

## Administrator Guidelines Checklist

(12/14/20)

### **Onboarding and OSOS Access:**

- Completion of Navigator Onboarding Process as outlined in the Navigator Resources webpage: <https://rochesterworks.org/navigator-resources>**
- OSOS: Authorize Individual Access and Confidentiality Agreement and Attestation of Cornerstones of Confidentiality Training and email both back for Navigator to Bibiana Silvera-Portacio [bsportacio@rochesterworks.org](mailto:bsportacio@rochesterworks.org)**
- If Navigator Team of 2 or more, utilize senior Navigator as in-house trainer/mentor for new Navigator with OSOS and programming.**
- Expectation: Provide internal inhouse orientation training for a new Navigator:**
  - Understanding in-house resources.
  - Building relationships with other departments or personnel.
  - Developing internal youth referral pipeline.
  - Networking opportunities with partner agency staff.

### **WIOA Enrollment and Enrollment Goals per FTE Navigator Expectations:**

- Understand the WIOA Enrollment definition and what is required:**
  - Intake and Eligibility (WIOA Youth Packet that includes application)
  - Objective Assessment: Ensuring all 11 items are completed
  - Use of 1 of the 14 WIOA Youth Elements for WIOA Enrollment
- Discuss each potential WIOA eligible youth with Navigator to determine if youth is a good fit for your program in terms of engagement, commitment, and readiness.**
  - Is youth ready right now to be enrolled?
  - Does youth have any substance use issues?
  - Are youth's basic needs being met?
  - Is youth demonstrating commitment to developing relationship and setting educational and/or employment goals by showing up to meetings?
- If youth is a good fit for program, approve enrollment with the Certification of WIOA Enrollment.**

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### Supporting Navigators:

- Schedule Review Meeting (weekly/biweekly/monthly/quarterly) with FTE Navigator(s):**
  - Active enrollment numbers in relation to enrollment goals of 25 active status youth per FTE Navigator
  - Discuss any issues.
  - What youth are counting towards the following WIOA Performance Indicators?
    - Placement in Education, Training, or Unsubsidized Employment Rate 2nd Quarter After Exit
    - Placement in Education, Training, or Unsubsidized Employment Rate 4th Quarter After Exit
    - Median Earnings 2nd Quarter After Exit
    - Credential Attainment Post-Secondary Credential, HS or HSE Diploma 4th Quarter after Exit
    - Measurable Skills Gains: 1 per PY, cannot repeat same one.

### Documentation: OSOS and Participant Hard File

- Navigators utilizing current forms (Youth Packet, ISS, etc) based on Navigator Resources webpage <https://rochesterworks.org/navigator-resources>**
- Documentation Questions to Ask Navigators:**
  - Is OSOS Data entered within 5 business days of connecting with youth?
  - Using SENSE Model for comments and notating documentation?
  - Do you have copy of the pay stubs and/or performance indicator documentation in youth file(s)?
- REVIEW: Eligibility Info is entered into OSOS? Documentation in hard file?**
  - DOB
  - Enrolling barrier(s):
  - Selective Service, if male 18+: Completed/Navigator assists completion.
  - Documentation noted in comments and placed in hard file:
    - Copy of Paystubs
    - Copy of HSE and Post-secondary credentials, etc.
    - Copy of PSE schedule?

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- Maintaining Current Contact Information?** (e-mail, alternate phone number, social media account(s), and/or contact information for relatives or friends)

### **Individual Services Strategy (ISS) and OSOS Objectives & Services History/ISS**

- Completion: Individual Services Strategy (ISS) within 60 days of enrollment.**
  - Addressing youth's supportive service needs to minimize barriers.
  - Verifying and setting educational and/or employment goals.
  - Identification of career pathway for youth.
- Quarterly dually signed, (youth/Navigator), Objectives and Services History/ISS** Serves as a continuation of the Individual Service Strategy, verification, and accountability measure that all achievement objectives and provided elements/services have been discussed between youth and Navigator confirmed with dual signing of it.

### **Navigator Engagement and Adherences to Policies:**

- Attendance/Participation:**
  - Navigator Meetings
  - OSOS Refresher group sessions
  - Participation in one-on-one OSOS and Technical Assistance Sessions
- Policies:**
  - Basic Skills Deficient Policy
  - Follow Up Policy
  - Incentive Policy
  - Individual Services Policy
  - Individual Training Policy
  - Needs Additional Assistance Policy
  - Supportive Services Policy
  - Transportation Assistance Policy
  - Youth Employment Program SOP
- Providing Follow Up Service for 12 Months for youth who have exited program.**
- Ensure Completion and Submission of Reports:**
  - Monthly Youth Tracking Reports
  - Monthly No Exit Report
  - Other Error Reports

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- Reviewing Monthly Youth Active Participant Reports to check active status enrolled youth and numbers.**
- Completion and Submission of Transportation Assistance and Incentive Request Receipts each month.**
- Ensure for the Youth Employment Program (YEP) that Navigators are spending down 1000 work experience hours per FTE Navigator.**