

Follow-Up Services

WIOA YOUTH PROGRAM ELEMENT

The Workforce Innovation and Opportunity Act (WIOA) Youth program includes 14 program elements, which are required to be made available in each local area. The program elements outline a vision for supporting youth and young adults through an integrated service delivery system. This brief includes related information in the Act, the regulations, and guidance for this program element.

Workforce Innovation and Opportunity Act

Section 129 (c)(2)(I): follow-up services for not less than 12 months after the completion of participation, as appropriate.

Workforce Innovation and Opportunity Act Relevant Regulations

§ 681.580 What are follow-up services for youth?

- (a) 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.
- (b) Follow-up services for youth also may 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.
- (c) All youth participants must be offered an opportunity to receive follow-up services that align with their individual service strategies. Furthermore, 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 at the State or Local WDB's discretion. 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 must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

Workforce Innovation and Opportunity Act Relevant Guidance

TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 21-16 | U.S. Department of Labor

Program Element 9: Follow-up services

20 CFR § 681.580 describes follow-up services as “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.” Follow-up services may begin immediately following the last expected date of service in the Youth program (and any other DOL program in which the participant is co-enrolled if the state is using a common exit policy as discussed in TEGL No. 10-16) when no future services are scheduled. Follow-up services do not cause the exit date to change and do not trigger re-enrollment in the program.

The exit date is determined when the participant has not received services in the Youth program or any other DOL-funded program in which the participant is co-enrolled for 90 days and no additional services are scheduled. At that point, the date of exit is applied retroactively to the last date of service. Once 90 days of no services, other than follow-up services, self-service, and information-only services and activities, has elapsed and the participant has an official exit date applied retroactively to the last date of service, the program continues to provide follow-up services for the remaining 275 days of the 12-month follow-up requirement. The 12-month follow-up requirement is completed upon one year from the date of exit.

The final rule also states that follow-up services for youth also may 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. Provision of these program elements must occur after the exit date in order to count as follow-up services. DOL recommends that when these services are provided as follow-up services they are coded as follow-up services in state/local management information systems as opposed to program services provided prior to program exit so that management information systems clearly differentiate follow-up services from those services provided prior to exit. In addition, such follow-up services should be documented in the case file that they were provided as follow-up services post exit.

20 CFR § 681.580 states that all youth participants must be offered an opportunity to receive follow-up services that align with their individual service strategies. Furthermore, 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 at the State or Local WDB’s discretion. 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 must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

DOL recognizes the concerns that some youth may not be responsive to attempted contacts for follow-up, and other youth may be difficult to locate making it impossible to provide follow-up services for such individuals. Local programs should have policies in place to establish how to document and record when a participant cannot be located or contacted. At the time of enrollment, youth must be informed that follow-up services will be provided for 12 months following exit. If at any point in time during the program or during the 12 months following exit the youth requests to opt out of follow-up services, they may do so. In this case, the request to opt out or discontinue follow-up services made by the youth must be documented in the case file.

TRAINING AND EMPLOYMENT NOTICE No. 22-19 | U.S. Department of Labor

iii. Follow-up Services – WIOA Section 129(c)(2)(I) and WIOA regulations at [20 CFR § 681.580\(c\)](#) require that all youth participants must be 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. Monitoring reviews found that the level of follow-up services provided to youth program participants in many local areas could not be determined. Follow-up services were not clearly documented in some case files. One local area's follow-up procedure was inconsistent with the state plan. Another monitoring visit revealed that neither the state WIOA manual nor the local WIOA youth policy for provision of the 14 program elements included language that addresses how a youth may decline follow-up services.

States must ensure that local areas are accurately providing and capturing follow-up services as described in the Final Rule and ETA program guidance. States must also ensure that follow-up information is accurately captured in case files. The participant file must indicate follow-up activity, as opposed to contact attempts after exit. Follow-up activities may include the five program elements allowed during follow-up (supportive services; mentoring; financial literacy; services that provide labor market information such as career awareness, career counseling, and career exploration; and preparation for postsecondary education and training) as well as other activities that ensure the youth is successful in employment and/or postsecondary education and training. Further, [TEGL 21-16](#) explains that if at any point during the program or during the 12 months following exit the youth requests to opt out of follow-up services, they may do so. The request from a participant to opt out or discontinue follow-up services must be documented in the case file. ETA encourages states or, if no state policy exists, local areas to have clear policies on how youth decline follow-up services as well as how many attempts a case manager must make to contact a youth before determining that a youth cannot be located or contacted for provision of follow-up services. Having policies and proper documentation provides frontline staff with a clear understanding of what follow-up actions to take and allows youth to better understand what follow-up services are available to them upon exit.



Resources

For additional resources on the program element, please visit: [WorkforceGPS - Follow-up Services](#).

