

GLOW Workforce Development Board (WDB) Policy

Under the Workforce Innovation and Opportunity Act (WIOA)

Name of Policy: GLOW WDB Youth Follow Up Policy

Approval Date: ~~5/9/15, 1/15/19, 11/19/19~~, 3/17/26

Effective Date: ~~1/15/19, 11/19/19~~, 3/18/26

All Youth Program providers (contractors) are responsible for collecting the updated contact information prior to exit to ensure communication during follow-up. This will be clarified in all Youth contracts.

POLICY: All youth enrolled in WIOA-funded Youth programs must be offered follow-up services for not less than 12 months after the completion of WIOA Youth Program participation and must be based on individual need. The Youth elements that can be received during follow-up include: supportive services, adult mentoring, financial literacy, labor market information, and transition to post-secondary education or training. If a youth requires any of the other eight (8) WIOA Youth program elements that are not allowed during follow-up, a new eligibility determination should be made, and the youth should be re-enrolled if appropriate. The case manager should seek guidance from the GLOW WDB Executive Director (ED) regarding ending the follow-up and re-enrolling. The primary goal of follow-up services is to ensure youth progress and achieve success in their individual career pathways, leading to sustained employment and/or postsecondary education attainment.

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

PROCEDURE:

1. Upon enrollment in the WIOA Youth Program, follow-up services will be discussed, and Youth will provide contact information. The case manager will have the youth sign off on the Individual Service Strategy (ISS) that they have discussed follow-up services. The case manager will also complete a case note in the comment section of OSOS that they have reviewed follow-up services with the youth.
2. Prior to exiting the Youth Program, the case manager will complete with the youth a Follow-Up Agreement. **This form can be found at: <https://dol.ny.gov/workforce-professionals-tools>, click on Youth & Young Adults, Follow-Up Agreement Template.**
3. Once completed, a copy of this document will be provided to the youth and placed in the customer file. This form includes goals for follow-up, case manager and youth responsibilities, follow-up timeline, frequency, youth contact preferences, case manager contact, and customer signature.
4. Follow-up Contact:
In providing follow-up services, the case manager must contact the youth. If the youth cannot be reached, staff will attempt to reach other contact sources the youth identified at exit to discuss the youth's progress in employment or education. The type, frequency, and intensity of follow-up must align with the needs and strengths of each youth based on the required Follow-Up Agreement with the youth. Each attempt or contact must have its own comment with the date of contact. Comments regarding contacts must be entered as a case note within five (5) days of the contact as per **Workforce Development System Technical Advisory (WDS TA) #23-03**. Follow-up contacts are not only to assist

youth as they move toward independence – it is also a time that performance is being measured and collected. Contact frequency guidelines: must be at least every two weeks for the first three months, then monthly thereafter.

5. A follow-up service must not be entered as a long-term service. If only a contact was attempted, do not enter a service, only enter a comment. If youth received a concrete service, then enter the follow-up service in OSOS and comment each time/date it is provided to the youth. Concrete follow-up services include the allowable five (5) elements during follow-up:
 - 1) Follow-Up Adult Mentoring
 - 2) Follow-Up Financial Literacy
 - 3) Follow-Up Supportive Services
 - 4) Follow-Up Labor Market and Employment Information
 - 5) Follow-Up Post Secondary Transition

Enter a Follow-Up Non-Element Service in OSOS when it is a concrete follow-up service that does not fit any of the 14 Youth elements and helps youth with success in employment or training. Examples of Follow-Up Non-Element Services:

- Contact with training provider/college advisor and subsequent interaction with youth.
 - Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise.
6. If the case manager contacts the youth and the youth reports no need for services during that contact, this should be fully documented in OSOS in a case note in the comments section within the required time period.

REFUSAL/LOSS OF CONTACT: The case manager may end a youth's follow-up services in less than twelve (12) months if the youth or minor youth's legal guardian has requested that the youth not be contacted any further or if the case manager is unable to contact the youth in three (3) consecutive attempts over the course of three (3) months.

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

EXEMPTIONS/EARLY TERMINATION:

WIOA Exempt: Not all youth exiting the program are required to receive follow-up services. The following reasons are exclusions from performance measures that do not require follow-up of the youth. The reason for the exclusion must be documented in OSOS comments/case notes. It should also be documented on the services module, Enrollments tab, under 'common measures'. Youth may be exempt from or not need follow up if the youth:

- Is institutionalized;
- Is deceased;
- Is undergoing health/medical or family medical care;
- Is a member of Reserved Armed Forces called to Active Duty; or
- Has relocated or been transferred to a mandated program.

Resources: 20 CFR5010 § 681.580, Training and Employment Guidance Letter (TEGL) No. 21-16, WDS TA #23-03

Attachment A – Follow-Up Agreement

Youth name: _____ NY#: _____

Case manager name: _____ Follow-up plan development date: _____

Congratulations! As a youth participant, your hard work is helping you realize your goals. Let us plan for follow-up, the 12-month transition period after you have achieved significant goals from your Individual Service Strategy (ISS). During follow-up, we will connect to help you transition from the Youth Program and progress on your career pathway. Together, we will decide the expectations and goals of follow-up and develop a plan.

S.M.A.R.T. Goals of Follow-Up

(Specific, Measurable, Achievable, Realistic, Timed)

1. [Write a S.M.A.R.T. goal related to achieving self-sufficiency]
2. [Write a S.M.A.R.T. goal related to sustaining employment or education]
3. [Write a S.M.A.R.T. goal related to personal development]
4. [Write other S.M.A.R.T. goal related to follow-up]

Case Manager Responsibilities:

1. [Assist with progress toward employment and education]
2. [Explore options for personal development]
3. [Listen and troubleshoot ideas]
4. [Provide additional support as needed]
5. [Connect with youth's employer or academic advisor]
6. [Write any other follow-up responsibilities]
7. [Write any other follow-up responsibilities]

Youth Responsibilities:

1. [Write how you will remain involved with the Youth Program.]
2. [Write how you will follow Youth Program. social media]
3. [Write how you will continue to inform the Youth Program. of changes to contact information]
4. [Write how you will stay connected to the Youth Program.]
5. [Write any other follow-up responsibilities]
6. [Write any other follow-up responsibilities]

Follow-up Timeline and Frequency:

Planned Follow-up Start Date: _____ Planned Follow-up End Date: _____

[First Month] – Weekly Bi-Weekly Other _____

[__ Months] – Weekly Bi-Weekly Monthly Other _____

[__ Months] – Weekly Bi-Weekly Monthly Other _____

Youth Contact Preferences

Cell Phone: _____ Home Phone: _____ Work Phone: _____

(Youth's alternate contacts and waiver are listed in Attachment B)

Voice Mail Set-up? Yes No Texting OK?: Yes No

Best time to call: _____

Instagram: _____ Snapchat: _____ Twitter (X): _____

Facebook: _____ Tumblr: _____ WhatsApp #: _____

Email Address: _____ Alternative Email Address: _____

How Often Email is Checked: _____

Street Address: _____

City: _____ State: _____ Zip code: _____

Youth Program/Case Manager's Contact Information

Cell Phone #: _____ Office Phone #: _____

Voice Mail Set-up? Yes No Texting OK?: Yes No Best time to call: _____

Email Address: _____

Alternative Case Manager's Name: _____

Alternative Case Manager's Cell Phone #: _____ Office Phone #: _____

Check if the youth is following the Youth Program on?

Instagram: _____ Snapchat: _____

Twitter (X): _____ Facebook: _____ Tumblr: _____

WhatsApp #: _____

Office Street Address: _____

City: _____ State: _____ Zip code: _____

We agree to work towards the goals and responsibilities of follow-up outlined above, per the listed timeline. We commit to updating this agreement and contacts, as needed.

Case Manager Signature: _____ Youth Signature: _____

Today's Date: _____ Today's Date: _____

Attachment B – Follow-Up Contacts and Release of Information

I, [Write name of youth], hereby give permission to the [Write name of the Youth Program] staff to contact the following people to provide information during the 12-month follow-up period:

(Include at least one contact of employer/work supervisor or academic advisor)

1) Name: _____ Relation: _____

Street Add.: _____

Cell Phone: _____ Home Phone: _____ Work Phone: _____

Email: _____

2) Name: _____ Relation: _____

Street Add.: _____

Cell Phone: _____ Home Phone: _____ Work Phone: _____

Email: _____

3) Name: _____ Relation: _____

Street Add.: _____

Cell Phone: _____ Home Phone: _____ Work Phone: _____

Email: _____

4) Name: _____ Relation: _____

Street Add.: _____

Cell Phone: _____ Home Phone: _____ Work Phone: _____

Email: _____

I give permission to the above to provide information on my personal history and current/future status to include: medical, family, legal, employment, financial, and current address/phone.

Other information: _____

Youth Signature: _____

Date: _____