

# **Department of Youth Service**

## **Scope of Work**

### **FY 2023-2024**

#### **A. Outreach and Recruitment**

Outreach and recruitment include, but are not limited to, targeting potentially eligible youth, working with parents and guardians to secure necessary documentation, must do own recruitment closely with other governmental and community organizations and school systems to identify and recruit eligible out-of-school youth participants to include churches, and job fairs. To ensure that projected levels are successfully met, the Department of Youth Services shall conduct outreach in all areas of the county including South and East County, and refer potentially eligible youth for screening into the WIOA program.

Moreover, through the WIOA Youth Program, employers receive assistance with finding the skilled workers they need to compete and succeed in business. Department of Youth Services will be responsible for the recruitment of job seekers and businesses for WIOA services. All recruitment and marketing materials must have the appropriate tag lines.

The Department of Youth Services designated representative must attend the weekly meetings conducted by the Employer Engagement Coordinator.

Additionally, once the Department of Youth Services receives the referred file of the Youth participant, the Department of Youth Services *must serve* the participants in Fourteen Program Elements.

#### **B. Orientation**

As part of orientation, all youth must receive information on all services available through the Department of Youth Services to include additional community resources. Orientation must be conducted regularly to meet the recruitment demand of employers, businesses, and job seekers.

#### **C. WIOA Registration/Eligibility Determination and Verification**

Department of Youth Services is responsible for determining eligibility, suitability, identifying barriers and collecting and verifying all necessary eligibility documents. These verification documents must be maintained electronically. Parent/guardian must accompany minor during the eligibility process. Parent/Guardian signatures will be required for all youth ages 18 and younger. No youth may participate in any program prior to securing WIOA eligibility. Electronic files are subject to ongoing review by the YCLWDB staff and it is recommended for contract supervisors to confirm eligibility and review data entered. The Department of Youth Services may request technical assistance as needed to help assure compliance with eligibility requirements. The Department of Youth Services will have 7 business days to enter data in the AJC system. The YCLWDB staff will provide technical assistance at the request of the Department of Youth Services on the eligibility determination process, how to use the Integrated Services Delivery System (ISDS), the State WIOA database reporting system known as Arizona Job Connection (AJC), and any other data internal management systems.

Youth participants whose eligibility criteria require them to be low-income individuals are recipients of secondary school diplomas or its recognized equivalent and are at least one of the following: Basic skills deficient; an English language learner; or in need of additional assistance to enter an educational program or to secure employment. For more information on low-income requirements, please see State Policy Chapter 2 Section 200. Up to five percent of a local area's covered individuals may be enrolled in the youth program if they meet all other eligibility criteria except the low-income criterion. In a program year, the number of newly enrolled covered individuals who are not low-income must not exceed five percent of the local area's total new enrollments of covered individuals. Eligible youth who do not enroll in WIOA programs should be provided information regarding other applicable and appropriate resources to include services available through other local programs that have capacity to serve them to include the One-Stop Career Services. In addition, eligible youth should be given referrals utilizing the CRS and follow-up is required.

#### **D. Objective Assessment**

The Youth Service Provider/Department of Youth Services will conduct, administer, or obtain a thorough and in-depth an objective assessment of the academic level, skill levels, and service needs of each participant, which will include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes, (including interest and aptitudes for non-traditional jobs), supportive service and development mental needs. The goal is to accurately evaluate each youth in order to develop an appropriate service strategy to meet their individual needs. For basic academic skills, the YCLWDB requires that Department of Youth Services use the most current Tests of Adult Basic Education (TABE). Other assessment tools should be utilized for assessing career interests and aptitudes. A new objective assessment is not required if a partner program has completed an objective assessment with the participant in the last six months and its use is deemed appropriate by the LWDA. Further assessment if determined appropriate. Any subsequent objective assessment will be done in coordination with any appropriate community partner. For more information on Objective Assessment, please see the State Policy Chapter 2 Section 300.

If a participant does not possess a high school diploma or HSE, secondary school completion will be required. As part of objective assessment, the Department of Youth Services will also provide all participants with the My Next move (Career Interest Inventory), which can be utilized as a tool to assist youth with career exploration and validate the career path chosen. Department of Youth Services will utilize the results gained from the objective assessment process to assist in the development of an Individual Service Strategy, which will address the needs, barriers, strengths, goal(s)/interests, and services to be provided to the participant. The Individual Services Strategy is a working plan in progress and will be reviewed and tailored to meet the goals and objectives of the individual participant.

Department of Youth Services will prepare youth for post-secondary opportunities, create strong linkages between academic and occupational learning, prepare youth for unsubsidized employment and develop connections to intermediaries with strong links to the labor market by providing work base learning, basic skills, and occupational skills training, as well as through collaborative efforts with educational entities, local businesses, and community organizations.

#### **E. Individual Service Strategy (ISS)**

The Department of Youth Services will use the results of the youth participant's objective assessment to develop the initial ISS for the youth participant. The ISS is an age appropriate, individualized, written plan of short and long-term goals that include career pathways, education and employment goals, involvement in WIOA youth program elements, support services, and incentives. The ISS is a living document and must be updated with each contact to reflect

progress, status, and changes. The ISS must coincide with case notes in AJC and services. For all youth, the ISS will identify the timeframe in which each youth will be expected to complete all activities related to each of the goal(s) specified in the ISS. The ISS will clearly connect the services to be provided to each youth identifying the outcomes to be achieved between WIOA enrollment and exit. The ISS will be reviewed and updated every (90 days) on an on-going basis to document the youth progress, activities completed/program status, changes, benchmarks received, and any other accomplishments throughout enrollment and exit. For more information on ISS please see the YCLWDB Training and Policy and State Policy Chapter 2 Section 300.

## **F. Case Management**

The Department of Youth Services will deliver high quality services that create training and employment opportunities for economic and career success connecting jobseekers with employer-driven job placement. Case Management is the infrastructure for delivering effective services that will facilitate the positive growth and development of youth and the achievement of performance goals. The case management process extends from enrollment through follow-up, with completing the eligibility, assessments, and service strategies. Case Managers are expected to motivate participants and coordinate services and information to prepare youth for post-secondary education opportunities, academic, occupational training opportunities and employment. The Department of Youth Services will engage participants at a meaningful frequency (bi-weekly), driven by needs and career interest and goals, as well as the scope and objectives of the program. The Department of Youth Services will document such engagement appropriately in the participant case files. The Department of Youth Services will have 7 business days to enter data into all local associated data internal management systems. The Department of Youth Services will maintain an even distributed caseload per staff member. All case notes and documents must be kept confidential. Youth Career staff will assist a youth participant in making informed choices and completing the program to include maximizing co-enrollment with partners and providers.

## **G. Access to a Range of Services**

It is required that the WIOA youth 14 program elements be made available to all youth accessing the LWDB services. The YCLWDB prefers the Department of Youth Services offer bundled services to all youth participants. The key is to make services seamless and timely. It is also expected the Department of Youth Services will have staff located in Yuma County and be able to provide services on demand as needed. The Department of Youth Services will have primary responsibility for ensuring that each participant receives the full range of services. Services accessed by a WIOA youth participant will depend upon the needs and goals identified by the participant and Youth Career Staff as documented in the participant's ISS.

## **H. Follow-up Services**

The Department of Youth Services is required to provide 12 months of follow-up services to all participants who have completed (exited) the program. The Department of Youth Services is encouraged to consider the needs and barriers of the program's target population(s) in determining the appropriate levels and types of follow-up services. Follow-up services are critical services to help ensure the youth is successful in employment and/or post-education and training beyond their program completion. Follow-up services will be conducted on a monthly basis to promote job retention, wage gains, and career progress. Support services are available during follow-up for youth. For more information on follow-up services, please see the YCLEDB Follow-Up Services Policy and State Policy Chapter 2 Section 300.

## **I. Department of Youth Services will provide the following services to Out of School Youth in Yuma County including the South and East County areas as described below:**

The Department of Youth Services must ensure that the Youth Program prepares participants to meet education and career goals. The LWDA or program provider must provide:

- Preparation for post-secondary education and training opportunities, including Registered Apprenticeship Programs;
- Strong linkages between academic instruction and occupational education;
- Preparation for unsubsidized employment opportunities along career pathways; and
- Strong connections to employers, including small employers, in-demand industry sectors, and occupations of the local and regional labor markets

The Department of Youth Services must provide Design Framework service. The Department of Youth Services must describe the design framework for youth services and how the required 14 program elements will be provided.

The Department of Youth Services must make 14 Youth program elements available to participants; however, the Department of Youth Services does not have to provide all 14 program elements with WIOA Title I-B funds when resources are leveraged through partner programs that already provide readily available resources. The Department of Youth Services is encouraged to partner with existing local, State, or national entities that can provide program element(s) at no cost to the Department of Youth Services, as described at 20 CFR 61.460(c).

The Department of Youth Services must ensure there is an agreement in place with a partner organization to ensure a program element is offered when a specific element is not offered through WIOA Title I-B youth funds. The Department of Youth Services must ensure the element is closely connected and coordinated with the WIOA Title I-B youth program. The 14 program elements must not be provided to participants prior to eligibility determination. For more information on the Youth program, please see the Youth Program Policy Section 300 and the LWDB Youth policies.

The Department of Youth Services shall provide the program service elements as follows:

<b>Program Element 1: Tutoring, study skills training, instruction, and evidence-based dropout prevention</b>	<b>Department of Youth Services will:</b>
Provide recovery strategies that lead to the completion of the requirements for a secondary school diploma or High School Equivalency (HSE), (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.	The Department of Youth Services provides tutoring services, study skills, and instruction for all ISY and OSY based on the individual needs of participants. The Youth Services Department collaborates with parent/guardians, education institutions, the juvenile justice system, and social services in the community to assist youth complete their educational goal(s). The Youth Services department conducts assessments that identify the areas of academic concern and address causes of poor academic success and/or reasons of dropping out of school,

	<p>disengagement, or learning styles not suited for traditional academic instruction. Youth Specialists work closely with ISY and OSY to identify learning styles and preferences of the learning environment and provide them options that meet their learning needs. Youth Services provide academic counseling to ISY and OSY to assist them in completing a high school diploma or Equivalent or a Post-Secondary Credential. Tutoring opportunities are provided online or in person to meet the needs of our youth. The Youth Services department provides one-on-one tutoring as needed to our participants in a collaboration with the Educational Opportunity Charter High School. Tutoring opportunities are also provided online through an online learning platform, Essential Education.</p>
<p><b>Program Element 2:</b>  <b>Alternative secondary school services, dropout recovery services</b></p>	<p><b>Department of Youth Services will:</b></p>
<p>Assist youth who have struggled in traditional secondary education. Dropout recovery services, such as credit recovery, counseling, and educational plan development, are those that assist youth who have dropped out of school.</p>	<p>Alternative Secondary School services, dropout recovery services are provided to ISY and OSY who have struggled in traditional secondary education. Youth Specialists assist these youth with credit recovery, counseling, and educational plan development to assist them in completing a secondary school diploma. Youth Specialist work closely with Educational Opportunity Charter High School, Student Choice High School, Desert View High School, Portable, Partial Educational Preparation, Vista High School, Adult Literacy Plus, Somerton Adult Education, Arizona Western College among other alternative school options to provide basic educational skills training,</p>

	<p>individualized academic instruction, and English Language Acquisition Training. Youth Specialists work closely with participants to create individual services strategies that describe their unique needs to meet their educational goals and how Youth Services will assist throughout. Youth Specialists provide academic counseling and closely monitor the participants' progress through obtaining their secondary diploma.</p>
<p><b>Program Element 3: Paid and Unpaid Work Experiences</b></p>	<p><b>Department of Youth Services will:</b></p>
<p><b>Paid and Unpaid Work Experiences</b> is a planned, structured learning experience that takes place in a workplace for a limited period of time which includes contextual learning. Work experience may be paid or unpaid, as appropriate. A work experience may take place in the private for-profit sector, the non-profit sector, or the public sector. Work experiences provide the youth participant with opportunities for career exploration and skill development, which may include the following type of work experiences:</p> <ul style="list-style-type: none"> <li>○ Summer employment opportunities and other employment opportunities available throughout the school year;</li> <li>○ Pre-apprenticeship program;</li> <li>○ Internships and job shadowing; and</li> <li>○ On-the-Job Training opportunities.</li> </ul>	<p>Youth Services provides participants work experiences in the career of their interest; Work experiences are centered around careers in demand to enhance the employment opportunities of youth. Youth Services provide career assessments and job shadowing opportunities to assist participants with career exploration and occupational research to support career choice. Work experiences are provided to assist youth with structured learning experience in a career of their interest. Work experiences include academic and educational components that encompass contextual learning. Youth Services provided youth with a customer service workshop addressing specific skills and techniques for the delivery of professional customer service in the work setting along with daily 1:1 instruction on appropriate customer service for their career of interest while participating in work-based learning. Youth Services provide participant work experience in careers in demand and industry clusters in Yuma County. Youth Specialists work with employers in Yuma County in the private, for profit, nonprofit, and/or public sector. Work experience</p>

	opportunities are meant to teach youth about work ethic and develop occupational skills to enhance employment opportunities in a career of interest.
<b>Program Element 4: Occupational Skills Training</b>	<b>Department of Youth Services will:</b>
<p><b>Occupational Skills Training</b>, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in Yuma County. Occupational Skills Training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Such training must:</p> <ul style="list-style-type: none"> <li>a. Be outcome-oriented and focused on an occupational goal specified in the individual service strategy.</li> <li>b. Be of sufficient duration to impart the skills needed to meet the occupational goal; and</li> <li>c. Lead to the attainment of a recognized postsecondary credential.</li> </ul>	<p>Youth Services provide occupational skills training to ISY and OSY youth who are in need of obtaining a recognized credential to obtain the necessary skills to enter employment, maintain employment, and increase advancement opportunities. Using the local and state Eligible Training Provider List, youth are provided consumer choice on the training options. Youth Specialists work closely with training providers and participants to assist in the enrollment of participants in training of their career interest. Youth Specialist work closely with participants, training providers, and instructors to provide the tools, resources, and monitor participant progress through the training to ensure successful completion.</p>
<b>Program Element 5: Education Offered Concurrently with Workforce Preparation Activities and Training</b>	<b>Department of Youth Services will:</b>
<p><b>Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.</b> This element reflects an integrated education and training model and describes how workforce preparation activities, basic academic skills, and hands-on occupational skills training are to be taught within the same time frame and connected to training in a specific occupation, occupational cluster, or career pathway.</p>	<p>Youth Services program will work closely with Arizona Western College, STEDY, Alternative Schools, and Employers to provide educational services offered concurrently with workforce preparation. Arizona Western College offers participants interested in obtaining their High School Equivalency diploma through the College Credit Pathway and are able to earn an industry recognized Workforce Readiness CTE Certificate for a high-demand industry in the local area. The program provides participants with a High School Equivalency Diploma, a college certificate, critical thinking skills, hard and soft skills, with work readiness and</p>

	occupational skills to reinforce linkages of education and employment. Southwest Technical Education District of Yuma is a trade school that provides approved career and technical education (CTE) or "vocational" programs to high school students.
<b>Program Element 6: Leadership Development Opportunities</b>	<b>Department of Youth Services will:</b>
<p><i>Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behavior, as appropriate. This element encourages responsibilities, confidence, employability, self-determination, and other positive social behaviors such as</i></p> <ul style="list-style-type: none"> <li><i>a. Exposure to postsecondary educational possibilities;</i></li> <li><i>b. Community and service-learning projects;</i></li> <li><i>c. Peer-centered activities, including peer mentoring and tutoring;</i></li> <li><i>d. Organizational and teamwork training, including team-leading training;</i></li> <li><i>e. Training in decision-making, including determining priorities and problem-solving;</i></li> <li><i>f. Citizenship training, including life skills training such as parenting and work behavior training;</i></li> <li><i>g. Civic engagement activities which promote the quality of life in a community; and</i></li> <li><i>h. Other leadership activities that place youth in a leadership role such as serving on your leadership committees, such as Standing Youth Committees.</i></li> </ul>	<p>Youth Services offer Leadership opportunities to youth participants interested in exposure to post-secondary education, community service, peer-centered activities, team work, problem-solving, life skills, civic engagement, or interested in participating in a leadership role. Youth Services will work with employers, schools, and non-profit/for-profit organizations to develop leadership opportunities. Youth Services provides youth the opportunity to attend college tours. Youth Service offers volunteer, city/community beautification projects, and civic engagement activities to place youth in place of youth in leadership roles that make a difference in their community. Youth Services in collaboration with the City of Yuma/City of San Luis bring about a mural beautification project for youth interested in leadership activities.</p>
<b>Program Element 7: Supportive Services</b>	<b>Department of Youth Services will:</b>
<p><b>Supportive Services</b> enable an individual to participate in WIOA activities. These services include, but are not limited to, the following:</p> <ul style="list-style-type: none"> <li><b>a.</b> Linkages to community services;</li> <li><b>b.</b> Assistance with transportation;</li> <li><b>c.</b> Assistance with child care and dependent care;</li> <li><b>d.</b> Assistance with housing;</li> <li><b>e.</b> Needs-related payments;</li> <li><b>f.</b> Assistance with educational testing;</li> <li><b>g.</b> Reasonable accommodations for youth with disabilities;</li> <li><b>h.</b> Legal aid services;</li> </ul>	<p>Youth Services provide supportive services on the basis of need when the participant is unable to obtain the supportive service through any other resource or community program. Supportive services are provided to participants with unique financial and employment/training needs. Supportive services are provided to participants who are actively engaged and enrolled in the program to successfully complete an</p>



<ul style="list-style-type: none"> <li>i. Referrals to health care;</li> <li>j. Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;</li> <li>k. Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and</li> <li>l. Payments and fees for employment and training-related applications, tests, and certifications.</li> </ul>	<p>education, training program, or work experience opportunity. Supportive Services may include but are not limited to linkages to community services; Transportation assistance; Child care assistance; Housing and utility bill assistance; Lodging; Equal Opportunity Employer/Program Auxiliary Aids and Services Are Available Upon Request to Individuals with Disabilities. Needs-related payments; Educational testing assistance; Reasonable accommodations for individual with disabilities; Referrals to healthcare; Work related expenses; Training-related assistance including electronic devices; Payment and fees for employment and training-related application, test, and certifications; Reimbursement for cellular or internet service to maintain wireless connection for distance learning and job retention; and Software needed for training related activities or job placement.</p>
<p align="center"><b>Program Element 8: Adult Mentoring</b></p>	<p align="center"><b>Department of Youth Services will:</b></p>
<p>Provide adult mentoring for the period of participation and a subsequence period, for a total of not less than 12 months and may take place both during the program and following exit from the program and be a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee.</p>	<p>Individuals interested in being adult mentors to youth participants must meet the eligibility criteria and require management approval. Youth Services will match a youth to a mentor based on the information provided on the adult mentor application and information on the mentee application. Mentors will provide support, guidance, and information regarding academic, occupational, and leadership opportunities for the period of no less than 12 months. Youth Services will monitor the progress in adult mentoring and provide any support to mentor or mentee.</p>
<p align="center"><b>Program Element 9: Follow-up Activities</b></p>	<p align="center"><b>Department of Youth Services will:</b></p>
<p>Provide 12 months of follow-up services after completion of participation, as appropriate. These are critical services provided following a youth's exit from the program to help ensure the youth is successful in</p>	<p>Follow Up Services are provided to all participants who have been exited from the program to help ensure the youth is successful in employment and/or post-</p>

employment and/or post-secondary education and training. Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise. All youth participants must be offered an opportunity to receive follow-up services that align with their individual service strategies.	secondary education, and training. Follow Up Services are provided for a period of 12 months. Youth Services offers job search assistance, job club, workshops, assists in credential attainment and incentives for achievement of recognized credentials. Follow up services are conducted by phone contacts, correspondence, electronic, and/or in person. Youth Services allows for re-enrollment into the program when it becomes necessary during the follow up period if youth have the ability to benefit from re-enrollment. Youth may decline follow-up services if they choose to do so.
<b>Program Element 10: Comprehensive Guidance and Counseling</b>	<b>Department of Youth Services will:</b>
<i>Assist youth with the referrals to comprehensive guidance and counseling services based on individual needs through the use of various assessments; may include drug and alcohol abuse counseling and referral, as appropriate, individualized counseling to participants.</i>	Comprehensive Guidance and Counseling are provided to youth through referral to local agencies. Comprehensive Guidance and Counseling are provided based on participant need. Comprehensive Guidance and Counseling are provided to youth who are in need for additional help with emotional or personal barriers, alcohol or substance abuse. Youth Services works closely with agencies such as Amberly's Place, Chicanos Por La Causa, Easter Seals Blake Foundation, Horizon Health and Wellness, and Pathways.
<b>Program Element 11: Financial Literacy Education</b>	<b>Department of Youth Services will:</b>
<p><b>Financial literacy education</b> program element may include the following activities:</p> <ul style="list-style-type: none"> <li><b>a.</b> Support the ability of participants to create budgets, initiate checking and savings accounts at banks, and make informed financial decisions;</li> <li><b>b.</b> Support participants in learning how to effectively manage spending, credit, and debt, including student loans, consumer credit, and credit cards;</li> <li><b>c.</b> Teach participants about the significance of credit reports and credit scores; what</li> </ul>	Youth Services provides Financial Literacy opportunities by providing workshops in collaboration with University of Arizona and Western Arizona Council of Governments. Financial Literacy workshops include financial information for money management, budgeting, opening bank accounts, saving, and habits youth can use to increase their financial security.

<p>their rights are regarding their credit and financial information; how to determine the accuracy of a credit report and how to correct inaccuracies; and how to improve or maintain good credit;</p> <ul style="list-style-type: none"> <li><b>d.</b> Support a participant's ability to understand, evaluate, and compare financial products, services, and opportunities and to make informed financial decisions;</li> <li><b>e.</b> Educate participants about identity theft, ways to protect themselves from identify theft, and how to resolve cases of identity theft, and in other ways understand their rights and protections related to personal identity and financial data;</li> <li><b>f.</b> Support activities that address the particular financial literacy needs of non-English speakers, including providing support through the development and distribution of multilingual financial literacy and education materials;</li> <li><b>g.</b> Support activities that address the particular financial literacy needs of youth with disabilities, including connecting them to benefits planning and work incentives counseling;</li> <li><b>h.</b> Provide financial education that is age-appropriate, timely, and provides opportunities to put lessons into practice, such as by access to safe and affordable financial products that enable money management and savings; and</li> <li><b>i.</b> Implement other approaches to help participants gain the knowledge, skills, and confidence to make informed financial decisions that enable them to attain greater financial health and stability by using high quality, age-appropriate, relevant strategies and channels, including, where possible, timely, customized information, guidance, tools, and instruction.</li> </ul>	
<b>Program Element12: Entrepreneurial Skills Training</b>	<b>Department of Youth Services will:</b>
Provide the basics of starting and operating a small business. Such training must develop the skills	Youth Services program provides ISY and OSY Entrepreneurial skills training in collaboration

<p>associated with entrepreneurship. Such skills may include but are not limited to, the ability to:</p> <ul style="list-style-type: none"> <li>a. Take initiative;</li> <li>b. Creatively seek out and identify business opportunities;</li> <li>c. Develop budgets and forecast resource needs;</li> <li>d. Understand various options for acquiring capital and the trade-offs associated with each option, and</li> <li>e. Communicate effectively and market oneself and one's ideas. Approaches to teaching youth entrepreneurial skills may include, but are not limited to: <ul style="list-style-type: none"> <li>1. Entrepreneurship education provides an introduction to the values and basics of starting and running a business. Entrepreneurship education programs often guide youth through the development of a business plan and also may include simulations of business start-up and operation.</li> <li>2. Enterprise development provides supports and services that incubate and help youth develop their own businesses. Enterprise development programs go beyond entrepreneurship education by helping youth access small loans or grants that are needed to begin business operations and by providing more individualized attention to the development of viable business ideas.</li> <li>3. Experiential programs that provide youth with experience in the day-to-day operation of a business. These programs may involve the development of a youth-run business that young people participating in the program work in and manage. Or, they may facilitate placement in apprentice or internship positions with adult entrepreneurs in the community.</li> </ul> </li> </ul>	<p>with Arizona Western College (AWC) Small Business Development Center (SBDC) based on individual need. AWC provides workshops and skills training through workshops with guest speakers who provide information about identifying business opportunities, setting up a business, developing a business plan, and creating marketing strategies. SBDC also offers a self-assessment for those interested in becoming business owners. ISY and OSY are also able to attend an Entrepreneurial skills training workshop through BuildED. BuildED empowers individuals to treat their careers like a business and are able to obtain a credential through the National Association of Entrepreneurship and Business Leadership.</p>
<p><b>Program Element 13: Labor Market and Employment Information Services</b></p>	<p><b>Department of Youth Services will:</b></p>
<p>Provide labor market and employment information about in-demand industry sectors or occupations available in Yuma County, such as career awareness, career counseling, and career exploration services.</p>	<p>Labor Market and Employment Information services are provided to ISY and OSY who seek career awareness, career counseling, and career</p>

<p>Numerous tools and applications that are user-friendly exist, which can be used to provide labor market and career information, as appropriate to each youth. These labor market information (LMI) tools can be used to help youth and young adults to make appropriate decisions about education and careers. LMI identifies in-demand industries, occupations, employment opportunities, and provides knowledge of job market expectations including education and skills requirements and potential earnings.</p>	<p>exploration services. Youth Services program provides youth with an Employability workshop in which youth are assisted in occupational research to explore occupations in their career of interest. Youth are provided labor market information (LMI) tools such as O*NET ONLINE and <a href="http://www.careeronestop.org/">www.careeronestop.org/</a> for career and labor market information that identifies in-demand industries, occupations, employment opportunities, and provides knowledge of job market expectations including education and skills requirements and potential earnings. Youth can also be provided job search assistance and job referral in their career of interest. Youth Services will also use virtual reality simulations that allow youth to experience a variety of different vocations to see if the occupation is a fit for them.</p>
<p><b>Program Element 14: Transition to Post-Secondary Education and Training Activities</b></p>	<p><b>Department of Youth Services will:</b></p>
<p>Post-Secondary preparation and transitions that help youth prepare for and transition to post-secondary education and training. These services include exploring post-secondary education options including technical training schools, community colleges, 4-year colleges and universities, and registered apprenticeship. Additional services include, but are not limited to;</p> <ul style="list-style-type: none"> <li>a. Assisting youth to prepare for SAT/ACT testing;</li> <li>b. Assisting with college admission applications;</li> <li>c. Searching and applying for scholarships and grants;</li> <li>d. Filling out the proper Financial Aid applications and adhering to changing guidelines; and</li> <li>e. Connecting youth to postsecondary education programs.</li> </ul>	<p>Youth Services program provides post-secondary and transition activities to those ISY and OSY who are in need of assistance in preparing for post-secondary education. Youth Services assist youth in exploring post-secondary education options, assisting with college admission, researching and applying for scholarships and grants, applying for financial aid, and assisting youth with obtaining requirements to enter post-secondary training/courses. Youth Services review the Eligible Training Provider List with ISY and OSY of the available training available to them. Youth Services works closely with youth, colleges, training providers, and universities to ensure successful enrollment into post-secondary education.</p>

## **J. Measurable Skills Gains:**

The Department of Youth Services will ensure Measurable Skill Gains is achieved when participants are in education or training programs leading to recognized postsecondary credential or employment as outlined in the measurable skills gains performance measure. For more information on Measurable Skills Gains, please see the YCLWDB Measurable Skills Gains Policy. Section 116 of WIOA establishes performance accountability on measurable skills gain to assess the effectiveness and achieve positive outcomes for individuals served by the Workforce Development Systems, which includes Youth Services. For more information on Measurable Skills Gains, please see YCLWDB's Measurable Skills Gains Policy

## **K. Incentives:**

Incentives may be awarded to WIOA youth participants to motivate, encourage, or congratulate when certain goals and/or activities are completed. WIOA incentives may not be used for recruitment and eligibility determination. The Department of Youth Services is encouraged to provide such incentive awards but must not exceed the limited amounts listed in the policy. For more information on Incentive, please see the Youth Incentive Payment Policy.

## **L. Support Services:**

The Department of Youth Services shall provide supportive services on an on-going basis and as deemed necessary to assist all target populations in overcoming barriers that are hindering self-sufficiency. These services must be available for participants in youth activities and who may need additional assistance, as determined through objective assessment and meet the local eligibility requirements. (i.e., assistance with transportation, work-related attire and equipment, and needs-related payments). For more information on Support Services, please see YCLWDB's Youth Support Service Policy.

## **M. Target Population and Geographic Areas**

The priority target population for Out-of-School Youth must be ages 16-24 that are considered the "hardest to serve". Youth include but are not limited to the following characteristics:

- Not attending any school (as defined under State law)
- Not younger than age 16 or older than age 24
- School Dropout
- A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter.
- A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is
  - Basic Skills Deficient
  - An English language learner – The Department of Youth Services must serve English language learners who are not enrolled or required to be enrolled in school, and are basic skills deficient or lack a secondary diploma.
- An individual who is subject to the juvenile system or adult justice system.
- Homeless Individual
- Runaway Individual
- In foster care or has aged out of the foster care system
- Individual eligible for Social Security assistance
- In and out-of-home placement

- Pregnant or parenting
- Individual with a disability
- A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

The LWDB is committed to creating an environment where everyone benefits from opportunity, mutual respect, and a sense of belonging. Department of Youth Services must ensure that equity, diversity, inclusion and accessibility must be a priority when delivering services across age, gender, race and ethnicity to avoid access gaps to Youths.

#### **Veteran's Priority of Service:**

The Department of Youth Services must ensure that all eligible Veterans are identified at point of entry and given an opportunity to take full advantage of the priority of service. Individuals meeting the eligibility criteria will be afforded priority over individuals who are not Veterans. Additionally, the Department of Youth Services will ensure that all Veterans are made aware of their entitlement to priority of service, the full array of employment, training, and placement services available under priority of services, and any applicable eligibility requirements for those programs and/or services. It is critical for the Department of Youth Services to identify and describe how the targeted population is determined in need of training. In addition, the Department of Youth Services must ensure training is not being provided by mandated partners; the proposed training will benefit the participant, and will contribute to meeting performance measures. Training shall be directly linked to high in demand occupations in the local area.

#### **N. Performance Measures:**

WIOA Section 116 (2) (A) establishes performance accountability measures that apply across the programs to assess the effectiveness of states and local areas in achieving positive outcomes for individuals served by those programs. The Department of Youth Services is required to meet or exceed all six performance measures listed below. This includes the measure on Effectiveness in Serving Employers. Department of Youth Services failing to meet the performance measures after receiving technical guidance will be placed on corrective action or probation.

Below is the chart showing PY2023 Performance Goals negotiated by YCLWDB with the State. For more information on Performance Measure, please see TEGL 10-16 Change 1.

<b>WIOA Youth Performance Measures</b>	<b>Final Negotiated Targets for PY 23</b>
<b>Youth Employed, in education or in Occupation Skills Training 2<sup>nd</sup> quarter after exit</b> The percentages of youth program participation (or participants in non-core programs using the youth indicators) who are in education or training activities, or in unsubsidized employment, during the second quarter after exit from the program;	74.0%
<b>Youth Employed, in education or in Occupation Skills Training 4<sup>th</sup> quarter after exit</b> The percentage of program participants (or participants in non-core programs using the youth indicators) who are in education or training activities, or in unsubsidized employment, during the fourth quarter after exit from the program; and	70.0%

<b>Median Wage</b> The median earning of program participants who are in unsubsidized employment during the second quarter after exit from the program	\$5,044
<b>Youth Credentials</b> The percentage of those participants enrolled in an education or training program (excluding those in (OJT) and customized training) who attained a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program.  A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant also is employed or is enrolled in an education training program leading to a recognized postsecondary credential within one year after exit from the program.	65.0%
<b>Measurable Skills Gain</b> The percentage of program participants who, during the program year, are in an education or training program that lead to a recognized postsecondary credential or employment and who are achieving measurable skills gains toward such a credential or employment.	58.0%

**\*\*\*Performance is subject to change upon the finalized negotiations of DES and DOL. An amendment will be issued until the accepted performance levels are established.**

Department of Youth Services will ensure participant and employer satisfaction through the use of participant and employer feedback and monthly/quarterly reports. The information gained will provide the Department of Youth Services with the opportunity to increase student, employer, and program success and satisfaction. The customer satisfaction survey must be completed by the participant and not the staff. The satisfaction survey must be available electronically and in paper.

## **O. Participant Wages:**

Department of Youth Services will make every effort to place participants in occupations that pay at least \$14.00 an hour.

## **P. Quarter Mark Obligation:**

### **a. Performance Goals:**

Department of Youth Services is responsible for meeting or exceeding the performance goals established in this Scope of Work. The performance goals shall be met as follows:

- 25% of the performance goals are met or exceeded by the end of the first quarter.
- 50% of the performance goals are met or exceeded by the end of the second quarter.
- 75% of the performance goals are met or exceeded by the end of the third quarter.
- 100% of the performance goals are met or exceeded by the end of the fourth quarter.

### **b. Contract Funds:**

Funding authorized under this 2023-2024 \$2,000,000; all of which shall be sourced from WIOA Title I Youth Program funds. **Funds shall be obligated as follows:**

- **25% of funds shall be obligated by the end of the first quarter;**
- **50% of funds shall be obligated by the end of the second quarter;**
- **75% of the fund shall be obligated by the end of the third quarter;**
- **100% of funds shall be obligated by the end of the fourth quarter.**



**If funds are not obligated by quarter mark, justification must be submitted or contract amount may be revised and the amount will be distributed amongst the providers at the discretion of the Yuma County Local Workforce Development Board.**

The following Operational Expenditures funds can **only** be transferred up to a maximum of 10% within the Operational Expense Category:

- Personal Services and Benefits
- Professional Services & Outside Services
- In-State Travel
- Out-of-State Travel
- Other Operating Expense

The following Client Expenditures funds can **only** be transferred up to a maximum of 10% within the Client Expense Category:

- Support Services
- Training
- Internships/WEX
- On the Job Training
- Milestones

**Any transfer of funds requires a contract amendment and the transfer of funds request from must be filled out and approved by the LWDB senior management staff.**

**Note: Funds cannot be transferred between the Operational Expenses and the Client Expense categories.**

<b>Program Year 2023-2024</b>	<b>Projected Service Level Youth</b>
Enrolled	350
Number of ITA's	145
Number of OJT's	10
Number of Work Experience	102

**Q. Case Loads:**

Case managers will be required to carry a caseload of 60 plus participants each.

**R. Reporting Requirement:**

The Department of Youth Services will be required to utilize various data management systems to submit monthly/quarterly reports as outlined in the section below. Department of Youth Services will report monthly to the YCLWDB staff on actual levels of service and performance goals progress. The Department of Youth Services will be required to report program information on a monthly basis. The Department of Youth Services will meet quarterly to review program outcomes and budgets expenditures.

**a. Providers Report (Inconclusive list listed below)**

Monthly	Quarterly
Enrollments	Equal Employment Opportunity (EEO)
Program/Enrollment Information	Americans with Disability Act (ADA)
Exited files within 90 days – Resuming Services	Outreach
Files Transferred (i.e. during participation)	Budget
Career Pathways Provided to participants	Enrollment
Enrollment information for Individualized/Training Services	Referrals
Exited Files – Placement & Credential Information	
Co-enrolled Participants/Partner Agency	
Participant Referral for Dropout Recovery Services	
Budget Information	
Outreach and Recruitment Activities	
Information provided to employers on job opportunities to obtain the vacant jobs listed	
Customized recruitment events and related services provided for employers including targeted job fairs	

**b. Customer Tracking Systems**

The Department of Youth Services will be required to use the various data management systems for provision of all customer and business services. In addition to reporting and tracking customers through the various programs, partners must submit monthly reports that document outcomes on agreed-upon key benchmarks.

The Department of Youth Services will be accountable for the integrity of the data presented and responsible for ensuring that staff is appropriately trained in the use of the systems. The Department of Youth Services will be responsible for developing, implementing, and overseeing processes to collect, manage, and utilize information provided by the system. The Department of Youth Services will ensure all data entry, including case notes are entered into the AJC system within 7 business days.

**c. Client Referral System (CRS)**

The CRS system is the central component for referring customers between partners. The system is an internet-based to ensure that all partners are allowed to utilize the system to improve overall system effectiveness and maximize co-enrollments with partner agencies. The referral process provides timely and effective support that ensures that an appropriate plan of action for clients is initiated and properly tracks the client's referrals to services providers and community partners. The Department of Youth Services will be responsible to follow-up on every referral received and/or referred-out as well as making contact with the referred participants. ***The Department of Youth Services will be required to utilize the YCLWDB data system.***

#### **d. Integrated Services Delivery System (ISDS)**

The ISDS allows the Department of Youth Services to track customer navigation through the system. The database also provides detailed reports of customer visits. It is an important internal support tool that complements the Arizona Job Connection (AJC) System. This shared database greatly reduces the duplication of services. In addition, the ISDS has a user's manual for the ISDS Self-Registration Kiosk via touch screen. The manual explains the features, provides a general overview of the system and establishes the ISDS Self-Registration Kiosk as an *integral* component of the ISDS. The Department of Youth Services will be required to utilize the YCLWDB data system.

#### **S. File Maintenance:**

The Department of Youth Services shall maintain all records pertinent to WIOA Title I youth services grant agreements and contracts, including financial, statistical, property, participant records, and supporting documentation in accordance with Federal and State requirements and the YCLWDB's record retention policies. Electronic case files must include a variety of documentation including, but not limited to; program eligibility, suitability, assessment data, Individual Service Strategy (ISS), regular case notes (entered at least bi-weekly), progress reports, and attendance sheets for individuals receiving training services. Participant's progress and outcomes will be tracked through the Arizona Job Connection. Participant's files are required to be in electronic format.

#### **T. Monitoring and Evaluation:**

The YCLWDB staff is required to evaluate and monitor the Department of Youth Services to verify that customers of WIOA funded programs are receiving the most comprehensive services, to ensure program compliance, and to evaluate the effectiveness of the service strategies. External monitoring and evaluation may also be conducted periodically by the U.S. Department of Labor, State of Arizona, State Workforce Arizona Council, and any other agency that provides funds used by the YCLWDB to contract for services in the area's workforce system.

#### **U. Confidentiality Guidelines:**

- Personally Identifiable Information (PII) and other sensitive information must be protected at all times (TEGL 39-11).
- Maintain confidentiality when accessing or utilizing AJC and maintain computer equipment with compatible software.
- All PII documents must be disposed either by shredding or placed in the locked bin.
- Retain records in compliance with federal and state WIOA requirements 2 CFR 200.333 and the ARIZONA@WORK – Yuma County Records Management and Retention Policy.
- The Department of Youth Services' staff will use the provided computers and/or laptops and must complete the following mandatory Trainings prior to accessing data internal management systems:
  1. CIS001A – Acceptable Use Agreement From
  2. CIS001B – Acceptable Use Agreement Attestation
  3. CIS001 – Kevin Mitnick's Security Awareness

4. DESACP15 – Address Confidentiality Program
  5. DE5502 – WIOA Laws and Regulation
  6. DE5503 – DERS Disability Awareness
  7. DE5113 – AJC NextGen Systems Getting Started
  8. DE5114 – AJC NextGen Systems Search
  9. DE5115 – AJC NextGen Adding Information
  10. DE5116 – AJC NextGen Enrollments
  11. DE5110 – AJC NextGen Title IB-WIOA
- All correspondence, flyers and documents must have the appropriate EEO tag lines.