

# COUNTY OF ULSTER

## Workforce Development Board

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### Ulster County Workforce Development Board Youth / Young Adult Follow-Up Policy

Revised 11/30/17  
WDB Approved 4/10/18

**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.

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

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;
    - Training in decision making, including determining priorities; and
    - Citizenship training, including life skills such as parenting, work behavior training, and budgeting of resources.
  - b) Supportive services include:
    - Linkages to community services;
    - Assistance with transportation;
    - Assistance with child care and dependent care;
    - Assistance with housing;
    - Referrals to medical services; and
    - Assistance with uniforms or other appropriate work attire and work related tools, including items such as eye glasses and protective eye gear.
- 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.

**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.
- 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.
- 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 during 2<sup>nd</sup> and 4<sup>th</sup> Quarter after last youth service via phone, email, U.S. mail, in-person, text message 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.

- 5) If Staff contacts Youth and Youth reports no need for services during that contact, this should be fully documented as a follow-up service in OSOS and should also be captured in a case note in the OSOS "Comments" button. Follow-up services should continue to be offered following the schedule above to monitor the Youth's status and needs.

**REFUSAL/LOSS OF CONTACT:** Staff may end a Youth's follow-up services in less than twelve (12) months if Staff receives this request in writing from the youth/young adult via email, US mail, text message, or social media.

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

#### **EXEMPTIONS/ EARLY TERMINATION:**

**WIOA Exclusions:** Not all Youth exiters are required to be provided follow-up services. The following reasons are exclusions from performance measures that do not require follow-up of the Youth (See TEGL 10-16

Attachment 2-Table B for full definitions). The reason for the exclusion must be documented in OSOS comments/Case notes. A Youth may be exempt from or not need follow up if the Youth:

- Is incarcerated or is institutionalized for medical treatment;
- Is receiving medical treatment and treatment is expected to last longer than 90 days;
- Is deceased;
- Is a member of Reserve Armed Forces called to Active Duty;
- Is in foster care system and has been relocated or transferred as a part of the foster care program/system.

**ATTACHMENT A**

***Follow- Up Contacts and General Release of Information***

I, \_\_\_\_\_ give permission to the Ulster County Youth Employment Program to contact the following people to provide information during the 12 month follow-up period:

1) Name: \_\_\_\_\_  
Relationship: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone(s): \_\_\_\_\_  
Email: \_\_\_\_\_

2) Name: \_\_\_\_\_  
Relationship: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone(s): \_\_\_\_\_  
Email: \_\_\_\_\_

3) Name: \_\_\_\_\_  
Relationship: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone(s): \_\_\_\_\_  
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:

\_\_\_\_\_

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date