

# WIOA YOUTH POLICY

**DATE ISSUED:** June 17, 2019

**TO:** Workforce Solutions (WFS) Youth Staff

**FROM:** WIOA Employment Services Division Manager

**SUBJECT:** Youth Participant Exit Policy & Procedure

**PURPOSE:** The purpose of this policy is to provide guidance to Employment Guidance Counselors (EGC) and support staff about when and how to close youth participants' files. This is necessary as to ensure that once youth participants have met individual and program goals, and no longer require support, they are exited as to allow resources for other youth in the community who would benefit from youth employment supports.

**POLICY:** It is the policy of WFS that when youth have successfully met their individual and program goals, that they be notified and exited from the ULEAD program. Additionally, youth participants will be involuntarily exited from the program after 90 days of no contact with any program activities, including Comprehensive Guidance Counseling. During these 90 days of inactivity, the EGC will attempt to make contact at least monthly with the youth participant. This 90 day guideline may be extended, due to special circumstances, with supervisor approval. All youth participants, who are counted in performance measures, will be offered twelve (12) months of follow-up supports, as directed in Workforce Innovation and Opportunity Act (Public Law 113-128). For those youth participants that have exited the program due to "cannot locate" or "refused to continue", the EGC will not be required to provide follow-up supports.

**PROCEDURES:** Below are procedures required to implement Youth Participant Exit Policy, documented above.

## **Exit Extension Procedure**

If a youth participant has not had any contact with program activities, including Comprehensive Guidance Counseling, in 90 days, but the EGC has reason to believe that the youth would benefit from additional supports, the EGC can request an extension following steps listed below.

1. EGC discusses case with supervisor, reviews circumstances that have led to disengagement, and benefits to youth participant of keeping case open.
2. Supervisor will either agree with EGC and allow for extension or will disagree with extension and direct EGC to Exit the youth participant.
3. If supervisor agrees with extension, EGC will document discussion and decision in casenotes in WF1. This casenote will be labeled "Exit Extension" in Subject line. EGC will then continue to provide supports as necessary.
4. If supervisor disagrees with extension, EGC will document discussion and decision in casenotes in WF1. This casenote will be labeled "Exit Extension" in Subject line. EGC will then follow Exit and Follow-Up procedures.

#### **Exit Procedure**

If a youth participant has successfully completed the goals in their Individualized Service Strategy (ISS) and does not need additional employment or training supports or if a youth participant has not had contact with any program activities and has not returned EGC contact in 90 days, follow steps listed below.

1. If possible, EGC will have a conversation with youth participant about the plan to close services and exit participant from program.
2. EGC will update ISS to reflect goal attainment dates, closing of supports, and exit date from program. EGC will casenote this activity in WF1.
3. EGC will "Exit" participant in WF1, and when prompted in WF1, will request to keep youth participant on caseload, for those cases going into Follow-Up.
4. EGC will either provide participant file to case aid for breakdown or file, or will keep file in secure location for additional pending documentation, for those youth participants in Follow-Up supports. Files must be retained and accessible for at least seven years after program exit.
5. EGC may keep exited files, which are currently in Follow-Up supports, for up to 1 year after exit date. After 1 year of exit, files will be provided to case aid for breakdown.

#### **Follow-Up Procedure**

For those youth participants who have exited the program, not for reasons of "cannot locate" or "refused to continue", and will be counted in performance measures, follow steps listed below.

1. EGC will attempt, at least, quarterly contact with the exited youth participant, in Follow-Up supports.
2. EGC will document these attempts and any live contact in Casenote and Follow-Up sections of WF1.



3. EGC will offer, and provide as necessary, support services, as directed by *Support Services for Youth Programming* WFS policy.
4. EGC will collect any credentials completed by youth participant, proof of employment of youth participant, and/or any wage details of youth participant's employment, gathered within one year of follow-up supports.
5. After one year (365 days) of follow-up services, EGC will update youth participant's WF1 record to "End Case Assignment", and will provide file to case aid for breakdown, if not already completed.

**EFFECTIVE DATE:** June 24, 2019

**CONTACT PERSON:** Agency Planner