

(Revised 5/18/20)

## WIOA YOUTH FOLLOW UP POLICY

### **Enrollment Expectations Regarding Communication During Follow Up Status:**

Establishing and maintaining communication with our youth is essential for a successful and working relationship. Creating this form of dialogue will make it easier to acquire performance indicator documentation on our youth's progress in achieving their educational and/or employment goals in follow up status.

To that end at WIOA youth enrollment, on the WIOA Youth Application, Navigator(s) will ensure to collect multiple contacts, including e-mail, alternate phone number, social media account(s), and/or contact information for relatives or friends. In this way, we will be sure to have multiple contact points available, if needed, to ensure communication lines are open for exchange of information on the performance indicators.

WIOA Performance Indicators data entry is completed in the OSOS Services Page under the Employment Outcomes and Training Outcome tabs and their respective Outcome Details tabs during follow up status.

- Placement in Education, Training, or Unsubsidized Employment Rate 2<sup>nd</sup> Quarter After Exit
- Placement in Education, Training, or Unsubsidized Employment Rate 4<sup>th</sup> Quarter After Exit
- Median Earnings 2<sup>nd</sup> Quarter After Exit
- Credential Attainment Post-Secondary Credential, HS or HSE Diploma 4<sup>th</sup> Quarter after Exit

In addition, in the Comments tab, completion or non-completion status of applicable performance indicators based on our youth's educational and/or employment goals, needs to be supported and notated including hard file documentation adhering to SENSE Model (Situation, Evaluation, Next steps, Sufficient information, Employment related information only).

### **Ensuring progress towards individual career pathway for youth in follow up status:**

Navigator(s) will utilize RW OSOS Desk Guide Draft for guidance on changing status of youth from active to one of follow up status. Navigator(s) will connect with youth in follow up status to provide critical services. The goal is to ensure youth progress and success in the youth's individual career pathway towards attaining educational and/or employment goals. Provided Navigator support to the youth in achieving goals is accomplished by utilizing the subsequent five (5) allowable follow-up WIOA Youth Elements:

- **Adult Mentoring**
- **Financial Literacy Education**
- **Labor Market Information (LMI)** in demand sectors/occupations (career awareness, career counseling, and career exploration services),

(Revised 5/18/20)

## WIOA YOUTH FOLLOW UP POLICY

- Activities that help prepare youth for and transition to postsecondary education and training, and Supportive Services.
- **Follow Up:** Per NYSDOL use minimally as too general category. Use ONLY during instance if connecting with youth and youth becomes agitated, utilizes inappropriate language and/or behavior to state not to be contacted further.

In addition, Navigator(s) can utilize the Objective Assessment service, which is a design framework service, not a WIOA element, to document Post-TABE testing or other assessment(s) for a youth in follow up.

### **12 Month Follow-up: Once a quarter: OSOS Objectives and Services History/ISS**

Navigator(s) will connect with youth in follow-up status and provide services at a minimum once a quarter for 12 months after exit. **Navigator will connect with youth at a minimum four times to provide follow up elements/services during 12-month period after exit by meeting once a quarter**. Reviewing the youth's initial Individual Service Strategy (ISS) and then the OSOS Objectives and Services History/ISS to keep the youth's educational and/or employment goals current. The OSOS Objectives and Services History/ISS captures any changes to the youth's initial educational and/or employment goals. The OSOS Objectives and Services History/ISS is dually signed by youth and Navigator, once a quarter, to demonstrate the accountability process of both youth and Navigator discussing changes to goals and services provided.

### **Exceptions to providing Follow-up Services:**

IF a youth refuses to receive follow up services, then a Navigator does not need to provide follow up services but should document with OSOS comment (SENSE Model) stating youth declined receiving follow up services. If a Navigator is unable to contact/connect with youth a due to out of dated or old contact information, then follow up services cannot not be provided, however, Navigator documents each outreach attempt with a comment (SENSE Model).

### **Maintaining Current Contact Information:**

Youth in follow up status will notify Navigator on changes to contact information. However, a Navigator when connecting with youth will verify youth's phone, and social media (if applicable), and email contact information, too. Navigator will update contact information as needed and document changes on OSOS including comment (SENSE Model).