



The Ingredients for An Effective Follow-Up Component

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Our Objectives

- Discuss the basic ingredients for creating and maintaining an effective program follow-up component.
- Share ideas and tips for improving our process and procedures for follow-up.



When did you start thinking or planning for follow-up?

1. During the planning phase.
2. Just didn't get around to it, been focused on contractual obligations.
3. No experience in planning follow-up: haven't given it much thought.



Why Follow-Up?

1. We are required to provide follow-up services in our grant.
2. It helps our program's reputation.
3. Our client's expect it.
4. It makes our program better.

Why Follow-Up? Three Key Reasons!

1. Required DOL program component.
2. All DOL employment outcomes are achieved during the follow-up period.
3. Long-term client success can be enhanced via the follow-up service.

What Are the Ingredients for an Effective Follow-Up Component?



1st Key Ingredient - a quality program! Which Entails:

- ✓ **Program must have value -- offer a wide array of services that the enrollees see as valuable and needed for career success.**

A Quality Program Entails:

- ✓ Components (e.g., case management, mentoring, training, credentials, job development) that are proactive and not reactive to the needs of the participants.

A Quality Program Entails:

- ✓ The recognition that “one size does not fit all” participants -- which demands the capacity for individualized plans of service which offer a welcoming learning environment and many “fun” activities.

A Quality Program Entails:

- ✓ The ongoing process of both recognizing and celebrating successes - both large and small -
- with the participants, family, community and partners.

A Quality Program Entails:

- ✓ Accountability at all levels which mandates the use of data to inform and drive program changes and updates as well as tell the story of both the program and its enrollees.



After exit, during follow-up we cannot:

1. Provide job replacement.
2. Offer to support additional education and training.
3. Provide needs-based payments.
4. Provide transportation stipends.

2nd Key Ingredient - a multi purpose approach.

- ✓ Follow-up must be designed to achieve at least two goals:
 1. To prepare the participant to “successfully” operate/function “after” your program ends.
 2. To maintain the relationship your program needs to both provide support and secure information.

2nd Key Ingredient entails:

- ✓ **Designing your follow-up component so it is a structured transition from program services to successful reintegration back into society.**

2nd Key Ingredient entails:

✓ **A holistic approach that:**

- 1. promotes his/her successful functioning in the community;**
- 2. fosters healthy relationships with family and friends;**
- 3. enables financial stability;**

2nd Key Ingredient entails:

✓ **A holistic approach that:**

4. promotes civic responsibility, and;

5. imparts the capacity to identify and leverage community resources for ongoing personal development.

2nd Key Ingredient Entails:

✓ An approach where the grantee:

1. Reinforces learned skills and new, positive behaviors.
2. Continues the active interaction with partners on behalf of the enrollee.

2nd Key Ingredient Entails:

✓ An approach where the grantee:

3. Encourages the participant to maintain a productive, life-long mentoring relationship(s).
4. Offers support and retention services.
5. Makes available a variety of fun activities for participants, families and partners.



Who does your follow-up work?

1. The case manager.
2. We use a follow-up specialist.
3. Our job developer.
4. Everyone in our organization.



How often do you *require* follow-up?

1. Once a quarter as required by DOL.
2. Every week.
3. Every month.
4. Whenever needed.
5. As requested by the enrollee.

Share with us your strategies, comments or questions.....

