

Policy Area: Youth	
Title: Follow-Up	Number: YTH-FLW-24-V1
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Approved Date: September 17, 2024 Revision Date:	Approved by: Scott A Adkins

PURPOSE:

The purpose of this policy is to communicate WorkForce West Virginia’s (WFWV) provision of follow-up services to participants exiting the WV Youth program as recommended in TEGL 21-16, to include how to document and record when a youth participant cannot be located or contacted.

BACKGROUND:

Follow-up services provide participants support and guidance after program exit to facilitate sustained employment, to ensure job retention and post-secondary credentials, wage gains and career advancement goals. WIOA section 129(c)(2)(I) that describes follow-up service requirements for participants who have exited the WV Youth program.

REFERENCES:

- [TEGL 10-16, Change 3](#)
- [TEGL 21-16, Change 1](#)
- [TEGL 16-16, Change 1](#)
- [20 CFR § 681.460\(a\)\(9\)](#)
- [20 CFR § 681.580](#)

DETERMINING EXIT DATES:

Follow-up services do not extend the date of exit in performance reporting. Service providers must count each exit of a participant during a program year as a separate period of participation if a participant has more than one exit in that program year. The exit date is determined when the participant has not received services in the program for 90 days. If the participant is co-enrolled with any other DOL funded program the exit date is determined when the participant has not received services in any enrolled programs for 90 days and no additional services are scheduled. At that time, the date of exit is applied retroactively to the last date of the service.

POLICY:

YOUTH:

Follow-up services are critical for youth after program completion and are designed to ensure the youth is successful in employment and/or post-secondary training.

Initiation and Duration of Follow-up Services:

At the time of program enrollment, all youth participants must be informed of the provisions of follow-up services for a minimum of 12 months following their exit from the program. This notification must be clearly documented in case notes. Follow up services should be part of the Individualized Service Strategy i.e., developed at the onset and adjusted as situations change.

Because the date of exit is retroactive to the last date of service, follow-up services may begin immediately following the last date of service if it is expected that the participant will not receive any future services other than follow-up services. The types of services and the frequency 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.

Youth may decline to receive follow up services, and in some situations the participant cannot be located or contacted after program exit. If the youth declines to receive follow-up services, the date the participant declined follow-up services must be documented in case notes recorded in MACC. If a youth cannot be located or contacted after program exit, the dates and outcomes of attempts to contact the participant must be documented in case notes recorded in MACC. The Service Provider may discontinue attempting to contact youth participants who have not responded after 90 days of no contact. The decision to discontinue attempting to contact youth post-exit must also be documented in case notes recorded in MACC. Additionally, a final follow-up contact note must be entered at the conclusion of services. This note should include a summary of the final contact and indicate that the participant has completed all services and follow-up activities.

Types of Follow-Up Services:

Follow-up services shall involve a two-way exchange between the service provider/career planner and the youth. Services include but are not limited to the following:

- Education and Training Guidance: Follow up services for youth often focus on educational and training opportunities that align with their career goals. This could involve assistance with enrolling in college courses, vocational training programs or apprenticeships.

- **Mentoring and Counseling:** Connecting youth with mentors or counselors who can provide ongoing emotional support, guidance on career or educational choices, and help with personal challenges that may arise during the transition to adulthood.
- **Work Based Learning opportunities:** Follow-up services for youth may include support in accessing work-based learning opportunities such as internships, job shadowing or summer employment programs, which provide hands-on experience and help youth develop valuable skills.
- **Transition Support:** Youth follow-up services often include support with transitioning from school to work or post-secondary education. This could involve assistance with job placement, resume writing, and interview preparation tailored to entry-level positions.
- **Supportive Services:** Supportive services for youth in follow-up are designed to address barriers that may hinder their ability to succeed in employment or further education. Examples include: transportation assistance, child care assistance, housing support, healthcare services, work attire/uniforms, educational supplies, food assistance
- **Labor Market and Employment Information:** services that provide information about in-demand industry sectors or occupations available in the local area.
- **Financial Literacy Education:** Providing workshops or one-on-one coaching on budgeting, saving, and managing finances, helping youth build financial stability as they begin earning wages.
- **Employment Engagement:** Follow up services may include regular contact with a participant's employer, including assistance in addressing work-related problems that arise.

PROGRAM COMPLETION AND FOLLOW UP SERVICE DOCUMENTATION REQUIREMENTS:

A case note must be recorded when the participant completes the program. The program completion case note must include a summary of the participant's engagement in the program including service needs at the time of the individual's program enrollment, services provided, outcomes of services, and date and reason for program completion. The date of program completion recorded in case notes must match the program completion date recorded in MACC.

A case note must be recorded documenting the types and duration of planned follow up services. If a participant opts out of receiving follow-up services, the date the participant opted out and the reason for opting out must be documented in a case note.

Case notes must be entered for the date the service was provided.

PROCEDURES:

WorkForce West Virginia (WFWV) is responsible for ensuring compliance with this follow-up services policy by conducting regular monitoring and audits of service provider case notes and participant records within MACC. WFWV will review documentation to verify that all required follow-up services were offered and delivered in accordance with federal and state regulations. This includes ensuring that attempts to contact participants, cases where follow-up services were declined, and the decision to discontinue contact after 90 days are appropriately documented. WFWV will also provide guidance and technical assistance to service providers as needed to address any deficiencies in the implementation of this policy, ensuring that youth participants receive the support necessary for sustained success in employment and post-secondary endeavors.