

June 14, 2012

Service ID	<i>777,778, 842</i>
Description	<i>FOLLOW-UP SERVICES: ADULT, YOUTH, AND WORKFIRST CAREER SERVICES</i>
Definition	<i>(Adult, Youth, Workfirst Career Services) follow-up services occur following the participant's completion of program services. Follow-up services are recorded on the SKIES Follow-Up Plan/Service Plan/Services screen. The type and duration of services provided will be based on the needs of the individual and program criteria. Follow-up services may include, but are not limited to: regular contact with the participant or employer for verification of employment, assistance in securing better paying jobs, additional career planning and counseling; assistance with work-related problems; peer support groups; information about additional educational or employment opportunities, and referral to other community services.</i>
Business Owner	<i>ESD WorkSource Standards and Integration (WIA Adult & Youth), ESD Employment and Career Development, local Workforce Development Councils.</i>
Date Last Reviewed	<i>N/A</i>
Times Used	<i>This service is used consistently throughout the state; thousands of participants have received this service during this program year.</i>
Use Distribution	<i>All 12 areas use these services regularly.</i>
Reporting	<i>As a follow-up service, these services do not trigger participation nor do they extend exit.</i>
Analysis	<i>These three separate services are almost identically defined and create an unnecessary redundancy within SKIES and reporting. The specific</i>

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definitions also disallow other programs from providing applicable follow-up services to participants outside these three programs. If a more general Follow-Up service existed, all staff, regardless of program affiliation, would be able to select this service when appropriate. In addition, the Workfirst Career Services program has been discontinued and no longer has a need for this service.

Initial Recommendation

The recommendation is to deactivate these three services and then create a new service titled simply “FOLLOW-UP SERVICE” with the following proposed definition:

Follow-up services occur during the 12 months following the participant's completion of program services, typically after being placed in unsubsidized employment. Follow-up services include regular contact with the participant or employer for verification of employment, assistance in securing better paying jobs, additional career planning and counseling; assistance with work-related problems; peer support groups; information about additional educational or employment opportunities, and referral to other community services. A Follow-up service should not be recorded if the nature of the service being provided is defined elsewhere in the Services Catalog as triggering participation or extending exit.

Review Feedback

Not yet collected.

Response to Feedback

N/A.

Final Decision

Not yet determined.