



BURLINGTON COUNTY WORKFORCE DEVELOPMENT BOARD YOUTH PROGRAM FOLLOW-UP SERVICES – UNRESPONSIVE YOUTH POLICY

DATE: July 1, 2022

PURPOSE

The Burlington County Workforce Development Board, as the Governor’s chosen administrative entity for the Workforce Innovation and Opportunity Act in Burlington County, is authorized to issue interpretations and exceptions as supported by applicable law, rules, and regulations of the Workforce Innovation and Opportunity Act (WIOA).

As stated by 20 CFR 681.580, follow-up services are required to be provided to youth participants upon completion of the program. However, there are specific exceptions and circumstances in which a youth is either exempt, excluded or may voluntarily opt out of services. This policy will identify those circumstances and provide guidance.

BACKGROUND

20 CFR 681.580 requires follow-up services be provided to youth for not less than 12 months after completion of participation. Youth who are successful in employment and/or postsecondary education and training receive critical follow-up services to aid their transition as they exit our program. Follow-up services include mentoring, supportive services, financial literacy training, career exploration, and transition services. All youth participants must be advised of follow-up services at the time of enrollment and offered an opportunity to receive follow-up services. The follow-up services offered must be included in the individual service strategy and align with the participant’s goals and objectives.

POLICY – YOUTH FOLLOW-UP SERVICES

Section 1 – Unresponsive Youth

A participant is considered unresponsive after several failed attempts to contact and/or locate them by the staff and counselors of the WIOA youth program. “Several” is defined by no less than five (5) failed attempts per week for a series of no less than thirty (30) days. These attempts should include a variety of mechanisms to locate youth, including but not limited to telephone calls, emails, text messages, contact through their employer, and parent/guardian contact and intervention. Each one of these attempts should be fully

documented with date, time, frequency, and type of contact that was attempted and how the youth was encouraged to reach out to the youth program.

If after 30 days the youth is still unresponsive, they no longer are required to be provided follow-up services and should be fully exited from the program.

Exceptions:

There are certain life-changing circumstances in which an unresponsive youth's 30 days may be extended. Counselors should use discretion to make exceptions for youth experiencing life changing events (i.e., birth, incarceration, health emergency, serious family issues). In such cases a youth is not considered unresponsive until ninety (90) days after completion of participation in educational and/or employment goal attainment.

Section 2 – Assessment of Follow-up Services

All WIOA Title I youth counselors will meet with youth participants upon completion of their program primary goal (employment or post-secondary education) to establish what necessary follow-up services are required, including the frequency and intensity of identified services. This planning meeting should be completed based on the youth's needs identified through their Individual Service Strategy (ISS) and appropriate updates should be made monthly for the full twelve (12) months of follow-up services.

Section 3 – Youth Who Decline Services

Youth participants may decline to receive follow-up services. The youth may opt out of receiving follow-up at any point during the program or during the follow-up period. Opting out must be documented using the approved "opt-out" form and in a comment in the digital participant file (AOSOS) as well as in the youth's paper file.

Section 4 – Follow-up Services That Exceed Twelve (12) Months

Youth who face significant barriers to success may receive an extension for program follow-up services that exceed twelve (12) months but are no more than twenty-four (24) months.

The identified barriers include:

- Incarceration
- Homelessness/Housing
- Pregnancy
- Severe Transportation Needs
- Food insecurity
- Mental health issues
- Other significant barriers identified by the youth counselor and approved by the Workforce Development Board.

Any youth requesting follow-up services exceeding twelve (12) months must provide supporting documentation of the associated barrier. This documentation must be reviewed by the American Job Center youth program counselor and submitted for approval to the Workforce Development Board's Executive Director.

Upon final approval, comments must be included in AOSOS as well as the youth's paper file.

REFERENCES

- WIOA Program Element #8: Follow-up Services
- 20 CFR 681.580
- NJWIN 1-18 (Y)