

Camden County Youth One-Stop

WIOA Youth Follow-up procedure

All youth participants served through the Camden One-Stop System are offered follow-up services that align with the Individual Service Strategy (ISS). As the ISS identifies educational, employment pathways, as well as service needs, a follow-up plan is established. The follow-up plan is a critical element that must reflect the type and intensity of follow-up services needed and thus may differ for each participant.

The Camden County Workforce Development Board (WDB) in conjunction with The County of Camden, have procured youth services in accordance with State, local procurement laws, and Uniform Guidance CFR parts 200 and 2900, as required. Direct services are also provided through a dedicated Youth One-Stop, design framework process, as documented in the *Youth Transition Plan 2016-2018*. Both youth service providers and direct service counselors carry out youth workforce investment activities, including follow-up services.

The follow-up service linkage with the ISS helps to ensure that youth are successful in employment and/or post-secondary education and training. It also assists participants and counselors in identifying follow-up services such as supportive services, adult mentoring, financial literacy, career awareness, and other activities that assist the youth in transitioning into in-demand industry sectors.

Direct Service Follow-up

- Participation is triggered at the start of any Career Service or Training service and is documented on the Youth One-Stop (YOS) Tracking Form, as well as the Individual Service Strategy (ISS).
- A follow-up plan is established and documented in the ISS by the youth counselor. The plan must include the type of service and the intensity of follow-up in consideration of service length. The follow-up plan will be based upon individual need (e.g. weekly, monthly, but not less than quarterly) to support the transition to employment, post-secondary education, training, and job placement.
- An exit occurs when a participant receives no services for 90 days and/or no services are scheduled or planned in the ISS, such as:
 - Participant completes Career Services and/or Training services and has successfully transitioned into full-time employment and/or education.
 - Participant, in rare cases, is prevented from participating due to institutionalization, health/medical issues, death, active duty, family care, or is relocated to a mandated program (e.g. foster care).
 - Participant has determined that services are no longer needed.
- Follow-up services are offered to all youth participants and continue for a minimum of twelve (12) months after exit from Career and Training Services.
- The Camden County One Stop will refer youth participants to appropriate agencies offering needed services. The following services may be provided within 12 months after

exit, as determined by the ISS: supportive services; adult mentoring; financial literacy; labor market and employment material, including in-demand industry sector information.

- Follow-up services must include more than one contact attempt. All contacts successful or otherwise must be documented in AOSOS, *Comprehensive Assessment Tab*. Information of a sensitive nature must be placed in AOSOS *Counseling Statement Tab* by the youth counselor.
- If the participant declines to receive follow-up services or the participant cannot be located or contacted, the youth counselor is responsible for documenting the ISS as well as *America's One-Stop Operating System* (AOSOS).
- As documentation is secured through follow-up contact, such information must be detailed and reported to the local Management Information Systems (MIS) Unit, to report a performance outcome. The transmission of this information must include:
 - YOS Tracking Form
 - Comprehensive Assessment Tab
 - Individual Service Strategy
 - Youth Enrollment/Exit Status Form – PY 2016-2018 (used for Follow-up purposes)
- The local MIS Unit generates monthly reports, including level of service and performance outcomes. Such reports are shared with the WDB Youth Investment Council, and the One-Stop Operator/Fiscal Agent, as necessary.
- Youth counselors are also responsible for the transfer of information into AOSOS from all contracted youth service providers.

Follow-up must continue for each quarter after exit and include at least one of the following services in each quarter: Supportive Services; Adult Mentoring; Financial Literacy; Labor Market Information; and/or Activities that help youth prepare for and transition to post-secondary education and training.

Contracted Service Follow-up

The following contract language was published in *The Workforce Development Board and The County of Camden Request for Proposals for WIOA Out of School Youth Services, 23-YS-01* and applies to all contracted youth services:

- All services, except follow-up must be completed and documented by March 31, 2025. Follow-up services will be provided for twelve (12) months following each youth's completion date and must be documented by June 30, 2024.
- Federal WIOA regulations require that participating youth receive 12 months of follow-up activities. This follow-up and all State and Federal reporting requirements must be completed within one year of the participants' completion date, as defined in this RFP.
- Follow-up services each month for not less than 12 months after the completion of participation;

- All participating youth must complete the program and transition into follow-up services by March 31, 2025. Twelve months of follow-up activities must be completed by June 30, 2024. The Workforce Development Board reserves the right under this RFP, pursuant to N.J.S.A. 40A: 11-5, to extend and/or renew the service(s) under the awarded contract for an additional term.