

Youth Services

Through the Workforce Investment Act (WIA)

(A General Overview Which May Vary Depending on Region and Funding Levels)

One Stop Information Services (younger youth 14-18 and older youth 19-21):

Career information, education and training programs are available to all youth using the One-Stop Centers as a resource for information. Job listings, hiring criteria and individual referrals are made available to all youth using the One-Stop Centers either through information provided by staff at each center on a personal basis or electronically. Local and statewide job listings are accessible through the Employ Florida Marketplace at <http://www.employflorida.com/>. Placement assistance will be in conjunction with follow-up services to assist youth in maintaining employment if they are placed in jobs at the beginning of service delivery through the One-Stop Centers. The goal for youth 18 years of age and older is early job placement for those who have employable skills and are job ready can be placed in jobs at this level. Services at this level may include:

- Outreach and recruitment
- Registration, orientation and eligibility determination
- Objective assessment to provided to review the academic and occupational skill level, as well as the service needs
- Comprehensive strategy for youth in year-round activities
- Job search assistance
- Local demand occupational information
- Employment statistics for the labor market areas
- Performance and cost information
- Links to alternative secondary school services
- Referrals to appropriate training and educational programs
- Summer job/academic learning opportunities
- Follow-up services

Registration, Orientation, and Eligibility Determination – Youth who do not obtain employment and are determined to be in need of WIA services are referred for registration in the Workforce Investment Act program. This process includes the collection of information about the youth, detailed information given to the youth regarding services available and determination of eligibility. If occupational skills training is required for successful entry into employment, information on which he/she can make an informed decision concerning their future training endeavors will be provided. Eligibility and suitability for training programs will also be determined.

Objective Assessment – Each youth is assessed to determine basic academic skill levels and service needs. Assessment services may be accomplished through interviewing to determine each participant's employability, aptitudes, abilities, and interests and to

develop an individual service strategy to achieve the participant's employment and related goals.

Comprehensive Strategy for Youth in Year-Round Activities – The statewide service plan detailing programs and activities to serve youth throughout the year has been developed and is available to any interested person. Additionally, descriptions of youth programs are also available to anyone through each Regional Workforce Board's website. All activities and services offered are competency-based and goal-oriented. This approach to service delivery is a type of follow through process for youth that will assist them in setting and accomplishing goals.

Job search assistance - These services are available to all youth entering the One-Stop Centers to help them use available resources for job search, making application for and obtaining a job. The internet-based computer systems in One Stop Resource centers are used in for job search. Youth have access to computers, tutorials, resume writing software, job search workshops, job readiness/interviewing techniques, videos and other equipment that will assist them in preparing resumes, portfolios, etc. Staff is on-site to assist youth on an individual basis to ensure a successful job experience. Local newspapers are received and used as a referral source for job openings. Career and job fairs, community involvement, and Internet information are other resources for youth.

Local demand occupational information – This information is made available to youth on local jobs that meet the state's definition of in-demand. Up-to-date Demand Occupation Lists for the state and by County local Counties for the current year and occupational demand projection for the next five years are also available. The projections of the Occupational Forecasting Conference are used as the primary source for the demand occupations.

Links to alternative secondary school services – Information and individual referrals to alternative educational centers are made available to age appropriate youth being served by the One-Stop Centers. If the youth meets the eligibility requirements for the Workforce Investment Act (WIA) the region may sponsor the youth by paying for tuition, books and other educational costs if these funds are not available through other sources. For those that do not meet these requirements, suitable referrals for additional assessment and referrals to other appropriate training programs are made.

Summer jobs/academic learning opportunities - These programs provide linkages to academic, job shadowing, career exploration opportunities, and occupational skills training as part of the menu of services for youth. Service providers have developed strategies to integrate youth participation and training needs into year round programs. Work Experience may be offered as part of the summer employment opportunities; participants are paid minimum wage and/or a stipend for meeting program criteria, i.e., participation, attendance, performance, etc. Due to funding reductions summer employment may be limited to referral for job placement with private businesses.

Comprehensive Objective Assessment Services:

Intensive objective assessment services target age appropriate (18 year and older) youth who are unemployed and are unable to obtain employment on their own. Activities may include:

- Development of Individual Service Strategy (ISS) including employment goals
- Tutoring, study skills training and instruction
- Leadership development skills
- Adult mentoring
- Comprehensive guidance, counseling and career planning
- In-depth interviewing and evaluation to determine barriers
- Diagnostic testing and other assessment tools

Development of Individual Service Strategy (ISS) including employment goals will serve as the framework upon which all pertinent facts and referrals are compiled, including objectives, services provided and will reduce duplication of effort and referral time for both the youth and staff.

Tutoring, study skills training, and instruction leading to secondary school completion including dropout prevention programs may be made available for age appropriate youth seeking assistance in reaching their academic goals.

Leadership development skills training may be available for age appropriate youth by exposure to post-secondary educational opportunities, peer-centered activities, training in teamwork, training in decision-making, life skills training, employability skills, and soft skills training.

Adult mentoring may be available for youth that may occur both during and after program participation. This program is intended to provide support, assistance, and encouragement in achieving occupational and specific training goals.

Comprehensive guidance and counseling may be available for youth including referrals for drug and alcohol abuse counseling as appropriate to the needs of the individual youth. Referrals for age appropriate youth may be made to student services offices that are located on-site of the providers for career counseling if additional assistance is needed in career guidance.

In-depth interviewing and evaluation to determine barriers is available for youth to assist in the planning and goal setting for the participant. More concentrated interviewing techniques will be utilized as well as intensive planning with the participant to determine other barriers that negatively affect the participants' employment or training needs.

Diagnostic testing and other assessments are available to youth that are in need of further

assessment to assist in reaching the goal of employment and training.

Training Services:

Training services may be available to age appropriate youth who have met the eligibility requirements. The One-Stop operators determine the enrollments in training services provided through the One-Stop Centers or on a referral basis to educational institutions including one or more of the following services depending on participant need:

- Occupational skills training
- On-the-Job Training
- Job readiness training
- Skill upgrading and retraining
- Customized training
- Paid and unpaid work experience
- Adult education and literacy in conjunction with other training
- Supportive services

Occupational skills training is limited to high wage/skill demand occupations and is offered based on suitability and available funding. Occupational skills training is available to age appropriate youth by individual referral to training institutions that are appropriate for their needs and are most cost effective.

On-the-Job Training with private or public employers provides a means for age appropriate youth to gain job skills while training on the job. On-the-Job Training may be available for youth not desiring/needing to return to school, for those needing immediate employment, or in conjunction with classroom training. The reimbursement for the extraordinary costs of training unskilled workers is marketed as an incentive to employers for hiring WIA youth. The reimbursement is up to 50% of the base wage. The expected outcome of On-the-Job Training is for the youth to enter unsubsidized full-time employment with benefits.

Job readiness/employability skills training is available to teach age appropriate youth how to prepare resumes, complete applications properly, prepare for interviews, interviewing skills, where to look for job vacancies, how to sell herself or himself to an employer, etc.

Skill upgrading and retraining may be available to age appropriate youth that need to improve their employability skills or learn new skills in order to obtain employment with the capacity for higher earnings.

Customized training may be available for age appropriate youth to learn industry specific skills with employers who have committed to hire, upgrade or retain the individual upon successful completion of the training.

Adult education and literacy activities in conjunction with other training may be made available through referrals for age appropriate youth who are seeking a GED or a high school diploma to existing adult education programs.

Supportive services are available to all youth to enable them to successfully participate in a WIA program. Providers of these services have linkages to community services, transportation, referrals to medical services, and assistance with uniforms, or other appropriate work related costs necessary for program participation might be available. Assistance will be determined on an individual basis based on the results of the objective assessment, on-going counseling, and needs assessment by the case manager.

Paid and unpaid work experience may be available for age appropriate youth in the private and public sector to provide individuals the opportunity to acquire the skills and knowledge necessary to perform a job, including appropriate work habits and behaviors. It may be provided in the framework of occupational/job specific skills and/or work maturity components. Participation is limited to eligible youth ages 16 through 21.

Who is Eligible for WIA Youth Services?

An eligible youth is defined under WIA as an individual who:

- a. Is age 14 through 21;
- b. Is a low income individual; and
- c. Has one of more barriers to employment

Low Income Defined as:

- A. Receives, or is a member of a family that receives cash payments under a Federal, State, or local income-based public assistance program;
- B. received an income, or is a member of a family that received a total family income, for the 6-month period prior to application for the program involved (exclusive of unemployment compensation, child support payments, payments from a public assistance program, and old-age and survivors insurance benefits received from Social Security) that in relation to family size, does not exceed the higher of –
 - a. the poverty line, for an equivalent period; or
 - b. 70 percent of the lower living standards income level, for an equivalent period;
 - c. is a member of a household that receives (or has been determined within the last six month period prior to application for the program involved to be eligible to receive) food stamps.
- C. qualifies as a homeless individual;
- D. is a foster child on behalf of whom State or local government payments are made; or
- E. an individual with a disability whose own income meets the requirements listed in (A) above, but who is a member of a family whose income does not meet such requirements.

Barriers for youth considered to be low-income are:

- Deficient in basic literacy skills
- A school drop-out
- Homeless, runaway, or a foster child
- Pregnant or parenting teen
- An offender
- An individual (including a youth with a disability) who requires additional assistance to complete an education program, or secure and hold employment.

Exceptions to low-income eligibility determination:

EXCEPTIONS – *Not more than 5 percent* of participants assisted under this section in each local area may be individuals who do not meet the minimum income criteria to be considered eligible youth, if such individuals are within one or more of the following categories:

- (A) individuals who are school dropouts
- (B) individuals who are basic skills deficient
- (C) individuals with educational attainment that is one or more grade levels below the grade level appropriate to the age of the individuals
- (D) individuals who are pregnant or parenting
- (E) individuals with disabilities, including learning disabilities
- (F) individuals who are homeless or runaway youth
- (G) individuals who are offenders
- (H) other eligible youth who face serious barriers to employment as identified by the local board.

Documentation of some of the items above is required for WIA eligibility determination.