



Youth Follow-Up Policy

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Developed by:
Central Pennsylvania Workforce Development Corporation, dba Advance Central PA

Youth Follow-Up Policy

Purpose

WIOA requires that no less than 12 months of follow-up services be offered to all youth. Follow-up will be seen as an extension of the program during which staff help participants create their own solutions to the challenges they continue to face as they transition to employment, the military or post-secondary education. The intensity of follow-up contacts vary based on the needs of each individual and appropriate services to help in facing challenges that come up on the job, in college, or in occupational skill training will be provided.

Follow-up services should help each participant complete training and/or maintain employment and should provide a continuous link to the workforce system as a whole, including referral networks and partner programs. A consistent message in each follow-up contact will ensure participants know the PA CareerLink® services are available to support them, even after follow-up ends. Minimum contacts are included in this policy, please note however, that even a successful contact is not a service and should not be entered into CWDS as such. Follow-up services will be provided based on individual needs identified by the youth or staff and agreed upon by both the youth and staff.

Follow Up Services

As with services provided before the CWDS exit, follow-up services must be based on each youth's needs. Youth must be made aware that follow-up is part of the commitment they make in joining the program; the message will be positive in tone and show the individual the benefit of follow-up.

Follow-up contacts must be meaningful and youth-centered; they may not simply be a contact to obtain needed data, therefore a phone call or text to see if the youth is employed or in school is not sufficient. Effective follow-up contacts, at a minimum, should include open ended questions to help pro-actively identify the need for follow-up services. Follow-up services must at a minimum:

- Be integrated into the program design and be seen as having as much value as all other program components
- Assist youth in overcoming barriers that may interfere with the achievement of their career objectives
- Provide proactive and reactive interventions to encourage youth retention in education or employment
- Provide intense and on-going job retention support for both the participant and employer
 - Facilitate communication and problem resolution
 - Provide immediate intervention for both participant and employer as needs are identified
- Link the youth to PA CareerLink®, partners and referral network services to support advancement to better jobs or postsecondary education and training

- Help troubleshoot employment and personal issues
- Occur frequently enough to address any issues the youth is currently facing
- Examine the need for support services and provision according to the Advance Central PA Youth Support Services Policy

Frequency of Contacts

The frequency of follow-up should align with the needs of the individual and the minimum contacts listed below; each participant will be asked how often they would like to be contacted and staff contacts will be initiated according to whichever is greater. Additional contacts will occur if the youth initiates them or if staff identifies a need for them.

Minimum required contacts

- Within one week of unsubsidized employment placement in addition to at least 12 monthly contacts for 12 months.
- Within the first month of post-secondary placement in addition to at least one contact each term/semester and at least one contact at the end of each term/semester for at least 12 months. If training completes within the follow-up period, follow-up services should be offered to result in placement with follow-up contacts occurring within one week of the unsubsidized employment in addition to at least monthly contact for at least the remaining 12 months of follow-up.
- At least two contacts within the 12 months following program exit for those youth exited with a military placement. An exact follow-up plan will be developed based on the youth's schedule following enlistment.
- At least quarterly for 12 months for youth exited before completing the activities planned in their ISS.

Documentation

Follow-up expectations and responsibilities must be clearly documented in the ISS. Contacts and services must be documented in the ISS, and in CWDS, that is, case notes will include narrative regarding all contacts and services and appropriate service codes will be added to CWDS. The WIOA Youth subcontractor is responsible for developing processes supporting successful outcomes, including but not limited to:

- Building follow-up into the service strategy from the very beginning and ensuring youth agree to participate in follow-up services and understand the benefits of continued contact
- Developing a written exit strategy based on the youth's individual needs before he/she exits the program
- Maintaining regular and meaningful contact with youth
- Providing services as needed