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## Overview

### Purpose:

The Workforce Innovation and Opportunity Act (WIOA) requires states and local areas to set a policy on twelve (12) month follow-up services. This section of the policy manual addresses the types of follow-up services and the timetables on when they occur for individuals in the WIOA Adult, Dislocated Worker, and Youth programs. The Youth Career Pathway program follows the Follow-Up Policy for WIOA Youth. More information on this and other WIOA Policies are found at <https://www.illinoisworknet.com/epolicy>.

For youth, follow-up services are critical following a Participant’s exit from the program to ensure their success in employment and/or postsecondary education and training. 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 postsecondary education and training progress.

For a minimum of twelve (12) months from the exit, follow-up services must be made available to all WIOA Youth. Follow-up must include more than contact or attempted contact and services must be provided. Services for youth may include, but are not limited to, the following program elements:

Supportive Services, if funding is available and the need for supportive services are supported in the Individual Service Strategy (ISS):

1. Adult mentoring;
2. Financial literacy education;
3. 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;
4. Activities that help youth prepare for and transition to postsecondary education and training;
5. Other services necessary to ensure the success of the youth in employment and/or postsecondary education.

## Who Enters/Maintains Data

Only staff and customers that have been given access to the program can view the Career Plan.

- **Statewide User Roles**- Statewide staff view/edit Career Plans for all customers.
- **Grantees/Career Planners** - Staff can view/edit Career Plans for customers in their region/office.
- **Customers**- Customers can access their information from their program tools located in My Dashboard.

## Access Customer Progress Page

1. Login to [www.illinoisworknet.com](http://www.illinoisworknet.com).
2. Select **My Dashboard**.
3. Select **Partner Tools**.
4. Select **Customer Support Center**.
5. Select the **Groups** in the top menu.
6. Select **Youth Career Pathways PY 21**.
7. Select the **customer's name** to access their information.

## How is Follow-Up Documented?

Overview - Follow up is documented via services and case notes.

- **Follow-Up Services** – Within the career plan customers should receive follow-up service where follow-up activities can be tracked. Customers are eligible to receive an array of supportive services as part of their follow-up based on their individual needs. These follow-up services should be added and maintained in the customer's career plan. Supportive Services, if funding is available and the need for supportive services are supported in the ISS include the following:
  - 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; and
  - Other services necessary to ensure the success of the youth in employment and/or postsecondary education.
- **Follow-Up Case Notes** - Follow-up should be done and documented via case notes as often as necessary for a 1-year post-exit. However, at a minimum, it should occur at least every 30 days (about 4 and a half weeks) for the first three months and then should occur once a quarter for the remainder of the 1-year follow-up period.

## Follow-Up Services

1. Navigate to the **Customer Career Plan (IEP/ISS)** tab.
2. Select tab **3. Add Steps/Services**.

3. Start adding the necessary follow-up services/steps for the customer by selecting **Add Step/Service**. A modal will open with the services you can select from. Click **Add** next to each follow-up service you would like to add to this customer's career plan.

ADD STEPS/SERVICES

Profile: Jennifer Philips

Email: jenniferphilips@noemail1234.com

Enrollment Status: Applicant

Customer Type: Customer Type is not set

See All

Sync With IWDS

Last Sync: N/A

Reset Password Send Message

1. Use Add Step/Service button to create a list of planned services
2. Incorporate the services into the plan by assigning it to a goal assigned to a goal, the customer can see the step/service.
3. If the customer has services populating from sources like IV a new service

Add Step/Service

ASSIGN STEP/SERVICE TO A GOAL OR SYNC STEPS

Step/Service	Note
No data available	

Showing 0 to 0 of 0 entries

ADD STEP/SERVICE

Category: All

Category	Service	Description	Action
Career	Development of an IEP	PRIL 1004, 1200, 1201, 1202 The Individual Employment Plan...	Add
Career	English Language Education	PRIL 1004, 1200, 1201, 1207 English-Language Acquisition...	Add
Supportive Services	Needs-Related Payments	PRIL 1302 Needs-Related Payments provide financial assistan...	Add
Training	CIJ - Private Sector	PRIL 1303-01 CIJ is provided under a contract with an emplo...	Add
Supportive Services	Other Supportive Services	PRIL 1409 Other supportive services that are made availab...	Add
Training	Registered Apprenticeship Program (RAP)	PRIL 1303-09 Registered Apprenticeship Program (RAP)...	Add
Training	Skill Upgrading and Retraining	PRIL 1303-02 A participant who already possesses occupat...	Add
Supportive Services	Support Service - Health Care	PRIL 1409 Services provided to a customer to permit him or ...	Add
Supportive Services	Support Service - Other	PRIL 1300 Supportive service which assists customer in mal...	Add

STEPS FOR: PARTICIPATE IN APPRENTICESHIP ILLINOIS PROGRAM

Activity/Service

Follow-up Services (CM)

Showing 1 to 1 of 1 entries

4. **Edit Planned Services** (click the pencil) to identify the related goals, barriers the step addresses, step status, the service provider, dollar value of service, and more.
5. The service is **added to the goal** section under the appropriate goal selected for the service.

Document When Youth Decline Follow-Up Services

Overview - Per policy the Final Regulations at Section 681.580 allow for youth to decline follow-up services altogether. There are two (2) options for youth who are not responsive to attempted contacts for follow-up and those youth who cannot be located making it impossible to provide follow-up services during the twelve (12)-month follow-up period.

- **Unable to Locate (Youth Only)** The LWIA has determined that in the event a participant cannot be located, attempts to locate and contact the participant must be made for a minimum of the first two (2) quarters following exit. All attempts and efforts to contact the youth must be clearly documented in Case Notes.
- **Opting Out (Youth Only)** Youth in the twelve (12)-month follow-up period may request to opt out of follow-up services at any point in time. The request to opt out or discontinue follow-up services must be clearly documented in the case notes. **Career planners should not promote youth to opt out of these services.**

1. Within the Follow-Up (CM) Service the status should be set to **Offered by Declined**.
2. When this status is used, select the **radio button** to identify **Unable to Locate** or **Opting Out**.
  - a. **Unable to Locate** – You will be required to identify you have attempted contact for 2 quarters post exit and that you have clearly documented your attempts to contact them via case notes.
  - b. **Opting Out** – You will be required to identify you have clearly documented the customer’s request to opt out or discontinue follow up services via case notes.
3. The offered but declined follow-up information will be displayed within the service and in the Follow-Up section of the Outcomes page.

SERVICE FOLLOWUP (CM) DETAILS

Select the reason for follow up service being offered:

Unable to locate

Opting Out

EDIT CUSTOMER SERVICE

Profile: Andra Wiggins

Follow-up Services (CM)

Total Scheduled days for all items: 178

User Name: Wiggins

Status: Offered but declined

Follow-up

Follow-up should be done as often as necessary for 1 year post-exit. However, at a minimum it should occur at least every 30 days for the first three months and then should occur once a quarter for the remainder of the 1 year follow-up period.

[Add Follow-Up Case Note](#)

Status	Reason	Contact Attempted	Contact Documented	Changed by	Changed on
Offered but declined	Opting Out		Yes	Olivia Miller	2/23/2023 8:35:21 PM

Showing 1 to 1 of 1 entries

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**Follow-Up**  
3/3/2022

Customer Requested no Follow Up be made  
This case note should be expansive and clearly document the customers request to opt out of follow up services. Any copies of communication or opting out should be saved in the customer's file.  
Save as case note without sending a message/email **Olivia Miller** 3/3/2022 11:16 AM

## Follow-Up Case Notes

Overview - Follow-up should be done and documented via case notes as often as necessary for a 1-year post-exit. However, at a minimum, it should occur at least every 30 days (about 4 and a half weeks) for the first three months and then should occur once a quarter for the remainder of the 1-year follow-up period.

1. Navigate to the customers **Outcomes** tab.
2. Scroll down to the **Follow-Up** section.
3. Select the **Add Follow-Up Case Note** button.
4. Complete the **required fields** and select **Add Case Note**.

The Illinois workNet Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711.

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For more information, please refer to the footer at the bottom of any webpage at [illinoisworknet.com](http://illinoisworknet.com).