	New Jersey Workforce Innovations Notice		WD-PY19-1
	Issued By:	Workforce Development Division of Career Services	
	Approved By:	Hugh Bailey, Assistant Commissioner Workforce Development	
	Issued Date:	October 9, 2019	

1. **SUBJECT:** WIOA Youth Program Follow-Up Services
2. **PURPOSE:** To provide local workforce development areas and partners with information related to youth services and documentation, as specified by the Workforce Innovation and Opportunity Act (WIOA).
3. **SCOPE:** Workforce Development System
4. **EFFECTIVE DATE:** This NJWIN is effective as of **April 19, 2018**.
5. **BACKGROUND:** Youth who are successful in employment and/or postsecondary education and training receive critical follow-up services to aid their transition as they exit our program. Follow-up services include mentoring, supportive services, financial literacy training, career exploration, and transition services.
6. **POLICY:** 20 CFR 681.580 requires that follow-up services be provided to youth for not less than 12 months after completion of participation. The exit date is determined when the participant has not received services in the Youth program **or any other DOL-funded program** in which the participant is co-enrolled for 90 days and no additional services are scheduled. At that point, the date of exit is applied retroactively to the last date of service. Once 90 days of no services, other than follow-up services, self-service, and information-only services and activities, has elapsed and the participant has an official exit date applied retroactively to the last date of service, the program continues to provide follow-up services for the remaining 275 days of the 12-month follow-up requirement. The 12-month follow-up requirement is completed upon one year from the date of exit (Training and Employment Guidance Letter 21-16).

All youth participants must be advised of follow-up services at the time of enrollment and offered an opportunity to receive follow-up services. The follow-up services offered must be included in the ISS, and align with the participant's goals and objectives.

The types and duration of services provided must be determined based on the needs of the individual. Therefore, the type and intensity of follow-up services may differ for each participant. Types of follow-up may include regular contact with a youth, a youth participant's employer or academic advisors, including assistance in addressing work or school related problems that arise. 20 CFR 681.580 states, "Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome."

Follow-up services for youth should consist of outreach to ensure that the youth participant has the needed tools to continue his/her journey. For example, specific questions may include one or more of the following:

- How can I help you further?
- Now that you have a job, are you saving money?
- Do you need help setting up a savings account?
- Do you need help establishing a long-term savings plan?
- Is the job you're in what you expected?
- Do you know what other opportunities are available to you within your local area?

The final rule also states that follow-up services for youth also **may** include the following five (5) program elements:

1. Supportive services;
2. Adult mentoring;
3. Financial literacy education;
4. Services that provide labor market and employment information about in demand industry sectors or occupations available in the local area, such as career awareness, career counseling (including counseling about the workplace as appropriate), and career exploration services; and
5. Activities that help youth prepare for and transition to postsecondary education and training.

NOTE: For a description of these services, see the [Youth Program Technical Assistance Guide](#), provided in [New Jersey Workforce Innovation Notice 6-17](#).

Program elements beyond the five program elements described above are not permitted during the follow-up period. To provide other program element services, the youth must be re-enrolled and a new eligibility determination completed. However, if these elements occur within 90 days after the last planned service prior to exit, exiting can be postponed to allow for the continuation of services. Follow-up services may begin immediately following the last expected date of service, when no future services are scheduled, and the services do not cause the planned exit date to change or trigger re-enrollment.

7. **FOLLOW-UP EXCEPTION:** Follow-up services must be provided to all participants for a minimum of 12 months, with the following exceptions:

7.a. **Non-reportable youth who exit.**

TEGL 10-16 states that youth participants are not required to be provided with follow-up services when:

- The participant exits the program because he or she has become incarcerated in a correctional institution;
- The participant has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center while receiving services as a participant;
- The participant is deceased;
- The participant exits the program because of medical treatment, and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program;
- The participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces, and is called to active duty for at least 90 days; or
- The participant is in the foster care system as defined in 45 CFR 1355.20(a), and exits the program because the participant has moved from the local workforce area as part of such a program or system.

7.b. **Youth participant declines to receive follow-up services.**

The youth may opt out of receiving follow-up at any point during the program or during the follow-up period. Opting out must be documented in a comment in AOSOS and in youth's paper file.

7.c. **Youth participant who cannot be located.**

Follow-up services must include more than only a contact attempted or made. If after several attempted failed contacts are made, a comment must be documented indicating the number of failed contacts attempts and efforts made to encourage youth to reach out to the youth program. An example comment might be the following:

"Youth participant cannot be located. Youth contact was attempted 6 times, through youth's cell phone, social media and youth employer's phone number. Voice mail message left on youth's cell phone advising youth to contact the Youth Program, as well as reminding youth that she can utilize resources offered through the One-Stop as needed."

8. **LOCAL AREA POLICIES:** Local area programs should have policies in place that address and document the following regarding the provision of follow-up services:

- Establishment of how to document and record when a youth participant cannot be located or contacted;
- Determination of the number of failed attempts that must be made in order to document that the youth cannot be located;
- Establishment of the use of an assessment tool that helps the Youth Program decide what type of follow-up, including what frequency and intensity of follow-up, a youth would need;
- Provision of templates to document a follow-up agreement with youth and for youth declining follow-up services; and
- Procedure for how to document follow-up services to be provided beyond 12 months with approval from the Youth Program Coordinator or One Stop Operator.

9. **RECORDING FOLLOW-UP IN AOSOS:** The appropriate follow-up activities should be data entered in AOSOS every time follow-up contact is made. All follow-up contact information should also be documented in the AOSOS Comments section (See below). To record any of the five allowable program elements during follow-up, go to **Provider Module**, select appropriate **Services** within allowable services types (See **Allowable Follow-Up Service Types**).

The screenshot shows the 'OSOS Migration' interface with ID: 129963 and page 1 of 1. The 'Services' tab is active. The 'Service Detail' section includes:

- Service Category: Individualized Career Services/Training (Intensive/Training)
- Service Type: Received Financial Literacy Services
- Service Name: Financial literacy
- WIOA Eligible Status: Not approved
- Description: Financial literacy
- Service ID: 215295
- Training Credit Hours: [input field]
- Total Service Length: Weeks [input field] Days [input field] Hours [input field]
- O*Net Title: [input field]
- CIP Code: [input field]

Buttons for 'Service', 'Programs', 'ETP Status', 'Program of Study', 'O*Net Titles', and 'CIP Codes' are visible. A table at the bottom lists service details:

Category	Service Type	Service Name	Description
<input type="checkbox"/> Individualized Care	Received Financial Literacy Services	Financial literacy	

Figure 1 Provider Module Screen

From the **Customer Service** screen, add the appropriate follow-up service (one of five follow-up types listed below). Complete the left side making sure the “**Program Service Type**” equals follow-up, then fund the service. Since the program service type equals “**Follow-Up**,” this service will not create or extend enrollment.

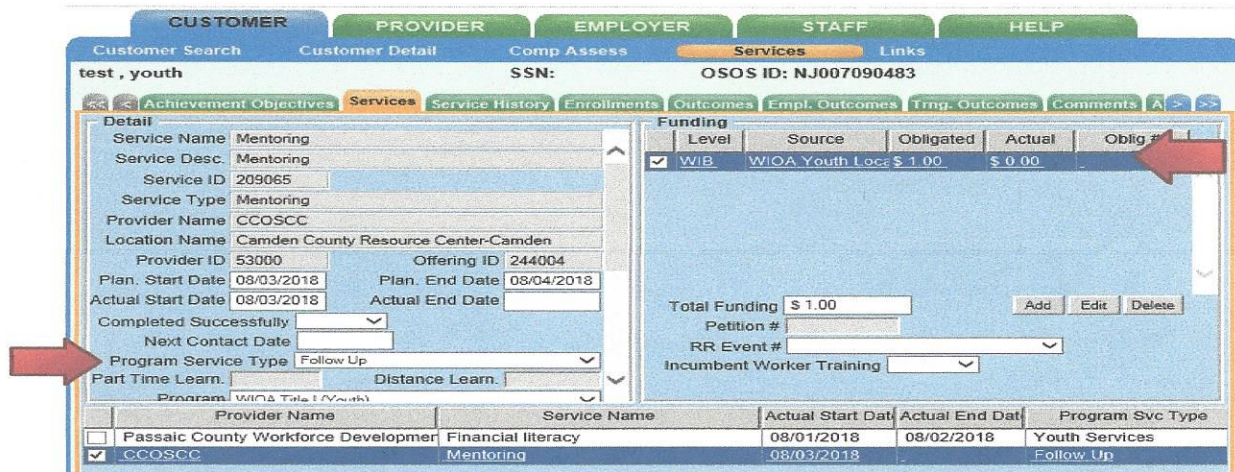


Figure 2 Customer Screen

Since follow-up services are to be entered on the day they are provided as a one-day service, make sure to also complete the *Actual End Date* and *Completed Successfully* tabs.

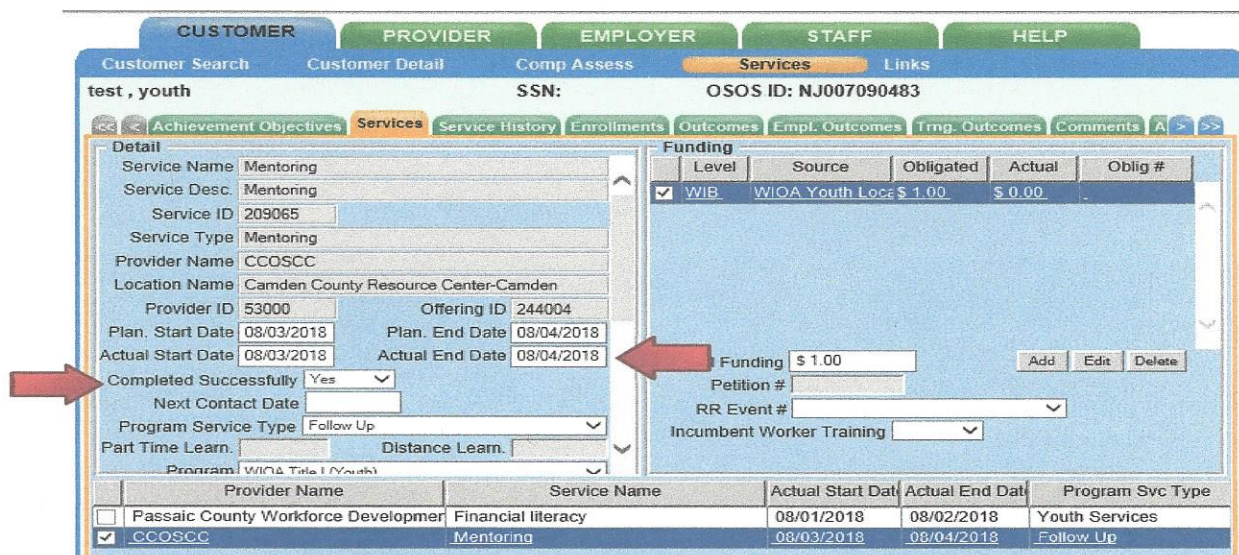


Figure 3 Actual End Date

10. ALLOWABLE FOLLOW-UP SERVICE TYPES:

1. **Supportive services.** To document in AOSOS as a Service Type, select appropriate supportive service from any of the five supportive services offered (child care, dependent care, housing, transportation, and Other).
2. **Adult mentoring.** To document in AOSOS as a Service Type, select "Mentoring" service type.
3. **Financial literacy education.** To document in AOSOS as a Service Type, select "Received Financial Literacy Services" service type.

4. Services that provide labor market and employment information about in demand industry sectors or occupations available in the local area, such as career awareness, career counseling (including counseling about the workplace as appropriate), and career exploration services. To document as a Service Type, select “Workforce Information Services Staff Assisted (LMI)” service type.
5. Activities that help youth prepare for and transition to postsecondary education and training. To document as a Service Type, select “Postsecondary Preparation and Transition Activities (Youth Only)” service type.

11. **GENERAL FOLLOW-UP/NON-PROGRAM ELEMENT:**

To record follow-up service activity that does not include any of the five allowable program elements listed above, go to the **Provider Module Screen** and select **Follow-Up Services** under **Service Type**. This selection should occur only after the youth counselor has offered any of the five allowable program elements listed above, thereby determining that the youth does not currently need additional services during this contact.

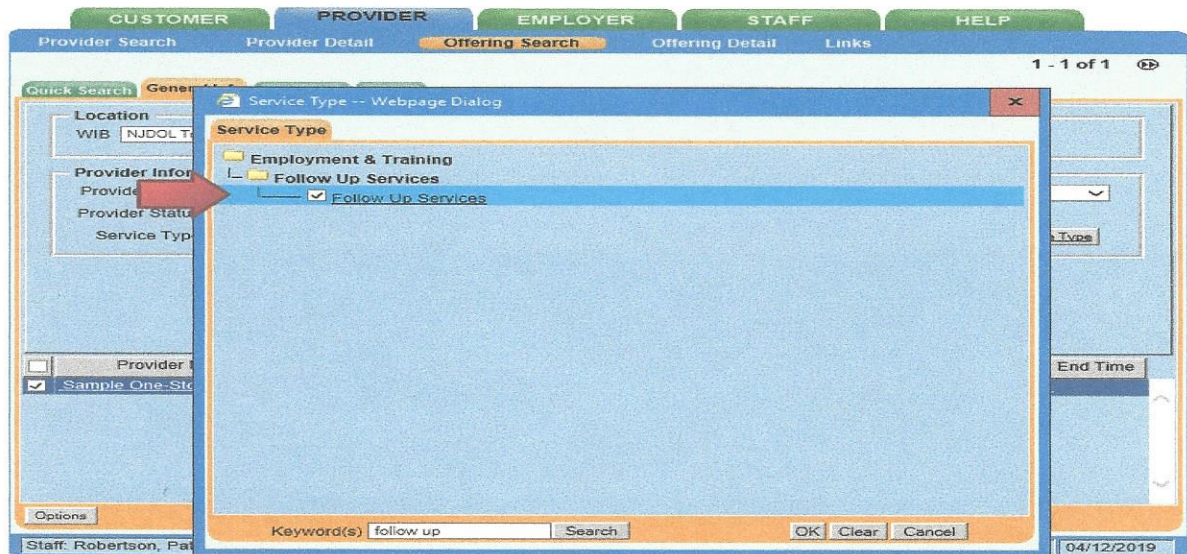


Figure 4 Follow Up Service Type

12. **RECORDING FOLLOW-UP IN AOSOS' COMMENTS SECTION:** To record follow-up contact with youth, employer or academic advisor, a comment must also be entered in AOSOS documenting the type of contact and information obtained.

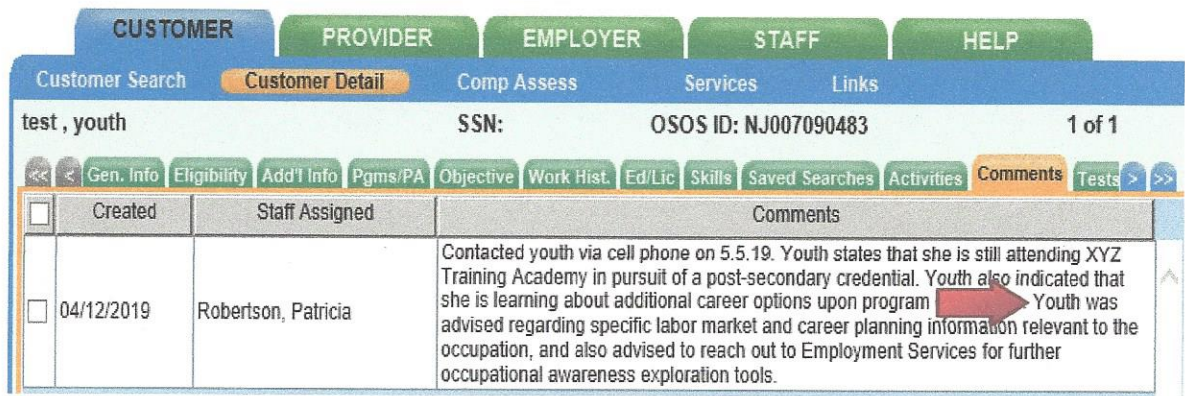


Figure 5 Follow-Up Comment

In the above example, the follow-up service provided and to be documented is “Services that provide labor market and employment information about in demand industry sectors or occupations available in the local area, such as career awareness, career counseling (including counseling about the workplace as appropriate).” (See Service Type #4, page 5.)

13. **RECORDING FOLLOW-UP EXCEPTIONS:**

13.a. Youth participant declines to receive follow-up services.

In the Comment section, indicate a full description of youth’s reason for refusal and current situation (including education, employment, housing, etc.).

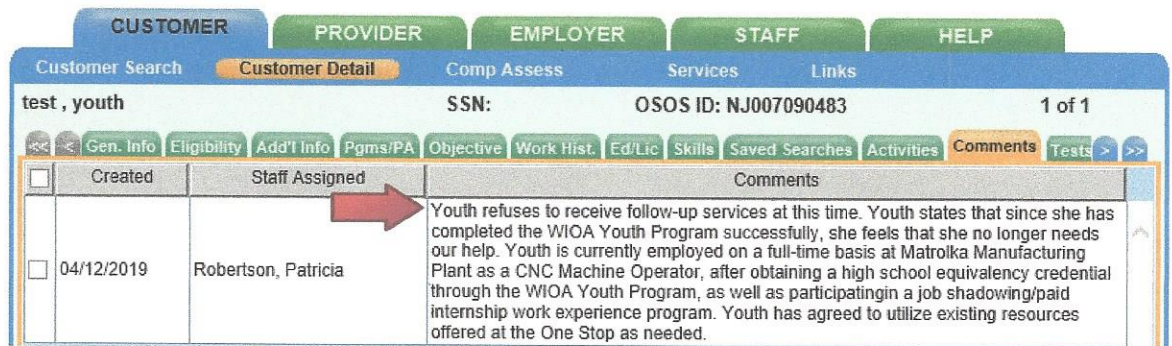


Figure 6 Comment Section- Follow-up Refusal

Local areas should also create a form and have the youth’s signature on it as a declination of follow-up or you can save/ print a text or social media message in the youth’s file if the youth is not available to sign the form. (See Figure 6, above.)

13.b. Youth participant who cannot be located.

A comment must be entered in AOSOS indicating the number of failed contact attempts, as well as efforts made to encourage the youth to reach out to the youth program. (See Figure 7, on page 8.)


CUSTOMER		PROVIDER	EMPLOYER	STAFF	HELP
Customer Search		Customer Detail	Comp Assess	Services	Links
test , youth		SSN:		OSOS ID: NJ007090483	
				1 of 1	
Gen. Info		Eligibility	Add'l Info	Pgms/PA	Objective
		Work Hist.	Ed/Lic	Skills	Saved Searches
		Activities	Comments	Tests	
Created	Staff Assigned	Comments			
<input type="checkbox"/> 04/15/2019	Robertson, Patricia	 Youth cannot be located at this time. In compliance with Follow-up Policy, youth staff has texted/called youth six times, and sent message via social media. 3 voice mail messages were left on youth's voice mail advising youth to contact the youth program for follow-up, as well as reminding youth of services available through the One-Stop Career Center. Youth staff also called employer on file, but unable to obtain information regarding youth.			

Figure 7 Comment Section- Youth not located

14. **REQUIRED ACTION:** This document is to be distributed to all workforce development staff and partners who are engaged with WIOA youth programs.
15. **RESCISSIONS:** None.
16. **REFERENCES/LINKS:**
 - WIOA 20 CFR 681.580:
https://www.govregs.com/regulations/expand/title20_chapterV_part681_subpartC_section681.580
 - TEGL 21-16: https://wdr.doleta.gov/directives/attach/TEGL/TEGL_21-16_Acc.pdf
 - TEGL 10-16: Change 1: https://wdr.doleta.gov/directives/attach/TEGL/TEGL_10-16-Change1_Acc.pdf
 - New Jersey Workforce Innovation Notice 6-17:
<https://www.nj.gov/labor/wioa/documents/youth/NJWIN6-17.pdf>
 - Youth Program Technical Assistance Guide:
https://www.nj.gov/labor/wioa/documents/youth/WIOA_Youth_Program_Elements_Technical_Assistance_Guide.pdf
17. **QUESTIONS:** For questions regarding WIOA Youth Program design, contact Dr. Yolanda Allen, Division Director, Division of Career Services at Yolanda.Allen@dol.nj.gov. For questions regarding entry of follow-up services into AOSOS, contact Jackie Novatin, Chief, Technical Assistance Unit at Jacqueline.Novatin@dol.nj.gov.