

**The Workforce Connection, Inc.**

**Policy Title: Youth Follow-up Services**

**Modification Approved: September 12, 2023**

**Policy Number: 2016-400-08, Change 1**

**Initially Approved: March 1, 2016**

**Status: Active**

**Purpose/Introduction:**

The Workforce Innovation and Opportunity Act (WIOA) requires states and local areas to set policies on twelve (12)-month Follow-up services. This section of the policy manual addresses the types of follow-up services and the timetables for when they occur for individuals in the WIOA Adult, Dislocated Worker, and Youth programs. Regular contact with participants is essential to the individual's ongoing success.

**References:**

- Illinois workNet WIOA ePolicy <https://apps.illinoisworknet.com/WIOAPolicy/Policy/Home>
  - ePolicy 4.3 General Follow-up services
  - ePolicy 4.3.3 Required Follow-up for Youth Program
  - ePolicy 7.4 Supportive Services
  - ePolicy 7.5.2 Youth Program elements
  - Any and all attachments to the above WIOA ePolicy are incorporated by reference.
  
- Workforce Innovation and Opportunity Act, July 22, 2014, sections: 3(59) and 129 (c)(2)(G)
- Workforce Innovation and Opportunity Act Proposed Regulations sections: 681.580; 681.520; 861.570
- Workforce Innovation and Opportunity Act – Public Law 113-128.  
<https://www.govinfo.gov/content/pkg/PLAW-113publ128/pdf/PLAW-113publ128.pdf>
- TEGL NO. 21-16 updated 3/2/17
- TEGL NO. 10-16 change 1 updated 8/3/17
- TEGL NO. 19-16 updated 3/1/17
- TEGL NO. 09-22 updated 3/2/23
- 2 CFR 200.430(g) <https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200>
- 20 CFR 681.640 <https://www.ecfr.gov/current/title-20/chapter-V/part-681/subpart-C/section-681.640>

**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 post-secondary education and training.

**Responsible Party:** TWC Board and Program Provider Subawardee

**Definitions:**

**Section 681.520 Leadership Development:**

Leadership development opportunities are opportunities that encourage responsibility, employability, self-determination, and other positive social behaviors such as:

- (a) Exposure to postsecondary educational opportunities;
- (b) Community and service learning projects;
- (c) Peer-centered activities, including peer mentoring and tutoring;
- (d) Organizational and teamwork training, including team leadership training;
- (e) Training in decision-making, including determining priorities and problem-solving;
- (f) Citizenship training, including life skills training such as parenting, work behavior training;
- (g) Civic engagement activities which promote the quality of life in a community; and
- (h) Other leadership activities that place youth in a leadership role such as serving on Youth leadership committees, such as a Standing Youth Committee. [WIOA sec. 129(c)(2)(F)].

**Section 681.570 Supportive Services:**

Supportive services for youth, as defined in WIOA section 3(59), may include the following:

- (a) Linkages to community services;
- (b) Assistance with transportation;
- (c) Assistance with child care and dependent care;
- (d) Assistance with housing;
- (e) Needs related payments, in accordance with Local policy;
- (f) Assistance with educational testing;
- (g) Reasonable accommodations for youth with disabilities;
- (h) Referrals to health services; and
- (i) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear [WIOA sec. 129(c)(2)(G)].

**Attachments:**

Any and all attachments to Chapter: 4 Section: 3; and 3.3

**Policy:**

Illinois workNet WIOA ePolicy Chapter 4 Sections: 3 and 3.3

**Additional Local Policy as Required:**

**Closing Follow-up activity:**

There are two (2) options for youth who are not responsive to attempted contacts for follow-up and those youth who cannot be located making it impossible to provide follow-up services during the twelve (12)-month follow-up period.

**Unable to Locate (Youth Only).** The career planner has determined that in the event a youth participant cannot be located, the case notes should record all efforts that were taken to locate the individual. Follow-up must be conducted for three consecutive months (at least once a month), prior to ending the follow-up activity.

**Opting Out (Youth Only).** Youth in the twelve (12)-month follow-up period may request to opt out of follow-up services at any time. The request to opt-out or discontinue follow-up services must be

clearly documented in the case notes. Career planners should not encourage youth to opt out of these services

**Incentives for Youth**

All incentives must be earned on or before their exit date but may be paid after their exit date. All incentives will be paid in accordance with State policy.

**Procedures:**

Illinois workNet WIOA ePolicy Chapter 4 Sections: 3 and 3.3

**Action Required:** This information should be disseminated to all responsible parties.

**Inquiries:** Questions regarding any aspect of this policy should be directed to The Workforce Connection, Inc. Executive Director.

**Effective Date:**

***Immediately upon Board approval***