How Will You Meet the WIOA Priority to Reach and Serve Out-of-School Youth?

- Streamlined OSY Eligibility
- Service Menu and Program Design
- Work-Based Learning
- Promising Practices: Recruit
- Promising Practices: Serve and Engage
How Will You Meet the WIOA Priority to Reach and Serve Out-of-School Youth?

What’s New in WIOA

Youth Workforce Investment Activities

WIOA Title I, Subtitle B, Chapter 2

USDOL Says:

“Youth services focus will be improved by placing a priority on out of school youth, high school dropout recovery and achievement of recognized postsecondary credentials.

Career pathways and work-based learning will be promoted as leading approaches.”
How Will You Meet the WIOA Priority to Reach and Serve Out-of-School Youth?

Youth Customers and WIOA Eligibility

**In-School Youth:**
- 14 to 21
- AND Attending School
- AND Low-Income
- AND Defined “Barrier”

(“Low Income”, includes “Free/Reduced Lunch” and “Living in High Poverty Area”)

**Out-of-School Youth:**
- 16 to 24
- AND Not Attending Any School
- AND Defined “Barrier”

(Removes income eligibility for most “disconnected” youth)
To be eligible as an out-of-school youth:

- Not younger than age 16 or older than age 24
  
  **AND**
  
- Not attending any school (as defined under State law)
  
  **AND**
  
- One or more of the following (barrier/s):
  
  - A 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
How Will You Meet the WIOA Priority to Reach and Serve Out-of-School Youth?

- A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is—

  **basic skills deficient OR an English language learner**

- An individual subject to juvenile or adult justice system

- A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system...

- An individual who is pregnant or parenting

- A youth who is an individual with a disability

- A low-income individual who requires additional assistance to enter or complete an educational program or secure or hold employment
Streamlined Eligibility for “Disconnected Youth”:

To be an out-of-school youth, you must not be attending any school, be not younger than 16 or older than 24, and have at least one “barrier”

Only two of the potential “barriers” require income eligibility:

(1) Those with a high school diploma or GED and are basic skills deficient or an English language learner

(2) An individual “who requires additional assistance” for education or employment

If the out-of-school youth have any of the other listed “barriers”, they do not have to be low-income.
### NPRM Youth Eligibility: “School”

<table>
<thead>
<tr>
<th><strong>§ 681.230:</strong> “Not attending or attending any school?”</th>
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<tr>
<td>“Does not consider providers of Adult Education, YouthBuild programs, and Job Corps programs to be schools.”</td>
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<tr>
<th><strong>§ 681.220:</strong> “Who is an in-school youth?”</th>
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<tr>
<td>“Attending School (as defined by State Law)...including secondary and post-secondary school”</td>
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<th><strong>§ 681.240</strong> “Attending alternative schools?”</th>
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<tr>
<td>“A youth attending an alternative school at the time of enrollment is not a dropout.”</td>
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NPRM § 681.290: Definition of “Basic Skills Deficient”

“How English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test

*or*

Are unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society.”

“The State or Local Board must establish its policy on (the second definition) in its respective State or local plan.”

“In assessing basic skills, local programs must use assessment instruments that are valid and appropriate for the target population, and must provide reasonable accommodation in the assessment process, if necessary, for people with disabilities.”
How Will You Meet the WIOA Priority to Reach and Serve Out-of-School Youth?

NPRM § 681.300:
“Define ‘requires additional assistance to complete an educational program or to secure and hold employment’?”

“Either the State or the local level may establish definitions and eligibility documentation requirements for the ‘requires additional assistance to complete an educational program, or to secure and hold employment’...In cases where the State Board does not establish a policy, the Local Board must establish a policy in their local plan if using this criterion.”

NPRM § 681.260:
“How does the Department define “high poverty area” for the purposes of the special rule for low-income youth in WIOA?

A youth who lives in a high poverty area is automatically considered to be a low-income individual. A high-poverty area is a Census tract, contiguous Census tracts...or county that has a poverty rate of at least 30%...using American Community Survey.”
**OSY Eligibility: Documentation and Data Validation**

- What Will Be Required? (Awaiting USDOL Guidance/TEGL)
- When Will Self-Attestation and Case Notes Be Permitted?
- When Will the Burden Be on the Program and Not the OSY?

- Use the Eligibility “Barrier” that Is Easiest to Document
- Realize “Barriers” Potentially Adjust Performance Targets
- Don’t Use the Past as the Prologue to the Future

**Eligibility Is Not Streamlined...**
**If Difficult, Burdensome Documentation Is Required**
### What’s New in WIOA

### Youth Customer and Service Priorities

#### At Least 75% of Funds Expended on Out-of-School Youth (30% in WIA)

Current Percentage Using New Definitions as Baseline; Transition Strategy if Cannot Meet in PY 2015

#### New WIOA Priority on Work-Based Learning:

At Least 20% of Funds

Work experiences such as summer jobs, pre-apprenticeship training, OJT, and internships that have academic and occupational education as a component
USDOL TEGL 23-14: Transitioning to the 75% OSY Requirement

✓ “If (states and local areas) cannot meet the 75% requirement for their 2015 funds, they must demonstrate progress towards meeting the...minimum expenditure rate through increased expenditures on OSY compared to the previous year.

✓ “The increased expenditures must be a minimum increase of 10% compared to the previous year and no lower than a 50% OSY expenditure rate.”

✓ “They...must be prepared to describe how they will achieve the 75 percent OSY expenditure rate with PY 2016 funds and describe concrete steps taken to comply...and strategies the state and local areas are taking to secure contractors, solidify partnerships, and transition from a focus on ISY to OSY.”
USDOL NPRM Preamble:

“Under WIOA, work experience becomes the most important of the program elements.”

NPRM § 681.590: What is the work experience priority?

“Local youth programs must expend not less than 20 percent of the funds allocated to them to provide in-school youth and out-of-school youth with paid and unpaid work experiences... that have academic and occupational education as a component of the work experience”

The 20% Requirement Started on July 1, 2015!
NPRM § 681.600: What Are Work Experiences

“...work experiences are a planned, structured learning experience that takes place in a workplace for a limited period of time.

Work experience may be paid or unpaid, as appropriate.

An internship or work experience may be arranged within the private for profit sector, the non-profit sector, or the public sector.

Labor standards apply in any work experience setting where an employee/employer relationship, as defined by the Fair Labor Standards Act, exists.”

Work experiences provide the youth participant with opportunities for career exploration and skill development.

Work experiences must include academic and occupational education.
Types of Youth Work Experiences:

- Summer employment opportunities and other employment opportunities available throughout the school year
- Pre-apprenticeship programs
- Internships and job shadowing
- On-the-job training opportunities (as defined in WIOA)

Program Design Questions:

Who is Responsible for Engaging Employers to Provide The Work Experience Opportunities?

If a Shared Responsibility, Who Does What, When, How?
### Required Program Elements *(New in WIOA in Italics)*

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 individuals with disabilities)* or for a recognized postsecondary credential.

2. **Alternative secondary school** services, or dropout recovery services.

3. **Paid and unpaid work experiences** that have as a component academic and occupational education, which may include—summer employment opportunities and other employment opportunities available throughout the school year; pre-apprenticeship programs; internships and job shadowing; OJT.

4. **Occupational skill training**, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations.

5. **Education offered concurrently with and in the same context as workforce preparation** activities and training for a specific occupation or cluster.
6. **Leadership development opportunities**, which may include community service and peer-centered activities

7. **Supportive services**

8. **Adult mentoring** for the period of participation and a subsequent period, for a total of not less than 12 months

9. **Follow-up services** for not less than 12 months after participation

10. **Comprehensive guidance and counseling**, which may include drug and alcohol abuse counseling and referral, as appropriate

11. **Financial literacy education**

12. **Entrepreneurial skills training**

13. **Labor market and employment information** about in-demand industry sectors or occupations such as career awareness, career counseling, career exploration

14. **Preparation for and transition to postsecondary education** and training
Continuous Engagement

NPRM § 681.450:

For how long must a local Workforce Innovation and Opportunity Act youth program serve a participant?

“Local youth programs must provide service to a participant for the amount of time necessary to ensure successful preparation to enter post-secondary education and/or unsubsidized employment.

While there is no minimum or maximum time a youth can participate in the WIOA youth program, programs must link participation to the individual service strategy and not the timing of youth service provider contracts or program years.”

A Recruitment Challenge and Continuous Engagement Challenge
**Promising Practices:**

Recruiting WIOA Youth and Young Adults

- **Recruit in Pairs**  
  (Always Ask: Who Else Do You Know?)
- **Develop a Peer Recruitment Team**  
  (A Paid “Work Experience”)
- **Tap Robust Social Media**  
  (Seek “Friends” and Have “Followers”)
- **Put Boots on the Ground: Go Where Youth Go**  
  (Convenience Stores, Skate Parks, Tattoo Parlors, Malls)
- **Target “High Poverty” Areas**  
  (Posters Still Work...for Youth, Parents, and Grandparents)
How Will You Meet the WIOA Priority to Reach and Serve Out-of-School Youth?

Recruiting WIOA Youth and Young Adults

✓ Link to Community Agencies
   (Target Those With Most Appropriate Referrals)

✓ Link to the Voc Rehab, Adult Ed, and TANF Partners
   (Co-Enroll and Partner to Serve)

✓ Link to One-Stop Centers
   (Young Adults Come to One-Stop Centers, Too)

What Has Worked For You?

Where Do Your Current Program Customers Come From?

Which Recruitment Strategy Leads to the Best Outcomes?
**Youth Program Partnerships…**

“How Local Boards must ensure appropriate links to entities that will foster the participation of eligible local area youth:

- Local area justice and law enforcement officials
- Local public housing authorities
- Local education agencies
- Local human service agencies
- WIOA title II adult education providers
- Local disability-serving agencies and providers and health and mental health providers
- Job Corps representatives
- Representatives of other area youth initiatives, such as YouthBuild...other public and private youth initiatives.”
How Will You Meet the WIOA Priority to Reach and Serve Out-of-School Youth?

NPRM § 681.430:
May youth participate in both the WIOA youth and adult programs concurrently?

“Yes, individuals who meet the respective program eligibility requirements may participate in adult and youth programs concurrently. Individuals who meet the respective program eligibility requirements for WIOA youth title I and title II (Adult Education) may participate in title I youth and title II concurrently.”

NPRM § 681.700:
“Local Boards must either collocate WIOA youth program staff at one-stop centers and/or ensure one-stop centers and staff are equipped to advise youth to increase youth access to services and connect youth to the program that best aligns with their needs.”
Promising Practices:
Youth Program Design

✔ OSY Ages 16 to 24: Youth and Young Adults
(Big Age Span: Program Services and Strategies Vary)

✔ Seek Speed, Concurrence, and Variety in Services
(Capture Youth Preferences for Continuous Engagement)

✔ Emphasize and Provide Work Opportunities
(Use Jobs as Lure, Incentive, and Reward)

✔ Provide Longer, Intensive, Comprehensive Services
(75% of Funds, Not 75% of Participants)

What Has Worked For You?
How Will You Meet the WIOA Priority to Reach and Serve Out-of-School Youth?

The OSY Program Process Map

Generate an Inquiry

First Visit

Subsequent Pre-Enrollment Visit/s

Enroll

Serve

Positive Exit

Follow-Up Services

Initial Engagement...The First Step to Continuous Engagement!

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### Data to Inform Improvement of the OSY Program Process

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<th>Question</th>
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<tr>
<td>Which Recruitment Methods Are Most Likely to Generate OSY Who Are Eligible, Enrolled, and Positively Exit?</td>
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<tr>
<td>What Percentage of All Inquirers Convert to Enrollment?</td>
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<tr>
<td>How Many Must Inquire for One to Successfully Exit?</td>
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<tr>
<td>Where in the Process Are You Most Likely to Lose Them?</td>
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<td>How Many Visits Does It Take to Be Enrolled?</td>
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<td>What is Your Conversion Ratio from First to Second Visit?</td>
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<tr>
<td>How Many Visits Before First Tangible Service?</td>
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### Turning First Dates Into Second Dates!

- Do I leave more hopeful than when I arrived?
- Do I feel like I got something valuable?
- Do I think there is a good reason to come back?
- Do I want to see this person again?

### Anchoring Commitment for the Second Date:

- ✔ Plan It
- ✔ Promote It
- ✔ Schedule It
- ✔ Say It
- ✔ Write It
- ✔ Personalize It
What Do You Do
When the Customer Doesn’t Show for the Second Date? (...or the Third Date...or the Fourth Date?)

✔ Search and rescue: immediately!
✔ Follow-up contact is not just a clerical task
✔ Don’t assume s/he does not want: Not a “test of motivation”
  ✔ Don’t embarrass; show empathy
✔ Re-initiate service process quickly
✔ Ask what’ll make it work this time

Expect: Cycling In...Cycling Out...Cycling In...
How Will You Meet the WIOA Priority to Reach and Serve Out-of-School Youth?

Take-Aways! Best Bets! Next Steps!