**Checklist: Improving WIOA Youth Service Performance**

## Intake:

A 16-24 years old interested, eligible, and engaged out-of-school youth (OSY), facing one or more of the following identified barriers ready for WIOA Youth Enrollment (Priority: 17 years old and older):

* High school dropout;
* Within the age of compulsory school attendance, but has not attended school for at least the most recent school calendar year quarter;
* Pregnant or parenting including non-custodial parent (i.e. father);
* With a disability;
* Offender: youth involved in any stage of juvenile or adult justice system;
* Homeless or a runaway,
* Involved in any stage of the foster care system:
  + - In foster care;
    - Aged out of the foster care system;
    - Attained 16 years of age and has left foster care for kinship guardianship or adoption;
    - In an out-of-home placement; or
    - A child eligible for assistance under the Social Security Act;
* Low-income and is a recipient of a high school diploma or its equivalent, and is basic skills deficient;
* Low-income and is a recipient of a high school diploma or its equivalent, and is an English Language Learner; or
* Per WIOA, eligible out of school youth (OSY) includes participants in programs NOT Considered School:
  + - YouthBuild Programs/Job Corp Programs
    - Adult Education WIOA Title II Programs during enrollment at or above 9th grade level
    - High School Equivalency (HSE) Programs (unless funded by public K-12 system).
    - Drop Out Re-Engagement Programs

## WIOA Youth Enrollment/Referral Questions:

* Enrollment/Referral Questions:
  + - Enroll participant for WIOA Youth services?
      * Is participant a good fit for youth program?
      * Is youth eligible, interested, engaged and ready to participate in workforce development activities now?
      * Does participant require Navigator additional, wrap around support services, and coordination of services from different systems (DHS, juvenile/adult justice system, etc) to increase chance of participant success in attaining educational and/or employment goals?
    - Or, is it better to refer participant for Adult services to RochesterWorks Career Centers?
      * Is participant independent and self-sufficient, not limited by obstacles and barriers?
      * Has individual mastered self-advocacy and time management skills to self-direct workforce development activities?
      * Does youth take charge of self-registering for workshops in learning resume development, mock interview skills, etc and Recruiting ‘Round Rochester events?
    - Or, is it better to first refer participant to a community partner for assistance with basic needs?
      * Is the youth not ready for workforce development activities now?
      * Does youth need assistance in connecting with DHS or other systems for adequate housing, clothing, and health/substance abuse, so youth can become ready for workforce development?

## WIOA Youth Enrollment:

* If determined participant good candidate for WIOA Youth Enrollment:
  + - Preference: Completion of TABE Testing for basic skills assessment.
    - Completion of CareerZone Portfolio to narrow career interest areas and to begin developing educational and/or employment goals.
    - Completion of ISS to identify educational and/or employment goals and maximize use of the 14 WIOA Youth Elements/Services as applicable and as needed by individual.
* Per TEGL 21-16 (pg. 7): REQUIRED COMPLETION: Assessments and OSOS comment (SENSE Model):
  + - Academic Level: TABE Testing
    - Basic Skill Level: TABE Testing
    - Occupational Skill Level: Job Readiness Assessment Tool or WorkKeys Testing
    - Prior work experience: Work History on application
    - Employability: CareerZone Work Importance Profiler
    - Interests: CareerZone Interest Profiler
    - Aptitudes: CareerZone Abilities
    - Supportive service needs and who will be providing them: ISS
    - Developmental needs: ISS and other documentation
* Requirement: Data Element Validation:
  + - ***Begin by verifying all information entered in OSOS in each tab in Customer Detail, and Comp Assess Pages is correct, and if it is not, then update information.***
    - Place(DEV) OSOS comment (SENSE Model): State verified all information in OSOS Customer Detail and Comp Assess Pages, is correct/updated and record submission of required documents.
    - Go to the Services Page to the Achievement Objectives tab and create Achievement Objectives for the WIOA Youth Element/Service will be utilizing to enroll youth and for the Design Frameworks Service.
    - Next go to the Services tab and complete WIOA Youth enrollment in the Service Page with the funding of the first WIOA element/service with one (1) of the 14 WIOA Youth Elements/Services as applicable to youth and funding one (1) Design Framework Services.
* OSOS Work History tab: Add employment, volunteer, life experience, internship, and military experience to document youth skills. Click on <https://www.onetcodeconnector.org/> or O\*Net to search for closest job title with corresponding O\*Net Code.

### *Service Participation:*

* **Individual Service Strategy (ISS**): Complete with youth within 60 days of enrollment to identify educational and/or employment goals and to address or to minimize potential obstacles and/or barriers and maximize use of the 14 WIOA Youth Elements/Services as applicable and as needed by individual.
* **Individual Service Strategy (ISS**)/**Objectives and Services History once a quarter dually signed printout by youth and by Navigator**. Completion continues ISS, documents changes to educational and/or employment goals and verifies discussions of Achievement Objectives, and Elements/Services provided to youth.
* **NYSDOL 5-day business data entry rule:** OSOS Data Entry within 5 business days of connecting with youth with Achievement Objectives, Elements/Services, comments (SENSE Model) and Work History up to date with employment history. Keep current with OSOS data entry requirements.
* **Local Workforce Development Board (LWDB) 60-day Policy**: Every 60 days for active status youth, 1 Achievement Objective, 1 Element/Service from the 14 WIOA Elements/Services, and 1 corresponding comment (SENSE Model) for more achievable and attainable goals/services for youth. It is acceptable to set multiple goals.

## Exit:

* IMPORTANT: Document on OSOS: Hard Exit Exemptions/Exclusion Reasons: Participant is taken out of counting in Youth Performance Indicators:
  + - Institutionalized i.e. incarcerated
    - Health/Medical reasons
    - Family Care
    - Deceased
    - Reservist called to Active Duty
    - Relocated to a mandated residential program.
* Is youth ready to be employed or enter post-secondary education or advanced training? No. Keep youth enrolled if additional services are needed until they finish.
* Keep current with OSOS data entry every 60 days to prevent youth heading for unplanned exits from their last service to offer additional services to assist to be employed, or enter post-secondary education/advanced training.
* Check with youth and update alternative contact information since youth are often very mobile, so Navigator can contact them later.

### *Follow-up services for 12 months after exit (unless declined by youth or unable to connect/contact youth with outreach attempts due to outdated contact information):* Place comment (SENSE Model) on OSOS.

* Provide follow-up services to youth for 12 months after exit, unless declined or unable to connect or to contact youth due to outdated contact information. Document outreach attempts on OSOS with comment (SENSE Model) including dates and method (s) used (phone, text, in person, social media, or connecting with employer or secondary contact if have recorded permission release in hard file.)
* Follow up with youth employed but are unlikely to be in UI wage data. Employment documentation needs to be collected and verified for the 2nd quarter after exit and 4th quarter after exit for Placement in Employment or Education measure enrolled in post-secondary education, advanced training, or the military and enter the information in Outcomes Tab, Empl. Outcomes, Trng. Outcomes, and Work History in OSOS.
* Documentation of a degree or certificate earned within one year after exit (hard file).

**WIOA Youth Performance Indicators:**

**CareerZone Portfolio completion: *(75.0% of participants)***

**Placement in Employment or Education (2nd Quarter after Exit):**

* Is youth working or enrolled in school 2nd quarter after exit? Yes, count for measure. Per TEGL 10-16: All Title 1 Youth that are employed at that specific period (2nd Quarter after exit) are included in the calculation for Placement in Employment 2nd Quarter after Exit. Outcomes cannot be claimed for active status youth in your program.
* Youth need to be placed in employment, post-secondary education, advance training or the military by the end of the 2nd quarter after exit, for the Placement in Employment or Education 2nd quarter after exit performance indicator.
* Utilize calendar quarters to track when outcomes will be attained by youth based on exit quarter.

**Placement in Employment or Education (4th Quarter after Exit):**

* Is youth working or enrolled in school 4th quarter after exit? Yes, count for measure. Per TEGL 10-16: All Title 1 Youth that are employed at that specific period (4th Quarter after exit) are included in the calculation for Placement in Employment 4th Quarter after Exit. Outcomes cannot be claimed for active status youth in your program.
* Youth need to be placed in employment, post-secondary education, advance training or the military by the end of 4th quarter after exit, for the Placement in Employment or Education 4th quarter after exit performance indicator.
* Utilize calendar quarters to track when outcomes will be attained by youth based on exit quarter.

### Credential Attainment:

* Enrolled in education at the date of participation or at any point during enrollment? Yes, counts in measure.
* Youth will provide copy of degree or certificate once attained resulting from elements/services provided.
* Develop a relationship with the youth’s training provider or school for progress updates including copy of the youth’s degree or certificate via with fax/email once attained.
* Establish a degree/certificate “tickler” to remind you when youth should receive their degree or certificate.

### Measurable Skills Gains:

* Documented 1 Educational Functioning Level increase in Reading or Mathematics for OSY determined basic skills deficient (Lit/Num Testing)
* Documented attainment of a secondary school diploma or its recognized equivalent;
* Secondary or postsecondary transcript or report card for enough credit hours showing participant is meeting NYS Ed unit’s academic standards;
* Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one (1) year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training; or
* Successful passage of an exam that is required for a specific occupation or progress in attaining technical or occupational skills evidences by trade-related benchmarks, i.e. knowledge-based exams.

This document thanks in part to Social Policy Research Associates (SPR) - [www.spra.com](http://www.spra.com)