Contents

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.
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?

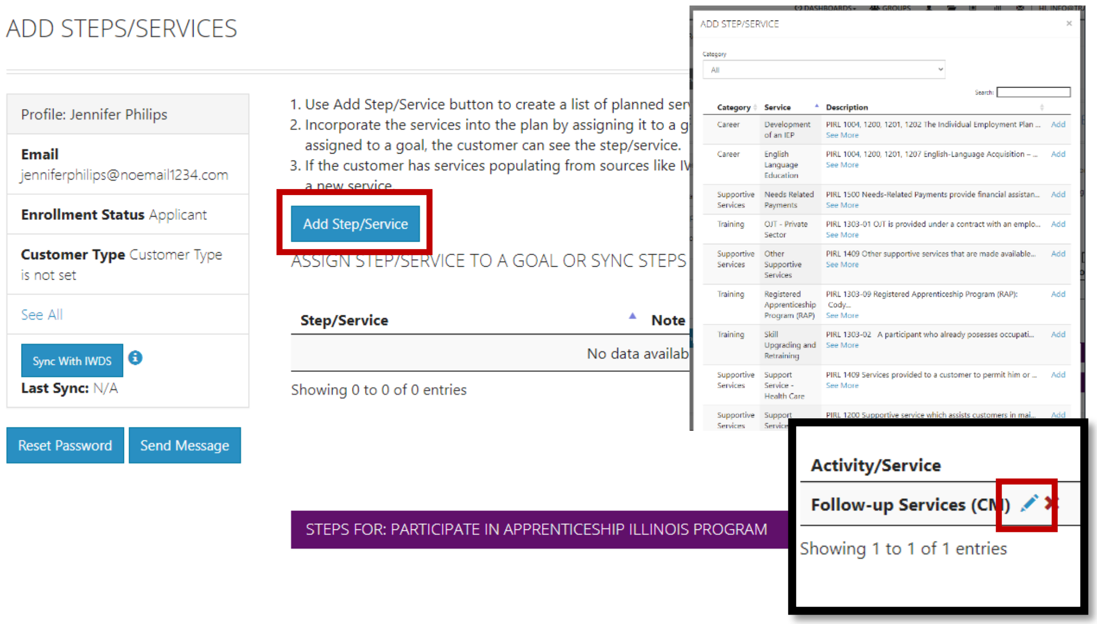
Overview - Follow up is documented via services and case notes.

- **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.

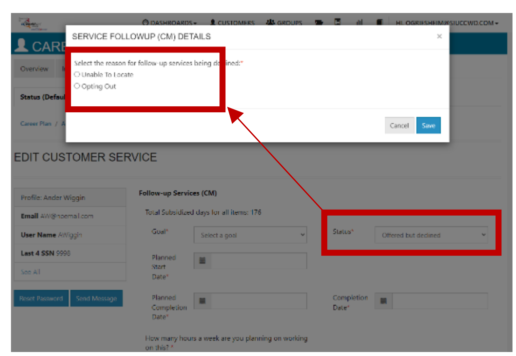


4. Edit Planned Services (click the pencil) to identify the related goals, barriers the step addresses, step status, the service provider, dollar value of service, and more.
5. The service is added to the goal section under the appropriate goal selected for the service.

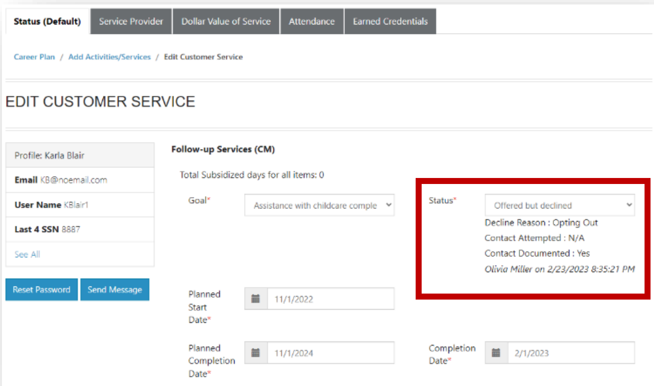
Document When Youth Decline Follow-Up Services

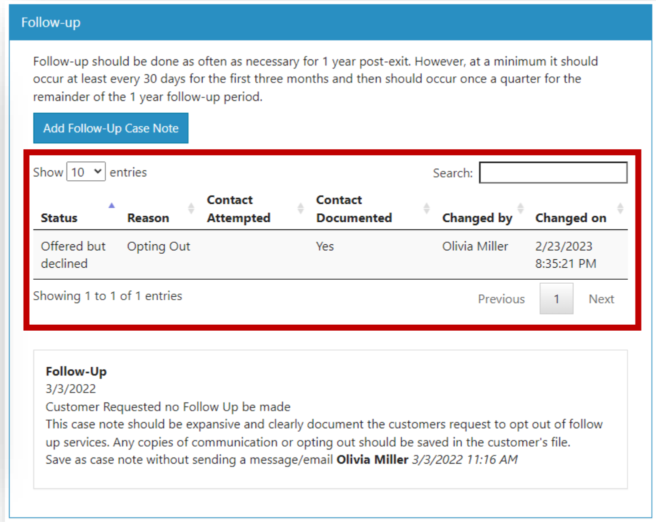
Overview - Per policy the Final Regulations at Section 681.580 allow for youth to decline follow-up services altogether. There are two (2) options for youth who are not responsive to attempted contacts for follow-up and those youth who cannot be located making it impossible to provide follow-up services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





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.