


Date: August 18, 2008

To: Pacific Gateway Workforce Investment Network Staff
WIN Youth Subcontractors

From: Bryan S. Rogers 
Executive Director

Subject: **POLICY MEMORANDUM: WDB-26**
YOUTH FOLLOW-UP POLICY AND SERVICES

EFFECTIVE DATE

This policy is effective upon date of issue.

PURPOSE

The purpose of this policy is to establish follow-up service practices pertaining to WIA Youth customers. Use of this policy is required for all WIA-funded Youth Network programs.

POLICIES AND PROCEDURES

The determination of the type and intensity of follow-up services should be appropriate to the needs of each youth customer, and must be documented in the youth customer Individual Service Strategy (ISS).

All **youth must receive some form of follow-up service**, every 30 days as appropriate, for a minimum of twelve months after exit (TEGL 3-99). However, if it has been determined that an exited youth customer is in need of substantial follow-up services as documented in their ISS and/or their case notes, follow-up services **must be provided as often as is necessary to address the individual customer's circumstances and needs**. This is recorded on the Exit Form, under Post Exit Services, and must be coded as activity 05 (Follow-Up Services).

The types of follow-up services provided shall be based on the individual needs of each youth customer. Follow-up services for youth may include:

- a. Confirmation of performance attainment
- b. Leadership development
- c. Supportive services
- d. Regular contact with a youth and their employer, including assistance addressing work-related problems that arise
- e. Assistance in securing better paying jobs, career development and further education



- f. Work related peer support groups
- g. Adult mentoring and tutoring
- h. Tracking the progress of youth in employment after training

The Network's WIA Follow-Up Form shall be used to record supplemental performance information for all WIA exited customers. The completion of this form is required during the **1st, 2nd, 3rd,** and **4th** quarter following the quarter in which a customer is exited.

REFERENCES

CFR 20 Part 664.450, Follow-up Services for Youth.

TEGL 03-99, Program Guidance for Implementation of Comprehensive Youth Services Under the Workforce Investment Act During the Summer of 2000.

CONTACT

Should you have any questions regarding this Policy Memorandum, please contact Rick Gonzalez at 562.570.4716 or TTT 562.570.4629.

Thank you.

BSR:jrc