

The Mississippi Partnership Workforce Development Area

YOUTH CONTACT AND FOLLOW-UP POLICY

Revised July 1, 2015

THE MISSISSIPPI PARTNERSHIP YOUTH CONTACT AND FOLLOW-UP POLICY

I. Scope and Purpose

The purpose of this policy is to establish guidelines by which providers may ensure that the youth they serve leave the program with all the tools they need to pursue their career goals and ultimately experience personal and professional self-sufficiency and success. This policy discusses several means of ensuring that success, including pre-exit contact, post-exit contact, and follow-up services, all of which are required for every youth served in a Mississippi Partnership WIOA program. Providers should make every effort to serve participants in a timely, courteous, and professional manner.

Pre- and post-exit contact not only aid in case management but also provides performance information used to evaluate the success of individual programs and their participants. Additionally, contact provides an opportunity to update participant information and to keep participants from being “lost.”

Follow-up services, though separate from pre- and post-exit contact, serve a similar purpose and go the additional step of assisting youth who may still need help after having completed active program participation. Considered one of the ten youth program elements, follow-up services must be provided to every WIOA youth for a minimum of twelve months after exit. Case management will determine which services each individual youth should receive, as well as whether a youth requires follow-up services for more than the required twelve months.

II. Pre-Exit Contact

- A. At the time that a participant enrolls in a youth program, the provider should explain that the participant may expect to be contacted at least monthly throughout his or her participation in the program, for twelve months after exit, and one more time during the fifth quarter after exit (for program outcome purposes). The provider should also collect appropriate contact information from the participant. Ideally, the provider should have at least two contact names and numbers for each youth.

While a youth cannot begin receiving services until the certification is complete and the youth provider receives all necessary paperwork, the youth provider should remain in contact with the youth throughout the certification process to ensure the youth does not lose interest in the WIOA youth program.

B. Contact Procedures

1. Each youth must be contacted monthly, at a minimum, throughout the course of his or her participation in the program.
2. Contacts may be made in person, by mail, or by phone.
3. All contact should be documented in Section 13 (providers having a computer log system in place are not required to maintain handwritten case management, contact, and follow-up notes) of the Individual Service Strategy (ISS) form (Attachment A), along with case management notes and other relevant information. Providers maintaining notes on computer logs must attach hard copies of notes to the ISS.
4. Information obtained during these contacts should be utilized to determine what additional services the youth should receive or if the youth should be exited from the WIOA youth program and begin the follow-up phase.

III. Exiting Youth

- A. The Exit Date from WIOA should be recorded as the date of last service, not the date the paperwork is completed.
- B. Youth who, thru the third quarter after exit, are in one of the following categories and the youth provider has the reason fully documented in the participant file, will be excluded from WIA performance measures.
 - 1. Residing in an institution or facility providing 24-hour support, such as a prison or hospital, and is expected to remain there for at least 90 days. {This exception does not include youth with disabilities residing in institutions, nursing homes, or other residential environments.}
 - 2. Receiving medical treatment or providing care for a family member that precludes entry into unsubsidized employment or continued participation. This does not include temporary conditions or situations expected to last for less than 90 days.
 - 3. Deceased
 - 4. Reservist who is called to active duty for at least 90 days.
 - 5. Youth who is in the foster care system or other mandated residential program and has moved from the area as part of such program.
- C. Utilizing case management and information obtained during the contacts, exits should be made when a youth has finished receiving WIOA services, maximized performance, and is ready to be exited.
- D. If a youth does not receive any services for 90 consecutive days, the youth should be exited. Unsuccessful attempts at contact must be documented in case management notes on the youth's ISS; returned letters must also be kept in participant files.
- E. When a youth is exited, the provider should ensure that the youth understands that post-exit contact will continue monthly through the twelve months following exit, plus one additional contact in the fifth quarter after exit.

IV. Post-Exit Contact

Post-exit contact is designed to ensure that each youth continues in their education or employment, and any necessary follow-up services (see Section V.) needed to help the youth do so should be offered.

Contact Procedures

- A. Each youth must be contacted monthly in person, by phone, or by mail (see Attachment B for a sample contact letter), beginning the first month after exit. Subsequent post-exit contacts should be made monthly through the twelfth month after exit.
- B. All contact, both pre and post exit, must be documented in Section 13 (providers having a computer log system in place are not required to maintain handwritten case management, contact, and follow-up notes) of the ISS or other approved documents, such as computer logs. Additionally, copies of contact letters must be kept in participant files.
- C. If a provider learns that an exited youth has become unemployed or has left school or training, the provider must immediately make efforts to contact the youth and take steps to help the youth enroll in school or training or find new employment.

V. Follow-Up Services

Follow-up services and post-exit contact are separate program components. Whereas contact procedures are designed to keep track of participants and their progress, follow-up services are part of the required program elements and are intended to provide participants the additional tools they

may need to meet their career goals after they exit a youth program. Follow-up services are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or post-secondary education and training.

A. Types of Follow-Up Services

Follow-up services may include but are not limited to the following.

1. Leadership Development;
2. Supportive service activities or referral to an agency that may provide such services;
3. Regular contact with a youth's employer, including assistance in addressing work-related problems that arise;
4. Assistance in securing better paying jobs, career pathway development, and further education or training;
5. Work-related peer support groups;
6. Adult mentoring; and/or
7. Services necessary to ensure the success of youth participants in employment and/or post-secondary education.

Paid work experience is not allowable follow-up services. Any funds spent during a youth's follow-up phase for paid summer or regular work experience are considered disallowed cost.

B. Requirements

1. Every youth exiting a WIOA youth program must be provided follow-up services of some type for at least twelve months after exit, although some youth may need additional follow-up services.
2. Follow-up services must be offered during every post-exit contact.
3. The types of services provided and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each participant.
4. Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.
5. Supportive services may be provided during follow-up in accordance with the Mississippi Partnership Policy for Supportive Services.
6. All follow-up services must be document in the participant file.

VI. Performance

Successfully meeting WIOA performance standards means ensuring that all youth attains the appropriate literacy and numeracy gains, credentials/certificates/degree, participants enter military service or employment, or enroll in post-secondary school or other training that will help them attain better-paying jobs. Regular post-exit contact will not only provide performance information but will also provide an avenue to ensure that the youth receive all needed follow-up services to meet their career goals.

VII. Monitoring

Pre- and post-exit contact and provision of follow-up services should be meticulously documented in participant files and will be reviewed regularly by monitors. Providers having a computer log system in place are not required to maintain handwritten case management, contact, and follow-up notes, but

hard copies of such notes should be attached to the ISS and placed in the participant file for local and state monitoring.

VIII. This policy is revised effective July 1, 2015.

ATTACHMENTS

- A Youth Individual Service Strategy (ISS)
- B Sample Follow-Up Letter

**The Mississippi Partnership
WIOA Youth Programs
INDIVIDUAL SERVICE STRATEGY FORM**
Revised July 2015

1. Last Name	2. First Name	3. Social Security #
4. Date of Registration	5. Date of Birth	6. Gender <input type="checkbox"/> Female <input type="checkbox"/> Male
<p>7. Education History</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>High School Attended & Dates:</p> <p>_____</p> <p>_____</p> <p>College Attended & Dates:</p> <p>_____</p> <p>_____</p> </div> <div style="width: 50%;"> <p><input type="checkbox"/> Received High School Diploma</p> <p><input type="checkbox"/> Received Cert. of Attendance/Completion</p> <p><input type="checkbox"/> Received GED</p> <p><input type="checkbox"/> Has desire to received H.S. Diploma/GED</p> <p><input type="checkbox"/> Other: _____</p> </div> </div>		
<p>8. Assessment/Educational Levels</p> <p>For Out-of-School Youth, what are the youth's TABE levels for the following areas:</p> <p>Reading: _____</p> <p>Total Math: _____</p> <p>Language: _____</p>		<p>9. Short-Term Goals (Goals to be achieved within 12 months)</p> <p><input type="checkbox"/> Enter Work Ethics Training</p> <p><input type="checkbox"/> Enter Paid Work Experience/Internship</p> <p><input type="checkbox"/> Enter Employment</p> <p><input type="checkbox"/> Enter Military</p> <p><input type="checkbox"/> Enter Post-Secondary Education</p> <p><input type="checkbox"/> Enter Advanced /Occupational Skills Training</p> <p>Long-Term Employment Goals</p> <p>_____</p> <p>_____</p>
<p>10. Describe the youth's plan and program elements that will be given to increase assessment/Educational Levels and reach goals described in 9.</p>		
<p>11. Challenges to Education/Employment (check all that apply)</p> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <p><input type="checkbox"/> Offender</p> <p><input type="checkbox"/> Lacks Work History</p> <p><input type="checkbox"/> Homeless or runaway</p> <p><input type="checkbox"/> Foster Child</p> <p><input type="checkbox"/> Pregnant or Parenting</p> <p><input type="checkbox"/> Lacks Transportation</p> <p><input type="checkbox"/> Substance Abuser</p> </div> <div style="width: 50%;"> <p><input type="checkbox"/> Deficient in Basic Literacy Skills</p> <p><input type="checkbox"/> Requires Assistance to Complete an Education Program / Attain Employment</p> <p><input type="checkbox"/> Lacks High School Diploma or GED</p> <p><input type="checkbox"/> Disabled (including learning disabilities)</p> <p><input type="checkbox"/> Public Assistance Recipient</p> <p><input type="checkbox"/> Health Problems</p> <p><input type="checkbox"/> Other: _____</p> </div> </div>		
<p>12. Statement of Understanding: This service strategy has been developed through mutual cooperation and agreement between the service provider and the participant. This is not a guarantee of, or a contract for, provision of services.</p> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 45%;"> <p>Participant's Signature</p> <p>_____</p> <p>Youth Provider's Signature</p> <p>_____</p> </div> <div style="width: 45%;"> <p>Date</p> <p>_____</p> <p>Date</p> <p>_____</p> </div> </div>		

SAMPLE CONTACT LETTER

July 1, 2015

Participant Name
Street Address
City, State Zip Code

Dear Youth Participant:

I would like to take this opportunity to personally thank you for using the services of [INSERT NAME OF SERVICE PROVIDER]. I trust your experience with us has been a positive one and that you will share information about our program with others who may benefit from our services.

Even though you are now [in school, in the military, employed, etc.], we will still continue to contact you on a monthly basis to offer assistance. A wide variety of services are available to youth who have participated in [INSERT NAME OF SERVICE PROVIDER] activities, including:

- tutoring,
- information about additional educational opportunities,
- additional career planning and counseling,
- assistance with work-related problems,
- job referrals, for those who may have become unemployed,
- referral to other agencies for supportive services, and
- other services, as appropriate, that may help ensure success.

If you have need of any of these services, or if you have other needs with which we may provide assistance, please contact us at [INSERT PHONE NUMBER] and ask to speak with me. Your success is extremely important to me; if you are not successful, then my job hasn't been completed.

I look forward to hearing from you.

Sincerely,

[CASE MANAGER]