

## Phoenix Workforce Connection Youth Program

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Federal Register/Vol. 65, No. 156 — §664.450(b) Public Law WIA Section 129(c)(2)(I)		

### **BACKGROUND**

Follow-up services must be made available to all WIA youth for a minimum duration of twelve 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.

### **POLICY**

The emphasis of follow-up services is job retention and advancement, lifelong learning and self-sufficiency. Program providers must conduct follow-up frequently enough to address any issues the participant is currently facing. Follow-up is critical to ensure successful, long-term employment. The follow-up provided 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 recorded in VOS on the follow-up screens.

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.

Participants in the following categories, either at the time of exit or during the first three quarters following exit, will be excluded from performance. Exclusions must be recorded in VOS, and written documentation must be in the file.

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

Follow-up Service Process for Successful Outcomes:

- 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
- Build in follow up into the service strategy from the very beginning
- Maintain regular contact with participant

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If the participant can not be located, utilize follow-up contacts listed in the participant's file, UI database search(s), and/or school/employer contact. City staff has the ability to search the UI databases; however, PWC recommends that each youth provider establishes a "sharing agreement" with the Arizona Department of Economic Security.

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

### **Addendum**

Follow-Up Agreement