

Region 4 Workforce Board
Follow Up and Job Retention Services Policy-Youth

PURPOSE: Follow-up services are activities after completion of participation to monitor youth's success during their transition to employment or further education and to provide assistance as needed for a successful transition.

REFERENCES: WIOA 129, CFR 681.580, DWD Policy 2018-01

POLICY: All youth must receive some form of follow-up services for not less than 12 months after the completion of participation. 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. The goal of follow-up services for youth is to enable participants to continue lifelong learning and achieve a level of self-sufficiency to ensure job retention, wage gains, and career progress. In order to attain desired follow-up services, service providers may need to go beyond phone calls and other periodic contacts. It may be beneficial to follow-up with both participants and their employers.

CONTENT: The emphasis of follow-up services is job retention and advancement, lifelong learning and self-sufficiency. Follow-up is critical to ensure successful, long term employment. The follow-up provided must be based upon individual participant's needs. All participants must receive follow-up services for a minimum duration of 12 months after completion of participation. Follow-up services are recorded in Indiana Career Connect (ICC).

Follow-up services will be discussed in the ISS (Individual Service Strategy) and signed and mutually agreed upon by both the youth provider and program participant. Follow-up services should be discussed during eligibility and participation. Program participants must agree to participate in follow-up services.

Note: Participants in the following categories, either at the time of exit or during the first three quarters following exit, will be excluded from performance. Exclusions must be recorded in ICC and written documentation must be in the file.

- Institutionalized
- Health/medical or family care
- Deceased
- Reservist Call to Active duty
- Relocated to Mandated Residential Program\Foster Care

Follow-Up Service Process for Successful Outcomes:

- Follow-up agreement completed with ISS, signed and a copy given to participant
- Build in follow-up into the service strategy from the beginning
- Maintain regular contact with participant.
- Occur a minimum of once every 3 months (more often if needed) and in each quarter after exit for WIOA participants. Follow-up should occur monthly for WIOA JAG participants and entered into ENDMS.

- Occur in person, via the phone, texting, email or other forms of one on one communication. Follow up via social networking status updates, tweets or other mass communication mediums is not acceptable as a service.
- Follow-ups are defined as reciprocal communication between the WorkOne staff member and customer that includes the collection of information on employment status, educational progress, the need for additional services, problems and challenges, and the assistance needed to resolve them.
 - o Additional services should be offered or recommended as appropriate.
 - o Examples of such services may include: career planning; peer support groups; support service referral, etc.
 - o Such services are provided to ensure the participant is able to retain employment, realize wage increases, and progress in his/her career.
 - o A follow-up call or e-mail is not a recordable service and should not be counted as such

If the participant cannot be located, utilize follow-up contacts listed in the participant's file and/or school/employer contact.

For purposes of WIOA youth performance calculations, **EXIT** is defined as 90 days without any services other than self-service, informational, or follow-up **AND** there are no future services planned other than follow-up.

Services that may be delivered during the 90 days that do not extend the period of participation include:

- (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. Indiana recommends that when these services are provided as follow-up services they are coded as follow-up services in the state's case management systems as opposed to program services provided prior to program exit, so the case management system clearly differentiates 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.

At minimum, one year of follow-up must:

- Be based on the needs of the individual. Staff should update the participant's ISS prior to exiting to reflect the follow-up plans and strategy;
- Include collection of information on employment status, education progress, need for additional services, and problems and challenges occurring and the assistance needed to address them;
- Include reciprocal communication between staff and the participant that identifies how a participant is progressing;
- Occur in person, or via the phone, texting, email, or other forms of one-on-one communication; and
- Be recorded as a follow-up service with a detailed case note in the State's case management system.

Indiana Career Connect (ICC) Data Entry:

Follow-Up services will be posted after participant has exited. The Follow Up services are located under the application. Open the application by clicking on the "+". The follow-up service will be the last selection. Follow-up services may also be entered as a post-employment service during the 90 period before ICC 'formally' exits the participant (see #1 above).

As a reminder, if a case manager learns from communication with the youth that he/she is, at that time, not in need of additional services or assistance, **case managers must fully document the details of that conversation in the case file.** This would include documenting that the case manager determined the youth is not in need of services or assistance or the refusal to receive service.

Follow-Up Agreement Form attached.

Effective Date: August 2018

Follow-Up Agreement

Name: _____ SS#: _____

Address: _____ Phone: _____

City: _____ State: _____ Zip Code: _____

You are being enrolled in an employment and training program funded under the Workforce Innovation and Opportunity Act (WIOA). After you leave this program, a representative will contact you to see how you are doing and follow up on your employment/educational status. The purpose of follow-up is to provide you assistance after completion of participation for your successful transition to employment or further education. Information you provide will be used to help us improve our services to you. The call will only take a few minutes, and all the information you provide us will be kept strictly confidential. Participation is very important to your success.

Please list two people who do not live in your household, and will know how to contact you in the event that you have moved.

Name: _____ Relationship: _____

Address: _____ Phone: _____

City: _____ State: _____ Zip Code: _____

Name: _____ Relationship: _____

Address: _____ Phone: _____

City: _____ State: _____ Zip Code: _____

Name: _____ Relationship: _____

Address: _____ Phone: _____

City: _____ State: _____ Zip Code: _____

I agree to provide information in the follow-up interviews. The information I provide will be kept strictly confidential. I also give permission to my past and present employers to release information to the _____ regarding my employment and earnings.

Applicant Signature

Date

Career Advisor Signature

Date