

## Phoenix Workforce Connection Youth Program

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### **BACKGROUND**

The WIA Youth Program Design and Program Elements include ten service elements plus one local element. The 10 required youth program elements plus one must be available through local programs. However, local programs have the discretion to determine what specific services a youth will receive based upon the youth's objective assessment and individual service strategy. The PWC Youth Initiatives Committee (YIC) has designated ***Job Placement and Retention*** as an additional service element for the PWC Youth Program.

### **POLICY**

Phoenix Workforce Connection (PWC) Youth Programs provide comprehensive, integrated and age appropriate workforce development services. Program elements include a variety of services that focus on the unique needs of local area youth. Utilizing objective assessment(s) to identify needs and the development of an Individual Service Strategy (ISS) to establish planned program outcomes, the participant will engage in one or more of the eleven services elements listed below:

#### **Activity Code 400 - Summer Employment**

Summer employment opportunities are intended to be part of a comprehensive array of services that are linked directly to academic and occupational learning programs. Summer employment is not intended as a stand-alone program and **must** be transitioned into a year-round service strategy. This emphasis upon year round services allows for substantial interventions in the lives of participants to attain meaningful goals of skill attainment, as well as post-secondary education, advanced training and job placement outcomes. Funding for these year-round activities may come from Workforce Investment Act (WIA) funds or combined with resources from partner agencies. The amount of services needed for a participant is determined through assessment and an Individual Service Strategy (ISS). Youth program service providers are encouraged to consider the intensity of the services provided and the needs of the participant in determining the appropriate level of follow-up services.

#### **Activity Code 406 - Tutoring, Basic Skills Training, and Instruction**

Instruction leading to secondary school completion including drop out prevention strategies. The Skill Attainment System assesses youth for deficiencies in basic academic skills and assigns goals to work toward outcomes for the completion of high school or General Education Diploma (GED) programs. Instruction for both younger and older youth is designed to upgrade basic skills necessary to complete educational goals. Training may include remedial reading, writing, and mathematics,

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English for Speakers of other Languages (ESOL), bilingual training, GED preparation, high school diploma preparation, or activities to improve school academic skills.

### **Activity Code 407 - Paid and Unpaid Work Experience (WEX)** (See Section III-B)

WEX is a planned and structured learning activity that takes place in a workplace environment for a limited period of time. WEX may be paid/unpaid, or may be subsidized/unsubsidized. WEX may be assigned in the private for-profit sector and/or non-profit sector, or the public sector.

The purpose of the WEX is to provide the participant with the opportunities for career exploration and skill development. It is designed to enable participants to gain exposure to the working world and its requirements. Participation in work experience activities should help participants acquire the personal attributes, knowledge, and skills needed to obtain and retain a job and advance in employment. Benefit to the employer is not a goal of work experience, although the employer may, in fact benefit from the activities performed by the youth.

The following elements may be included but are not limited in the work experience activities:

- Instruction in employability skills or generic workplace skills such as those identified in the Skill Attainment System
- Exposure to various aspects of an industry
- Progressively more complex tasks
- Internships and job shadowing
- Job Readiness training
- Entrepreneurship
- The integration of basic academic skills into work activities (adult education and literacy activities provided in combination with other programs services)
- WEX activities may be used to obtain work-readiness skills for skill attainment and/or career explorations

### **Activity Code 410 - Leadership Development**

Leadership development services shall be incorporated into program activities and may include the following:

- Exposure to local community college services and other post-secondary educational opportunities
- Community and service learning projects to encourage responsibility and other positive social behaviors during non-school hours.

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- Peer centered activities to develop rapport and friendship with other youth to provide opportunities to understand and accept diversity to include peer mentoring and tutoring.
- Organizational and teamwork training with opportunities to assume leadership roles in the team environment.
- Training in decision-making with an emphasis on establishing priorities in the participant's school, work and personal life.
- Citizenship training to include life skills workshops such as budgeting of resources, effective parenting, etc.
- Employability skills to include training on employer expectations in the workplace.
- Positive social behaviors or soft skills that focus on the importance of maintaining a positive attitude, self esteem building, cultural diversity training and work simulation activities.

### **Activity Code 411 - Adult Mentoring**

Programs that encourage positive relationships with adults to serve as role models and mentors to youth shall be provided to participants enrolled in PWC Youth Programs. The goal of a mentoring relationship is to help the participant retain employment and prepare for future promotional opportunities. Mentoring activities excludes WIA case management. Activities may be work-based or non-work based, depending on the needs of the youth. Mentors shall maintain regular contact with the participant, which may include:

- Tutoring to assist with the completion of educational, occupational and basic skills goals
- Coaching in the areas of work ethics, job specific skills and career development skills
- Guiding participant's progress in achievement of personal and program related goals

### **Activity Code 415 - Alternative Secondary School**

When appropriate, the opportunity to attend an alternate education program must be made available to participants. This may be conducted in or outside of the school system and include Charter Schools that offer alternative formats of strategies or GED preparation classes.

### **Activity Code 416 - Occupational Skills Training (See Section III-C)**

Occupational Skills Training (OST) will be approved by the PWC Youth Program Coordinator and provided by youth program service provider. Training services are designed to equip participants to enter the workforce and retain employment. At a minimum, the participant must be provided individual counseling and career planning

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for the development of an Individual Service Strategy (ISS) before receiving training services. The case file must contain a determination of need for training services, as identified in the ISS must be documented in the youth case record.

OST may include the following activities:

- (1) Classroom OST
  - (2) Work Experience (WEX), which is focused around occupational training rather than work-readiness skills
- Other recommendations for training in the area of positive social behaviors include the following items activities to promote maintaining healthy lifestyles, including being drug and alcohol free, maintaining positive relationships with responsible adults and peers, contributing to the well-being of one's community, voting, being committed to learning and academic success, remaining non-delinquent, postponed and responsible parenting.

### **Activity Code 417 - Comprehensive Guidance and Counseling**

Referrals to counseling and guidance services are based on each participant's objective assessment and ISS and may include but are not limited to the following services:

- Career guidance and vocational counseling
- Drug and alcohol abuse counseling
- Behavioral health
- Case management
- Counseling services exclude WIA case management

### **418, 480-494 Supportive Services Codes (See Section III-A)**

Support services are services necessary to remove barriers to participation in PWC Youth Program activities. Youth program service providers are encouraged to coordinate services with other partner agencies. Examples include but are not limited to the following support services:

- Amounts paid to individuals who are enrolled in a training activity, and who would not be able to participate in the training program without needs-based assistance.
- Referrals to medical, behavioral health, and dental services; however, WIA does not pay for services
- Assistance with professional and other required work attire and work-related tool costs, including such items as eyeglasses and protective gear
- Assistance with childcare and dependent care costs
- Assistance with transportation costs
- Assistance with housing costs

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- Provision of certificates and assistance with testing and licensing costs
- Incentives or needs related payments/stipends consistent with the individual service strategy

**Follow-up Services** (See Section II-H)- All PWC Youth Program participants must receive frequent, systematic follow-up services for not less than 12 months following exit. Youth program service providers should consider the intensity and needs of the participant in determining the appropriate level of follow up services; however, a minimum of one follow-up service per month should be the providers' practice. There are two purposes for conducting follow-up services:

- Tracking, documenting, and reporting for performance outcomes
- Identifying services and activities after placement in a job or enrollment/continuation in an educational program to facilitate retention

Follow-up services for participants may include but are not limited to the following services:

- Transportation
- Child Care or Dependent Care
- Housing
- Referrals to other Community Resources
- Referrals to Medical Services
- Assistance with uniforms or other work attire and work related tools
- Tracking Progress on the Job
- Work related Peer Group Support
- Assistance securing better paying job, career development and further education
- Adult Mentoring
- Assistance with Work Related Problems
- Tutoring
- Leadership Development
- Other services as appropriate

Follow-up services must be entered into VOS on a timely basis (within 45 days) following the end of the quarter.

### **Activity Code 422 - Job Placement and Retention**

Job placement is provided to participants when the ISS goal is employment. Youth providers will utilize other entities in the system to provide sustainable and age-appropriate employment opportunities and ensure that participants remain on their targeted career path.

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Retention services shall be provided to optimize job success. Job performance, punctuality/attendance, and employment related soft skills will be addressed to assist participants retain employment. Youth program service providers will continually evaluate the need for post employment supportive services that may be required to remove barriers to job retention. Employment may be used for work readiness skills 7-12 prior to exit.