

**Chapter 12: Youth
Follow-Up Services**

Issue Date:

Effective Date: April 1, 2000

Required Action

Action: To provide guidance to local areas regarding follow-up services Under WIA.

Who: All WSAs and youth service providers in the State of Minnesota.

Background: Follow-up services are emphasized as one of the ten required youth program elements. All youth participants must receive some form of follow-up services for a minimum duration of twelve months after exit from one of the ten program elements. As long as youth are receiving WIA or WIA partner services as defined at the local level they are considered active participants. Therefore, exit and subsequently follow-up may not occur for some in-school youth participants until after graduation from high school, (such as 14 and 15 years olds who are returning to school after the summer component). Follow-up services are based on the needs of the individual youth and the objectives set by the Local Workforce Investment Board. Local areas have broad discretion in determining the intensity and type of follow-up services.

Policies and Procedures:

Closely tracking follow-up services can not only contribute to more successful long-term outcomes for youth, but also allow for the ongoing data collection that is required to measure performance for youth. Without tracking the required follow-up services, local operators would face the burden of paying for costly follow-up surveys to track performance outcomes.

Indicators of a systematic approach to follow-up may include assigning follow-up activities to specific staff and developing a computer generated tickler file or some other type of system to ensure regular check-in with youth. In cases where partner organizations are conducting follow-up activities, local areas need to have a structure in place to monitor these activities. A systematic approach also entails using follow-up data and information to assess program effectiveness and improve program quality.

Local areas may also consider leadership development activities as appropriate follow-up activities, provided it does not interfere with regular academic classes. These activities may be coordinated with local schools, and include:

- Exposure to post-secondary educational opportunities;
- Community and service learning;
- Peer-centered activities, including peer mentoring and tutoring;
- Organizational and team work training, including team leadership training;

- Training in decision-making, including determining priorities;
- Citizenship training, including life skills training such as parenting, work behavior training, and budgeting of resources;
- Positive social behavior training including positive attitudinal development; self-esteem building, cultural diversity training, work simulation activities, as well as other soft skills training during school hours.

These activities may be provided by schools or other community organizations, with the local area providing the referral service, using administrative records or phone calls to the youth.

Local areas may also choose to consider supportive services and work related activities as follow-up activities for OSY served through summer activities and who exit at the end of the summer. Supportive services may include:

- Linkages to community services;
- Assistance with transportation costs;
- Assistance with child care and dependant care costs;
- Assistance with housing costs;
- Referrals to medical services; and
- Assistance with uniforms or other appropriate work attire and work-related tool costs, including such items as eye glasses and protective eye gear.

Work related follow-up activities for OSY may include:

- Regular contact with a youth participant's employer, including addressing work-related problems that arise;
- Formation of job clubs to offer ongoing support and training;
- Assistance in securing better paying jobs, career development and further education;
- Work-related peer support groups; and
- Tracking the progress of the youth's employment after training.

Expenses for such services would count as meeting part of the 30% OSY spending requirement.

As local areas develop strategies for follow-up, they may find the operating principles listed below useful. These principles are drawn from "best practices" in the field of youth development.

- **Develop a close mentoring relationship before and after placement.** Structure staff assignments, schedules, and activities in a manner that will facilitate the establishment of a strong personal bond between the young person and the staff member providing follow-up services before the youth completes/leaves the program.
- **Develop a systematic approach for maintaining contact and interaction with the young person during follow-up services.** Since job loss or other set backs generally occur early in the post-program time period, it is important to provide intensive support and mentoring during the first part of the follow-up period. One success model entails contacting the youth by phone:
 - Each day before or after work/school/training for the first 5 days of placement in a job or advanced education/training. It is important to talk over everything that happened during work/school/training.

- Once a week for the next six months of employment/school training.
 - Once a month after the first six months of employment/school/training unless a personal crisis requires intensive contact.
- **Provide engaging follow-up activities to help keep young people interested and connected.** This could include: evening and weekend social, recreational, and cultural activities for informal support; meeting for a business lunch during the workday; skills upgrading classes and workshops in the evening (e.g., computer skills, GED); peer tutoring and mentoring; or support group meetings.
 - **Meet physical and emotional as well as vocational needs.** It is important to maintain a network of services that support the whole person and help youth access those services. This network should include: medical services, housing, transportation, child care, and workplace clothing supplements.
 - **When the youth is employed, maintain a non-intrusive contact with employers.** Follow-up staff should visit the job site as soon after the youth starts a job as possible and meet the employer and/or supervisor.

Reference Section:

Cites/Reference: TEGL No. 3-99 dated January 31, 2000; Final Rules published in the August 11, 2000 Federal Register.

Training and Employment Guidance Letter (TEGL) No. 18-00 (dated April 23, 2001) and TEGL 28-01 (dated May 20, 2002) which is a supplement to TEGL 18-00.

Contacts:

Kay Tracy (voice: 651/259-7555; fax: 651/215-3842; TTY: 651/296-3900; e-mail: kay.tracy@state.mn.us)

Follow-Up Services Handbook on the Youth Website:

http://www.positivelyminnesota.com/All_Programs_Services/Office_of_Youth_Development/Administrative_Policy_Information/Follow-up_Services_Hbook.aspx

Youth website:

http://www.positivelyminnesota.com/All_Programs_Services/Office_of_Youth_Development