



## 1. Background

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 postsecondary education and training. This policy addresses follow-up requirements for Workforce Innovation and Opportunity Act (WIOA) title I youth participants described in [Training and Employment Guidance Letter \(TEGL\) 21-16 – Third WIOA Title I Youth Formula Program Guidance](#).

## 2. Definitions

- **Service provider:** A provider of workforce development services in Spokane County, such as partners located at the Next Generation Zone or other entity designated by the Spokane Workforce Council (SWC), that is responsible for determinations of program eligibility, documentation, self-attestation guidelines, and other eligibility and documentation requirements as defined by the SWC.
- **WorkSource System Tools (WST):** The management information system (MIS) that workforce development organizations in Washington State use to collect data for WorkSource programs. This system is composed of two programs, a job seeker facing website known as WorkSourceWA.com (WSWA) and a web-based case management program known as Efforts to Outcomes (ETO).

## 3. Policy

Follow-up services must be provided to most youth participants and must begin immediately following the last expected date of service in the youth program or any other WorkSource program for which the youth is co-enrolled.

The last expected date of service in the youth program is also the program completion date. The exit date, however, is determined when the participant has not received qualifying services from any 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 has elapsed, other than follow-up services, self-service, and information-only services and activities, and the participant has an official exit date applied retroactively to the last date of service, the WIOA youth program must continue 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 one year from the date of exit.

Follow-up services for WIOA youth participants have the following guidelines:

- Follow-up notification for new youth participants** – A case note must be entered at the time of enrollment documenting that a youth participant has received notice that they will receive follow-up services for 12 months following exit from the program.
- Youth who must receive follow-up services** – Youth who complete the program with any of the following reasons for completion are required to receive follow-up services as described in this policy:
  - Entered a Post-Secondary Education
  - Entered a Qualified Apprenticeship
  - Entered Advanced Training
  - Entered Military Service
  - Lack of Transportation
  - Miscellaneous
  - Self-Employment

viii. Unsubsidized Employment

- c. Youth exempt from receiving follow-up services** – Under some circumstances a youth participant may be exempt from follow-up requirements. A youth who at one time was considered exempt, but no longer meets the criteria for an exemption, must be offered follow-up services as described in this policy. The circumstances for exemption from follow-up services include:
- i. **A youth who cannot be located or contacted** – At least three attempts to contact must occur and at least 90 days since the last time the youth was contacted must pass before a youth may be considered unable to locate. Attempts to contact must be documented in ETO.
  - ii. **A youth who declines follow-up services** – At any point in time during the program or during the 12 months following exit, a youth may request to opt out of follow-up services. In this case, the request to opt out or discontinue follow-up services made by the youth must be documented in ETO.
  - iii. **A youth who qualifies for an exit exclusion** – At any point in time during the program or during the 12 months following exit a youth may qualify for an exit exclusion. Exit exclusions must be recorded on an Outcomes or Follow-up touchpoint in ETO and the reason for the exit exclusion must be case noted in ETO. Exit exclusions that include hospitalization or medical treatment must not include any confidential information and instead this information must be contained in a confidential file outside of ETO. Exit exclusions include the following:
    1. An individual who has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center.
    2. An individual under medical treatment that is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.
    3. An individual who is deceased.
    4. An individual who 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.
    5. An individual who is in the foster care system and who has moved away from Spokane County as part of such a program or system.
- d. Follow-up plan** – Except for those youth who are exempt, youth participants who complete the WIOA youth program must be offered an opportunity to receive follow-up services that align with their individual service strategies. A plan for providing follow-up services that is tied to the goals and activities identified in the ISS must be developed at the time of program completion. The types of services planned must be determined based on the needs of the individual and therefore, the amount, type, and intensity of planned follow-up services may differ for each participant. Planned follow-up services should include more than a notification that services are available and be more specific than listing a program element. Most program elements group different activities together and instead the specific activities should be called out.
- e. Quarterly follow-up** – Quarterly interactions with youth must be documented in case notes in ETO. A youth must be interacted with at least once every 90 days following their exit date for at least 12 months. This interaction must be more than a check-in or status update and should involve delivery of, or an attempt to deliver, a planned follow-up activity. A youth who cannot be contacted must receive more than one attempt to contact for each 90-day period and each attempt must be documented in case notes in ETO.
- f. Follow-up services** – Follow-up services must be provided to all participants for a minimum of 12 months unless the participant cannot be located, declines to receive follow-up services, or is unable to participate due to an exit exclusion. Follow-up services may be provided beyond 12 months at the service provider's discretion. Any follow-up services provided must be entered on a follow-up touchpoint in ETO and case noted. Follow-up case notes should be entered on a stand-alone case note touchpoint due to case notes on the follow-up touchpoint not showing up on the case note history report. Follow-up services for youth include:
- i. **Financial Literacy in Follow-Up – Effective Budgeting and Spending, Etc. (Youth Only)** – Supporting the ability of youth participants to create household budgets; initiate savings plans; understand financial services and products; make informed financial decisions; understand rights and protections related to identity theft and financial data and pursue financially-related activities and education that are age-appropriate and timely.

- ii. **Labor Market Information Services in Follow-up (Youth Only)** – Services that provide labor market and employment information about in-demand local industry sectors or occupations, including:
  1. Gaining knowledge of careers, occupations, skill requirements, working conditions, training prerequisites, job opportunities, and postsecondary education and training.
  2. Assistance with resume preparation, interviewing skills, and job shadowing opportunities.
  3. Helping youth choose educational paths or occupations which fit their interests and skills.
- iii. **Mentoring in Follow-up – Adult Guidance, Work Encouragement (Youth Only)** – Mentoring is a formal relationship between youth and an adult mentor that includes structured activities, guidance, support, and encouragement to develop competence and character of the mentee. May include workplace mentoring where a youth is matched with an employer or employee of a company. Mentoring must be provided for at least 12 months. Mentoring may not be done by WIOA youth case managers unless an exception is approved by the SWC and documented in the participant file.
- iv. **Other Follow-up – Assistance with Work-related Problems (Youth Only)** – Work-related services in follow-up may include regular contact with youth employers, including assistance in addressing work-related problems that arise.
- v. **Post-secondary Preparation and Transition Activities in Follow-up (Youth Only)** – Post-secondary preparation and transition activities that prepare youth for advancement to postsecondary education after attaining a high school diploma or its recognized equivalent. These services include:
  1. Exploring postsecondary education options including technical training schools, community colleges, 4-year colleges and universities, and registered apprenticeship.
  2. Assisting youth to prepare for SAT/ACT testing;
  3. Assisting with college admission applications;
  4. Searching and applying for scholarships and grants;
  5. Filling out the proper Financial Aid applications and adhering to changing guidelines; and
  6. Connecting youth to postsecondary education programs.
- vi. **Support Services in Follow-up – Work Attire, Housing, Etc. (Youth Only)** – Supportive services for youth during follow-up enable a job seeker to participate in follow-up activities. Supportive services and must be provided in accordance with SWC Policy W409 R6 - Supportive Services & Needs-Related Payments.
- g. **Performance information** – Performance information for any employment obtained and/or participation in post-secondary education must be gathered and entered onto a follow-up touchpoint in ETO and case noted each quarter following the exit quarter.
  - i. **Data Elements for Recording Performance Information in Follow-up** – the following data elements must be documented each time performance information is obtained during follow-up:
    1. The follow-up quarter (see performance quarters below) during which performance is being recorded;
    2. If during follow-up the youth is –
      - a. **Employed or self-employed:** information regarding start date, title, occupational code, wage, hours, employer name, industry code, whether employment is training-related, and whether the employment is self-employment;
      - b. **In an apprenticeship or in the military:** information regarding start date, title, occupational code, wage, hours, employer name, industry code, whether employment is training-related. Additionally, “In Military Service” or “In a Qualified Apprenticeship” must be selected, as appropriate, from the Youth Retention Information field on the Youth Placement Information tab in ETO.
      - c. **In post-secondary education or advanced training:** information regarding educational institution, program of study, and expected date of completion; Additionally, “In Post-Secondary Education” or “In Advanced Training” must be selected, as appropriate, from the Youth Retention Information field on the Youth Placement Information tab in ETO.

- i. If a participant earned a secondary school diploma or its equivalent and enters a post-secondary education or advanced training program after exit, than the date of enrollment must be entered on the School and Education tab of a follow-up touchpoint.
  3. **If during follow-up the youth earns a credential** – the credential earned and the date it was earned must be recorded on the School and Education tab of a follow-up touchpoint. Credential information must have supporting documentation in the form of a copy of the credential, school records, a follow-up survey from the program participant, or case notes documenting that the information was obtained from the education or training provider.
  4. **If during follow-up the youth qualifies for an exit exclusion** – the type of exit exclusion and a documented explanation case noted or uploaded.
- ii. **Data Elements for Recording Services in Follow-up** – the following data elements must be documented each time performance information is obtained during follow-up:
  1. The name of the follow-up service provided. Only services labeled “Youth Only” should be selected;
  2. The date of service.
- iii. **Performance quarters** – the period of performance following a youth’s exit from the program is divided into quarters according to the 12-month calendar year. Each quarter is a full three-month period beginning in January, April, July, and October respectively. The timeframe of each quarter is determined as follows:
  1. **Exit quarter** – the exit quarter for a youth participant is the three-month period that the exit date falls within. For example, the exit quarter for an individual who exits on 3/14/2024 would be January – March 2024;
  2. **Quarter 1 After Exit (Q1)** – the first quarter following exit is the three-month period following the exit quarter. For example, the first quarter after exit, or Q1, for an individual who exits on 3/14/2024 would be April – June 2024;
  3. **Quarter 2 After Exit (Q2)** – the second quarter following exit is the three-month period following Q1. For example, the second quarter after exit, or Q2, for an individual who exits on 3/14/2024 would be July – September 2024;
  4. **Quarter 3 After Exit (Q3)** – the third quarter following exit is the three-month period following Q2. For example, Q3 for an individual who exits on 3/14/2024 would be October – December 2024;
  5. **Quarter 4 After Exit (Q4)** – the fourth quarter following exit is the three-month period following Q3. For example, Q4 for an individual who exits on 3/14/2024 would be January – March 2025.

#### 4. Action Required

Providers of WIOA youth services in Spokane County, such as partners at the Next Generation Zone or other entities designated by the SWC, must distribute this policy broadly throughout the system to ensure WorkSource System staff are familiar with its content and requirements.

#### 5. References

- [TEGL 23-19, Change 2 – Validating Required Performance Data Submitted by Workforce Programs](#)
- [TEGL 21-16 WIOA Title I Youth Formula Program Guidance](#)
- [TEGL 10-16 Performance Guidance for WIOA Core Programs](#)

#### 6. Supersedes

N/A – New Policy

## 7. Attachments

- Attachment A – Sample Follow-up Plans

Revision History:  
N/A



## **Background**

Except for those youth who are exempt, a plan for providing follow-up services that is tied to the goals and activities identified in the youth's individual service strategy must be developed at the time of program completion. Below are examples of ISS's and corresponding follow-up plans. These examples are not intended to be used as templates, but rather tools to aid service provider staff as they develop follow-up plans.

### **1. Example #1 – Youth who met goals for employment**

- a. **Individual Service Strategy** – For their career goal, youth stated they want to obtain their commercial driver's license and work as a truck driver. They are currently unemployed with no source of income and will need assistance with living expenses and the cost of training. Youth has limited work experience in building maintenance and would benefit from additional experience before looking for employment. I would like to help them accomplish these goals with the following plan:
  - i. Assistance with living expenses and transportation while in training and looking for work;
  - ii. Occupational skills training for CDL;
  - iii. A paid internship to gain more experience with the work environment and have some income to live on;
  - iv. Placement in full time employment as a truck driver.
- b. **Outcome** – Youth completed training and obtained their CDL on 3/15/2024. On 3/21/2024, they obtained full-time, unsubsidized employment at Transportation Company as a truck driver making \$21 per hour. In the six weeks since beginning employment, they are stable and have stated that their wages are enough to cover their living expenses for now but may need assistance with additional budgeting and addressing some recurring confidence issues in the future.
- c. **Follow-up Plan** – Youth's plan during follow-up is as follows:
  - i. A virtual meeting has been scheduled for 4/15/2024 to review youth's budget, assess any supportive service needs, and check in on their confidence levels. Will schedule additional meetings as needed;
  - ii. Will contact the youth at least every 90 days, more frequently if needed, to provide continued support and coaching to keep their confidence up;
  - iii. Will keep in touch with the youth's employer quarterly to help address any work-related problems that may arise.

### **2. Example #2 – Youth who met goals for education**

- a. **Individual Service Strategy** – Youth's education/career goal is to attend Spokane Community College's information technology program and work as a network administrator. Youth is currently participating in a re-engagement program in pursuit of their high-school equivalency. They are unemployed with no source of income, living with a friend who provides room and board. Youth's friend has agreed to let them stay with them while they work on their education, but they still are in need of transportation assistance. I would like to help with the following plan:
  - i. Assistance with obtaining GED;

- ii. Help obtaining a bus pass;
  - iii. Assistance with phone bill and groceries;
  - iv. Assistance with applying for financial aid and registering for college;
  - v. Support services for any expenses not covered by financial aid.
- b. **Outcome** – Youth completed their GED on 5/20/2023 and started classes at Spokane Community College in their information technology program with a start date of 09/20/2023. We stayed engaged with youth for the first two quarters of their training, providing them with vocational counseling and assistance purchasing books and software for their program. With their educational supplies now paid for and financial aid covering tuition, youth only has transportation, food, and their cell phone bill as expenses. As of 3/21/2024 they will begin follow-up.
- c. **Follow-up Plan** – Youth’s plan during follow-up is as follows:
- i. A virtual meeting has been scheduled for 4/21/2024 to review supportive service needs and opportunities for additional financial aid;
  - ii. Will contact the youth at least every 90 days to provide vocational coaching and assess for possible supportive service needs.

### 3. Example #4 – Youth who changed goals

- a. **Individual Service Strategy – Original Goals** – Youth’s education/career goal is to get a degree in welding and eventually pursue a career as a shop foreman. They are very interested in getting their associate degree in welding. Youth is currently enrolled in the Next Generation Zone Open Doors re-engagement program. They are unemployed with no source of income, living with parents who provide support. I would like to help with the following plan:
- i. Assistance with obtaining GED;
  - ii. Getting into college to obtain an associate degree in welding;
  - iii. A paid internship for some experience working, preferably in a shop or business that does welding;
  - iv. Placement as a welder after completing college.
- b. **Individual Service Strategy – New Goals** – Youth’s education/career goal has changed to a lineman. They are doing well in their WEX at the welding shop but have decided that welding isn’t for them. They would like to research the local lineman program they heard about and enroll if possible. Youth has completed their GED and is on track to complete their WEX next week. I have updated their ISS with the following plan:
- i. Research lineman program and enroll;
  - ii. Placement as a lineman after completing apprenticeship.
- c. **Outcome** – Youth completed their GED on 2/24/2024 and gained employment at Grocery Store on 3/1/2024. During their WEX, youth decided to change career goals and enrolled in the groundman/lineman apprenticeship starting next fall. They’ve decided to work at Grocery Store to earn some money while they wait to start their apprenticeship. With support from parents, the money earned from their WEX, and current employment, youth let me know that they don’t think they’ll need any financial assistance.
- d. **Follow-up Plan** – Youth’s plan during follow-up is as follows:
- i. Will contact the youth at least every 90 days to check on how work is going and assess possible supportive service needs;
  - ii. Will get in touch with youth at the start of September 2024 to check in on their apprenticeship;
  - iii. Will provide post-secondary counseling as needed.

### 4. Example #5 – Youth who did not meet goals

- a. **Individual Service Strategy** – Youth’s education/career goal is to find a job that would provide a source of income and allow them to support themselves. They also want to explore different career options to pursue. Youth is a high school graduate, and they are employed part-time, but do not earn enough to live on their own.
  - i. 21<sup>st</sup> Century Workplace Academy to build some basic career skills;
  - ii. Career exploration;
  - iii. Assistance with living expenses and transportation while exploring occupations.
- b. **Outcome** – Youth attended the 21<sup>st</sup> Century Workplace Academy, but afterwards their employment at Fast Food Restaurant became full-time. They began missing appointments but remained in contact. They were provided with several opportunities to explore careers and participate in a WEX but did not respond to these attempts. Youth is still engaged and has been asking for supportive services but will not participate in services offered so they have been moved into follow-up.
- c. **Follow-up Plan** – Youth’s plan during follow-up is as follows:
  - i. Will contact the youth once a month for the first three months after exit and attempt to get youth to reengage;
  - ii. If youth reengages, will assess their situation and update their plan accordingly.