



## **WIOA Youth Program Follow-up Services Guidance**

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. Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise.

All youth participants must be advised of follow up services at the time of enrollment and offered an opportunity to receive follow up services that align with their individual service strategies. Follow-up services must be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services or the participant cannot be located or contacted. Follow-up services may be provided beyond 12 months with approval from the Youth Program Coordinator. 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.

Follow-up services for youth include the following 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, and career exploration services; and
5. Activities that help youth prepare for and transition to postsecondary education and training.

Program elements beyond these 5 are not permitted during the follow-up period and to provide such 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 does not cause the planned exit date to change or trigger re-enrollment.

Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome. All follow-up services must be documented in the ICM with the service type "F" for follow-up.

The youth may opt out of receiving follow-up at any point during the program or during the follow-up period and opting out should be documented in a case note in the ICM or participant file.