

Youth Program Service Design and Framework – WIOA Policy

Effective Date: 07/01/2020

Duration: Indefinite

PURPOSE: The Youth Program Service Design and Framework policy outline the required program framework for youth programs funded in whole or in part under Title I of WIOA. Funds allocated to the NETLWDA for eligible youth will include programs that provide assessments and develop service strategies linked to indicators of performance. These programs will also provide activities leading to the attainment of a secondary school diploma, preparation for postsecondary 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 participants develop essential skills that are best learned on the job
- Implement progressive levels of education and training approaches that will help individuals with higher skill levels and experience earn marketable credentials
- Provide continued support services to individuals who need them to participate and succeed in work investment and training activities

Definitions:

1. **School** – any secondary or post-secondary school as defined by the applicable State law (TCA 9-6-301 and 49-7-2001-2003) for secondary and postsecondary institutions (20 CFR 681.230). For purposes of WIOA, the Department does not consider providers of Adult Education under Title II of WIOA, YouthBuild programs, the Job Corps program, high school equivalency programs, or dropout re-engagement programs to be schools(20 CFR 681.230). In all cases except the one provided below, WIOA youth programs may consider a youth to be an OSY for purposes of WIOA youth program eligibility if he or she attends Adult Education provided under Title II of WIOA, YouthBuild, Job Corps, high school equivalency programs, or dropout re-engagement programs regardless of the funding source of those programs. Youth attending high school equivalency programs funded by the public K-12 school system who are classified by the school system as still enrolled in school are an exception. They are considered ISY.
2. **Attending School** – An individual is considered to be attending school if the individual is enrolled in a secondary or registered for credit-bearing courses at a post-secondary school/institution. Such schools/institutions include, but are not limited to: TCATs, community

colleges, 4-year college/university, traditional K-12 public and private, and alternative (e.g., continuation, magnet, and charter) schools.

3. **Not attending School** – is an individual who is not attending a secondary or post-secondary school (WIOA Section 129[a][1][B]). An individual who is enrolled in Adult Education, Youth Build, or Job Corps is not considered to be attending school (Final Rule 681.230-32).
4. **Alternative School** – is a type of school designed to achieve grade-level (K-12) standards and to meet student needs (Education Code EDC Section 58500). Examples of alternative schools include, but are not limited to: continuation, magnet, and charter schools. If the youth participant is attending an alternative school at the time of enrollment, the participant is considered to be in-school.

Youth and Young Adult Policy and Processes/Procedures:

l) **WIOA Title I Youth Participant Eligibility:** WIOA establishes separate criteria for Out-Of-School Youth (OSY) and In-School Youth (ISY). Please reference all USDOL and TDLWD source documentation guidance.

1. **An Out-Of-School Youth** is defined as an individual who is:
 - A. Not attending any school at the time of enrollment;
 - B. Not younger than 16 or older than 24 at the time of enrollment (participants may continue to receive services beyond the age of 24 once they are enrolled in the program 20 CFR 681.210); and
 - C. Meets one or more of the following conditions:
 - i. School dropout;
 - ii. Within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter. School year calendar is based on how a local school district defines its school year quarters;
 - iii. Recipient of a secondary school diploma or its recognized equivalent who is low-income and basic skills deficient or an English language learner;
 - iv. An offender who has been subject to any stage of the criminal justice process;
 - v. A homeless individual, aged 16 to 24 who meets the criteria defined in Violence Against Women Act of 1994 Section 41403(6), a homeless child or youth aged 16 to 24 who meets the criteria defined in of the McKinney Vento Homeless Assistance Act Section 725(2), or who is a runaway;
 - vi. An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care of kinship guardianship or adoption, a child eligible for assistance under Social Security Act (42 USC 677), or in an out-of-home placement;
 - vii. Pregnant or parenting;
 - viii. An individual with a disability;
 - ix. Low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment (WIOA Section 3[46] and WIOA Section 129[a][1][B]). Youth participants are defined as requiring additional assistance to enter or complete an educational program or to secure and hold employment that meet one or more of the following criteria.

OSY Additional Assistance Criteria:

- a. Has dropped out of a post-secondary educational program during the past 12 calendar months;
- b. Has a poor work history, to include no work history, or has been fired from a job in the last 6 calendar months;
- c. Has been suspended from school at least within the last 12 calendar months;

- d. Has below average grades;
- e. Has been previously placed in out-of-home care (foster care, a group home, or kinship care) for more than 6 months and is between the ages of 16-24; or
- f. Currently has incarcerated parent(s) or guardian.

2. An In-School Youth is defined as an individual who is:

- A. Attending school at the time of enrollment (TEGL 21-16)
 - i. If the youth is enrolled in the WIOA summer youth program during the summer and is in between school years, the youth is considered ISY if they are enrolled to continue school in the fall;
 - ii. If a youth is enrolled in the youth program between high school graduation and postsecondary education, the youth is considered an ISY if they are registered for postsecondary credit-bearing courses, even if they have not yet begun postsecondary classes at the time of enrollment;
 - iii. If the youth does not follow through with attending postsecondary education, then such a youth would be considered an OSY if the eligibility determination is made after the point that the youth decided not to attend secondary education;
 - iv. Postsecondary classes must be credit-bearing classes. An individual attending non-credit-bearing post-secondary classes (remedial courses) are to be considered out-of-school.
- B. Not under the age of 14 or (unless an individual with a disability who is attending school under State law) older than 21 at the time of enrollment;
- C. Low-income; **and**
- D. Meets one or more of the following conditions:
 - i. Basic skills deficient;
 - ii. An English language learner;
 - iii. An offender who has been subject to any stage of the criminal justice process;
 - iv. A homeless individual, aged 14 to 21, who meets the criteria defined in the Violence Against Women Act of 1994 Section 41403(6), a homeless child or youth aged 14 to 21 who meets the criteria defined in the McKinney Vento Homeless Assistance Act Section 725(2), or a runaway;
 - v. An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care or kinship guardianship or adoption, a child eligible for assistance under Social Security Act (42 USC 677) or in an out-of-home placement;
 - vi. Pregnant or parenting;
 - vii. An individual with a disability;
 - a. Youth with disabilities who have an Individualized Education Program/Plan may be enrolled as ISY after the age of 21. TCA 0520-01-11-04 includes the factors used to determine eligibility for youth with disabilities enrolled in ISY after the age of 21.
 - b. Terms of the Dept. of Education Individualized Education Account/Plan: For purposes of continuity of educational attainment, a student who enrolls in the program shall remain eligible until the participating student meets one of the following, whichever occurs first:
 - i. Enrolls full-time in a public school in the LEA in which the parent or student who has attained the age of majority resides;
 - ii. Graduates from high school. The student may continue in the program until such time as he or she receives a high school diploma, or receives a passing score on all subtests of the GED

- or HiSET. Certificates of attendance do not constitute graduation from high school for the purposes of this program, or
- iii. Reaches twenty-two (22) years of age. The student may complete the school year in which he or she reaches the age of twenty-two (22), provided a student shall not be enrolled in the program past August 15 of the next school year after they have reached twenty-two (22) years of age.
 - viii. Requires additional assistance to complete an educational program or to secure or hold employment. Youth participants are defined as requiring additional assistance to enter or complete an educational program or to secure and hold employment that meet one or more of the following criteria.

ISY Additional Assistance Criteria:

- a. Has poor attendance patterns in an educational program during the last 12 months;
- b. Has been expelled from school within the last 12 calendar months;
- c. Has been suspended from school at least within the last 12 calendar months;
- d. Has below average grades;
- e. Has been previously placed in out-of-home care (foster care, group home or kinship care) for more than 6 months and is between the ages of 14-21; or
- f. Has currently incarcerated parent(s) or guardian.

II) **Documentation for Participant Eligibility:** Documentation is necessary to support WIOA Title I Youth Eligibility. Local areas must verify and confirm that youth are eligible to participate in WIOA youth services through an examination of documents in accordance with ongoing USDOL and TDLWD guidance. Documentation should be stored electronically by uploading the documents into the participant's file in Jobs4TN, and documentation must be available to program and fiscal monitors, and auditors for monitoring purposes. See Youth Eligibility Criteria and Documentation, Attachment A of the Workforce Services Policy, Youth Eligibility, TN WIOA 18-5.

III) **Low-Income Youth** is one who:

- a. Receives or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through the Supplemental Nutrition Assistance Program (SNAP), the Supplemental Security Income Program established under Title XVI of the Social Security Act, or State or local income-based public assistance;
- b. Is in a family with total income that does not exceed the higher of
 - i. The poverty line or
 - ii. 70 percent of the lower living standard income level
 - iii. For additional guidance, see USDOL and TDLWD Low Income Guidelines policy;
- c. A homeless individual;
- d. Receives or is eligible to receive free or reduced price lunch;
- e. A foster child on behalf of whom State or local government payments are made;
- f. An individual with a disability whose own income meets the low-income level for eligibility purposes;
- g. Youth who reside in a High Poverty Area, see TEGL 21-16 for additional information.

IV) **5% Low Income Limitation and Exception:** As described in WIOA 20 CFR 681.250(c), WIOA allows a low-income exception where five (5) percent of WIOA youth may be participants who ordinarily would be required to be low-income for eligibility purposes and meet all other eligibility criteria for WIOA youth except the low-income criteria. A program must calculate the five percent based on the percent of newly enrolled youth in the local area's WIOA youth program in a given program year who would ordinarily be required to meet the low-income criteria. It is not based on all youth since many of the OSY categories do not require low-income status. Because not all OSY are required to be low-income, the five percent low-income exception under WIOA is calculated based on the five percent of youth enrolled in a given program year who would not ordinarily be required to meet the low-income criteria. Refer to TEGL 21-16 for additional information.

V) **5% Additional Assistance Barrier Limitation for ISY:** WIOA Section 129(a)(3)(B) states that in each local area, not more than five (5) percent of the ISY assisted may be eligible based on paragraph (1)(C)(iv)(VII), which refers to the barrier for an ISY who requires additional assistance to complete an educational program or to secure or hold employment. States and local areas must ensure that in a given program year, no more than 5 percent of ISY enrolled in the program year are eligible only based on the 'additional assistance' criterion. The 5% limitation criterion for additional assistance only applies to ISY.

VI) **Selective Service Registration Requirements for Males Under Age 26:** Before being enrolled in WIAO Title I funded services, all males who are not registered with the Selective Services and have not reached their 26th birthday must register through the Selective Service website at www.sss.gov. If a male turns 18 while participating in any applicable services, registration with Selective Service must be completed no later than 30 days after he becomes 18 in order to continue to receive WIOA Title I funded services. If a man under the age of 26 refuses to register with Selective Service, WIOA Title I funded programs must be suspended until he registers. For transgender customers, compliance with selective service is predicated on the individual's gender as assigned at birth/as recorded on a birth certificate.

I. Program Design:

Program design is an essential element to assist youth service providers to develop comprehensive service strategies based upon an individual needs. Youth programs in the NETLWDA will develop intensive outreach efforts to non-profits, community groups, faith-based agencies, schools, and other support agencies who can provide youth services. Access points will be developed in high school libraries with staff trained to assist youth in accessing all available services. Outreach programs will be implemented that will target populations with barriers to employment (including, but not limited to, offenders, homeless individuals, basic skills deficient, English language learners, individuals aging out of foster care, pregnant or parenting individuals, and persons with disabilities, according to 20 CFR 681.210-681.220. Monitoring will occur through the TDLWD monitoring process, including, but not limited to, PAR monitoring, youth tours, and onsite technical assistance visits.

II. Framework:

A. Intake:

An Orientation process will be provided to each potential eligible youth participant. Orientation will include information on the services that are available within the WIOA Title I youth program and the One-Stop Service Delivery system in the local 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

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 as appropriate.

B. Assessments:

Assessment is a process that identifies service needs. An objective assessment will be administered to all eligible youth. The WIOA youth program design requires an objective assessment of academic levels, goals, interests, skills 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 will be entered into Jobs4TN. (WIOA Sec. 129(c)(1)(B), 20 CFR 681.290, 20 CFR 681.420, TEGL 21-16)

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 participant. An ISS will 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 will be specific, measurable, achievable, relevant, and timely and align to the interests and career pathway identified in the objective assessment. A new service strategy for a 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 participant under another education training program. (WIOA sec. 129(c)(1)(B))

D. Career Coaching:

Case management is more 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 individual in pursuing their career pathway component. Youth programs will 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 will be incorporated throughout the program design. The assigned Title I Career Specialist will follow the progress of each youth participant from enrollment to program exit, including follow-up services.

Documentation of all services and activities will be recorded on the youth participant's ISS and in Jobs4TN. The NETLWDB requires that Title I Career Specialist will, at a minimum, contact youth participants on a monthly basis. Case notes, at minimum, will reflect who was assisted, why, when and where the contact occurred and will be entered promptly with detailed information. Recording case notes is critical because it weaves each service element into the comprehensive service plan. Case notes, at minimum, will reflect who was assisted, why, when and where contact occurred in and will be entered in a timely manner with detailed information.

E. Support Services:

Youth programs will provide supportive services to eligible youth participants that are necessary to enable an individual to participate in youth activities authorized under Title I of WIOA.

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 will establish and implement procedures to ensure that follow-up services are conducted and documented in Jobs4TN.

1. Follow-up services will include more than only a contact attempted or made for securing documentation to report a performance outcome. Local programs will have policies in place to establish how to document and record when a participant cannot be located or contacted. At the time of enrollment, youth will 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 will be documented in 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 postsecondary education and training

III. Procurement for Local Youth Programs:

The NETLWDA will adhere to the TDLWD Workforce Services procurement policy that outlines competitive procurement through a request for proposal (RFP) process.

The NETLWDB will identify eligible youth providers for the NETLWDA by awarding grants or contracts on a competitive basis based on the recommendation of the youth standing committee. Youth standing committee members will 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 interests in common.

When awarding grants or contracts to youth service providers, the NETLWDB will follow, at minimum, the following criteria:

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

The NETLWDB ensures that the following activities are addressed in contracts between local areas and the contracted service provider:

- The required services that will be delivered to youth, according to WIOA Section 129(c)(2)

- How those services will be provided, including detailed service delivery plans that specifically address the 14 design framework services, as outlined in 20 CFR 681.420

Additionally, contracts between the NETLWDB and the contracted service provider will also include assurances that service delivery will be based upon the following program components:

- 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; and
- Employment services

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, as outlined in WIOA Section 123:

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, as appropriate
3. Paid and unpaid work experiences (WEX) that have an academic and occupational education component. Local boards will ensure that the academic and occupational components are being met with each work experience. WEX can include:
 - Summer employment opportunities and other employment opportunities available throughout the school year;
 - Pre-apprenticeship programs;
 - Internships and job shadowing; and
 - On-the-Job training opportunities
4. Occupational skills training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupation in the local area involved
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 (as appropriate)
7. Supportive services
8. Adult mentoring for the period of participation and a subsequent period, for a minimum total of 12 months
9. Follow-up services, for a minimum of 12 months, after the completion of participation (as appropriate)
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 in the local area, such as career awareness, career counseling, and career exploration services

13. Activities that help youth prepare for and transition to postsecondary education and training
14. Education offered concurrently with, and in the same context as, workforce preparation activities and training for a specific occupation or occupational cluster

CONTACT: Questions concerning the above may be addressed to Kathy Pierce, Executive Director of the NETLWDB at kpierce@ab-t.org.

This policy will remain in effect until amended, modified, or set aside by the Northeast Tennessee Local Workforce Development Board.

APPROVED:



Mike Horton
NETLWDB Chair