transition or even the first few weeks are critical for youth's success.
Frequency and Intensity of Follow-Up

First month is critical!

Regularity is critical!

To make this gift of follow-up meaningful, even regular follow-up is critical…
Another trend that we see from our system is that

We see some local areas offering follow-up services regularly. If we look at month 1, 2, 3, 4…and so on till 12th month, we see follow-up services offered to youth regularly during various timeframes.

However, if we see how many follow-up services each youth received,
Then we see this… 25% youth get only 1 follow-up. About 10% get 2 follow-up services, about 10% get three follow-ups, about 10% get four follow-ups about 3% get more than 6 follow-ups.

What system shows is that low number of youth get 2, 3, or 4 follow-up services. Does that mean we are less frequent follow-up? True to some extent but not completely true…I mean it could be true for some youth. But This could be because we are putting in one whole year long service in OSOS for follow-up, instead of entering a follow-up service when it is provided.

What I am encouraging you to do is to enter follow-up service in OSOS when it is offered. That way the work you do can be counted.

One trick/feature from OSOS that can be used to offer services with regularity may be useful. Alyssa will explain that feature to us…
We all know that keeping track of a heavy case load can be challenging. This is especially true for maintaining a schedule of frequent follow-ups. Of course, there are many electronic task managers out there that could help with this but one tip I wanted to share with you today is a way to have OSOS create a reminder for you. This would be particularly efficient since you must enter the service into OSOS already.
Just enter the date you want to be reminded to follow-up into the “Next Contact Date” field on the services tab. As you can see it is located below the plan start and end date fields). Entering a date in this field will generate a message/reminder in your staff Inbox.
You can see here an example of the message that will appear in your staff mailbox on or after the date you set up in the “Next Contact Date” field.
I want to caution you that this is a message, not a task and check marking the message will not make it disappear in the way a task manager might. Having already completed messages stay on this list would make the list cumbersome. To remove the message once the follow-up has been finished, just check mark it and click “Delete Message” at the bottom.

Back to Juie
Thank you, Alyssa. One positive trend that I saw during my data exploration was some local areas offer follow-up even after 12 months. That’s incredible… if some youth need follow-up, being able to offer it beyond the requirement of 12 months is phenomenal and thank you for doing it!
Frequency and Intensity of Follow-Up

First month is critical!

Regularity is critical!

Engaging follow-up is critical!

So, to make this gift of follow-up meaningful we should make the follow-up meaningful. One useful way to do it is:
Looking at the youth program thought the follow-up perspective. Everything in the program before the last planned service end date is follow-up planning and after that date it is follow-up implementation. This perspective helps us make sure that we are planning for follow-up.
Effective Follow-Up Planning Practices

1) Introduce follow-up at orientation
2) Incorporate follow-up at intake and ISS
3) Explain follow-up to youth and its benefits
4) Develop follow-up assessment tool to anticipate and determine the kind of follow-up that will be needed
5) Build rapport during service provision
6) Develop a Follow-Up Agreement with youth

Some effective follow-up practices are listed here. Follow-up can be incorporated in different components of your programming. Some local areas have also developed an assessment tool that helps them decide what type of follow-up, what frequency and intensity of follow-up a youth would need.

A very good practice is creating a follow-up agreement with the youth. We will talk about it more later. But first
Select the Option that Applies in the Poll

In your area, what percent of contracted or MOA providers are involved with follow-up planning?

Please take this poll

0%
1 to 10%
11 to 30%
31 to 50%
50% to 75%
76% and more

(To view the results, listen to the webinar recording)
Going back to the follow-up agreement. It is an agreement developed with youth to decide goals, process, ways, frequency of follow-up. Many agreements also have roles and responsibilities of case manager and the youth. The process of developing a follow-up agreement is like ISS development. The goal of this process is to engage youth in their own follow-up planning…get them invested in creating their own follow-up system with you.

All the great work related to follow-up can be done with the help of a local follow-up policy.
At a local level, the local area is required to create a follow-up policy by law. As part of the webinar announcement we sent you a template with errors. Let us look at the errors and strengths in the template collectively.
Follow-Up Policy Template Example

ABC COUNTY 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.

REQUIRED: Per WIOA, youth follow-up services must be provided for 12 months following their exit from the youth program. The services Youth receive while in follow-up status can be the same as services they received while active in the year-round program (e.g., adult mentoring). Examples of these services are outlined in the “Services” section below. Providing these follow-up services does not require Staff to create a new WIOA enrollment. However, if Staff feel as though the Youth would benefit from more rigorous services (e.g., occupational skills training), they can re-enroll the Youth into the year-round program.

Take a moment to read it. What mistakes do you see the text? Please write in chat.
Follow-Up Policy Template Example

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Services during the follow-up are NOT same before exit anymore. We know the 5 allowable and 8 unallowable elements.
Follow-Up Policy Template Example

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Also, the word can in the last sentence is incorrect. As we are required to redo the eligibility and re-enroll the youth if we are offering rigorous services such as occupational skills training, or the 8 unallowable elements
Follow-Up Policy Template Example

ABC COUNTY 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.

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I am also not a big fan of the sentences that define the activities before the exit as program and follow-up is not considered part of the program. Especially under WIOA, follow-up requires concrete service provision, so I see as the program ends when the follow-up ends and exit is more for system and performance purposes. For programmatic purposes, for case managers, for youth the program ends when follow-up ends.
Follow-Up Policy Template Example

POLICY: All Youth enrolled in ABC County WIA/WIOA funded youth programs must be provided with follow-up services for not less than 12 months after the completion of WIA/WIOA Youth Program participation.

All Youth must receive some form of follow-up services; the types, scope, and duration of services must be based on the individual needs of each Youth.

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

SERVICES: Follow-up services (or “Services”) are individualized to Youth customers. Services should provide continued assistance as needed after participation and assist Youth with transition to or retention in employment or further education.

Here are next few paragraphs from the template. I will give you a few seconds to read it.
Follow-Up Policy Template Example

POLICY: All Youth enrolled in ABC County WIA/WIOA funded youth programs must be provided with follow-up services for not less than 12 months after the completion of WIA/WIOA Youth Program participation.

All Youth must receive some form of follow-up services: the types, scope and duration of services must be based on the individual needs of each Youth.

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

SERVICES: Follow-up services (or “Services”) are individualized to Youth customers. Services should provide continued assistance as needed after participation and assist Youth with transition to or retention in employment or further education.

You have an opportunity to define some scope, frequency and intensity of follow-up here…you could define here that it must be a concrete provision of service and not just a contact made and a conversation held.
Follow-Up Policy Template Example

Follow-up services may include but are not limited to:

1) Leadership development and supportive services:
   a) Leadership development includes opportunities that encourage responsibility, employability and other positive social behaviors, such as:
      • Exposure to postsecondary educational opportunities;
      • Community and service learning projects;
      • Peer-centered activities, including peer mentoring and tutoring;
      • Organizational and team work training, including team leadership training;

Here is the next page. Not limited are critical words! Leaves options for case managers to be creative, customize the follow-up for youth’s needs.

What is incorrect here? Write in chat
Follow-Up Policy Template Example

Follow-up services may include but are not limited to:

1) Leadership development and supportive services:
   a) Leadership development includes opportunities that encourage responsibility, employability and other positive social behaviors, such as:
      - Exposure to postsecondary educational opportunities;
      - Community and service learning projects;
      - Peer-centered activities, including peer mentoring and tutoring;
      - Organizational and team work training, including team leadership training;

Yes, many wrote that leadership development is not one of the allowable elements under follow-up.
Follow-Up Policy Template Example

2) Academic support and advancement including tracking the progress of Youth in education, including regular contact with Youth participant’s academic advisor, to address education related problems that arise; career counseling and remediation.
3) Regular contact with a Youth participant's employer, including assistance in addressing work-related problems that arise;
4) Assistance in securing better paying jobs, career pathway development, and further education or training;
5) Work-related peer support groups;
6) Adult mentoring; and/or
7) Services necessary to ensure the success of Youth participants in employment and/or post-secondary education.

The next part of the template has some great ideas for follow-up.
Follow-Up Policy Template Example

1) 5 Allowable Elements

2) Other Non-Elements

Youth Business
Academic Advisors
Other Providers

2) Academic support and advancement including tracking the progress of youth in education, including regular contact with their academic advisor, to address education related problems that arise; career counseling and remediation.
3) Regular contact with a Youth participant's employer, including assistance in addressing work-related problems that arise.
4) Assistance in securing better paying jobs, career pathway development, and further education or training.
5) Work-related peer support groups;
6) Adult mentoring; and/or
7) Services necessary to ensure the success of the Youth participant in employment and/or post-secondary education.

These ideas can be categorized as 5 allowable elements and other non-elements and within those also follow-up with youth, businesses, academic advisors and other institutions.
Select Yes/No in the Poll

Would you benefit from a WIOA appropriate follow-up policy template?

The follow-up policy template can be improved. Please answer the poll with a yes, if you would like to see an updated template that is WIOA appropriate.

Yes/No

(To view the results, listen to the webinar recording)
Follow-Up Policy Template Example

PROCEDURE:

1) Upon enrollment in the Year Round WIOA Youth Employment 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.

Here is another page of the template. Take a moment to read it.
Follow-Up Policy Template Example

PROCEDURE:

1) Upon enrollment in the Year Round WIOA Youth Employment Program, the Youth will complete a follow-up form that will provide a phone number, address, and names of up to three additional contacts (e.g., relatives, and/or education/training organization) who can provide information regarding the 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.

The policy template includes collection of additional contacts, but the part that it is missing is how often the contacts should be updated. If the contacts were collected a year ago, then they might be outdated when the youth enters follow-up.
Follow-Up Policy Template Example

PROCEDURE:

1) Upon enrollment in the Year Round WIOA Youth Employment Program, Youth Employment will complete a follow-up form that will provide a phone number, address, and names of up to three additional contacts (e.g., 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 appropriate follow-up services. ATTACHMENT A should be revisited and updated as needed.

The second paragraph is good as it encourages us to work with youth to decide appropriate follow-up services. … this will be a good place for the local follow-up policy to include follow-up agreement with youth as an attachment.
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>1)</td>
<td>List of support people and resources</td>
</tr>
<tr>
<td>2)</td>
<td>Employment, educational, and self-care goals</td>
</tr>
<tr>
<td>3)</td>
<td>Plans for needs (childcare, transportation, etc.)</td>
</tr>
<tr>
<td>4)</td>
<td>Alternative contact information</td>
</tr>
<tr>
<td>5)</td>
<td>Contact information of and alternative options to reach the case manager</td>
</tr>
<tr>
<td>6)</td>
<td>Responsibilities of youth during follow-up</td>
</tr>
<tr>
<td>7)</td>
<td>Responsibilities of case manager in follow-up</td>
</tr>
<tr>
<td>8)</td>
<td>Signatures of the youth and case manager</td>
</tr>
<tr>
<td>9)</td>
<td>Waivers for youth for alternative contact, business or educational institution to provide info</td>
</tr>
<tr>
<td>10)</td>
<td>Do not have a follow-up agreement</td>
</tr>
</tbody>
</table>

Tell us which of the listed areas are included in your follow-up agreement with the youth. Select all that apply. If you don’t create a follow-up agreement, you can select #10 option.

1. List of support people and resources
2. Employment, educational, and self-care goals
3. Plans for needs (childcare, transportation, etc.)
4. Alternative contact information
5. Contact information of and alternative options to reach the case manager
6. Responsibilities of youth during follow-up
7. Responsibilities of case manager in follow-up
8. Signatures of the youth and case manager
9. Waivers for youth for alternative contact, business or educational institution to provide info
10. Do not have a follow-up agreement

(To view the results, listen to the webinar recording)
Follow-Up Policy Template Example

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, but may begin as late as 90 days after the end of the last Youth Service. 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 Policy Template Example

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, but may begin as late as 90 days after the end of the last Youth Service. 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.

The word “can” should be made a should for most youth. Also, allowing for no contact for more than 90 days may not be good for some youth.
4) Contact:

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 within 90 days after the end of the last Youth Service, then at least once a quarter for the twelve month follow up period, via phone, email, U.S. mail, in-person, or through social media.

**Note:** If the Youth contact Staff, this will count as follow-up and should be entered in OSOS as a follow-up service.

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.

Please read it for few seconds.
4) Contact:

In providing follow up services, Staff must contact Youth or, if Youth cannot be reached, one or more of the contacts the Youth identified in ATTACHMENT A to discuss Youth’s progress in employment or education. This contact must be made within 90 days after the end of the last Youth Service, then at least once a quarter for the twelve month period, via phone, email, U.S. mail, in-person, or through

Note: If the Youth contact Staff, this will count as follow-up and in OSOS as a follow-up service.

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.

Contact part of the policy is okay but not good... but reads as if making a contact is same as providing a concrete follow-up service. WIOA requires a concrete service provision during follow-up, not just a contact made.

Use of next contact date, as noted, is good.
Follow-Up Policy Template Example

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 two (2) consecutive attempts as outlined below or if Staff receives one rejection from the Youth. Contact should be attempted within 90 days after the end of the last Youth service. If Youth does not respond to first contact attempt after 30 days, a second attempt at contact should be made within 60 days after the first contact attempt.

Contact dates and information must be entered as case notes in the OSOS “Comments” button to show that the contact policy threshold was reached.

Here are a few more paragraphs for you to read.
REFUSAL/LOSS OF CONTACT: Staff may end a Youth’s follow-up services after twelve (12) months if Staff is unable to contact the Youth for two (2) contact attempts as outlined below or if Staff receives one rejection from the Youth, contact should be attempted within 90 days after the end of the last Youth contact. If the Youth does not respond to first contact attempt after 30 days, a second attempt at contact should be made within 60 days after the first contact attempt.

Contact dates and information must be entered as case notes in the OSOS “Comments” button to show that the contact policy threshold was reached.

Maybe the first paragraph could include different ways in which the contact can be made.
In the exclusions part of the template, the foster youth who has moved is missing.

Many of you mentioned that you would benefit from a follow-up policy template and we can work towards getting it to you.
Effective Follow-Up Practices

1) Provide engaging follow-up services to keep youth connected and interested
2) Deliver frequent and regular follow-up as outlined in follow-up agreement with youth
3) Maintain supportive friendship with youth
4) Coordinate follow-up activities with youth, businesses, and academic advisors
5) End follow-up with appropriate closure
6) Track and document follow-up

As a summary, here is the list of effective follow-up practices. Please note #5 about concretely ending the follow-up or bringing closure to the phase with the youth ….it could be like an exit interview when you leave a job. It could be a good learning for the youth to process and reflect on the program as well as the case manager can collect feedback.
Questions about follow-up

Please type your questions in chat or unmute your line.
For youth office, we are creating gifts for you to implement meaningful follow-up. Please reach out to us for any technical assistance you may need.

Next webinar will focus on the LMI element and we will request some youth resumes from you for it.

Thank you all for attending.