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Effective: April 23, 2024

Subject: Youth Follow-Up Policy

The South Central Workforce Investment Board (SCWIB) recognizes the importance of ensuring effective follow-up services to individuals who have participated in programs funded under the Workforce Innovation and Opportunity Act (WIOA). This policy establishes guidelines for tracking participant performance and providing comprehensive services for 12 months after program completion. Guidance from the Department of Labor (DOL) Employment and Training Administration (ETA) defines the “point of exit” for performance reporting. For WIOA Title I Adult and Dislocated Worker, WIOA Title I Youth, WIOA Title III Wagner Peyser (WP), and Trade Adjustment Assistance (TAA) programs, “point of exit” is the last date of service. Participants will exit the program(s) having gone 90 days without receiving a countable service, for performance-accountability purposes this guidance also establishes a policy restricting program operators from controlling the date of exit from the workforce programs included in the Primary Indicators of Performance.

After Exit Follow-Up Requirements for WIOA Youth:

Staff must follow up with WIOA participants, as necessary, to provide accurate reporting on the WIOA indicators of performance measures. Data will be collected through various methods, including participant self-reporting, employer verification, and data sharing agreements with relevant agencies and organizations. Efforts will be made to ensure data accuracy and confidentiality.

1. Staff will utilize a statewide case-management system report to identify the Youth participants that needed contacted in a particular quarter.
2. Staff must complete the WIOA follow-up tab for all four quarters after exit sections by the due date shown in the statewide case-management system.

a. Staff must complete all exit information which includes, but is not limited to:

- i. Entered employment and wage information;
- ii. School status;
- iii. Youth placement; and
- iv. Credential obtainment.

3. If the youth participant is not employed, staff must note this in the follow-up tab and offer follow-up services which may include:

- i. Comprehensive Case Management: Upon exiting, staff are required to provide ongoing support and guidance for a period of 12 months. Staff will work closely with participants to assess their individual needs and develop personalized career plans.

- ii. Job Placement Assistance: staff will facilitate job placement services, including job search assistance, resume writing, interview preparation, and job matching. Participants will receive continued support in their efforts to secure and retain employment.
- iii. Referral Services: Participants will be connected to WIOA partners for additional services, such as counseling, transportation assistance, childcare, or housing resources, as needed. Referrals will be made to community organizations or agencies specializing in the respective areas of assistance.
- iv. For Youth participants only, supportive services may be available following the local supportive services policy.

4. Staff must attempt to use different avenues to contact the participants. Staff must document each attempt to obtain this information either in the follow-up tab or in Case Notes.

Contact: Please direct comments or questions regarding this policy to info@scwib.org