

Oklahoma Employment Security Commission  
Workforce Integrated Programs Division

**MEMORANDUM #M-01-2011**

**TO:** Local Workforce Investment Boards

**FROM:** Richard J. Gilbertson, Director  
Workforce Integrated Programs Division

**DATE:** January 20, 2011

**SUBJECT:** Providing Follow-up Services to Youth

**MESSAGE:** All youth participants must receive some form of follow-up for a minimum duration of twelve (12) months. Follow-up may be provided beyond the twelve (12) month minimum requirement at the discretion of the Local Workforce Investment Board (LWIB).

Follow-up begins the day after completion of the last youth program service as indicated in the participant's Service and Training (S&T) Plan in Oklahoma Service Link (OSL) regardless of the exit date. Follow-up is an activity consisting of one or more services provided to youth for a minimum duration of 12 months in order to assist them with retention of employment and/or educational pursuits. The types of services provided and the duration of the services must be determined based on the needs of an individual, and the scope of these follow-up services might be less intensive for youth who have only participated in summer youth employment opportunities [20 C.F.R. 664.650].

Follow-up services for youth may include the following:

- The leadership development and supportive service activities listed in 20 C.F.R. 664.420 and 664.440 (see below);
- Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
- Assistance in securing better paying jobs, career development, and further education;
- Work-related peer support groups;
- Adult mentoring; and
- Tracking the progress of the youth in employment after training.

20 C.F.R. 664.420 and WIA section 129(c)(2)(F) describe leadership develop opportunities and activities as the following services:

- Exposure to postsecondary educational opportunities;
- Community and service learning projects;

- Peer-centered activities, including peer mentoring and tutoring;
- Organizational and teamwork training, including team leadership training;
- Training in decision-making, including determining priorities; and
- Citizenship training, including life skills such as parenting, work behavior training, and budgeting of resources;

20 C.F.R. 664.440 and WIA section 129(c)(2)(g) describe supportive services for youth as including the following:

- Linkages to community services;
- Assistance with transportation;
- Assistance with child care and dependent care;
- Assistance with housing;
- Referrals to medical services; and
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear.

Documentation is essential during the follow-up period and requires both entries into the S&T Plan and Program Notes. The beginning of follow-up must be documented by entering the service, Follow-up Element in the participant's S&T Plan the next day after completion of the last youth program service. A case note must also be entered in the Program Notes section of OSL to mark the beginning of follow-up services. Additional allowable activities that youth may participate in during follow-up are documented by the entry of any of the following services as a **quick service**:

- Follow-up Leadership Development;
- Follow-up Supportive Service; and
- Follow-up Adult Mentoring.

Once a service has been entered, a corresponding case note must be entered into the Program Notes section of OSL. Program Notes should provide a complete, accurate, and concise explanation of the type of follow-up service provided and any outcomes associated with that service.

NOTE: Any contact with a youth participant's employer, including assistance in addressing work-related problems that arise; any assistance in securing better paying jobs, career development, and further education; tracking the progress of youth in employment after training; or any other type of contact with a youth during the follow-up period **must be documented in the Program Notes section of OSL** each time it occurs.

Per the Workforce Investment Act and Final Regulations citations listed above, it is allowable to expend funds on participants for supportive services provided during the follow-up period **given that those services assist youth with retention of employment and/or educational pursuits**. The expectation is that the LWIB must have policies to govern these services and that such services, when provided, are justified and case notes entered in the Program Notes section of OSL.

**ACTION:** Please distribute to all WIA staff.

**INQUIRES:** If you have questions please contact Kim Braddy at (405) 557-5394, [kim.braddy@oesc.state.ok.us](mailto:kim.braddy@oesc.state.ok.us), or Kylie Smith at (405) 557-7257, [kylie.smith@oesc.state.ok.us](mailto:kylie.smith@oesc.state.ok.us).