

## Northwest Workforce Service Area Letter 111

**Subject:** Youth Follow-Up Services

**Issuance Date:** 1 January 2004

**Effective Date:** 1 January 2004, Revised 1 October, 2008

**Action:** To provide guidance to youth staff regarding follow-up services as required under the Workforce Investment Act of 1998.

**Who:** Workforce Investment Board members, Local Elected Official Board Members and Program Providers.

**Background:** All youth participants must receive some form of follow-up services for a minimum duration of twelve months after exit from the program. Follow-up services provided are determined based on the needs of the individual and the objectives set by the local Youth Council.

**Policy and Procedures:** Follow-up services should start immediately upon enrollment into the WIA youth program. Youth should be aware of the process that will be used to maintain contact with them throughout the time they are enrolled as an active WIA participant and how follow-up services will be provided to them for up to one year after exit from the WIA program. A written follow up plan should be developed with the participant before they actually exit the program. The follow-up plan would explain the follow-up procedures and the services available to them through follow-up. All youth exited from the WIA program will be encouraged to remain in contact with their WIA Case Manager on their own initiative.

Staff follow-up will be conducted with all youth at a minimum of once per quarter after exit from the WIA program, although more contact is strongly encouraged. The Case Manager working with the youth at the time of exit will be responsible for the follow-up. The follow-up may be conducted in any of the following manners:

1. Personal Contact
2. Telephone
3. E-mail
4. Letter
5. Surveys

The method of contact is to be documented in the client file case notes with the results of the contact.

Services to be offered through follow-up should be specified in each client's case notes and should be from one of the ten WIA program elements. Services should be designed to fit the unique needs of each individual. Services will include, but will not be limited to, the following:

1. Staff Mentoring
2. Leadership Development
3. Support Services
4. Job Search Assistance
5. Job Development Assistance
6. Job Retention Assistance
7. Resume Assistance
8. School Contact
9. Life Skills Training
10. Assistance With Personal Issues

Youth can be very transient populations that often do not leave forwarding addresses when they move. It is important to develop a list of several contacts such as parents, brothers, sisters, other relatives, and friends that may be able to provide you with contact information if you lose touch with the participant after exit from the program. Cell phone numbers and e-mail addresses are also of value for follow-up.

## **Contact**

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