



## Northern Middle Tennessee Workforce Board Inc.

Effective Date: 11.10.2021

Duration: Indefinite

### Youth Program Service Design and Framework Policy

#### Purpose

This policy outlines the required program framework for youth programs funded in whole or in part under Title I of WIOA. Funds allocated to the Northern Middle Tennessee Workforce Board (NMTWB) for eligible youth will include programs that provide assessments and develop service strategies linked to indicators of performance. These programs must also provide activities leading to the attainment of a secondary education diploma, preparation for post-secondary education and training opportunities, strong linkages between academic instruction and occupational education leading to the attainment of recognized post-secondary credentials, preparation for unsubsidized employment, and effective connections to employers.

#### Background

The Youth Program and service provision, under Title I of the Workforce Innovation and Opportunity Act (WIOA), is designed to:

- Assist eligible out-of-school youth (OSY) and eligible in-school youth (ISY), who are seeking assistance in achieving academic and employment success, with effective and comprehensive services and activities that include a variety of options for improving educational and skill competencies and provide an effective connection to educational institutions and employers, including small employers in in-demand industry sectors and occupations in the local and regional labor markets.
- Implement integrated strategies for career pathway approaches that support post-secondary education, training, and employment.
- Implement work-based training strategies and employment approaches to help youth participants develop essential skills that are best learned on the job
- Implement progressive levels of education and training approaches that will help youth participants with higher skill levels and experience earn marketable credentials.
- Provided continued support services to youth participants who need them to participate and succeed in work investment and training activities.

### Policy & Instructions

#### Section I. Program Design

The Youth Program Design is an essential element to assist youth service providers in developing comprehensive service strategies based on the individual needs of the youth. The Northern Middle Tennessee Workforce Board (NMTWB) will work to develop intensive outreach efforts to non-profits, community groups, faith-based organizations, schools, and other support agencies that can provide youth services. The NMTWB will work with the selected provider(s) of youth services to establish Access Points in local high school libraries with staff trained to assist youth in accessing all available services. Outreach programs will be implemented to target populations with barriers to employment (including but not limited to, offenders, homeless youth, basic skills deficient, English language learners, youth aging out of foster care, pregnant or parenting youth, and youth with disabilities. The NMTWB will monitor all youth programs through desktop file reviews and onsite reviews.

## **Section II. Program Framework**

### **A. Intake:**

An Orientation process must be provided to each potential eligible youth participant. Orientation must include information on services that are available within the WIOA Title I youth program and the One-Stop Service Delivery in the Northern Middle Area. These services may include, but are not limited to:

- Orientation/Introduction of the program purpose
- All program services and resources available
- Responsibilities of other service providers
- Program participant's responsibility
- Information on follow-up services
- Information on support services
- Referral to other appropriate services/agencies

The Intake involves registration, eligibility determination, and collection of documentation to support verification of eligibility for services. Other services also include referral for basic skills development and referral to other services/agencies as appropriate.

### **B. Assessments:**

Assessment is a process that identifies service needs. An objective assessment must be administered to all eligible youth. The WIOA youth program design requires an objective assessment of academic levels, goals, interests, skill levels, abilities, aptitudes, and supportive service needs; it also measures barriers and strengths. Assessment results are used to develop the Individual Service Strategy (ISS). The results from the objective assessment must be entered into Jobs4TN.

### **C. Individual Service Strategy (ISS):**

The Individual Service Strategy is the plan that identifies the employment goals, educational objectives, and appropriate services for the participants. Development and updating as necessary of an ISS is required for each youth participant. An ISS must be directly linked to one or more of the indicators of performance and identifies a career pathway that includes education and employment goals. Goals and objectives must be specific, achievable, relevant, and timely and align with the interest and career pathway identified in the objective assessment. A new service strategy for a youth participant is not required if the provider carrying out such a program determines it is appropriate to use a recent service strategy developed for the youth participant under another education training program.

### **D. Career Coaching:**

Case management is more of a process than a service, and typically includes non-instructional activities such as navigation to and arrangements for academic, career, or personal counseling, financial aid, childcare, housing, and other financial assistance that can be critical to the success and continued engagement of the youth in pursuing their career pathway component. Youth programs must provide case management services to assist a youth participant in making informed choices and completing the program. Support may be provided on an individual or group basis. Career coaching principles and methods must be incorporated throughout the program design. A career coach is assigned to follow the process of each youth participant from enrollment to program exit, including follow-up services.

Documentation of all services and activities must be recorded on the youth participant's ISS and in Jobs4TN. The NMTWB requires career coaches to contact youth participants at a minimum every 30 days. At a minimum, case notes must reflect who was assisted, why, when, and where the contact

occurred and must be entered promptly with detailed information. Recording case notes is critical because it intertwines each service element into the comprehensive service plan.

#### **E. Support Services:**

Youth programs must provide supportive services to eligible youth participants that are necessary to enable a youth participant to participate in youth activities authorized under Title I of WIOA. Supportive Services will be administered pursuant to the NMTWB Support Services Policy.

#### **F. Follow-Up Services:**

Follow-up services are critical services provided, for no less than 12 months, following a youth participant's exit from the program. These services help ensure the youth is successful in employment and/or post-secondary education and training beyond their program completion. The youth service provider must establish and implement procedures to ensure that follow-up services are conducted and documented in Jobs4TN.

1. Follow-up services must include more than just a contact attempted or made for securing documentation to report a performance outcome. When the youth participant cannot be located or contacted, the NMTWB will follow TDLWD Common Exit Policy contact attempt procedures. At the time of enrollment, youth must be informed that follow-up services will be provided for 12 months following exit. If at any point in time during the program or during the 12 months following exit the youth requests to opt out of follow-up services, they may do so. In this case, the request to opt out or discontinue follow-up services made by the youth must be documented in the case notes.
2. Allowable Follow-Up Activities:
  - Supportive Services
  - Adult Mentoring
  - Financial Literacy Education
  - Services that provide Labor Market Information
  - Activities that help youth prepare for and transition to post-secondary education and training

### **Section III. Procurement for NMTWB Youth Provider:**

The NMTWB will identify an eligible youth provider(s) by awarding contracts or grants on a competitive basis based on the recommendation of the special populations committee. The competitive procurement process will adhere to the NMTWB Procurement Policy and Procurement manual procedures. Special populations committee members must disclose any and all conflicts of interest with bidder's staff including, but not limited to, family ties (spouse, child, parent, sibling) fiduciary roles, employment, or ownership interest in common.

When awarding contracts or grants for youth service providers, the NMTWB will, at a minimum, require the following criteria:

- Proposals must include a detailed outline of how the bidder will execute youth elements identified within the RFP.
- Proposals must demonstrate the bidder's ability to deliver services to the targeted population in accordance with NMTWB guidelines.
- Proposals must demonstrate whether the organization leverages community-based resources, including partnerships with organizations that provide leadership development, mentoring services, and private-sector employment involvement.
- Proposals must highlight the bidder's experience in engaging high-risk youth in similar activities.
- Proposals must illustrate the understanding of and commitment to meeting goals and objectives established by the NMTWB.

The NMTWB will ensure that the following activities are addressed in the resulting contract from the competitive procurement process between the NMTWB and contracted service provider(s):

- Preparation for post-secondary educational opportunities
- Occupational training services (that lead to the attainment of a recognized secondary credential).
- Work-based opportunities
- Youth development services
- Employment services

#### **Section IV. Program Elements:**

All 14 program elements must be made available to each eligible youth participant. In order to support the attainment of a secondary school diploma or its recognized equivalent, or entry into post-secondary education and career readiness for participants all youth programs shall provide services consisting of the following program elements:

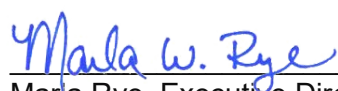
1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for youth participants with disabilities) or for a recognized post-secondary credential
2. Alternative secondary school services, or dropout recovery services, as appropriate
3. Paid and unpaid work experiences (WEX) that have an academic and occupational education component. The NMTWB will ensure that the academic and occupational components are being met with each work experience. WEX can include summer employment opportunities available throughout the school year, pre-apprenticeship programs, internships, job shadowing, and on-the-job training opportunities
4. Occupational skills training, which shall include priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in-demand industry sectors or occupations in the local area
5. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral as appropriate
6. Leadership development opportunities which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors
7. Supportive Services
8. Adult mentoring for the period of participation and subsequent period, for a minimum total of 12 months
9. Follow-up services, for a minimum of 12 months, after the completion of participation
10. Financial Literacy Education
11. Entrepreneurial Skills Training
12. Services that provide labor market and employment information about in-demand industry sectors or occupations available, such as career awareness, career counseling, and career exploration services
13. Activities that help youth prepare for and transition to post-secondary education and training
14. Education offered concurrently with, and in the same context of, workforce preparation activities and training for a specific occupation or occupational cluster

**References:**

20 CFR 681.420;WIOA Section 116(b)(2)(A)(ii);WIOA Section 121(b)(1)(A);WIOA Section 121(b)(1)(B)(i);WIOA Section 129;WIOA Section 123; TEGL 12-16;Workforce Services Policy-Youth Program Service Design and Framework

Authorized by:

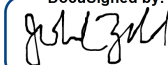
Approved by:



Maria Rye, Executive Director

Date

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John Zobl, Chairman

Date