

## **Youth DET Contract Policy 9 – 12 Month Follow-up Services for Youth After Exit**

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### **Purpose**

The purpose of this Employment and Training Operations (ETO) Policy is to provide guidance to youth contractors on the delivery of follow-up services to youth after the youth exits the program. The importance of assessing clients to determine their needs following participation and then ensuring that they are provided cannot be overstated. All efforts in this area must be carefully documented.

Follow-up services for youth may include:

- Leadership development activities;
- Regular contact with a youth participant's employer, including assistance in addressing work related problems, that arise;
- Assistance in securing better paying jobs, career pathway development and further education or training;
- Work-related peer support groups;
- Adult mentoring; and/or
- Services necessary to ensure the success of youth participants in employment and/or post-secondary education

Leadership Development opportunities are opportunities that encourage responsibility, confidence, employability, self-determination and other positive social behaviors such as:

- Exposure to postsecondary educational opportunities
- Community and service learning projects
- Peer centered activities including peer mentoring and tutoring
- Organizational & team work training, including team leadership training
- Training in decision-making, including determining priorities and problem solving
- Citizenship training, including life skills training such as parenting, work behavior training, and budgeting
- Civic engagement activities which promote the quality of life in a community
- Other leadership activities that place youth in a leadership role such as serving on youth leadership committees

Supportive services for youth are services that enable an individual to participate in WIOA activities. These services include but are not limited to the following:

- Linkages to Community Services
- Assistance with Transportation
- Assistance with Child Care and Dependent Care.
- Assistance with Housing
- Assistance with Educational Testing
- Referrals to Medical Services
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear.

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All youth participants must receive some form of follow-up services for a minimum duration of 12 months. Follow-up services may be provided beyond 12 months at the Board's discretion. 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. However, follow-up services must include more than only a contact attempt or made for securing documentation in order to report a performance outcome.

- The Post Participation Plan and Justification of the Individual Service Strategy (ISS) need to be completed jointly with the student, prior to youth exiting the program.
- The Follow-Up Services Worksheet must be completed according to the agreed duration and intensity of the Post Participation Plan: i.e., "Will contact (youth) once every month for 12 months." At a minimum, the Worksheet needs to be completed and kept in the student file quarterly. If no contact with the student was successful, case note must be entered into DJL stating the different attempts made.
- The Worksheet is used as an assessment tool and checklist in asking the appropriate questions and determining the level of service needed.
- At the time of the System Exit – contractors must answer Exit questions.
- Contact should be completed at the 2<sup>nd</sup> quarter after exit
- Contact should be completed at the 4<sup>th</sup> quarter after exit

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Student Name: \_\_\_\_\_ Date of Contact: \_\_\_\_\_

Exit Date: \_\_\_\_\_ Follow Up Quarter (Circle One): 1<sup>st</sup>      2<sup>nd</sup>      3<sup>rd</sup>      4<sup>th</sup>

Follow-Up services provide support and guidance after the program exits to assist with: (1) sustained employment (2) educational achievement; (3) advancement along a job and/or educational ladder; and (4) personal development. During regular communication with youth, the case managers should be assessing if the youth is in need of assistance or services to ensure their success.

To document case managers are asking the appropriate questions during their regular contact with the youth, please complete the following worksheet each quarter.

Status at Exit: \_\_\_\_\_

If employed at exit, are they still at the same location? \_\_\_\_\_

Has anything changed?    Location      Job Title      Wages      Benefits

Employment Start Date: \_\_\_\_\_

What is the hourly wage? \_\_\_\_\_      How many hours a week? \_\_\_\_\_

Have they attended any additional training? \_\_\_\_\_

If not, what are they doing? \_\_\_\_\_

**(If student is subcontractor/self-employed/working for non-profit – contractor may have to enter wages in DJL Contact Contract Manager)**

Does the youth need assistance with additional training or workshops?

Should youth be referred to another agency for assistance?

Can Contractor assist with any of the following?

Assistance/Service	If Yes, describe how it was accomplished
Transportation	
Child Care	
Work attire and work related tools	
Support or mentoring to retain employment or remain in education	
Health and/or mental health services	
Linkages to community services	
Assistance with housing	
Anything that can help achieve ISS goals	