

<p>MARICOPA COUNTY</p>  <p>HUMAN SERVICES DEPARTMENT Workforce Development Division</p>	<p>SECTION/REFERENCE Federal Register/Vol.65, No.156 - §664.450 (b); PL 105-220 136(c)(2)(I); TEGL 09-00; TEGL 30-10; TEGL</p>	<p>PAGE 1 OF 2</p>
	<p>ORIGINAL ISSUE DATE</p>	<p>REVISION DATE June 2013</p>
	<p>AUTHORIZED BY: Patricia Wallace, Assistant Director</p>	
<p>SUBJECT: Follow-up Services</p>		<p>ADDENDA:</p>

BACKGROUND:

Follow-up services must be made available to all WIA youth for a minimum duration of 12 months after exit. The types of services provided and the duration of services must be determined based on the needs of the individual. The goal of follow-up services for youth is to enable participants to continue life-long learning and achieve a level of self sufficiency to ensure job retention, wage gains, and career progress. In order to attain desired follow-up services, service providers need to go beyond phone calls and other periodic contacts. It may be beneficial to follow-up with both customers and their employers.

Follow-up activities refer to contacts or attempted contacts for the purpose of securing documentation for the case file in order to report a performance outcome. Follow-up activities can assist with the provision of follow-up services; however a follow-up activity is not a follow-up service and should not be recorded as such.

POLICY:

Provision of follow-up services is critical to ensure successful, long-term employment. Program providers must be in contact with the participant as frequently as necessary (at a minimum monthly) to address any issues the participant is facing. Follow-up services must be based upon individual participant’s needs. All participants must receive follow-up services for a minimum duration of 12 months after exit. Follow-up services are required to be recorded in the Arizona Job Connection (AJC) case notes and as a follow-up service in the Service & Training Plan.

Follow-up services are recorded in the Service and Training Plan on the Enrollment Details page in Arizona Job Connection (AJC). The types of services to choose from in AJC include:

- Follow-Up Services - Additional Assistance
- Follow-Up Services - Adult Mentoring
- Follow-up Services - Career Development Assistance
- Follow-Up Services - Employer Contact
- Follow-Up Services - Employment Progress Tracking
- Follow-Up Services - Leadership Development
- Follow-up Services - Peer Support Groups
- Follow-Up Services - Supportive Services
- Follow-Up Services - Work-Related Support Group

Program staff provide follow-up services for 12 months after a participant exit the Youth program. Follow-up services go beyond contacting the participant in order to gather data. Follow-up services provide support and guidance after placement to facilitate:

- 1) sustained employment and educational achievement;
- 2) advancement along a job and/or educational ladder; and
- 3) personal development.

Follow-up services include a broad range of activities identified as effective approaches, such as:

- a) developing a close, trusting relationship before and after placement;
- b) providing intensive support and case management during the first part of the follow up period, since job loss and other setbacks may occur early in the post-program time period;
- c) providing engaging activities to help young people stay connected to program staff;
- d) providing supportive services, as appropriate; and
- e) maintaining contact with employers of youth and providing the necessary support to both employers and youth to ensure that youth remain employed.

Follow-up agreements should be signed and mutually agreed upon by both the youth provider and program participant. Follow-up services should be discussed during eligibility and participation. Program participants must agree to participate in follow-up services.

Follow-up Service Process for Successful Outcomes:

- Include follow-up service in the participant's individual service strategy during initial development
- Develop a written exit strategy based on the participant's individual needs before he/she exits the program
- Follow-up agreement signed and a copy given to participant
- Provide follow-up services per the ISS
- Maintain regular contact with participant

Participants in the categories below, either at the time of exit or **during the first three quarters following exit**, may be excluded from common measure performance. Exclusions must be recorded in AJC, and written documentation must be in the file. Prior to exit, exclusions should be reviewed to determine impact on performance.

- Institutionalized
- Health/medical or Family Care
- Deceased
- Reservist Called to Active Duty
- Relocated to Mandated Residential Program

If the participant cannot be located, utilize follow-up contacts listed in the participant's file, UI database search(s), and/or school/employer contact.

If a participant refuses follow-up services, the youth staff is required to continue offering follow-up services for the 12-month duration. The refusal of services must be documented in case notes in AJC.

If a participant does not successfully complete program services, the youth staff is required to continue offering follow-up services for the 12-month duration.