

Central/Western Maine Workforce Investment Board

Policy & Procedure Governing Youth Follow-Up Services

The following policy and procedure will govern the application of follow-up services for enrolled youth. Providing follow-up services is one of the 10 program elements for all local workforce areas that serve WIA youth participants - WIA section 129(c)(2)(I). All youth must receive some form of follow-up services, and the types, scope, and duration of services must be based on the individual needs of each youth- WIA regulations at 20 C.F.R. § 664.450

General Provisions:

In the Central/Western Maine Workforce Investment Board (CWMWIB) Area III, follow-up services will be provided by the service providers either directly or in conjunction with or referral to community partners.

Follow-up services will begin upon completion of program participation, i.e., at program exit, the exit date is the last day of WIA funded services or partner services; however since we do not know this until there has been 90 days of no service, follow-up will begin after the expected last date of service; the expected last date of service is when we are aware of a youth leaving the WIA program to start employment, training, or an education program.

Follow-up services must be provided for not less than 12 months after the completion of participation but may be provided longer than 12 months if necessary for certain individuals. If a youth cannot be reached or refuses follow-up services, it may not be possible to provide follow-up services; this will be noted in the case notes and case managers will follow the CWMWIB directions in this policy.

As long as the participant is still in his/her follow-up services period, there is no need to re-enroll a participant in the WIA Youth program following exit in order to receive further services.

Purpose of Follow-Up Services:

To assist youth in overcoming barriers which interfere with their educational and employment goals.

To provide intervention to encourage youth retention in employment or education.

To help troubleshoot personal, employment, or educational issues.

Types of Follow-Up Services:

The type of follow-up services provided will be based on assessing the needs of the participant. An assessment will include such items as the participant's age, goals, needs, personal situation, support systems, etc. This assessment will be documented in the participant's case notes.

Follow-up services will also be listed on the Individual Service Strategy for each youth.

Any allowable WIA Youth service is allowable as a follow-up service if it is determined that the individual needs such a service. Examples include:

- Assistance with training costs
- Supportive services such as child care, transportation, housing, medical, clothing (will follow CWMWIB supportive service policy)
- Individual or group meetings
- Follow up with employer or educational facility
- Job referrals
- Mentoring

Regular contact to ensure youth successfully continue in their placement will also be sufficient as a follow-up service as long as the case manager has assessed whether the participant needs anything beyond regular contact and determined s/he does not need additional services. This will be documented in the participant's case notes.

Permissible Ways to Contact Youth for Follow-up:

Names of alternative contacts will be gathered from the youth at time of enrollment to assist in providing follow-up services.

While in-person contact is always the preferred method to reach youth, it is recognized that this is not always possible or the way youth communicate. Telephone and electronic methods such as email, texting, and Facebook are also permissible.

Each contact or attempt to contact a youth will be documented in the case notes and will list the date, time, method of contact used, and outcome. If a youth replies electronically, the message will be copied into the case notes.

When Follow-Up Services Cannot be Provided:

Not all participants who exit are required to receive follow-up services. When this occurs, the case manager will document in the case notes the circumstances for exclusion. The following reasons are exclusions that do not require follow-up:

- Institutionalization
- Deceased
- Health/Medical or Family Care
- Reserved Forces called to Active Duty
- Relocated to Mandated program

Follow-up services will not be provided if a youth cannot be reached or refuses such services. If either of these situations occurs, the following procedures will be followed:

- If a youth refuses services, the case manager will document in the case notes the date, time, method of contact used, a detailed description of the conversation if done by phone or in person, or copy the electronic message received. Once a youth refuses services, no other attempt will be made to contact him/her unless s/he initiates it.
- If a youth cannot be located, the case manager will make 6 attempts to reach him/her either twice a month for a quarter (3 months) or once a month for two quarters (6 months). All attempts to reach the youth will be documented in the case notes and will list the date, time, and method of contact used. Case managers will continue to attempt contact until the policy threshold is reached.

Direct Inquiries:

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Policy approved at the CWMWIB Board meeting on October 18, 2013 and by mail-in votes from Board members.

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