

NORTH CENTRAL ARKANSAS WORKFORCE DEVELOPMENT BOARD

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Serving the Counties of
Cleburne • Fulton • Independence • Izard • Jackson • Sharp • Stone • Van Buren • White • Woodruff

WDB Policy #: 2.50

Effective Date: 12/13/2017

Revision Date:

6/13/2018,9/13/2023

SUBJECT Follow-Up

PURPOSE

To provide guidance on follow-up activities for Adult, Dislocated Worker and Youth participants.

ADULTS/DISLOCATED WORKERS

Follow-up services are required to be available for a minimum of 12 months after the first day of employment. Contact with the participant shall be made at least once a quarter to gather data on employment, education, and/or offer services. Services include: counseling regarding the workplace, financial literacy, mentoring and information concerning community agencies or organization that might assist with supportive services.

EXAMPLES OF FOLLOW-UP SERVICES FOR ADULTS OR DISLOCATED WORKERS:

- Counseling regarding the workplace shall be given if participant discusses any issues at workplace.
- Financial literacy shall be discussed if participant has difficulty making ends meet, wants to improve credit score, etc. Career Specialist will refer participant to appropriate organization.
- If a participant needs further guidance on areas other than work, then mentoring would be required.
- If participant discusses having a need, Career Specialist will have information concerning local resources.
- Adults and Dislocated Workers are not allowed to receive Supportive Services during Follow-up.

YOUTH

Follow-up services must be done for no less than 12 months after completion of participation to ensure the youth is successful in employment and/or post-secondary education and training.

EXAMPLES OF FOLLOW-UP SERVICES FOR YOUTH:

- Regular contact with youth participant's employer.
- Assistance in addressing work-related problems that arise.
- Supportive Services (linkages to community services, transportation, child or dependent care, housing, needs related payments, educational testing, accommodations for youth with disabilities, legal aid services, referrals to health care, assistance with uniforms, work attire, work related tools including eye glasses and protective gear, assistance with books, fees, school supplies and other necessary items for students enrolled in post-secondary education classes, payments and fees for employment and training related applications, tests and certifications).
- Adult Mentoring (for duration of at least 12 months which may occur both during and following exit.) It must be a formal relationship between a youth and an adult mentor with structured activities where mentor offers guidance, support and encouragement to develop the competence and character of the mentee. Group mentoring and mentoring through electronic means are allowed as part of the mentoring activities. Youth

should interact face to face with individual mentor. Mentoring may include workplace mentoring by an employer or employee. Case managers may serve as mentors where adult mentors are sparse.

- Financial Literacy Support the ability to create budgets, initiate checking and savings accounts at banks, and make informed financial decisions. Support participants in learning how to effectively manage spending, credit, and debt including student loans, consumer credit and credit cards. Teach participants about the significance of credit reports and credit scores, what their rights are regarding their credit and financial information, how to determine the accuracy of a credit report and how to correct inaccuracies, and how to maintain good credit. Support a participant's ability to understand, evaluate, and compare financial products, services, and opportunities and to make informed financial decisions. Educate participants about identity theft, ways to protect themselves from identity theft, and how to resolve cases of identity theft and in other ways understand their rights and protection related to personal identity and financial data. Support activities that address the particular financial literacy needs of non-English speakers, including providing the support through the development and distribution of multilingual financial literacy and educational materials. Support activities that address the particular financial literacy needs of youth with disabilities, including connecting them to benefits planning and work incentive counseling. Provide financial education that is age appropriate, timely, and provides opportunities to put lessons into practice, such as by access to safe and affordable financial products that enable money management and savings. Implement other approaches to help participants gain the knowledge, skills, and confidence to make informed financial decisions that enable them to attain greater financial health and stability by using high quality, age-appropriate, and relevant strategies and channels, including, where possible, timely and customized information, guidance, tools and instruction.
- 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.
- Activities that help youth prepare for and transition to postsecondary education and training.

S&T Section of AJL

All follow up services that are provided to the participant must be entered into AJL's S&T section.

Unreachable Client/Client Who Wishes to Not Participate in Follow Up Services

If a Career Specialist is not able to make follow-up contact with a client utilizing the primary contact number and the two alternative contact methods, (i.e. email, Facebook, friend or family, etc..) for 3 consecutive months, the Career Specialist needs to document in a case note what methods of contact were used on what dates, and that the client is being removed from follow-up services due to "refusal of follow-up services". If a participant wants to opt out of follow up services then he/she must do so in writing to the respective Career Specialist who in turn, will case note the letter and place the written documentation from the participant into the participants file.

NCAWDB states follow-up services will end before the 12 months is complete for the following reasons:

- If participant declines to receive follow-up services, the Career Specialist shall make a detailed case note in Arkansas Job Link.
- If the participant cannot be located or contacted, Career Specialist will attempt to call all known phone numbers, message that participant on social media and write a letter to last known address. A copy of letter to participant shall be placed in their file as proof of attempt to contact.

If a participant meets one of the reasons below, they are excluded from performance and follow-up:

- Institutionalized (incarcerated hospital)
- Health/Medical treatment expected to last longer than 90 days
- Deceased
- Reservist called to active duty for at least 90 days
- Relocated to a mandated program (foster care)

FOLLOW-UP quarters are broken up as follows:

January, February, March

April, May, June

July, August, September

October, November, December

Approved by the NCAWDB on: 9/13/2023

NCAWDB Chair Signature: Dayle Cooper