

A-7 Navigator Responsibilities and Service Delivery (Updated 2026)

Navigator Responsibilities and Service Delivery

This section outlines the required roles, responsibilities, and service delivery expectations for Navigators under the WIOA Youth Program.

This framework aligns with **TEGL 09-22**, **TEGL 23-19 (Data Validation)**, **WIOA performance accountability guidance**, and RochesterWorks system expectations. Navigators serve as the central driver of participant success through case management, service coordination, and achievement of measurable outcomes.

1. Navigator Role and Core Responsibilities

Navigators are responsible for:

- Maintaining a minimum caseload of 25 active youth participants
- Serving as the primary point of contact and advocate for each participant
- Coordinating services across community, education, and employer partners
- Aligning all services to the Individual Service Strategy (ISS)
- Ensuring participants progress toward education and employment outcomes
- Supporting achievement of WIOA Primary Indicators of Performance, including employment in the second and fourth quarters after exit, median earnings, credential attainment, measurable skill gains, and retention in employment or education
- Leveraging community resources to maximize service delivery and reduce duplication
- Navigators are expected to utilize innovative and flexible service delivery approaches, including technology and digital tools, to enhance participant engagement and outcomes.

Navigators must act as connectors across systems, ensuring youth have access to all necessary services and supports while maintaining a strong focus on performance outcomes.

2. Service Delivery Framework

Navigators must implement a structured service delivery model consisting of three core stages:

Stage 1: Outreach, Recruitment, Eligibility, and Enrollment

- Conduct targeted outreach aligned with priority populations, including individuals facing barriers to employment and historically underserved groups
- Complete eligibility determination and ensure all required documentation is accurate and compliant
- Maintain complete, accurate, and audit-ready participant files

Stage 2: Assessment, Orientation, and ISS Development

- Conduct objective assessments (academic, occupational, and supportive service needs)
- Utilize TABE or other approved assessments, as applicable
- Develop and maintain an Individual Service Strategy (ISS) for each participant
- Align participant goals to career pathways, employer demand, and WIOA performance outcomes

Stage 3: Service Delivery and WIOA Elements

- Provide access to all 14 WIOA Youth program elements based on individual need
- Ensure all services are aligned with ISS goals and support measurable progress
- Support career exploration, education, and employment outcomes, including connections to work-based learning and employer engagement opportunities

3. ISS and Case Management Expectations

The Individual Service Strategy (ISS) is the foundation of all service delivery and must guide all participant engagement, services, and outcomes.

Navigators must:

- Develop an ISS for every participant based on an objective assessment
- Update the ISS regularly to reflect participant progress, changing needs, and service adjustments
- Document all services, activities, and outcomes in OSOS in a timely and accurate manner
- Use the ISS to guide supportive services, training, work experiences, and overall service delivery
- Provide and document 12 months of follow-up services after exit, including regular contact (at a minimum monthly), in alignment with WIOA requirements

The ISS must clearly connect participant goals to measurable outcomes, including credential attainment, employment, measurable skill gains, and retention in employment or education. All ISS-related activities must be documented and supported by appropriate case notes and source documentation.

4. Data Entry and Documentation (OSOS)

Navigators must ensure:

- All participant activity is entered into OSOS within 5 business days
- Case notes follow the SENSE model and clearly document participant progress
- Each participant record includes regular updates aligned with ISS goals and services provided
- All reported data is accurate, complete, and supported by source documentation in accordance with **WIOA data validation requirements (TEGL 23-19)**
- Participant files (electronic and hard copy) are audit-ready at all times

OSOS is the official system of record for program performance, data validation, and compliance with WIOA requirements.

5. Performance Expectations

Navigators are responsible for contributing to WIOA Primary Indicators of Performance, including:

- Employment in the second and fourth quarters after exit
- Median earnings
- Credential attainment
- Measurable skill gains
- Retention in employment or education

Navigators must actively track participant progress, use data to inform service delivery, and adjust strategies to support successful outcomes.

Navigator performance will be regularly monitored against these indicators, and corrective action may be required if outcomes are not being met.

6. Partnerships and Resource Coordination

Navigators must:

- Collaborate with schools, training providers, employers, and community organizations
- Utilize RochesterWorks Career Center resources to support participant success
- Support the development of partnerships and/or MOUs to ensure access to all 14 WIOA Youth program elements
- Leverage external resources to maximize service delivery and reduce duplication
- Develop and maintain ongoing employer relationships to support work-based learning, job placement, and career pathway alignment

7. Supportive Services and Incentives

Navigators must follow RochesterWorks supportive services and incentive policies.

- All supportive services must be documented in the ISS and aligned with participant goals
- Requests must be necessary, reasonable, and directly connected to program participation
- Navigators must ensure proper documentation and justification for all supportive services and incentives
- Available community resources should be leveraged prior to the use of program funds

8. Navigator Administrator Responsibilities

Navigator Administrators are responsible for:

- Oversight of Navigator performance, caseloads, and service delivery
- Monitoring data entry, documentation, and compliance with program requirements
- Ensuring timely voucher submission and adherence to fiscal policies
- Reviewing performance data and addressing gaps through corrective action and support
- Supporting staff development, coaching, and ongoing training

Administrators must ensure Navigators meet all program expectations, performance benchmarks, and compliance requirements.

9. Training and Required Participation

Navigators and Administrators must:

- Attend all required RochesterWorks trainings, meetings, and technical assistance sessions
- Participate in performance reviews and continuous improvement activities
- Engage in ongoing learning to strengthen service delivery, performance outcomes, and system alignment
- Navigators and Administrators are expected to use performance data to inform continuous improvement and adjust service strategies as needed.