

## Navigator Responsibilities and Service Delivery Guidelines

Activities and services must address the purpose, intent, and service delivery design specifications as defined in the Workforce Investment Opportunity Act (WIOA) dated June 30, 2016

### General Guidelines:

- Navigator will collaborate in coordination with relevant community partners (i.e. schools, juvenile/criminal justice system, foster care etc.) including the RochesterWorks! Career Center. The navigator will act as a complementary partner for the success of each youth.
- Each navigator position will be responsible for maintaining a minimum caseload of 25 or other predetermined number of youth at any given time. This figure **does not** include those who have exited WIOA and are in follow up status.
- The navigator will be responsible for identifying and coordinating with pre-existing programs and services that meet the needs of each individual youth.
- Each navigator will have access to labor market information, workshops, the resource room and limited funds available through RochesterWorks! These additional resources will include basic skills and interest assessments, job readiness training, consideration for summer and year-round youth employment opportunities, funds to support occupational skills training opportunities and work experience or on-the-job training opportunities, job search assistance, mentor opportunities, and supportive service and incentive payments. These additional resources would be in support of the Individual Service Strategy prepared by the navigator and respective young person. Therefore, with proper documentation, navigators can request additional resources that enable the youth to participate in relevant activities and access to an array of support services that are otherwise unavailable. Examples of support services include: mileage to and from school, bus pass, gasoline cards, phone cards, uniforms, books, miscellaneous school supplies, housing, work-required clothing, tools, daycare expenses, finger printing/ background checks, driving abstracts, and lab fees not covered by insurance. Please note, support services may be limited and available only after all other resources are exhausted.

It is expected that the navigator keep in mind all other programs and resources that can be leveraged to address the needs of participants. This will help control spending on individuals, which will allow for support services to be utilized on more participants.

### Structure & Service Delivery:

The navigator will incorporate and follow three general stages of service delivery for all newly enrolled WIOA eligible youth. Doing so will provide consistency in service and lead to positive WIOA performance outcomes. The stages are:

- 1) **Outreach, Recruitment, Application, Eligibility Determination and Enrollment:**  
Navigators will conduct targeted outreach and recruitment activities upon the start of the contract period. Following the contract's initial start-up period, outreach, recruitment, enrollment, and service provision will be adapted to create the opportunity for on-going enrollment and service provision while maximizing available resources.

During this stage, the navigator will interview the youth and collect information that may help determine whether the youth is eligible for WIOA programming. If the navigator determines the youth does not meet the qualifications, they may be referred to other potential programs and/or community resources; including, but not limited to services offered through our career centers for the public.

To determine eligibility under subtitle B of Title I of WIOA, applicants must complete an approved WIOA application packet and provide all required documentation. Navigators will be responsible for maintaining/filing all required documentation.

## 2) **Orientation, Assessment, and Service Plan Development:**

Orientation, assessment, and service planning are essential and must be made available and consistently delivered to all youth enrolled in WIOA.

All eligible youth must be provided:

- An orientation on the array of services available through the local Career Center and its partners, or other providers including those the navigator has partnered
- Referrals to appropriate training and educational programs that have the capacity to serve the participant or applicant either on a sequential or concurrent basis
- An objective assessment of the academic levels, skill levels, and service needs of each participant, including, but not limited to:
  - A review of basic skills
  - Occupational skills
  - Prior work experience
  - Employability
  - Interests
  - Aptitudes (including interests and aptitudes for nontraditional jobs)
  - Supportive service needs, and developmental needs of such participant

**\*IMPORTANT:** It must be noted, the out-of-school youth objective assessment for academics is accomplished using the Test of Adult Basic Education (TABE). Navigators may administer this assessment either directly or through an appropriate partner including the RochesterWorks! Career Center. No other academic assessment tool may be utilized without prior approval from RWI and/or the NYSDOL.

- An Individual Service Strategy (ISS), which involves the following:
  - Identifying an employment goal (including, in appropriate circumstances; nontraditional employment)
  - Establishing appropriate achievement objectives
  - Identifying appropriate services for the participant while considering relevant assessments
    - A new service strategy is not required if the provider carrying out such a program determines it is appropriate to use a recent service strategy developed for the participant under another education or training program

Examples of items that might be addressed in an ISS:

- Preparation for post-secondary educational opportunities, in appropriate cases
- Assistance with establishing strong linkages between academic and occupational learning
- Preparation for subsidized and unsubsidized employment opportunities, in appropriate cases
- Connections to intermediaries with strong links to local and regional employers

- Assistance with developing a portfolio

The resulting ISS should focus the youth on meeting the goals of improving academic achievement, attaining an employment related certification and/or diploma, and job and post-secondary readiness skills.

Several of the above services can be addressed by utilizing web tools such as Career Zone\* [www.careerzone.ny.gov](http://www.careerzone.ny.gov) and through partnership with community partners including the RochesterWorks! Career Center.

\*Career Zone uses the power of the web to access up to date information on over 800 occupations, 450 career videos, lists current job postings, has a resume builder and budgeting tool. The Portfolio Section is the perfect tool to utilize to plan for the future. (see A5)

### **3) Access to the 14 WIOA program elements:**

WIOA has fourteen (14) mandated program elements that must be made available to all eligible youth. Elements/Services offered to any individual participant must be based on his/her needs and goals (see A-9).

## **Service Components**

Applicants must certify they will include all of these components in the design and implementation of WIOA funded youth services:

- Youth will be certified as eligible to participate, per eligibility criteria established by RochesterWorks, Inc., New York State Department of Labor and the United States Department of Labor
- Objective assessment will be conducted to identify academic levels, skill levels, and service needs for each youth participant; to include a review of the basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs and developmental needs of the youth
- An Individual Service Strategy will be completed as a specific plan developed for each youth based on the objective assessment; identifying an employment goal, and educational goal, appropriate achievement objectives, and appropriate services
- Activities and services designed to prepare youth for training and educational opportunities beyond high school or for placement into unsubsidized employment
- WIOA Elements will be made available to youth in accordance to their individual needs
- The Applicant will partner with area businesses and school districts (in-school & TASC)
- Youth participants will work with a Navigator.
- The One Stop Operating System(OSOS) database will be utilized for entering and exiting participants, and used for tracking goals and services tied to those goals
- Customer satisfaction including youth, business, and other partners will be measured
- Programmatic and fiscal reporting requirements of RochesterWorks! Inc. will be met on a timely basis
- Navigator and/or navigator administrator must attend all required training workshops and meetings.

### **Navigator's Administrator Roles:**

Navigator administrators are to be responsible for providing general oversight of navigators to ensure all performance measures are met in a timely manner.

Duties include but are not limited to:

- **Recruitment:** Provide ample community access/partnerships for navigator to recruit
- **Enrollment:** Ensure navigator is up to full enrollment by December 31, 2017 and maintain enrollment numbers throughout the contract period
- **Vouchering:** Ensure and monitor the timeliness of monthly voucher submission
- **Data Entry Management:** Monitor to ensure data entry is complete within 5 business days and case notes follow the SENSE model as required by NYS
- **Performance Tracking:** Review RochesterWorks!' monthly and quarterly reports with navigator to benchmark performance measures
- **Administrative Meeting:** March, June, September and December (Dates TBD)
- **Navigator Training:** In addition to the resources that may be accessible through RochesterWorks!, navigator administration should provide in-house orientation to the navigator to leverage resources