

## AGENDA

### Youth Standing Committee TEAMS Meeting Tuesday, May 30, 2023, 10:00 a.m.

Call to Order.....Alan Nolan, Chair

Agenda Item 1 – Action.....Alan Nolan, Chair

- Changes to Policies
  - a) Follow-Up Policy
- Discussion on Functions of the Youth Standing Committee
- Scheduling Future Meetings

Adjournment

## Microsoft Teams meeting

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# West Central Arkansas Workforce Development Board

## Larry Carr, Chairperson

### FOLLOW-UP POLICY AND PROCEDURES

#### Purpose:

Local areas must establish policies concerning appropriate follow-up services for adults and dislocated worker and youth, as well as policies for identifying when to provide such follow-up services.

The purpose of this policy is to establish criteria for follow-up services for individuals in the West Central Workforce Development Area who have exited the Adult, Dislocated Worker or Youth programs under the Workforce Innovation and Opportunity Act (WIOA). This policy provides guidelines on the frequency of follow-up and follow-up services and timelines for completing these activities. It also provides guidance on the differences between follow-up and follow-up services. Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

#### *References:*

20 CFR 680.150(c), 20 CFR 681.460(a)(9), 20 CFR 681.580(c)  
TEGL 19-16, 21-16

WIOA Sec 129(c)(2)(1), Sec 134(c)(2)(A)(xiii)

Most recent version of the following policies and procedures:

- ❖ ADWS Policy No. WIOA I-B - 3.1 (Services for Adults and Dislocated Workers)
- ❖ ADWS Policy No. WIOA I-B - 3.2 (Services for Youth)

**Policy:** The goal of follow-up services is to ensure job retention, wage gains and career progress for participants who have become employed in unsubsidized employment. Follow-up services are not contacts or attempted contacts for the purpose of securing documentation for the case file to report a performance outcome, however, it is imperative for staff to collect the requisite data to substantiate the performance measures reported to USDOL. **Staff must provide and document WIOA follow-up services in AJL unless the participant refuses services. Staff should not offer the participant to opt out of follow-up service but encourage the participant to participate in follow-up services. If at any point during the program or during the 12 months following exit, a participant may request to opt out of follow-up services. The request from a participant to opt out or discontinue follow-up services must be documented in the case file. The career advisor should encourage the participant to make the request in writing and then summarize the request in a case note in AJL. If the participant refuses to make the request in writing or chooses to only give a verbal request- the request should be summarized in a case note in AJL. If a participant cannot be contacted, staff must document (at minimum) three attempts in case notes in AJL. This shall not exceed 89 days from the last date in which the participant received a WIOA service. Once these steps have been taken, a participant that has opted out of follow-up services will be exited after 90 days of no services. If the participant was enrolled in follow-up services, and the participant wants to opt out of follow-up services any time during the 12 months of follow-up service must put the request in writing and this this should be documented on the participant's Service & Training Plan and the case should be considered closed as "unsuccessful".**

Follow-up services for Adult and DLW participants should start on the date when the first service is provided after the expected program exit date and the participant is in unsubsidized employment. Follow-up

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services are a required youth element that **must** be provided to all youth participants for a minimum of 12 months. Youth follow-up services may be provided after the expected program exit date.

Follow-up services **requires a minimum** of one follow-up service per quarter for four consecutive quarters. If the career advisor is not able to contact the participant during a month, but a service is provided during the quarter, then local requirement of follow-up services is met.

### Section 1. Follow-up Services for Adult and Dislocated Workers

The local board has deemed that Adult and Dislocated Worker follow-up services may include, but are not limited to:

- ❖ Additional career planning and counseling
- ❖ Contact with the participant's employer, including assistance with work-related problems that may arise
- ❖ Peer support groups
- ❖ financial literacy education
- ❖ mentoring, and
- ❖ information concerning community agencies or organizations that might assist with supportive services
- ❖ **Other follow-up services deemed appropriate**

### Section 2. Follow-up Services for Youth

The local board has deemed that that follow-up services be offered to youth, for not less than 12 months after completion of participation to ensure the youth is successful in employment and/or postsecondary education and training. Follow-up services may include, but are not limited to:

- ❖ Regular contact with a youth participant's employer
- ❖ Assistance in addressing work-related problems that arise
- ❖ Supportive services, as described in Program Element 7
- ❖ Adult mentoring, as described in Program Element 8
- ❖ Financial literacy education, as described in Program Element 11
- ❖ 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, as described in Program Element 13
- ❖ Activities that help youth prepare for and transition to postsecondary education and training, as described in Program Element 14 and
- ❖ All other appropriate follow-up services that are listed as options in Arkansas JobLink may also be provided to WIOA youth participants.

### Procedures for all Funding Streams:

When participant is not enrolled in follow-up services, the career advisor must follow these procedures:

- ❖ If a participant opts out of participating in follow-up services, the career advisor must make sure that participant has signed a detailed self-attestation opting out. The career advisor must

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enter a program note detailing the reason that the participant has opted out of follow-up services. and that must be entered into the program notes in Arkansas Joblink.

When participant is enrolled in follow-up services career advisor must follow these procedures:

- ❖ Enter appropriate follow-up service on the S&T Plan in Arkansas Joblink.
- ❖ Enter Case note documenting the follow-up service provided.
- ❖ **Once follow-up services begins and a participant wants to opt out of continuing to participate in follow-up services, career advisor must make sure that participant has signed a self-attestation opting out and that must be entered into the program notes in Arkansas Joblink.**
- ❖ If there are no follow-up services provided for 90-days, career advisor must close out the follow-up service in Arkansas Joblink.
- ❖ If follow-up services are closed out before the required 12 months, staff will still be required to contact the participant for performance purposes.

Documentation required in participant files must include the following, if applicable:

- ❖ **A completed Telephone Verification Form if contact is made with participant's employer.**
- ❖ **A completed Follow-up Verification Form**
- ❖ **Any documents that are related to the follow-up service provided, if applicable.**

Larry Carr, Chair \_\_\_\_\_ Date \_\_\_\_\_

Approved on: \_\_\_\_\_

WDB is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to persons of disability.

# Verification of Follow-Up Service

Client Name:

Part ID:

Service Provided:

Contact Type:

## Details of Service Provided

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Signature of Staff Member Providing Service

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Date

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Signature of Client (if In-Person Service)

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Date

## **§ 681.110 Who is included on a standing youth committee?**

(a) If a [Local WDB](#) decides to form a standing youth committee, the committee must include a member of the [Local WDB](#), who chairs the committee, members of community-based organizations with a demonstrated record of success in serving [eligible](#) youth, and other individuals with appropriate expertise and experience who are not members of the [Local WDB](#).

(b) The committee must reflect the needs of the local area. The committee members appointed for their experience and expertise may bring their expertise to help the committee address the employment, training, education, human and supportive service needs of [eligible](#) youth including out-of-school youth (OSY). Members may represent agencies such as secondary and postsecondary education, training, health, disability, mental health, housing, public assistance, and justice, or be [representatives](#) of philanthropic or economic and community development organizations, and employers. The committee may also include parents, participants, and youth.

(c) A [Local WDB](#) may designate an existing entity such as an effective youth council as the standing youth committee if it fulfills the requirements above in [paragraph \(a\)](#) of this section.

## **§ 681.120 What does a standing youth committee do?**

Under the direction of the [Local WDB](#), a standing youth committee may:

(a) Recommend policy direction to the [Local WDB](#) for the design, development, and implementation of programs that [benefit](#) all youth;

(b) Recommend the design of a comprehensive community workforce development system to ensure a full range of services and opportunities for all youth, including disconnected youth;

(c) Recommend ways to leverage resources and coordinate services among schools, public programs, and community-based organizations serving youth;

(d) Recommend ways to coordinate youth services and recommend [eligible](#) youth service providers;

(e) Provide on-going leadership and support for continuous quality improvement for local youth programs;

**(f)** Assist with planning, operational, and other issues relating to the provision of services to youth; and

**(g)** If so delegated by the [Local WDB](#) after [consultation](#) with the chief elected official (CEO), oversee [eligible](#) youth providers, as well as other youth program oversight responsibilities.