



**COUNTY OF LOS ANGELES
WORKFORCE DEVELOPMENT, AGING AND
COMMUNITY SERVICES**



**WORKFORCE DEVELOPMENT
PROGRAMS DIRECTIVE**

DATE: February 21, 2020

NUMBER: WDP D19-23

**Workforce Innovation and Opportunity Act (WIOA)
Youth Follow-up Services**

EXECUTIVE SUMMARY

The purpose of this directive is to provide guidance on follow-up services of the Workforce Innovation and Opportunity Act (WIOA) Youth program exiters.

REFERENCES

- DOL Regulations (20 CFR 681.580)
- WSD17-07 WIOA Youth Program Requirements
- WSD19-06 CalJOBS Activity Codes
- WDP D19-21 Workforce Innovation and Opportunity Act (WIOA) Youth Program Requirements and Determining High-Poverty Areas
- WDP D19-05 Workforce Innovation and Opportunity Act (WIOA) Youth Individual Services Strategy

BACKGROUND

Follow-up Services

Pursuant to WIOA (20 CFR 681.580 (c)) the WIOA Youth program requires each youth to receive follow-up services for a minimum of twelve (12) months. 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.

POLICY AND PROCEDURES

POLICY

Follow-up services must be made available for at least 12 months for all participants from the date of exit, regardless of intensity of services, unless the participant declines to receive follow-up services or the participant cannot be located or contacted. In which case, these contact attempts or requests to cease communication must be documented in CalJOBS. The types of

services provided, duration and the intensity of services must be determined based on the needs of the youth.

Follow-up services for youth may include, but are not limited to the following program elements:

- Supportive services;
- Adult mentoring;
- Financial literacy education;
- Services that provide labor market information and employment information about in-demand industry sectors;
- 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 services must include more than a contact or attempted contact, a service must be provided. Contacting an individual for securing documentation in order to report a performance outcome does not constitute a follow-up service.

PROCEDURE

Follow-up services can be provided and recorded at any time during the follow-up quarter. They must be both reported via Activity Codes and recorded in the Individual Service Strategy (ISS) and documented in a case note.

Table 1 below lists and summarizes the applicable follow-up services activity codes for youth that are available for use in reporting follow-up activity in CalJOBS.

Table 1: CalJOBS Follow-up Activity Codes

Activity Code	Follow-up Activity Code Name and Definition
F01	<i>Referral to Community Resources- AJCC staff referred a participant to a community resource. This Follow-up service was provided to the participant to enable him/her to progress further in education, training, or to retain or obtain employment.</i>
F02	<i>Referral to Medical Services- AJCC staff referred a participant to medical services. This Follow-up service was provided to the participant to enable him/her to progress further in education, training, or to retain or obtain employment.</i>
F03	<i>Tracking Progress on the Job- AJCC staff tracked a participant's progress on the job, and identified which, if any, additional Follow-up services the participant required to progress further in his/her occupation or employment.</i>
F04	<i>Work-Related Peer Support Group- AJCC staff referred a participant to a work-related peer support group after being placed in unsubsidized employment, education, or training. This Follow-up service was provided to the individual to enable them to progress further in their education, training, occupation or retain his/her employment.</i>
F05	<i>Assistance Securing Better Paying Job- AJCC staff provided a participant assistance in securing a job paying a higher wage.</i>
F06	<i>Career Development and Further Education Planning- AJCC staff provided a participant additional career planning and counseling. This Follow-up service was provided to the participant to enable him/her to progress further in education, training, or to retain or obtain employment.</i>
F07	<i>Assistance with Work-Related Problems- Staff assisted a participant with a work-related problem, which may have included contacting the participant's employer. This Follow-up service was provided to the individual to enable him/her to progress further in his/her occupation or retain employment.</i>
F08	<i>Adult Mentoring- A Youth participant received adult mentoring after being placed in unsubsidized employment, education, or training. This Follow-up service was provided to the participant to enable him/her to progress further in education, training, or to retain or obtain employment.</i>

Activity Code	Follow-up Activity Code Name and Definition
F10	<i>Leadership Development- AJCC staff provided and/or arranged for a Youth participant to receive Leadership Development activities. This Follow-up service was provided to the participant to enable him/her to progress further in education, training, or to retain or obtain employment.</i>
F12	<i>Supportive Service: Transportation- AJCC staff provided and/or arranged for a Youth participant to receive transportation assistance that enabled him/her to be successful in employment and/or postsecondary education and training.</i>
F13	<i>Supportive Service: Purchase Work-Related Uniform/Attire- AJCC staff provided and/or arranged for a Youth participant to receive an allowance to purchase work-related uniforms or attire that enabled him/her to be successful in employment and/or postsecondary education and training.</i>
F14	<i>Supportive Service: Purchase Work-Related Tools- AJCC staff provided and/or arranged a Youth participant to receive an allowance to purchase work-related tools that enabled him/her to be successful in employment and/or postsecondary education and training.</i>
F15	<i>Supportive Service: Housing Assistance- AJCC staff provided and/or arranged for a Youth participant to receive housing assistance that enabled him/her to be successful in employment and/or postsecondary education and training.</i>
F16	<i>Supportive Service: Utilities- AJCC staff provided and/or arranged for a participant to receive assistance with his/her utilities that enabled him/her to be successful in employment and/or postsecondary education and training.</i>
F17	<i>Supportive Service: Dependent Care- AJCC staff provided and/or arranged for a participant to receive childcare or dependent care assistance that enabled him/her to be successful in employment and/or postsecondary education and training.</i>
F18	<i>Supportive Service: Medical- A Youth participant received assistance with medical services that enabled him/her to be successful in employment and/or postsecondary education and training.</i>
F19	<i>Supportive Service: Incentives/Bonus- A participant received an incentive or bonus after being placed in training activities or work experience.</i>
F21	<i>Supportive Service: Educational Testing- A Youth participant received financial assistance in obtaining a High School equivalency certificate, a license, or other type certificate that enabled him/her to be successful in employment and/or postsecondary education and training.</i>

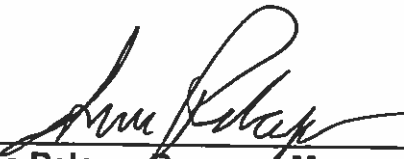
Follow-up services that are reported using the CalJOBS Follow-up Activity Codes do not cause the exit date to change and do not trigger re-enrollment in the program.

ACTION

Los Angeles County AJCCs must ensure that the requirements described herein are communicated throughout the operations, management, administrative, and governance structures of the AJCC's organization and that this directive is appropriately maintained until further notice.

INQUIRIES

Inquiries regarding this directive and the policies and procedures described herein should be directed to youthatwork@wdacs.lacounty.gov.



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