

YOUTH ADMINISTRATIVE BULLETIN NO. 14

TO: WIA YOUTH CONTRACTING AGENCIES

SUBJECT: FOLLOW-UP SERVICES

EFFECTIVE: July 1, 2007

I. BACKGROUND:

The Workforce Investment Act Section 129 (c)(2)(I) requires provision of Follow-up services, as appropriate, for not less than 12 months after the completion of participation in WIA activities.

II. POLICY:

At the time of exit, contractors are required to complete a risk assessment of participants' family situations. The purpose of this assessment is to assist contractors in developing follow-up strategies to meet the needs of individuals after they exit the program. Attached to this bulletin are examples of a family assessment and a form used to document the assessment. Contractors are encouraged to use the attached or similar types of assessment forms.

All youth participants must receive some form of follow-up service for a minimum duration of 12 months beginning at exit. The types of services provided and the duration of services must be determined based on the needs of the individual.

The scope of these follow-up services may be less intensive for youth who have only participated in summer youth employment activities.

Follow-up services for youth may include the following (664.450):

- (a) Leadership development
- (b) Supportive services
- (c) Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise
- (d) Assistance in securing better paying jobs, career development and further education

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- (e) Work-related peer support groups
- (f) Adult mentoring
- (g) Tracking the progress of youth in employment after training.

The TEGL 3-99 further expands on the provision of follow-up services. For the vast majority of youth who have traditionally participated in summer employment activities, (i.e. in-school youth), the scope of follow-up services may be less intensive or may consist primarily of school-based activities communicated to the local board. Examples of follow-up services which may be conducted, include:

- (a) Job shadowing
- (b) A "Youth Day" career exploration activity organized at the WorkSource Center
- (c) Periodic, scheduled group meetings or one-on-one meetings to discuss educational or career options
- (d) Use of technology to explore websites and facilitate communication
- (e) Periodic telephone calls to inform youth of on-going activities such as job fairs or other career activities
- (f) Adult mentoring and tutoring

Depending on the frequency of services and the cooperative role of other agencies and local schools, these activities need not be resource intensive for the WIA funded entity.

Leadership Development activities may be considered as appropriate follow-up activities, provided they do not interfere with regular academic classes. These activities may be coordinated with local schools and may include:

- (a) Exposure to post-secondary educational opportunities
- (b) Community and service learning
- (c) Peer-centered activities, including peer mentoring and tutoring
- (d) Organizational and team work training, including team leadership training
- (e) Training in decision making, including determining priorities
- (f) Citizenship training, including life skills training such as parenting, work behavior training, and budgeting of resources
- (g) Positive social behavior training including positive attitudinal development, self-esteem building, cultural diversity training, work simulation activities, as well as other soft skills training during school hours

These activities may be provided by schools or other community organizations, with the WIA contractor providing the referral service, using administrative records or phone calls to youth.

Supportive services and work-related activities may be considered as follow-up activities for out-of-school youth. Supportive services may include:

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- (a) Linkages to community services
- (b) Assistance with transportation costs
- (c) Assistance with child care and dependent care costs
- (d) Assistance with housing costs
- (e) Referral to medical services
- (f) Assistance with uniforms or other appropriate work attire and work-related tool costs, including such items as eyeglasses and protective eye gear

Work related follow-up activities for out-of-school youth may include:

- (a) Regular contact with a youth participant's employer, including addressing work-related problems that arise
- (b) Formation of job clubs to offer ongoing support and training
- (c) Assistance in securing better paying jobs, career development and further education
- (d) Work-related peer support groups
- (e) Tracking the progress of the youth's employment after training

III. ACTION REQUIRED:

Contractors shall insure that appropriate documentation is maintained to justify the types and duration of follow-up services provided to participants.

Attachment: 1. Family Situation Risk Assessment
2. South Central WDC Follow-Up Information Form