

# WIOA YOUTH POLICY

**DATE ISSUED:** June 17, 2019

**REVISED:** February 17, 2021

**TO:** Workforce Solutions (WFS) and Vendor Staff

**FROM:** WFS Director

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

**PURPOSE:** The purpose of this policy is to provide guidance to 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 their youth program. Additionally, youth participants will be involuntarily exited from the program after 90 days of no contact with any program activities, including their assigned staff. During these 90 days of inactivity, the staff 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 staff 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 their assigned staff, in 90 days, but the staff has reason to believe that the youth would benefit from additional supports, the staff can request an extension following steps listed below.

1. Staff 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 recommendation and allow for extension or will disagree with extension and direct staff to Exit the youth participant.
3. If supervisor agrees with extension, staff will document discussion and decision in casenotes in WF1. This casenote will be labeled "Exit Extension" in Subject line. Staff will then continue to provide supports as necessary.
4. If supervisor disagrees with extension, staff will document discussion and decision in casenotes in WF1. This casenote will be labeled "Exit Extension" in Subject line. Staff 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 staff contact in 90 days, follow steps listed below.

1. If possible, staff will have a conversation with youth participant about the plan to close services and exit participant from program.
2. Staff will update ISS to reflect goal attainment dates, closing of supports, and exit date from program. Staff will casenote this activity in WF1.
3. Staff 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.

#### **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. Staff will attempt, at least, quarterly contact with the exited youth participant, in Follow-Up supports.
2. Staff will document these attempts and any live contact in casenotes and Follow-Up sections of WF1.
3. Staff will offer, and provide as necessary, support services, as directed by organization's Support Service policy.
4. Staff 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, staff 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:** February 17, 2021

**CONTACT PERSON:** Agency Planner