

YOUTH FOLLOW-UP SERVICES & PERFORMANCE **POLICY**

Follow-Up for all Youth Participants

WIA Final Rule requires that all youth participants must receive some form of follow-up services for a minimum duration of 12 months following exit from program activities. The goal of follow-up services is to ensure job retention, wage gains and career progress. The types of services provided and the duration of services must be determined based on the needs of the individual.

For example:

A participant who has multiple employment barriers and a limited work history may be in need of significant follow-up services to ensure long-term success in the labor market. Where as a participant that has few barriers to employment may need less follow-up services.

Follow-up services could include, but are not limited to:

- 1) Leadership development and referral to supportive services available in the community;
- 2) Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
- 3) Assistance in securing better paying jobs, career development and further education;
- 4) Work-peer support groups;
- 5) Adult mentoring; and
- 6) Tracking the progress of youth in employment after training.

The policy of the Board is to follow the spirit of the law and make follow-up services available to each youth participant after they have left the program. The extent of the specific follow-up services offered to each participant, is at the discretion of the program operator. The Board is requiring at least one personal contact be made every four weeks for the first nine months on all participants to ensure employment or education retention. For the remainder of the required follow-up period, the Board is requiring at least two contacts be made during this three month period. If there are participants that require more assistance, it is the responsibility of the Program Operator to see that the assistance is provided.

Participants will have a Follow-up Log in their client folder indicating, at a minimum, the date the follow-up contact was made, initials of the follow-up interviewer and the results

of the follow-up contact. It is left up to the program operators discretion as to what form the Follow-up Log will take.

Performance & Data Collection

The WIA has a performance accountability system built in to assess the effectiveness of state and local areas in achieving continuous improvement of workforce investment activities. The system focuses on whether individuals are prepared for and obtain meaningful, unsubsidized employment. To assist the New River/ Mount Rogers Workforce Investment Area in achieving continuous improvement, it is the responsibility of the Youth Program Operators to track and gather data on youth performance.

Older Youth

The WIB is requiring that all Program Operators collect the following performance data on all Older Youth participants during the follow-up period:

- 1) In the beginning of the first quarter after exit, Program Operators must verify the employment status of each participant who was exited from the program the prior quarter. If a participant is found not to be working at the start of the first quarter after exit, then it is the responsibility of the Program Operator to make every effort to assist the participant in gaining employment before the end of the first quarter. The effort made by the Program Operator must be documented in a Follow-Up Log. Before the end of the first quarter, the Program Operator must verify each participant's employment status for the quarter.
- 2) During the second quarter after exit, the Program Operator is required to track the employment of all participants, (who were working in the first quarter after exit) on a monthly basis during the quarter. If a participant is found not working at any point during the quarter, it is the responsibility of the Program Operator to assist the participant in gaining employment and log the results of their effort. At the end of the second quarter, the Program Operator must verify each participant's earning for the quarter.
- 3) During the third quarter after exit, the Program Operator is required to track the employment of all participants, (who were working in the first quarter) on a monthly basis during the quarter. If the participant is found not working at any point during the quarter, it is the responsibility of the Program Operator to assist the participant in gaining employment and log the results of their effort. During the end of the quarter, the Program Operator must verify each participant's employment status, his/her earnings for the quarter and if the participant has received a credential since exiting from the program.

Younger Youth

The WIB is requiring that all Program Operators collect the following performance data on all Younger Youth participants before and during the follow-up period:

- 1) At time of exit, all Program Operators must have all Basic Skills, Work Readiness Skills, and Occupational Skills goals completed and verified for all younger youth participants exited for that quarter. If a younger youth returns to secondary school, however, the Program Operators may stop collecting any other performance information on the participant. The Program Operator is still required to continue the twelve-month follow-up on these participants as outline in the beginning of the policy.
- 2) During the first quarter after exit, all Program Operators are required to verify if each participant, exited the previous quarter, has earned a Secondary School Diploma or Equivalent (except those still in secondary school at exit).
- 3) During the second quarter after exit, Program Operators are not required to gather any verification for performance, however, the Program Operator is required to continue the monthly contacts with the participants and offer follow-up services.
- 4) During the start of the third quarter after exit, all Program Operator are required to track their younger youths (except those still in secondary school at exit) progress and determine if their participants are in one of the four categories listed below:
 - a) Attending Post Secondary Education or Advance Training;
 - b) Employed;
 - c) In the military; or
 - d) In a qualified apprenticeship program.

If the participant is not in one of the four categories, it is the responsibility of the Program Operator to assist the participant in gaining employment or training and log the results of their efforts. At the end of the third quarter, the Program Operator must verify if the participant is in one of the four categories listed above.

Approved Documentation for Performance Data

Employment

The WIB will allow Program Operators to verify employment by way of UI records, by contacting the employer directly and documenting the results, or by having the participant complete an applicant statement and provide a pay stub that has a date that falls within the quarter being tracked.

Wage Gain

The WIB will allow Program Operators to verify wage gain by way of UI records, by having the employer complete a wage verification form or by having the participant

complete an applicant statement and provide a pay stub that shows year-to-date gross earnings.

Credentials

The WIB will allow Program Operators to verify credential attainment by way of diplomas, certificates, licenses, and training providers records.

High School Diploma or Equivalent

To verify that a participant has received a High School Diploma, the WIB is requiring the Program Operator to obtain a copy of the diploma or a copy of a school record indicating that the participant has successfully completed high school. If the participant, however, gains a GED, then a copy of the Examinee Form that is sent to the participant is required.

Skill Attainment Rate

Due to the nature of this standard and the variety of skills that may be attained under Basic Skills, Occupational Skills, and Job Readiness Skills, the WIB will not set any specific verification that will be required, for fear of limiting the Program Operators options when setting goals. The WIB, however, is requiring that any goal set by the Program Operator must be measurable and verifiable.

Performance Reports

The New River/Mount Rogers Workforce Investment Board is requiring that each Program Operator maintain a computerized performance database that will be provided by the WIB. It will be the responsibility of the Program Operator to provide the WIB with monthly Performance Reports on both the Older and Younger Youth Programs. In addition, each Program Operator is required to maintain a file on each participant in which all performance verifications must be kept. The WIB is requiring that the Program Operators keep all performance verification files separate from eligibility and participant folders.