

# **Workforce Innovation and Opportunity Act, Title 1 Youth Program – Service Delivery Requirements**

## **Order of Services:**

1. Outreach and Recruitment
2. Intake/Data Entry
3. Objective Assessment/Referrals
4. Development Individual Service Strategy (ISS)
5. Exit
6. Follow up period- no less than 12 months

## **Outreach and Recruitment**

Outreach and recruitment activities are aimed to increase awareness of the WIOA Title 1, youth program to youth in need and may be delivered via multiple means including through established partnerships, area schools, places frequented by youth, and other social service agencies serving youth and their families.

## **Intake/Data Entry**

Intake involves the completion of activities such as eligibility determination (use the Program Eligibility form) to identify eligible youth applicants; the completion of the Program Application and collection of information to support verification of eligibility of services. It may also include pre-screening of potential participants, general orientation to self-help services and referrals to other partners and resources. A Youth Program Application will be given to each youth expressing interest in participating in the program and a determination of eligibility made within five business days of a youth requesting services. If a Youth is not eligible for services a “WIOA Ineligible” service must be entered into the Individual Case Management System.

Completion of this application, determination of eligibility for WIOA-Youth services by the grantee, and delivery of a service will constitute enrollment in the WIOA-Youth program and must be entered into the Division’s Individual Case Management system within 30 days. Intake must include the collection of documents that establish eligibility, such as age and youth qualifying as “neediest,” - out-of-school youth, youth with a disability, homeless youth, youth offender, youth with a parent offender, foster youth, foster youth alumni, or migrant youth. The grantee shall provide a copy of the WIOA Grievance Procedure and the Equal Opportunity is the Law form to all applicants for this program and a signature verifying this will be kept in the participant file. The grantee shall post a copy of the Grievance Procedure and the Equal Opportunity is the Law notice in a visible place at the training site. The signed Equal Opportunity is the Law form will be maintained in the participant’s file.

## **Objective Assessment/Referrals**

Assessment is a process that identifies service needs, academic levels, goals, interests, skill levels, abilities, aptitudes, and supportive service needs. It also measures barriers and strengths and includes

a review of basic and occupational skills, prior work experience, interests, and aptitudes, employability potential and developmental needs. A comprehensive assessment of the skill levels and service needs of each participant using standardized tests, recent school records, and other approved assessment tools will be completed for each participant. A new assessment of a participant is not required if the provider determines it is appropriate to use a recent assessment that was conducted by another education, rehabilitation, or training program partner agency.

If the objective assessment indicates that a youth participant requires services other than those available through a WIOA Title 1, Youth grant, or part of the service delivery strategy incorporates services with multiple partners, then the youth must be referred to an appropriate agency that can provide the needed services. If a youth needs and likely qualifies for services available through another social service agency or an additional employment and training program, then that youth is to be referred for those services. This encourages co-enrollment and leveraging of similar resources and benefits. Youth age 18 or older should be co-enrolled with the WIOA Title 1 Adult program available through the Alaska Job Centers. The assessment and all referrals must be documented in the Individual Case Management System or the participant case file.

### **Development of the Individual Service Strategy (ISS)**

The Individual Service Strategy (ISS) is the plan that identifies the employment goals, educational objectives, and prescribes appropriate services for the participant. The ISS utilizes service options provided within the 14 program elements required under WIOA Title 1, Youth Program. An ISS will be developed for each youth based on the results of their assessment, which determines the services that will be provided and include short- and long-term goals. Such goals may include, and are not limited to, obtaining a high school diploma, entering into nontraditional employment, entrepreneurial activities, post-secondary training, pre-apprenticeship training, and other services for the participant as appropriate to their individual need. Each assessed need will be identified through the Objective Assessment and shall be listed in the ISS Advancement Plan Section with explanation of how the need will be addressed. The advancement plan must also describe the connection of services to one or more of the performance measures and identify a Career Pathway. An ISS will be printed from the Individual Case Management System and must be signed by each participant and the Career Planner. For the participants under the age of 18, both the participant and the parent, and Career Planner signatures are required.

### **Exit and Follow-up**

Program participants will “exit” when they have achieved their planned goals and have completed the services described in the ISS. In addition, any youth who has not received services for 90 days and is not scheduled for future services, except follow-up services, must exit the program. The exit date is based on the last service end date. Follow-up services are provided for a minimum of 12 months following the exit date. Follow-up services include, but are not limited to, regular (monthly, quarterly, e-mail, in-person, etc) contact with the youth, the youth’s employer, assistance with work

or training related problems that arise, peer support groups, adult mentoring, counseling, assistance in securing better paying jobs, career development, additional training and/or supportive services.