Insights into the WIOA Follow-Up Element Youth Webinar Resources

Follow-Up Element Guidance Resources

- Insights into the WIOA Follow-Up Element Youth Webinar Presentation
- Follow-Up Agreement Template – A sample agreement, between a youth and a case manager, and a contact release form to facilitate follow-up planning
- Training and Education Guidance Letter (TEGL) 21-16, Follow-up Element Pages
- United States Department of Labor WorkforceGPS Webinar on TEGL 21-16 –
    - Transcript of the follow-up element section of the webinar
- Follow-up Services Tip Sheet – Even though developed for YouthBuild during Workforce Investment Act, has relevant best practices for engaging youth in12 month follow-up.
- WIOA Youth Case Management Toolkit – Consists of tips, tools, and best practices for case management, with a specific chapter, pages 37-47, on the follow-up element

One Stop Operating System (OSOS) Tips

- L2 WIOA Youth Service Types in OSOS – Provides a list of youth program Service Types and Categories in OSOS
- SENSE Model Worksheet – Tips for writing an effective case note in OSOS, using the **S**ituation, **E**valuation, **N**ext Steps, **S**ufficient Information and **E**mployment Related (SENSE) model
- SENSE Model Video – Video on writing quality case notes in OSOS, using SENSE model

Youth Program TEGLS and TAs

- TEGL 21-16 – Includes details on youth service elements and design framework by the United States Department of Labor (USDOL)
- TEGL 10-16, Change 1 – Contains implementation and operation guidance of primary indicators of performance from USDOL
- Technical Advisory (TA) 11-12.2 – Current policy outlining documentation and verification requirements under WIA based on the USDOL Data Element Validation requirements from New York State Department of Labor (NYSDOL). This TA currently is applicable under WIOA.

WIOA TEGL 21-16 Youth Program Guidance

EMPLOYMENT AND TRAINING ADMINISTRATION ADVISORY SYSTEM U.S. DEPARTMENT OF LABOR Washington, D.C. 20210	CLASSIFICATION WIOA/Youth
	CORRESPONDENCE SYMBOL OWI-DYS
	DATE March 2, 2017

ADVISORY: **TRAINING AND EMPLOYMENT GUIDANCE LETTER WIOA NO.** 21-16 **OPERATING GUIDANCE for the WORKFORCE INNOVATION AND OPPORTUNITY ACT**

TO: STATE WORKFORCE AGENCIES
STATE WORKFORCE ADMINISTRATORS
STATE WORKFORCE LIAISONS
STATE AND LOCAL WORKFORCE BOARD CHAIRS AND DIRECTORS

FROM: Byron Zuidema /s/
Deputy Assistant Secretary

SUBJECT: Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance

1. **Purpose.** To provide guidance and planning information to states, local workforce areas, and other recipients of WIOA Title I youth formula funds on the activities associated with the implementation of WIOA.

   WIOA became law on July 22, 2014 and supersedes Titles I and II of the Workforce Investment Act of 1998 (WIA), and amends the Wagner-Peyser Act and the Rehabilitation Act of 1973. The Departments of Labor and Education published a set of regulations for implementing WIOA. These WIOA Final Rules were made public on July 1, 2016, and the rules covering the Title I youth formula program became effective on October 18, 2016.

2. **References.** See attachment 1.

3. **Background.** Title I of WIOA outlines a broad youth vision that supports an integrated service delivery system and provides a framework through which states and local areas can leverage other Federal, state, local, and philanthropic resources to support in-school youth (ISY) and out-of-school youth (OSY). Title I of WIOA affirms the Department of Labor's (DOL) commitment to providing high-quality services for youth, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training, such as pre-apprenticeships or internships, for in-demand industries and occupations, and culminating with employment, enrollment in postsecondary education, or a Registered Apprenticeship.

   On March 26, 2015, DOL published Training and Employment Guidance Letter (TEGL) No. 23-14 which provided guidance on WIOA youth program transition. On November 17, 2015 DOL published TEGL No. 8-15 which provided additional WIOA youth transition guidance.

RESCISSIONS	EXPIRATION DATE
None	Continuing

WIOA TEGL 21-16 Youth Program Guidance

WIOA Youth Program Element Section 129(c)(2)	Is the element further described in Final Rule? If so, applicable citations	Relates to or overlaps with other program element[1]	Applicable PIRL Data Element Number(s)
1. Tutoring, study skills training, instruction, and dropout prevention	No	Program elements 2 and 4	1402
2. Alternative secondary school services or dropout recovery services	No	Program element 1	1403
3. Paid and unpaid work experience	Yes, 681.600, 681.590, 681.480		1205, 1405
4. Occupational skills training	Yes, 681.540, 681.550	Program element 1	1300, 1302, 1303, 1306, 1307, 1308,
5. Education offered concurrently with workforce preparation and training for a specific occupation	Yes, 681.630	Program elements 2, 3, and 4	1407
6. Leadership development opportunities	Yes, 681.520, 681.530		1408
7. Supportive services	Yes, 681.570		1409
8. Adult mentoring	Yes, 681.490		1410
9. Follow-up services	Yes, 681.580	Program elements 7, 8, 11, 13, and 14	1412
10. Comprehensive guidance and counseling	Yes, 681.510		1411
11. Financial literacy education	Yes, 681.500		1206
12. Entrepreneurial skills training	Yes, 681.560		1413
13. Services that provide labor market information	Yes, 651.10		1414
14. Postsecondary preparation and transition activities	No		1415

1 Section 7 of the TEGL describes how overlapping portions of each element should be categorized.

Program Element 9: Follow-up services

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 if the state is using a common exit policy as discussed in TEGL No. 10-16) 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.

The exit date is determined when the participant has not received services in the Youth program or any other DOL-funded program in which the participant is co-enrolled for 90 days and no additional services are scheduled. At that point, the date of exit is applied retroactively to the last date of service. Once 90 days of no services, other than follow-up services, self-service, and information-only services and activities, has elapsed and the participant has an official exit date applied retroactively to the last date of service, the program continues to provide follow-up services for the remaining 275 days of the 12-month follow-up requirement. The 12-month follow-up requirement is completed upon one year from the date of exit.

The final rule also states that follow-up services for youth also may include the following program elements: (1) supportive services; (2) adult mentoring; (3) financial literacy education; (4) services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and (5) activities that help youth prepare for and transition to postsecondary education and training. Provision of these program elements must occur after the exit date in order to count as follow-up services. DOL recommends that when these services are provided as follow-up services they are coded as follow-up services in state/local management information systems as opposed to program services provided prior to program exit so that management information systems clearly differentiate follow-up services from those services provided prior to exit. In addition, such follow-up services should be documented in the case file that they were provided as follow-up services post exit.

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 may be provided beyond 12 months at the State or Local WDB's discretion. The types of services provided and the duration 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. Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

WIOA TEGL 21-16 Youth Program Guidance

DOL recognizes the concerns that some youth may not be responsive to attempted contacts for follow-up, and other youth may be difficult to locate making it impossible to provide follow-up services for such individuals. Local programs should have policies in place to establish how to document and record when a participant cannot be located or contacted. At the time of enrollment, youth must be informed that follow-up services will be provided for 12 months following exit. 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. In this case, the request to opt out or discontinue follow-up services made by the youth must be documented in the case file.

Transcript of Follow-Up Section from WorkForceGPS Webinar on TEGL 21-16

These follow-up services, they can begin immediately following the last expected date of service when no further services are scheduled. So these services do not necessarily cause the exit date to change, and they do not trigger reenrollment. So the exit date is really determined when the participant has not received services in the youth program or any other DOL-funded program in which the participant is co-enrolled for 90 days and no additional services are scheduled.

So at that point there's the date of exit is applied retroactively to that last date of service. So once you've got the 90 days of no service, other than the follow-up services, if you've started to provide those like follow-up services of self service or information only services, it's a lapse and the participant has an official exit date applied retroactively to the last day of service. That program continues to provide follow-up services for the remaining part of that year.

So the calculation gets a little tricky, but the 12-month follow-up requirement is completed upon one year from that date of exit. So, folks, if they have questions, we know this 90 days of no services is important for folks to understand and for you to think about as it relates to providing follow-up services for your youth.

So we want to also note that follow-up services may include the following program elements here you can see that are provided during the follow-up period. So supportive services, adult mentoring, financial literacy education, and that labor market information, activities that help youth prepare for and transition to postsecondary education and training.

So program elements beyond these five are not permitted during the follow-up period. So if a youth needed more than those five, then the youth may need to be reenrolled, and a new eligibility determination must be completed. So this can seem I think a little bit tricky. So we can give you a little scenario here.

So you've got a youth and their case manager together. They determine that the youth accomplished all of her goals outlined in their individual service strategy, and they determine that she can be exited from the program. But she knows that she'll begin a 12-month period called follow-up.

Transcript of Follow-Up Section from WorkForceGPS Webinar on TEGL 21-16

She'll move into a follow-up phase where the case manager's really going to continue to support her, make sure she's remaining successful in employment or in education, offering her any career advice or coaching, if she needs it, and ensures she's staying on top of her budget. For example, she developed a budget during her program and making sure she's still sort of moving along in that way.

So now, the youth has the expected exit date, and follow-up services can begin. So say, for example, two weeks or two months go by. The youth stops back into the center or calls the case manager. The youth says their car broke down, for example. They missed a bunch of work, and ultimately they lost their job, and then the young person now realizes in order for me to get paid more and to get a better job and get on a career pathway, I really think I need to get some occupational skills training and move into employment.

So that's fine. Because 90 days has not passed, the youth was not exited and the case manager can kind of revise the ISS, provide the supports and services they need, and move forward with the young person. So that's fine and that happens a lot and I think that's why those 90 days period is there because you don't close somebody and two days later they come back and then you have to reenroll them; right? So we've got a little bit of a grace period here.

So now, if it had been over 90 days and because the youth needed more than follow-up services, for example, she still wanted the occupational skills training and it had been over the 90 days, the youth would need to go through an eligibility determination and be reenrolled at that point in time. So hopefully, that scenario helped clarify a little bit more around follow-up services.

OK. So another just few things to note around follow-up services is that – different from WIA is that all participants must be offered an opportunity to receive follow-up services and that follow-up services must be provided to all participants for a minimum of 12 months unless – and this is the part where it's different from WIA is unless the participant declines to receive follow-up or they cannot be located or contacted.

So we have heard over the years for sure that sometimes programs do everything they can to try to track down the young person and assist them with follow-up services but they can't find them really and their phone number stops working and they really didn't feel like – or the young person said they really didn't feel like they needed the services anymore and that they were doing OK. There were many of these cases over the years that we heard from people, and so, if a program tried but failed to contact them, in the past it looked like the program wasn't doing what it needed to do.

So we took this under consideration and really developed this policy that, if a youth declines to receive follow-up or they cannot be located or contacted, they didn't have to continue to call and call without any outcome. So it's really important, though, that the local programs have policies in place to establish how to document and record when a participant cannot be located or contacted. So we know Facebook and Twitter and Instagram is often a very good way of finding a young person. So that policy really should take into account – take that into consideration.

And as many have said, another point to make here is that follow-up services, really people say follow-up starts at the beginning of the program so that youth are really aware that this will be offered at the end of the program to support them over time. As the case manager works to build a good relationship, follow-up really should be something that the youth sees as a benefit right away. So that's all about sort of relationship building. All right. So that was follow-up.

Now, the TEGL continues to reiterate the definition of program elements 10 through 12, comprehensive guidance and counseling, financial literacy education, and entrepreneurial skills

training. One small note is that there's a link here to the Financial Literacy Education Commission. It's got a lot of good information there. Take a look at that. We also have a lot of other good financial literacy education resources in our program elements resource guide, which I'll show you in just a bit, but lots of good information. We wanted to note this particular guide.

Let's see here. Program element 13, this is services that provide labor market and employment information. There are a ton of tools and applications that provide labor market information, and we wanted to highlight a couple here, My Next Move and Get My Future. If you haven't looked at these, we really encourage you to do so. There's just a ton of really good information for young people. And also the TEGL goes into a little bit more detail on career awareness and career counseling. So take a look at that.

All right. We are getting there. Finally, our program element 14, our last program element and one that we provided a little bit more information and language on in the TEGL is activities that help youth prepare for and transition to postsecondary education and training.

And services in this program element prepare youth for advancement to postsecondary education or training after attaining a high school diploma or equivalent, and you can see here these services include SAT/ACT prep testing, assisting with college applications, scholarships and grant searches, financial aid applications assistance. So that is program element four – 14 – excuse me – our last program element.

So we did it. We made it through our 14 program elements. It takes a minute to come up. We are – looks like it's still showing program element 13. OK. So those are the program element resources. What we want to do now is show you – that's why it looked different, because on our screen we're ready to pull up for you – in just a second here we're going to do – let's see here. We have one more slide before we do the tour. So we want to go to this slide here, if we can do slide 38.

So this – I will show you this in just a minute. This is our WIOA youth program element resources page on youth.workforcegps.org. So I am going to in just a second kind of show you what this is, but for each of the program elements we really tried to compile a number of resources that we thought would be really helpful for you to build your programs and think more about how to partner around these specific program elements. So we're super excited about all of the TA resources that we've developed, and we're going to show you those in just a minute. OK. They are trying to pull up this tour here I wanted to show you a little bit on the website.

So that's taking a second, but let me just say – so for our – a couple other points we wanted to make around documenting and reporting program elements here, you can see we believe that documenting receipt of program elements is really critical of course. It's both for data element validation and also to ensure that youth are not unintentionally exited due to that 90 days of no service.

So again, this is another important part of the program that folks and service providers, case managers really should be clear about is this 90 days of no services and then how you think about documenting the program elements that you're receiving. And just one other thing that the TEGL mentioned was around case management and clarifying really that case management is not one of the 14 program elements.

L2 WIOA Youth Service Categories and Types

- Design Framework
  - ☐ Intake and Eligibility Determination (Youth)
  - ☐ Objective Assessments (Youth)
  - ☐ Development of Individual Service Strategy (ISS) (Youth)
  - ☐ Update of Individual Service Strategy (ISS) (Youth)
- Adult Mentoring Element
  - ☐ Adult Mentoring (Youth)
- Alternative Secondary School/Dropout Recovery for HS Equivalency Element
  - ☐ Alternative Secondary School/Dropout Recovery for HS Equivalency (Youth)
- Comprehensive Guidance and Counseling Element
  - ☐ Comprehensive Guidance and Counseling (Youth)
- Entrepreneurial Skills Training Element
  - ☐ Entrepreneurial Skills Training (Youth)
- Financial Literacy Education Element
  - ☐ Financial Literacy Education (Youth)
- Follow-up Services 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)

Follow-Up Service Types Added in January 2018

- Integrated Ed./Education Concurrent with Workforce Preparation Element
  - ☐ Integrated Ed./Education Concurrent with Workforce Preparation (Youth)
- Labor Market and Employment Information Element
  - ☐ Labor Market and Employment Information (Youth)
- Leadership Development Opportunities Element
  - ☐ Leadership Development Opportunities (Youth)
- Occupational Skills Training Element
  - ☐ Occupational Skills Training
- Postsecondary Education/Training Preparation and Transition Element
  - ☐ Postsecondary Education/Training Preparation and Transition (Youth)
- Supportive Services Element
  - ☐ Supportive Services – Child Care (Youth)
  - ☐ Supportive Services – Dependent Care (Youth)
  - ☐ Supportive Services – Housing (Youth)
  - ☐ Supportive Services – Needs-Related Payments (Youth)
  - ☐ Supportive Services – Transportation (Youth)
  - ☐ Supportive Services – Other (Youth)
- Tutoring, Study Skills Instruction/Dropout Prevention for HS Diploma Element
  - ☐ Tutoring, Study Skills Instruction/Dropout Prevention for HS Diploma (Youth)
- Work Experience Element
  - ☐ Employment/Internships, Not Limited to Summer (Youth)
  - ☐ Job Shadowing (Youth)
  - ☐ On-the-Job Training (Youth)
  - ☐ Pre-Apprenticeship Programs (Youth)
  - ☐ Summer Employment/Internships, Summer Only (Youth)
  - ☐ Other Work Experience Type (Youth)