



## INSTRUCTION LETTER

**INSTRUCTION NUMBER:** WIOA: 18-09

**TO:** ALL YOUTH SERVICES PROVIDERS

**SUBJECT:** Youth Participant Follow-up Policy

**DATE**  
**ISSUED:** February 6, 2019

**DATE**  
**EFFECTIVE:** Immediately

**DATE**  
**EXPIRES:** Indefinitely

**PURPOSE:** The purpose of this instruction letter is to communicate the Upstate Workforce Board's (UWB) policy regarding youth follow-up activities and requirements. This instruction letter replaces local instruction letter 11-08.

**BACKGROUND:** Federal Regulations 20 CFR § 681.580 of the Workforce Innovation and Opportunity Act describes follow-up services as "critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training.

**ACTION:** Although all youth services providers have always been responsible for conducting monthly follow-up activities as indicated in their respective Statements of Work, the SC Department of Employment and Workforce has recommended increased monitoring and accountability regarding follow-up services.

- Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise. Follow-up services for youth also may include the following program elements:
- Supportive services;
- Adult mentoring;
- Financial literacy education;
- Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and Activities that help youth prepare for and transition to postsecondary education and training.

All youth participants must be offered an opportunity to receive follow-up services that align with their individual service strategies. Furthermore, follow-up services must be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services or the participant cannot be located or contacted. The types of services provided and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each participant. Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome

The UWB is committed to ensuring that youth follow-up activities occur for every youth participant as required by the Workforce Innovation and Opportunity Act. The UWB will provide technical assistance to youth service providers regarding the follow-up activities as often as requested.

Youth services providers are required to contact or provide a service to former participants at a minimum of once per month to assist participants in obtaining employment or enrolling in school. Youth services providers are required to enter any information obtained during the follow-up activity into SC Works Online.

Staff at the board level will review monthly ad-hoc reports to continuously monitor follow-up activities. In addition, each programmatic monitoring visit will include review of selected participants currently in follow-up. If, for any reason, the UWB believes that additional monitoring is required to ensure follow-up activities are being conducted, additional monitoring visits will be scheduled and technical assistance will be provided.

Should a youth services provider's program cease to exist, another program(s) will be required to accept any participants in need of follow-up services into their program(s). The Youth Services Coordinator will assist in negotiating the reallocation of participant files and performance post-exit, re-assigning those cases and including such activities in the Statement(s) of Work.

**INQUIRIES:** Should you have any questions concerning this instruction, please contact Dana Wood, Associate Director, at [wood@upstaterworkforceboard.org](mailto:wood@upstaterworkforceboard.org) or via telephone at 864.596.2028 (TTY: 711)



Ann Angermeier, Director

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**Source: TEGL 21-16 (replaces local 11-08)**