



POLICIES AND PROCEDURES

POLICY TYPE: WIOA Youth Program Exit and Follow-Up Services
EFFECTIVE: July 1, 2024
REVISED:

PURPOSE/BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) provides for the provision of high-quality services for youth beginning with career exploration all the way through entering un-subsidized employment or postsecondary education. This policy provides guidance on when to exit a youth from program services and the requirement for youth follow-up services.

REFERENCES

- [WIOA Final Rule Part 681.450 and 681.580](#)
- [Training and Employment Guidance Letter #09-22](#)
- [Training and Employment Guidance Letter #21-16](#)
- State of Oregon Policies

OVERVIEW OF WIOA SERVICES AND RECOMMENDED POINT OF EXIT

The goal of WIOA Youth services is to help individuals obtain quality employment in in-demand industries and occupations and/or transition to post-secondary education or a Registered Apprenticeship Training Program.

Per WIOA §681.450, “Local youth programs must provide service to a participant for the amount of time necessary to ensure successful preparation to enter postsecondary education and/or unsubsidized employment. While there is no minimum or maximum time a youth can participate in the WIOA youth programs, programs must link participation to the individual service strategy and not the timing of youth provider contracts or program years.”

LWP requires the participant’s Individual Service Plan (ISP) to be up-to-date and reflective of the services in which the participant is engaged. Services must continuously build the youth’s knowledge, skills, and abilities toward the provision of un-subsidized employment, transition to a registered apprenticeship training, or transition to post-secondary education. Youth shall not be allowed to languish in the program year-over-year without receiving robust services necessary to achieve the goals as identified on the Individual Service Plan.

LWP recommends that a youth participant be exited from program services when the following occurs:

- 1) The participant is employed in un-subsidized employment and has been stable in their employment for a period of at least 90 days.
- 2) The participant has enrolled in and started post-secondary education and is no longer in need of WIOA funded services.
- 3) The participant has been accepted into and started a Registered Apprenticeship Training program in which they are employed and earn wages.

- 4) The participant is no longer actively engaged in services, is not responding to staff contact attempts, and a period of 90 days has elapsed since the last qualifying services.
- 5) The participant has moved out of the area and is no longer able to engage in local WIOA youth programs.
- 6) The participant has disclosed a health or medical condition, or other life impacting changes, preventing them from engaging in services and there is a mutual decision to exit the participant from the WIOA Youth Program.

FOLLOW-UP SERVICES

In WIOA Youth programs, follow-up services must be provided for not less than 12 months after the completion of participation. Follow-up services must be made available to all program participants, regardless of their exit status. All youth participants must be made aware of the follow-up services available to them and offered opportunities to receive the services. Follow-up services are critical in supporting youth as they enter their career pathway journey and help ensure the youth is stable in their employment or training programs following exit from WIOA services. If at any point in time a participant is at risk of losing their employment or dropping out of their training program, follow-up services may be able to prevent the occurrence.

Regularly checking in with program participants after exit to offer follow-ups services gives participants a higher chance of success in their post-exit goals. While the following is a recommended cadence, the case manager has discretion to connect more frequently based on the needs of the participant. More than one contact attempt and method (text, phone, letter) is required.

- For those exiting as a result of entering un-subsidized employment or a registered apprenticeship training program:
 - No less than once per week for the first month and no less than once per month for the second – third month to ensure the youth has successfully transitioned during the first 90 days of employment post exit.
 - At least once per quarter for the second, third, and fourth quarters after exit.
- For those entering post-secondary training:
 - No less than once per month for the first three months.
 - At least once per quarter for the second, third, and fourth quarters after exit.
- For those youth who are no longer engaged in services and have exited after 90-days of no qualifying service or through a mutual decision to exit the program:
 - At least once per quarter for 12-months after exit unless the participant declines to receive follow-up services, or the participant cannot be located or contacted.

Follow-up services may include regular contact with a youth participant's employer, including assisting in addressing work-related problems that arise. Follow-up services for youth may also include the following program elements:

- Supportive services
- Adult mentoring
- Financial literacy education
- 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.
- Activities that help youth prepare for and transition to postsecondary education and training.

In the event the youth service provider determines that a youth requires follow-up services for a longer period than 12 months following exit, it is the LWP's policy that the services shall be provided.

Collecting information for performance outcomes is not considered a follow up service. 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.

ISSUED

Date: July 1, 2024

LWP Director of Workforce Programs