



**WIOA TITLE IB
SERVICES MATRIX:
LEGISLATIVELY MANDATED
FOLLOW-UP SERVICES**

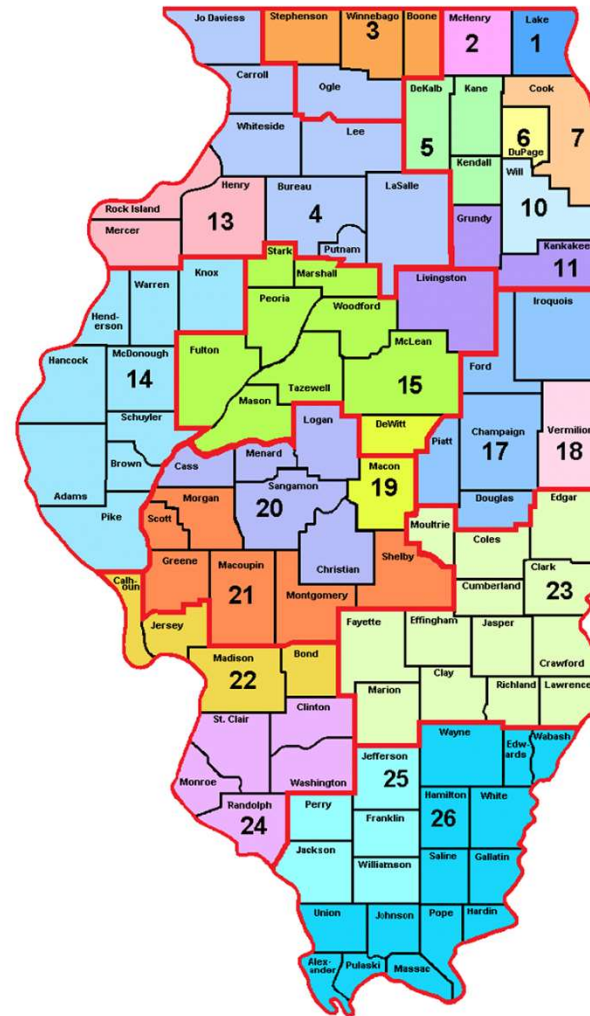
May 3, 2023

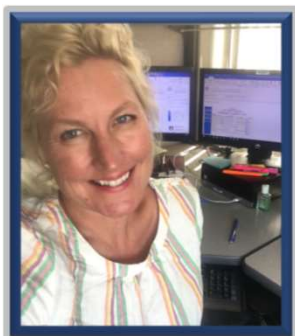


Kiersten Baer

- Digital Communications Manager
 - Illinois Center for Specialized Professional Support
- kmbaer@ilstu.edu
- 309-438-1838

Where is Your Local Area?





Paula Barry

Reporting and Performance
Office of Employment and Training - OET
Illinois Department of Commerce and
Economic Opportunity



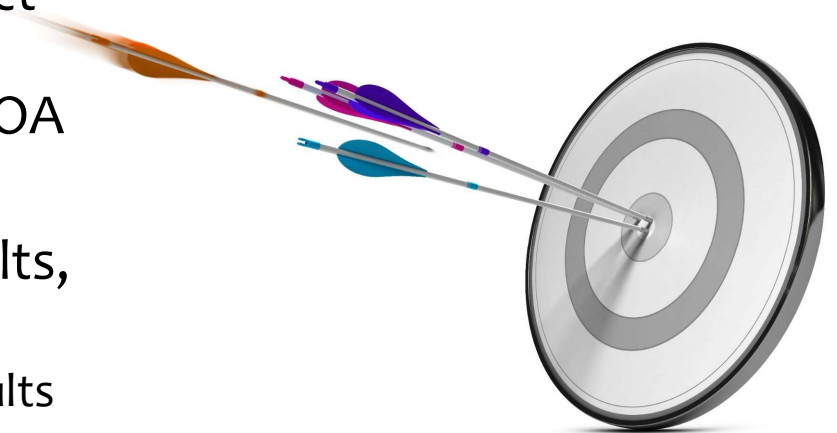
James Potts

Reporting and Performance
Office of Employment and Training - OET
Illinois Department of Commerce and
Economic Opportunity



Today's Objectives

- Explain the Federal and State guidance on Workforce Innovation and Opportunity Act (WIOA) legislatively mandated Follow-Up Services for participants served under WIOA
- Define the requirements for providing Follow-Up activities for WIOA Title IB Adults, Dislocated Workers and Youth
 - Interpret the different rules that apply to Adults and Dislocated Workers versus Youth programs
- Apply knowledge of services and activities considered Follow-Up for Adult, Dislocated Worker and Youth Participants



What is the WIOA Title IB Services Matrix?

The one reference tool for clear, concise, up to date services information.

- Series of interrelated tables that contain and define WIOA Title IB Participant Services in relation to Service Type/ PIRL Element/ System ID/ Performance Impact
- A Structured Policy Driven Reference Tool that Organizes Services by:
 - **Adult and Dislocated Worker Career and Training Services,**
 - **Youth Program Elements,**
 - **Supportive Services,**
 - **Follow-Up, and**
 - **Work-Based Learning**
- The Services Matrix expands beyond Title IB formula grants to include additional non-formula grant services such as the Disaster Recovery National Disaster Workforce Grants (NDWG) and Youth Career Pathways (YCP)

WIOA Services - PIRL OMB Control Number 1205-0521			
WIOA Follow-Up Services - (PIRL Data Element Nos. 1412 and 1503)			
Follow-Up Services: WIOA Title I Adult, Dislocated Workers and Youth			
PIRL Data Element Name	Service/Activity Label (IWDS)	Definition	Same-Day Service?
Most Recent Date Received Follow-up Service	Follow-Up Services	Adult and DW - Follow-up services must be provided, as appropriate, for participants in adult or dislocated worker workforce activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment per the Follow-Up Services policy. Follow-up services must meet the needs of the participant and may include, but is not limited to the following: a) Counseling individuals about the workplace; b) Contacting individuals or employers to verify employment; c) Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual; d) Assisting individuals and employers in resolving work-related problems; e) Connecting individuals to peer support groups; f) Providing individuals with information about additional educational or employment opportunities; and	





Federal Guidance

- [Workforce Innovation and Opportunity Act 129.\(c\) and 134\(2\)\(A\)\(xiii\)](#)
- WIOA Final Rules [20 CFR 678.430\(c\)](#) (Adult and Dislocated Worker) and [20 CFR 681.580](#) (Youth)
- Training and Employment Guidance Letter (TEGL) 19-16 – Guidance on Services Provided through Adult and Dislocated Worker under WIOA (March 1, 2017)
- [TEGL 21-16 – Third WIOA Title I Youth Formula Program Guidance](#) (March 2, 2017)
 - [TEGL 21-16, Change 1 – Third WIOA Title I Youth Formula Program Guidance](#) (July 30, 2021)
- [TEGL 14-18, Aligning Performance Accountability Reporting, Definitions, and Policies Across Workforce Employment and Training Programs Administered by the U.S. Department of Labor \(DOL\)](#) (March 25, 2019)
- [TEGL 10-16, Change 2, Performance Accountability Guidance for Workforce Innovation and Opportunity Act \(WIOA\) Title I, Title II, Title III, and Title IV Core Programs](#) (September 15, 2022)
- [TEGL 09-22 – Workforce Innovation and Opportunity Act Title I Youth Formula Program Guidance](#) (March 2, 2023)

State Guidance

- [WIOA Policy](#) Chapter 4 Section 3 - Follow-Up Services (Updated)
 - WIOA Policy Chapter 4 Section 3.1 – Adult and Dislocated Workers Programs Follow-Up Services
 - WIOA Policy Chapter 4 Section 3.2 – Youth Program Follow-Up Services
- [WIOA Policy](#) Chapter 3, Section 3.3 – Co-Enrollment and Exit
- [WIOA Policy](#) Chapter 4, Section 2 – Career Planning
 - WIOA Title IB Services Matrix with Definitions





General Follow-Up Guidance

- Local boards must establish policies that define what are appropriate Follow-Up Services, as well as identify when to provide Follow-Up Services to participants
- With the issuance of the new State Policy, each LWIB must examine its own local policy and make appropriate updates to align with federal and state guidance
- Career planners must be aware of the Local Policy on Follow-Up Services as they evaluate the needs of each participant and determine appropriate services to be provided
- Post-exit quarterly reporting of participant earnings (if applicable) is not always consistent or not reported at all



General Follow-Up Guidance

- It is the responsibility of the Career Planner to determine, in conjunction with the Participant, which locally allowable Follow-Up Services would best suit the individual's circumstances
- An evaluation should be conducted to determine the appropriate Follow-Up Services a participant requires to be successful
- Follow-Up Services should be provided as often as necessary throughout the required twelve (12) months
 - At a **minimum**, it should occur at least every thirty (30) days for the first three (3) months and then **must** occur at least once a quarter for the remainder of the twelve (12) month period.
 - This aligns with quarterly Post-Exit reporting requirements to capture certain performance outcomes



General Follow-Up Guidance

- The Follow-Up Service activity must be recorded in the appropriate case management system throughout the required twelve (12) months
 - A Follow-Up Service is opened with a start date, but the actual Follow-Up activities are recorded within the Case Note section and on the exit control panel of the participant's record
- Follow-Up Services and information obtained may directly impact Federal Performance Reporting and Outcomes
 - Post-Exit Supplemental Employment/Wages, Secondary and Post-Exit Education and Credentials/Certificates will positively impact performance outcomes ONLY when they are documented during Follow-Up
 - Supplemental Employment Information (and education status for YOUTH) in the 2nd and 4th Quarter Post-Exit count as positives ONLY when they are documented in Follow-Up



General Exit Guidance

- The exit date for the Adult, Dislocated Worker and Youth programs is the last date of an “active” enrolling career or training service or Youth program element
- The date of the last enrolling service (program exit date) cannot be determined until:
 - At least 90 days have elapsed since the participant last received services;
 - Services do not include self-service, information-only services or activities, or Follow-Up Services
 - There is no planned gap in service, and
 - There are no plans to provide the participant with future services
- The State has implemented a common exit policy for WIOA Title I and the Trade Adjustment Act (TAA) program
- Co-enrolled participants shall only be exited when all the criteria for exit are met for the programs in which they are co-enrolled applies. The exit date is the same for all programs



IA/ID Follow-Up Guidance

- The purpose of Follow-Up Services is to ensure job retention, wage gains and career progress for WIOA participants who have entered unsubsidized employment
- Follow-Up Services for Adult and Dislocated Worker participants must be provided for up to twelve (12) months after the first date of employment for participants who obtain “Unsubsidized Employment”
- Follow-Up Services do not change or delay exit; thus they would never be entered as an episode of an enrolling service



Follow-Up Services – Scenario 1



- Clyde is a twenty-eight-year-old WIOA Title I Adult participant enrolled in his last semester of a two-year Associates Degree in a Nursing Program with an expected graduation date of May 13th, 2023.
 - He has been taking his clinicals at St. John’s Hospital, and they have hired him via a “Hire while Completing” program effective April 30th, 2023.
 - The current plan is that after graduation on May 13th, Clyde will study for his licensing exam. The plan is to assist with the preparation for licensing and assist with the licensing costs.
 - Under WIOA requirements around Follow-up, any Adult and Dislocated Worker that obtains “Unsubsidized employment” must have twelve months of Follow-up after being hired.
- Question #1 - What is the best way to provide and document follow-up services in this situation to comply with the “follow-up” provision for IA/ID at the time of employment?**



Follow-Up Services – Scenario 1

- Since Clyde is currently enrolled in an “active” WIOA service under the Adult title, the MIS will not allow a “Follow-Up Service” record to be opened
- When a participant has an open enrolled service at the time they enter unsubsidized employment, then the follow-up should be accomplished during normal two-way communication, which must occur at a minimum every 30 days
- When the last enrolling service has been completed, and no further enrolling services are planned, that is when the service of Follow-up will be opened
- To reiterate, to meet the requirements outlined under WIOA that for any Adult or Dislocated Worker who obtains “Unsubsidized Employment” while still enrolled in WIOA services, the Follow-up will be conducted and recorded as part of the normal two-way communication that must occur every 30 days while a client is enrolled in WIOA services



IA/ID Follow-Up Guidance

- State policy provides local boards with the option to make Follow-Up Services **available** for Adult and Dislocated Worker participants who **do not** obtain unsubsidized employment
- In such instances, the career planner should continue working with the participant to assist them in meeting their goals and objectives outlined in the IEP, which generally would be to attain employment
- Follow-Up Services would not be provided for a period of 90 days after the last enrolling service which would tie to determining the date of program exit
 - Understanding the participant is still being tracked for Federal Reporting and Performance outcomes for 12 months Post-Exit, it makes perfect sense to stay engaged with the participant to assist with gaining self-sustaining employment



US DOL Monitoring

- Exit dates were not based on the last day the individual received an enrolling (active) service funded by the program or a partner program
- Participant's exit dates fell on the day they received a follow-up call verifying employment rather than the last day a service was provided
 - Employment verification is not considered an “active” career service that extends participation or exit
 - Exit dates should not be tied to follow-up via “information only” correspondence like employment verification
 - Career Planning (Case Management) service episodes should **never** be entered to document a case note associated with Follow-Up since that is an enrolling service and extends the date of exit





IA/ID Follow-Up Services Guidance

- The WIOA Title IB Services Matrix outlines Follow-Up Services for IA/ID participants:
 - Counseling individuals about the workplace
 - Contacting individuals or employers to verify employment
 - Contacting individuals or employers to help secure better paying jobs
 - Assisting individuals and employers in resolving work-related problems
 - Connecting individuals to peer support groups
 - Providing individuals with information about additional educational or employment opportunities
 - Providing individuals with referrals to other community resources
- Supportive Services **cannot** be provided for Adult and Dislocated Worker participants who are enrolled in Follow-Up Services



IA/ID Follow-Up Services Guidance

“Active” Career Services versus Follow-Up Services for IA/ID -

- Refer to Individual Employment Plan (IEP)
- Identify differences between enrolling (active) Career Services and Follow-Up Services
 - Career Services, along with Training Services, lead to Outcomes identified in the IEP, Follow-Up Services provide assistance after the IEP goals and objectives have been met

PLEASE
NOTE

Identify and document the date of the last enrolling service to determine when to begin documenting Follow-Up Services via case

Note

Closely examine details of the Basic Staff-Assisted and Individualized Career Services definitions versus the Follow-Up Services in the Services Matrix.



IA/ID Follow-Up - Application

“Active” Enrolled Career Service – During Participation **“Referred to Employment/Placement Assistance (STAFF ASSISTED)”**

“Career Counseling/Guidance Services (STAFF ASSISTED)”

- Career planner who matches a current WIOA *participant* with employers and existing job openings
- Advise to assist the job seeker in making occupation or career decisions
- Placement and activities occur during program participation

Examples:

- Staff research and analysis of participant’s prior job experience, career goals, and occupational interests for job placement
- Employment research may be focused on the training program the individual has completed
- Staff may provide supportive services to assist in acquiring employment or starting work

Follow-Up Service – After Last Planned Service

Counseling individuals about the Workplace

“Workplace Counseling”

Contact to Help Secure Better Paying Job – “Upward Mobility Opportunities”

- Assistance with *maintaining* the job/employment a former WIOA “participant” gained as a result of participation in the program
- Occur after last active service and date of exit is determined

Examples:

- Career planner working with both the employer and participant;
- Assistance with work-related problems
- Contact to secure better-paying jobs
- Additional career planning and counseling



Workplace Counseling

- This service could be used for general information and “soft skills” such as professionalism or work ethic, oral and written communication, or collaboration skills once a participant has entered unsubsidized employment
- Companies have identified competencies in networking, enthusiasm, professionalism, communication skills, teamwork and problem-solving and critical thinking as keys to success in the 21st-century workplace
- Participants may need assistance with maintaining and succeeding in the job/employment gained as a result of participation in the program
- Employed participants may need assistance with understanding the demands of working, following management direction, knowing appropriate attire, including personal safety equipment and clothing, or being timely in starting and ending their work shift

Employment Verification

- Career planners may need to contact the participant or company to verify employment
- Verification of employment is a critical next step in confirming a participant's ability to meet the goals and objectives outlined in their IEP
- If a goal is to attain employment, career and training services should lead to that outcome, and Follow-Up Services would gather information that relates to the employment attained such as start dates, hours worked, and wages





Upward Mobility

- Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual assures a plan can be developed to assist the individual in long-term employment success
- The participant may be in need of information or assistance getting a permanent job or negotiating higher wages as they transition from an introductory or probationary period of employment
- Maybe the job they have attained isn't quite what they were expecting, and they are interested in other opportunities
 - A good example of this is with over-the-road truck drivers, where there is a high level of dislocation within the first year of employment
- Two-way communication with the employer may assist in assuring the participant is moving along an expected path to a promotion or identify a different occupation within the company they may be suited for

Workplace Mediation



- Work-related problems may arise during the initial weeks and months of a participant's employment that need resolution
- Assisting the individual and/or employer may help the participant succeed when challenges arise, such as tardiness, inability to follow subordinate directions, working harmoniously with coworkers, lack of motivation, or communication breakdowns
- An employer may need assistance identifying additional training or guidance needed, building trust with the individual or recognizing the hard work and effort the individual is making in their new job

Peer Support

- Follow-Up Services may include connecting the participant to support groups of their peers or others with similar status in their or external workplaces they may feel more comfortable with to talk about their ideas or challenges
- Employees with similar responsibilities and pressures may want to discuss their professional growth, find creative solutions to problems, and ultimately learn to operate at a higher level
- Basic and focused support could be provided on a personal or a professional level and involve carefully selected, trained, and supervised individuals that can assist in clarifying and promoting an individual's workplace success



Connect to Education/Employment Opportunities

- In succeeding in the workplace or advancing in their career, participants may need additional information on training or education or may seek other employment. Career planners should provide information and references to sources to assist them.
- This may include information on educational opportunities to address newly identified tasks or technologies, occupational testing or certification, or identifying additional employment to meet the individual's personal needs, such as a second job. These are informational only in nature to identify appropriate opportunities and do not include the provision of such services or activities.



Referral to Additional Resources

- Employment may bring many changes in a participant's life that go beyond those that can be provided through the WIOA programs during the Follow-Up period, including better living arrangements, medical care, financial management, or transportation needs
- The WIOA IA/ID programs cannot pay for supportive services during Follow-Up, but there may be sources available in the community from community-based organizations, local public resources, or private entities that the career planner can refer the individual to for necessary assistance





IA/ID Follow-Up Guidance

In instances where an Adult or Dislocated Worker Participant does not obtain unsubsidized employment upon completion of traditional WIOA Services, Follow-Up Services should be made available.

- Understanding the participant is still being tracked for Federal Reporting and Performance outcomes for 12 months Post-Exit, it makes perfect sense to stay engaged with the participant to assist with gaining self-sustaining employment
- If individuals who do not obtain unsubsidized employment and decline Follow-Up Services, it must be documented in the case notes

PLEASE
NOTE

Note

This would NOT be documented in the IEP because that would be considered an enrolling service and Follow-Up Services are non-enrolling.



IA/ID Follow-Up Guidance

- After ninety (90) days following exit, if a participant is not responsive, cannot be located, or refuses to provide information, the Career Planner may stop attempts for Follow-Up Services and close the Follow-Up Service record with an end date.
- When that is done, case notes must document the reason for discontinuation of the Follow-Up Services.

PLEASE
NOTE

Note

This would NOT be documented in the IEP because that would be considered an enrolling service and Follow-Up Services are non-enrolling.

IA/ID Follow-Up Services – Scenario 2



- Lisa is a thirty-nine-year-old WIOA Title I Dislocated Worker participant who had been enrolled in Career Services to assist with her resume and “mock interviewing” and she has been referred to several different employment opportunities over the past month.
 - At the current time, the last two-way communication with Lisa occurred and resulted in a WIOA service episode for another Job Referral (“Referred to Employment/Placement Assistance”) on March 28th, 2023, which will be the date of Lisa’s program exit if no other enrolling service is provided.
 - The career planner, per the IEP, began following up on Lisa’s employment status by contacting Lisa on April 15th to see how the referral went, but there was no two-way communication. On April 24th, the career planner learned from a mutual acquaintance that Lisa began working at Best Buy as a member of the “Geek Squad.”
 - On April 25th, 2023, the career planner stopped by Best Buy and spoke with Lisa to verify employment. Lisa stated she had been busy and didn’t have time to check in. She started her current job at Best Buy on April 17th, 2023, and she started out making \$16 per hour while on a 90-day probationary period. Lisa stated she is happy with her job at Best Buy and believes this is a great opportunity.
- **Question #1 – What should the next steps be for the Career Planner to document Follow-Up Services and provide them for Lisa?**



IA/ID Follow-Up Services – Scenario 2

- Follow-Up Services are required for all IA/ID participants upon unsubsidized employment
- The date of the Follow-Up Service record should be opened with a date of 4/17/2023, and a case note should be entered since that is the first date the Career Planner began providing follow-up for “Employment Verification.” (See next slide for examples of related case notes.)
- Lisa does not have any open WIOA Services, and none are planned/anticipated, their IEP has been accomplished, so their exit from the program should be planned. The exit should not be entered in the system in case it is determined that Lisa needs additional enrolled WIOA career or training services to stay gainfully employed. If Lisa does not receive any additional WIOA services for 90 Days after their last Job Referral service episode was documented, their WIOA exit date will be 3/28/2023
- Follow-Up activities for Lisa may include; offering assistance with communicating with their managers to ensure success throughout the probationary period; providing advice about opportunities for pay increases after their 90-day probationary period; providing information about additional certificate programs offered through Best Buy; offering assistance about understanding their benefits and long-term employment options



IA/ID Follow-Up Services – Scenario 2

- Examples of Case Notes for the follow-up activities may include:
 - 4/24/2023 “Employment Verification” - detail the contact/communication when learning of Lisa’s employment and document a date of 4/17/2023 when she started the job and her probationary period began
 - 4/25/2023 – “Employment Verification” - detail the visit to Lisa’s workplace and her wage and employment status and probationary period
- Examples of other Follow-Up Services that might occur may include:
 - 5/15/2023 “Workplace Counseling” – probationary period continues for Lisa, her interim evaluations are very positive, she was wondering when she can take leave time or ask for overtime. Told her I’d reach out to her supervisor to clarify for her
 - 6/14/2023 – “Workplace Mediation” – Lisa is in need of some problems being resolved regarding some employees who have not been respectful. Provided advice on how to communicate issues or reach out to management when necessary
 - 7/18/2023 – “Connect to Education” – Lisa’s probationary period has ended and she was asking how to go about taking professional development courses offered by Best Buy. Assisting her with some research/information

IA/ID Follow-Up Services - Application

Question:

- When a IA/ID participant is participating in a Paid Work Experience, can I start follow-up at the time their WEX employment started?

Answer:

- No. Follow-Up may only be provided for IA/ID participants after the date of “unsubsidized employment”. A paid WEX is WIOA funded so it is not considered “unsubsidized employment”.
- However, programs are encouraged and may offer Follow-Up Services to IA/ID participants when the IEP is completed and exit is planned or entered.





IA/ID Follow-Up Services - Application

Question:

- Can programs provide WIOA funded Supportive Services to Adults and Dislocated workers who have been exited and enrolled in Follow-Up Services?

Answer:

- No, supportive services are not an allowable WIOA-funded activity in Follow-Up for Adult or Dislocated Worker participants
- If it is determined that the participant is in need of a career or training service within 90 days after the anticipated last service or exit date, and the exit was entered in the system, the exit would need to be removed, and the participant could continue participation in WIOA career and/or training services.
- All planned or enrolled supportive services must be directly tied to an enrolling service.
- Such new services must be included as a revision to the IEP.
- When this is done, the planned exit date will change to the end date of the last enrolling service provided.
- IF 90 days have passed since program exit, a new application must be completed to serve the participant.





Transitioning now the Youth - Youth Follow-Up Services Defined

- Follow-Up Services are critical services provided following a Youth's exit from the program to help 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
- Follow-Up Services do not change or delay exit as they can only occur after exit in the Title I Youth program



Youth Follow-Up Guidance

- Follow-Up Services must be made available to all WIOA Youth for a minimum of twelve (12) months from the exit
 - Follow-up may be provided for Youth longer than 12 months if allowable per local policy
- Follow-Up Services should be reported on the date they begin which may align with the date of Youth program exit
- Activities and services provided during the duration of follow-up must be documented in “standard” case notes
 - Programs should run the report “WIOA Youth Exiters without Follow-Up” to ensure follow-up has been opened for all Youth after participation ends



Encouraging Youth Follow-Up

- The following may be questions asked to encourage youth participants to participate in Follow-Up Services
 - Now that you are working, are you keeping to the budget laid out during active participation?
 - Have you set up a savings account, and are you saving money?
 - Is the job you attained what you expected, or would you like to consider other employment opportunities?
 - Do you know what other occupations are available?
 - Does your current employment require you to seek further education or training to better your ability to perform successfully?

Transition from WIOA Enrolling Services into WIOA Follow-Up



Question:

When does a WIOA Youth participant transition from being enrolled in WIOA services into having their WIOA Follow-Up Services opened in IWDS?

Answer:

The participant should have their WIOA Follow-Up Service opened once all objectives and the overall goal in the participant's Individual Service Strategy (ISS) have been met, all WIOA enrolling services are closed, no further WIOA enrolling services are planned.



Youth Follow-Up Guidance

Youth Follow-Up may include but are not limited to the following activities:

- Supportive Services – if funding is available and the need for supportive services are supported in the Individual Service Strategy (ISS) for the participant
- Adult Mentoring
- Financial Literacy Education
- Services that provide labor market and employment information
- Activities that help youth prepare for and transition to postsecondary education and training
- Other services necessary to ensure the success of the youth in employment and/or postsecondary education





Youth Follow-Up Guidance

- Many of the allowable activities for a Youth as part of Follow-Up Services, include but are not limited to “Adult Mentoring”; “Financial Literacy Education”; “Labor Market Information”; as well as “Supportive Services”, which are defined similarly to enrolling Youth activities

Question:

- How would those activities be recorded in the appropriate case management system when the participant would receive one or more of those activities as part of the Follow-Up Services?



Youth Follow-Up Guidance

Question:

How would those activities be recorded in the appropriate case management system when the participant would receive one or more of those activities as part of the Follow-Up?

Answer:

When any Youth activities considered enrolling Youth elements are needed as part of a Youth participant's follow-up, the Individual Service Strategy (ISS) should be updated to include details about those Youth activities being provided as part of the Follow-Up. The actions are then recorded in the case notes of the participant.





Youth Supportive Services in Follow-Up

- Under WIOA, Supportive Services for youth can be both a Youth Program Element and a Follow-Up Service
- In both instances, however, the Supportive Services must be tied to another Youth Program Element or Follow-Up Service and cannot stand alone
- Supportive Service, including in Follow-Up, are allowable when they assist the participant to achieve their stated employment and/or education goals and objectives as outlined in the ISS
- Local board policies on Supportive Services must also address their utilization during Follow-Up



Supportive Services Provided as Part of Youth Follow-Up

- Review the local board policy in your area related to supportive services to see if supportive services are an allowable expense for Youth in Follow-Up
- Supportive services provided during Follow-Up for a Youth typically happens when something out of the ordinary occurs
- Any supportive services provided during follow-up must be spelled out in the Individual Service Strategy (ISS) and detailed in the Post-Exit follow-up case notes. The ISS is a non-enrolling service, unlike the IEP for IA/ID, so it can be revised during Follow-Up Services

Youth Supportive Services – Q&A

Question:

- Can a youth participating in Follow-up services receive transportation assistance to go to the grocery store because they cannot afford a bus pass or taxi fare?

Answer:

- No, going to the grocery store is not an allowable Youth Program Element or Follow-Up Service, thus transportation assistance cannot support such activity.
 - While food, in limited situations, may be provided at a reasonable cost, it must be to assist or enable eligible youth to participate in allowable youth activities and to reach his/her employment and training goals





Adult Mentoring During Follow-Up

- US DOL observed reporting of Adult Mentoring for Youth participants during participation at less than 10% nationally
- Mentoring is something that should be utilized more than it is currently being recorded
- Let us examine the “Adult Mentoring” definition (see next slides) and discuss ideas to utilize this activity not only during participation but also while a Youth participant is enrolled in Follow-Up



Adult Mentoring Guidance

- One in three American young people will reach the age of 19 without having had a mentor of any kind
- Mentoring relationships between a young person and a caring adult can provide guidance, support, and encouragement to develop the competence and character of the mentee. It is a critical program element under the WIOA youth program
- The Adult Mentoring relationship must connect to the goals set forth in the participant's Individual Service Strategy (ISS)



Adult Mentoring Definition

- Adult mentoring for youth must:
 - Last at least 12 months and may take place both during the program and following exit from the program;
 - Be a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee; and
 - While group mentoring activities and mentoring through electronic means are allowable as part of the mentoring activities, at a minimum, the local youth program must match the youth with an individual mentor with whom the youth interacts on a face-to-face basis.
- Mentoring may include workplace mentoring where the local program matches a youth participant with an employer or employee of a company

Youth Follow-Up Services – Scenario 3



- Jeremy is a WIOA Title I Youth participant who received the financial literacy services program element on February 13, 2023, among other youth program elements, and completed an occupational skills training on March 10, 2023, to become a welder
 - He became employed on March 27, 2023, at a local welding shop
 - Jeremy has reached all objectives and the overall goal in his Individual Service Strategy, all enrolling Youth activities have been completed and no further enrolling activities are planned
- Question #1 - On which date should a Follow-Up Service be opened for Jeremy?**
- Question #2 – If Jeremy does not receive any additional enrolling Youth activities, what would the exit date end up being for Jeremy?**



Youth Follow-Up Services – Scenario 3

- Question #1 – In this instance since Jeremy met the overall goal and all objectives in his ISS, and all WIOA enrolling services have been closed with no further enrolling services are planned, Follow-up Service would be opened on March 10th, 2023.
- Question #2 – In this instance, since the last enrolling service was closed on March 10th, 2023, as long as there were no other enrolling Youth activities provided after March 10th, 2023, then on or after June 10th, 2023 (90 days after the last WIOA Enrolling Services have been provided) the client would be retroactively exited back to 3-10-2023.



Youth Financial Literacy in Follow-Up

- WIOA provides multiple elements of Financial Literacy Education, which can be provided during participation or as a Follow-Up Service
 - All elements must be made available in implementing a robust financial literacy program, however determination of which elements are provided to each youth participant is based on their individual needs
- The focus of Financial Literacy Education may be quite different when it is a Youth Follow-Up Services and they have entered employment compared to a Youth Program Element when they are preparing to become employed

Youth Financial Literacy in Follow-Up

- Elements include, but are not limited to:
 - Support to create budgets,
 - Initiate checking and savings accounts,
 - Learning on effective management of spending, credit and debt,
 - Identity theft education,
 - Teaching the significance of credit reports and scores,
 - Support to address the needs of non-English speaking individuals, and
 - Other approaches to help gain knowledge, skills and confidence to make informed financial decisions and attain greater financial health and stability.





Youth LMI in Follow-Up

- In Follow-Up, youth participants may be encouraged to continue improving their employment status or further their education
- Current Labor Market Information (LMI) and employment information, such as available job openings in an employment field of interest, current demand occupations and industries, or typical wages for various occupations, may be provided to inform the participant of possible opportunities to pursue.
 - May include contact with a youth participant's employer to address work-related problems that may arise, career awareness or career exploration services
 - While similar to what may have occurred during active participation as a Youth Program Element, these services are occurring once employed or enrolled in additional education and the participant has exited the program.



Youth Transition to Education in Follow-Up

- Activities that help youth prepare for and transition to postsecondary education and training that occurs after program exit
- Prepare ISY and OSY for advancement to postsecondary education after attaining a high school diploma or its recognized equivalent
- May also include:
 - Exploring postsecondary education options including technical training schools, community colleges, 4-year colleges and universities, and registered apprenticeship programs.
 - Assisting youth to prepare for SAT/ACT testing;
 - Assisting with college admission applications;
 - Searching and applying for scholarships and grants;
 - Filling out the proper Financial Aid applications and adhering to changing guidelines
 - Connecting youth to postsecondary education programs



Youth Follow-Up Guidance

- **IF** any of those Youth activities that are part of enrolling services are provided during Follow-Up, the ISS is updated and case notes are recorded describing what was provided
- No actual service element would be recorded. It is not considered an “enrolling” Youth element and does not extend exit
- Does not reset/extend the participants required twelve (12) months of Follow-Up
- Even the best plans may change, so what was planned during active service may need to be adjusted during Follow-Up Services





Youth Follow-Up Guidance

- Opting out of the twelve (12) month follow-up period may occur at any time. The request to opt out or discontinue Follow-Up Services must be clearly documented in the case notes
- Final Rules under WIOA allow for Youth to decline Follow-Up Services altogether. When that occurs, it should be the exception and not the rule
- If all attempts and efforts to contact the Youth occur and are documented in the case notes, then “Unable to Locate” could be used, and Follow-Up would not be required to be provided
- **Career Planners should encourage all youth to participate in follow-up activities and avoid opting out**

Youth Follow-Up Services – Scenario 4



- Jeremy is a WIOA Title I Youth participant who received the financial literacy services program element on February 13, 2023, among other youth program elements, and completed an occupational skills training on March 10, 2023, to become a welder.
 - He became employed on March 27, 2023, at a local welding shop.
 - Jeremy has reached all objectives and the overall goal in his Individual Service Strategy, all enrolling Youth activities have been completed and no further enrolling activities are planned, on 3-10-23 Jeremy was enrolled in Follow-up Services.
 - On April 10h, 2023, Jeremy called in and had questions about managing his income now that he has received his first week's paycheck, he requested and was referred to a bank where they provided budgeting and retirement planning information on April 17, 2023.
- **Question #1 – Since Jeremy is now in Follow-up, how should Jeremy's Financial Literacy Services be recorded?**



Youth Follow-Up Services – Scenario 4

- Under the WIOA Youth title, it is allowable as part of Follow-Up Services to provide “Financial Literacy” services. In instances when financial literacy is being provided during Follow-Up, the activity would just be recorded under case notes.
- Because this service is being provided after Jeremy's program exit, it must be recorded as a Follow-Up Service even though a similar service could have been provided as a Youth Program Element during active participation.
- The difference is that during active participation the Financial Literacy may be preparing a participant to develop a plan to address his/her financial obligations, including a budget, prior to program exit, whereas now that Jeremy has exited the program, the service is assisting him to manage those obligations and budget.



Questions or Comments

Submittal of Questions or Comments

- Questions should be submitted through [WIOA Title IB Performance FAQ](#) page
- Select the appropriate Sub-Category (e.g. 7. Follow-Up Services)
- Keep them general, brief and applicable to twenty-two LWIA representatives
- Questions should not contain Participant names, addresses, or other PII

Responses to Questions or Comments

- Submitter will receive direct email with response from a general information Illinois workNet email account (not from OET staff)
- Responses will be posted to [WIOA Title IB Performance FAQ](#) page





OET Contacts



Illinois
Department of Commerce
& Economic Opportunity
OFFICE OF EMPLOYMENT & TRAINING

WIOA Policy Questions

Lora Dhom

WIOA Policy Manager

✉ lora.dhom@Illinois.gov

WIOA Performance Questions

Paula Barry

Performance, Technology and
Reporting

✉ Paula.barry@Illinois.gov

✉ Cc: mark.a.burgess@illinois.gov

WIOA IWDS/Systems Questions

Jim Potts

Reporting Unit

✉ james.potts@Illinois.gov

thank you