

PASSAIC COUNTY WORKFORCE DEVELOPMENT BOARD

Subject: WIOA Title I Youth Follow-Up Services

Effective Date: 05/08/26

PURPOSE

The WIOA Title I Youth Follow Up Services policy outlines a comprehensive approach for the provision of follow-up services for individuals who have exited a program, including specific tools for assessing and identifying necessary supports, outcomes verification, frequency and service delivery documentation.

BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) Title I Youth program is a federally funded initiative, administered by the U.S. Department of Labor, to help young people (ages 14–24) who face significant barriers to education and employment. The New Jersey Department of Labor and Workforce Development oversees WIOA Title I Youth programs, which provide services to eligible youth ages 14–24 who face barriers to employment. Policy is primarily guided by Workforce Innovation Notices (NJWINs) and federal guidance like TEGL 9-22. WIOA Title I Youth policy 21-5 WIOA Title I Placement, Exit, and Follow-Up Services mandates a structured transition from active participation to long-term follow-up to ensure success in employment or postsecondary education. NJWIN 7-15: Exit Policy and 19-1: WIOA Youth Program Follow-Up Services are rescinded.

POLICY

WDB adopts and implements locally the federal and NJDOL requirements including NJWIN WD 21-5, to provide youth with a structured transition from active participation to long-term follow-up to ensure success in employment or postsecondary education. The WDB approves specific tools for assessment and identifies follow-up support, including implementation of follow-up agreements established during active engagement. The WDB requires the partners to achieve placement goals, performance metrics and provide services as well as complete AOSOS reporting of exit from services.

Placement Goals

The WDB requires the local area partners to meet the objective of WIOA Youth services of help participants achieve one of the following "placements":

- Unsubsidized Employment: Transitioning into stable, quality jobs in in-demand industries.
- Postsecondary Education: Enrolling in and starting advanced education or training programs.
- Registered Apprenticeship: Entering a program where the youth is employed and earns wages while learning.

Program Exit Policy

Exits must be categorized in AOSOS as either "Soft" (System) and "Hard" (Manual) exits based on service activity.

- Soft Exit (System Exit): Occurs automatically when a participant has not received staff-assisted services for 90 consecutive days. The exit date is then applied retroactively to the last date of service.
- Hard Exit (Manual Exit): Generally, not allowed unless a "Global Exclusion" applies, such as incarceration, medical treatment lasting over 90 days, or being called to active military duty.
- Excluded Services: Information-only services, self-service, and follow-up services do not extend the exit date or delay participation.

Follow-up Services

Follow-up is one of the 14 required program elements that the local area partners must deliver and be made available to all youth for at least 12 months after exit.

- Required Duration: Minimum of 12 months (4 quarters) from the official date of exit.
- Core Services:
 - Supportive services (transportation, childcare, etc.).
 - Adult mentoring and financial literacy education.
 - Workplace counseling and regular contact with the employer to resolve issues.
 - Assistance in transitioning to postsecondary education or training.
- Opting Out: Youth may decline follow-up services, but this must be explicitly documented in case notes.
- Contact Frequency: Policies often recommend at least one contact attempt per month or three attempts per quarter to verify status.

Performance Indicators

Placement success is measured through federal performance indicators after exit. The local area partners are responsible for achieving the NJDOL mandated metrics and reporting outcomes in AOSOS:

- 2nd Quarter After Exit: Percentage of youth in education, training, or unsubsidized employment.
- 4th Quarter After Exit: Percentage still in education, training, or unsubsidized employment.
- Median Earnings: Measured in the 2nd quarter after exit.
- Credential Attainment: Percentage who obtain a recognized credential within one year of exit.

The following WDB checklist ensures that case managers meet all federal WIOA Title I documentation requirements for youth program completion, exit, and the mandatory 12-month follow-up period.

Program Completion & Exit Documentation Requirements

Before a participant is "exited" from the system, the following details must be recorded in the official case management system AOSOS.

- Service Synopsis: A brief summary of the services planned at enrollment vs. the services actually received and their specific outcomes.
- Completion Reason: Explicitly state the reason for completion (e.g., attained employment, started postsecondary education, or moved from the area).
- Employment Details (if applicable):
 - Employer name, job title, and start date.
 - Hourly wage and full-time/part-time status.
- Education Details (if applicable):
 - Name of school and specific training program.
 - Anticipated completion date and the credential to be earned.
- School Status: Document the youth's school status (e.g., In-School, Out-of-School) at the exact time of completion.
- Authorization to Release Information: Ensure a signed form is in the file if you plan to contact employers directly for wage verification.

The 12-Month Follow-Up Period Requirements

Follow-up services must be available to all youth for 12 months after exit, regardless of why they left the program.

- Notification of Availability: Document in the initial enrollment notes that the youth was informed follow-up services would be available for 12 months.
- Quarterly Contact Log: Record at least one contact attempt per quarter (though many policies recommend monthly).
 - Method: Phone, email, text, social media, or face-to-face.
 - Substance: Outcomes of the conversation, including updates on job retention or educational progress.
- Follow-Up Service Delivery: Document any specific support provided, such as:
 - Supportive services (e.g., transportation or childcare assistance).
 - Mentoring or financial literacy training.
 - Workplace counseling to resolve employer-employee issues.
- Outcome Verification: Obtain and scan source documentation for performance indicators:
 - Employment: Paystubs, W-2s, or employer-signed letters.
 - Credentials: Copies of diplomas, certificates, or transcripts earned within one year of exit.

Requirements for Handling Non-Engagement

The following documentation is required if a participant cannot be reached or does not want services.

- Opt-Out Documentation: If a youth declines services, record the date and reason for opting out in a case note. Best practice includes a signed declination form or a screenshot of a text/social media refusal.
- Loss of Contact: Record at least six varied contact attempts (e.g., calls, texts, and social media) over the quarter before documenting a loss of contact

Follow- Up Case Note Template

The case note template for youth follow-up services captures the progress of established goals and any new needs.

Identifying Information

- Youth Name:

- Case ID/DOB:
- Date of Contact:
- Contact Type: (e.g., In-person, Phone, Text, Home Visit)
- Participants: (e.g., Youth, Parent, Teacher, Case Manager)

Assessment (Progress & Barriers):

- How is the youth progressing toward their Individual Service Strategy (ISS) goals?
- Identify any new barriers (e.g., transportation issues, housing instability, mental health concerns).
- Evaluate the youth's engagement level and safety status.
- Plan (Next Steps):
 - What specific tasks must the youth complete before the next contact?
 - What actions will the case manager take (e.g., referrals, following up with school)?
 - Next meeting Date/Time:
- Service Benefits: For funding compliance include what service was provided and how it benefits the youth's long-term goals.
- Privacy Compliance: General information, not personal details or sensitive medical diagnoses should not be included in notes.

POLICY REVISION

The WDB Workforce Innovation and Opportunity Act (WIOA) policies are reviewed amended annually by the WDB to remain in compliance with all federal mandates and state-level policy changes issued by the New Jersey Department of Labor and Workforce Development. Local partners will be notified of any changes to the WDB policies.