Youth

Workshop Recording | Resources | Slides

Topic: **The 411 on WIOA Youth Program Services Brief for Reporting**

Presenter: Juie Deo, NYSDOL Youth Program Development Team

Description: Does sometimes entering the Workforce Innovation Opportunity Act (WIOA) Youth Program required elements have you confused? Are you seeing overlap and duplication in reporting services? Do you want to be awesome and confident in your WIOA youth program service reporting? Then this webinar is for you!
Join this webinar to learn how to distinguish between various program elements and case management with a Services Brief and case examples for accurate and wise data entry. The 411 on WIOA Youth Program Services for Reporting is just what you need. **Pre-webinar review:** Read the the WIOA Youth Program Services Brief and highlight critical words.

Recording   At dews.webex.com choose "Webex Training" from the triple bar icon.
In the upper left corner, go to "View session recordings."
Search the workshop topic. Select "View" for the recording.
When prompted, enter "Careers" for the password.

Follow Us: **Facebook** | **Twitter** | **YouTube** | **LinkedIn**

Brought to you by the **Program Development Unit of the Division of Employment and Workforce Solutions**

The 411 on WIOA Youth Program Services for Reporting Webinar Resources

- The WIOA Youth Program Services provides highlights for each element, example services, reporting requirements and links to best practices

- The OSOS Services Guide contains step-by-step instructions for entering services into the One-Stop Operating System (OSOS)

- Tutorial for writing quality case notes in OSOS using the Situation, Evaluation, Next Steps, Sufficient Information and Employment Related (SENSE) model

Resources to Ensure Accurate/Balanced Reporting

- TEGL 21-16 offers detailed explanations of work, educational and occupational components of Workforce Innovation and Opportunity Act (WIOA)

- The Case Management Toolkit contains successful practices and resources

Resources to Address Underreporting

Evaluate your Youth Program using Management Reports. With access to the Management Reports:

- From within the NYSDOL network, use: http://10.64.106.121:8055/reportsite/index.jsp and enter your OSOS ID and OSOS Password.

- From outside the NYSDOL network, use: http://my.ny.gov

    - Click on "Sign In" and enter your business NY.Gov ID and Password

    - Click on DOL SSL-VPN Trade Act Tracker & LWIA-MR

    - Click on "LWIA-MR" and enter your OSOS ID and OSOS Password

Resources for Service Delivery and Element Best Practices

- Visit the WIOA Youth Program Element resources on Workforce GPS for element best practices

- NYSDOL Webinars:

    - LMI Element is more than Occupational Information provides clarification on the LMI element and OSOS, JobZone and CareerZone tips for providing the LMI element

    - Insights into the WIOA Follow-Up Element

    - Making Work Experience Work for Your Youth offers ways to maximize Work Experience opportunities

    - WIOA Youth Program FAQs

    - Youth Service Types and Outcomes - Changes in OSOS

Slide 1

WE ARE YOUR DOL

NEW YORK STATE OF OPPORTUNITY. | Department of Labor

The 411 on WIOA Youth Program Services for Reporting

Youth Program Development, Systems, Policy, Quality Assurance Teams

1

Slide 2

POLL – WORK PLACE BEHAVIORS COURSE

Belinda is a high school graduate who is looking for assistance in finding a job. She mentioned that in her past job she was reminded a few times to come in on time. The staff and Belinda collectively decided to enroll in a 5-day course from Aug. 5 – Aug. 9 on time management and work place behaviors provided by an MOA provider.

Which Service Type should be used for data entry?

1) Enter a Supportive Services Other (Youth) Service Type
2) Enter a Leadership Development Opportunities (Youth) Service Type
3) Enter Alternative Secondary School/Dropout Recovery for HSE (Youth) Service Type
4) Do not enter any Service Type because the service is not paid by WIOA

Hint: See the 411 on WIOA Services Document

2

Slide 3

POLL – WORK PLACE BEHAVIORS COURSE

Belinda is a high school graduate who is looking for assistance in finding a job. She mentioned that in her past job she was reminded a few times to come in on time. The staff and Belinda collectively decided to enroll in a 5-day course from Aug. 5 – Aug. 9 on time management and work place behaviors provided by an MOA provider.

Which Service Type should be used for data entry?

1) Enter a Supportive Services Other (Youth) Service Type
☑ 2) Enter a Leadership Development Opportunities (Youth) Service Type
3) Enter Alternative Secondary School/Dropout Recovery for HSE (Youth) Service Type
4) Do not enter any Service Type because the service is not paid by WIOA

Hint: See the 411 on WIOA Services Document

3

Slide 4

OBVIOUS AND ACCURATE REPORTING

One Service

Service Type W

Service Type X

Service Type Y

Service Type Z

SENSE Comment

☑

4

https://www.labor.ny.gov/youth/PDFs/411-on-wioa-youth-program-services.pdf

5

https://www.labor.ny.gov/youth/PDFs/411-on-wioa-youth-program-services.pdf

6

SERVICE TYPES

WE ARE YOUR DOL

7

https://www.labor.ny.gov/youth/PDFs/411-on-wioa-youth-program-services.pdf

8

Slide 9

YOUTH PROGRAM MODEL

- Assist in Transitions
- Develop Leadership Potential
- Support Career Success
- Prepare for Employment
- Improve Educational Achievement
- Design Framework

Elements Made Available

WE ARE YOUR DOL
Department of Labor

9

Slide 10

YOUTH PROGRAM MODEL

Design Framework	Improve Educational Achievement	Prepare for Employment	Establish Well-being	Develop Leadership Potential	Assist in Transition
Intake & Eligibility	Tutoring & Study Skills	Paid & Unpaid Work Experiences	Comprehensive Guidance & Counseling	Entrepreneurial Skills Training	
Objective Assessment	Alternative Sec. Education	Occupational Skills Training			
Individual Service Strategy (ISS) Development	Integrated Education (Education Concurrent with Workforce Training)		Supportive Services	Leadership Development	Follow-up
ISS Update	Postsecondary Transition	Labor Market Information	Financial Literacy	Adult Mentoring	
Case Management					

WE ARE YOUR DOL
Department of Labor

10

Slide 11

TRAINING & EDUCATION ELEMENTS

Training/Education Services that lead to…	Report under these elements…
HS Diploma →	Tutoring, Study Skills Instruction/Dropout Prevention
HS Equivalency →	Alternative Secondary School/Dropout Recovery
Postsecondary Recognized Credential →	Occupational Skills Training

WE ARE YOUR DOL
Department of Labor

11

Slide 12

INTEGRATED ED./EDUCATION CONCURRENT WITH WORKFORCE PREP.

Offered within same time frame

Integrated

- Basic academic skills
- Workforce preparation activities
- Hands- on occupational skills training

Training Model

Connected with Occupational Cluster/Career Pathway

12
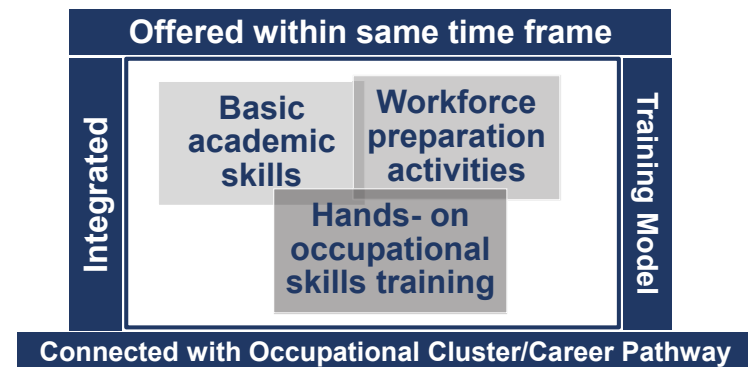
INTEGRATED ED./EDUCATION CONCURRENT WITH WORKFORCE PREP.

Hint: See the 411 on WIOA Services Document

13

INTEGRATED ED./EDUCATION CONCURRENT WITH WORKFORCE PREP.

14

INTEGRATED ED./EDUCATION CONCURRENT WITH WORKFORCE PREP.
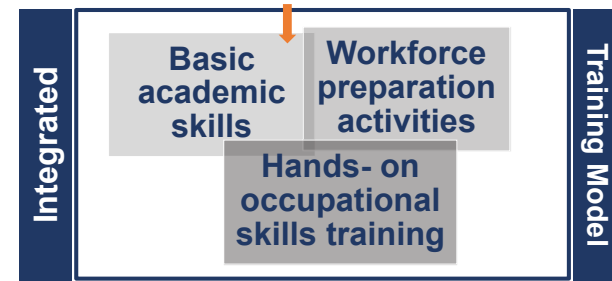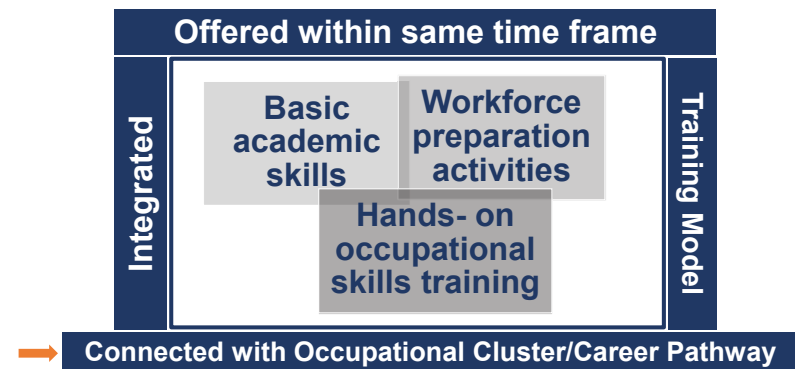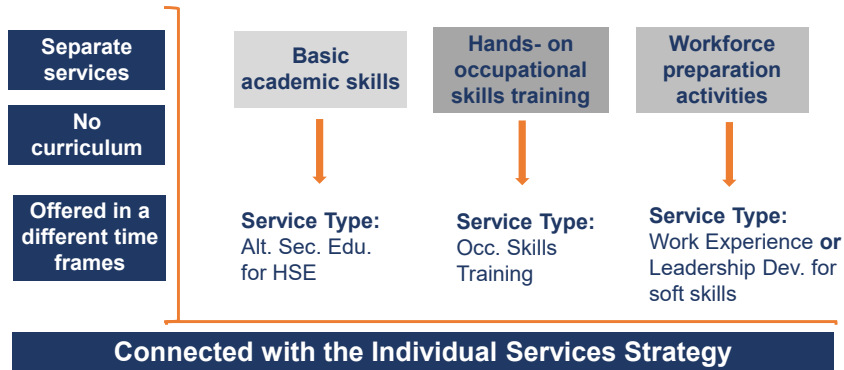

15

INTEGRATED ED./EDUCATION CONCURRENT WITH WORKFORCE PREP.

16

REPORT SEPARATE APPROPRIATE ELEMENTS

Separate services		Basic academic skills	Hands- on occupational skills training	Workforce preparation activities

Separate services

No curriculum

Offered in a different time frames

Service Type: Alt. Sec. Edu. for HSE

Service Type: Occ. Skills Training

Service Type: Work Experience **or** Leadership Dev. for soft skills

Connected with the Individual Services Strategy

17

POLL – CNA COURSE

Leo has already completed a High School Equivalency (HSE) and is placed in a CNA course. The Youth Program has entered a SENSE comment and reported the HSE in the Customer Module, Customer Detail Window, General Info Tab, Education Level section.

What else needs to be data entered into OSOS for services provided to Leo? Select all that apply.

1) Enter Occupational Skills Training <u>and</u> Alternative Secondary School/Dropout Recovery for HS Equivalency (Youth) Service Types
2) Enter a Work Experience Other (Youth) Service Type because CNA course has working at the hospital component
3) Enter an Integrated Ed./Education Concurrent with Workforce Preparation (Youth) Service Type
4) Enter an Occupational Skills Training Service Type

Hint: See the 411 on WIOA Services Document

18

19

DUPLICATIVE OVERREPORTING

One Service
→ **Service Type W**
→ **Service Type X**
→ **Service Type Y**
→ **Service Type Z**
→ **SENSE Comment**

❎
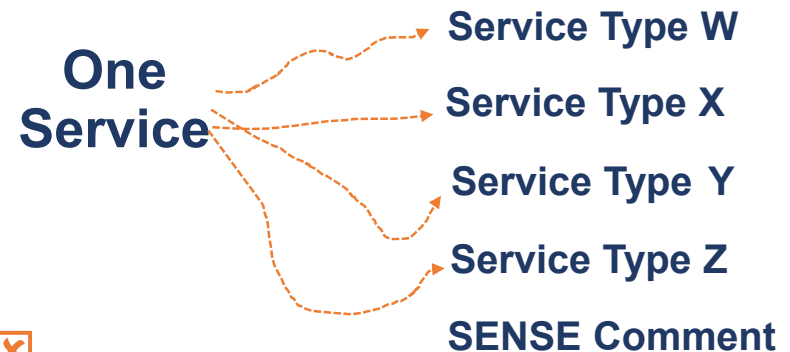
20

PROGRAM ELEMENTS

Vs.

CASE MANAGEMENT

21

Seeds are **Program Elements**
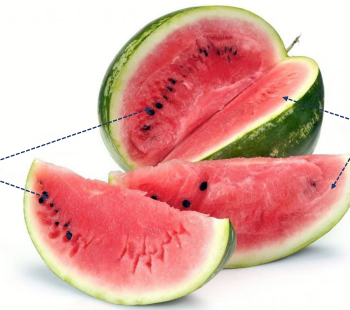
Everything else keeping it together is **Case Management**

22

CASE MANAGEMENT EXAMPLES

Referral outcomes

Activities for rapport and trust building to retain youth in the program

Service decisions and help youth reach goals

Documenting youth participation

Case note and file maintenance

Assessment and interpretation of needs and results

General encouragement, support and relationship building

Summaries of one-to-one meetings and achievements

Case Management holds it all together

Providing tools and resources to overcome personal barriers

TEGL 33-12

23

To the world, you might just be another *case manager...*

...but to one consumer, you just might be **the world.**

Case Management Services are All Services **Except:**

- Design Framework
- Program Elements

24

POLL – COPY OF PAYCHECK

Nick has successfully obtained a HS equivalency and has now been placed in employment. He has achieved all planned goals, has exited the Youth Program and entered follow-up. During his follow-up time period, a staff member called Nick to request a copy of his paycheck. They also chatted about his job and life in general. Later on Nick sends a text with a picture of his paystub.

How should the contact made be reported in OSOS? Select all that apply.

1) Follow-up Non-element
2) Follow-up LMI
3) Follow-up Financial Literacy
☑ 4) No Service Type is entered and a SENSE comment is entered
☑ 5) Outcome is reported

Hint: See the 411 on WIOA Services Document

26

FOLLOW-UP ELEMENT

☑ After last planned service end date

☑ Includes 5 allowable program elements
   ☑ Reported as one of the five allowable follow-up element

☑ Includes concrete services that are not any of the other 8 WIOA Youth Program elements and help youth with success in employment or training
   ☑ Reported as Follow-Up Non-Element (Youth) in OSOS

☒ Does NOT include contacts attempted or made for the sole purpose of **securing documentation** to report a performance or **getting an update** without provision of a concrete follow-up services
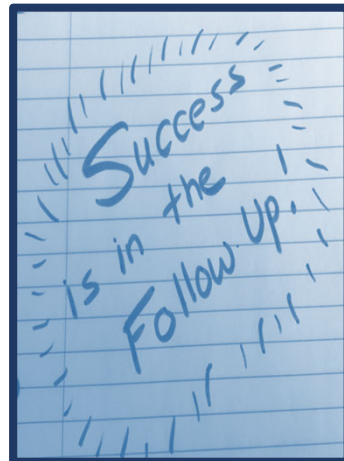
27

FOLLOW-UP ELEMENT

☑ After last planned service end date

☑ Includes 5 allowable program elements
   ☑ Reported as one of the five allowable follow-up element

☑ Includes concrete services that are not any of the other 8 WIOA Youth Program elements and help youth with success in employment or training
   ☑ Reported as Follow-Up Non-Element (Youth) in OSOS

☒ Does NOT include contacts attempted or made for the sole purpose of **securing documentation** to report a performance or **getting an update** without provision of a concrete follow-up services

VS.

CASE MANAGEMENT

Continual checking-in

Getting an update

Follow-through

Reminders

File maintenance

Finding out how is the youth doing

28

Slide 29

COMPREHENSIVE GUIDANCE & COUNSELING ELEMENT

- ☑ Provides **therapeutic professional** counseling

- ☑ Referral to therapeutic and professional counselling **with required coordination and follow-up with referral organization** to ensure continuity of service

29

Slide 30

COMPREHENSIVE GUIDANCE & COUNSELING ELEMENT

- ☑ Provides **therapeutic professional** counseling

- ☑ Referral to therapeutic and professional counselling **with required coordination and follow-up with referral organization** to ensure continuity of service

VS.

CASE MANAGEMENT

Relationship Building

Being a support

Active Listening

Advocacy

Finding innovative solutions

Developing relationships with key organizations

30

Slide 31

SUPPORTIVE SERVICES ELEMENT

Enables youth to participate in WIOA activities. For example:

- ☑ Housing, childcare, transportation supports
- ☑ Assistance with books, fees and school supplies
- ☑ Purchase of uniform/proper work attire
- ☑ Legal aid services
- ☑ Fees for rap sheet requests
- ☑ Payments for fees for employment and training-related applications, tests, and certifications
- ☑ Linkages to community services
- ☑ Job coaching
- ☑ Supplies for work experience

31

Slide 32

SUPPORTIVE SERVICES ELEMENT

Enables youth to participate in WIOA activities. For example:

- ☑ Housing, childcare, transportation supports
- ☑ Assistance with books, fees and school supplies
- ☑ Purchase of uniform/proper work attire
- ☑ Legal aid services
- ☑ Fees for rap sheet requests
- ☑ Payments for fees for employment and training-related applications, tests, and certifications
- ☑ Linkages to community services
- ☑ Job coaching
- ☑ Supplies for work experience

VS.

CASE MANAGEMENT

Referral Outcome
Trust Building
Safe Space
Emotional Support
Collaborating with youth
Data entry
Documentation
Help youth reach goals
Building partnerships
Consistent communication

32

POLL – WORK EXPERIENCE

Renee is a youth program participant. The staff worked with a business to develop the opportunity to match with Renee's career interests. The staff facilitated a meeting between the work site supervisor and Renee to clarify expectations. The work site agreement was signed and Renee began her internship for Jan 2019 to Mar 2019.

How should Renee's work experience related services be reported? Select all that apply.

1) Enter Employment/Internships, Not Limited to Summer (Youth) Service Type for work done with the business to develop the internship

2) Enter only one Service Type--Employment/Internships, Not Limited to Summer (Youth) for the actual work experience with start date and planned end date

3) Enter internship in the Work History Tab

4) Enter SENSE comment for each instance of services provided

5) Enter Employment/Internships, Not Limited to Summer (Youth) Service Type for work site agreement meeting

33

POLL – WORK EXPERIENCE

Renee is a youth program participant. The staff worked with a business to develop the opportunity to match with Renee's career interests. The staff facilitated a meeting between the work site supervisor and Renee to clarify expectations. The work site agreement was signed and Renee began her internship for Jan 2019 to Mar 2019.

How should Renee's work experience related services be reported? Select all that apply.

1) Enter Employment/Internships, Not Limited to Summer (Youth) Service Type for work done with the business to develop the internship

☑ 2) Enter only one Service Type--Employment/Internships, Not Limited to Summer (Youth) for the actual work experience with start date and planned end date

☑ 3) Enter internship in the Work History Tab

☑ 4) Enter SENSE comment for each instance of services provided

5) Enter Employment/Internships, Not Limited to Summer (Youth) Service Type for work site agreement meeting

34

WORK EXPERIENCE ELEMENT

☑ Youth receives 3 required simultaneous or sequential components:

1. Work at a workplace
2. Academic education at or away from work site
3. Occupational education at or away from work site

☑ **Report a work experience when a youth receives one work experience**

SERVICE TYPES

Job Shadowing

Employment

Internship

Pre-apprenticeship

On-the-Job Training

Summer Employment

Other

35

WORK EXPERIENCE ELEMENT

☑ Youth receives 3 required simultaneous or sequential components:

1. Work at a workplace
2. Academic education at or away from work site
3. Occupational education at or away from work site

☑ **Report a work experience when a youth receives one work experience**

VS.

CASE MANAGEMENT/ SERVICES TO BUSINESSES

Orientation for work experience

Interactions with supervisor

Payroll processing

Maintain documentation

Organizing brunch for business

Develop work experience

Establish work experience agreement

36

Slide 37

One Work Experience with many related services

=

One appropriate Work Experience Service Type

+

Many SENSE Comments, noting each interaction

+

Work Experience added to the Work History Tab

WE ARE YOUR DOL
NEW YORK Department of Labor

37

Slide 38

Case Management is the Mortar

Assist in Transitions
Develop Leadership Potential
Support Career Success
Prepare for Employment
Improve Educational Achievement
Design Framework

38

Slide 39

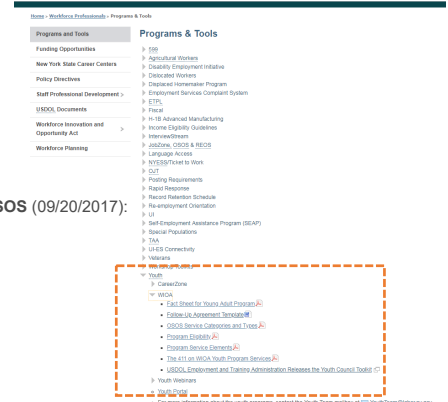**One Service Applicable to Service Type Z**

Service Type Z

SENSE Comment

No Reporting or Old Service Type

WE ARE YOUR DOL
NEW YORK Department of Labor

39

Slide 40

https://labor.ny.gov/workforcenypartners/tools.shtm

Youth Service Types and Outcomes - Changes in OSOS (09/20/2017):
Presentation | Webinar Recording & Resources
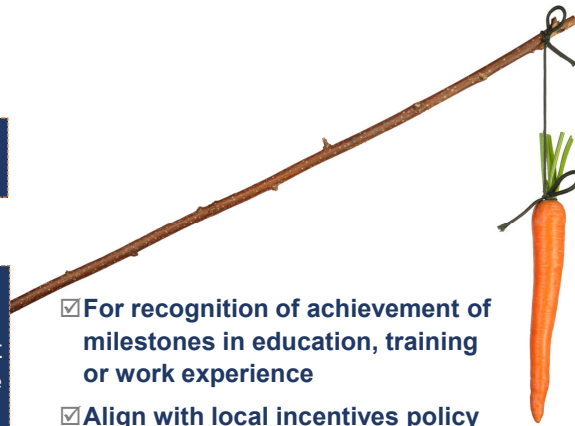| OSOS Guide – Provider Search and Youth Services

40

INCENTIVES

☒ NOT reported with any Service Type

☑ Reported as a SENSE Comment with the dollar amount and the reason for the provision of the incentive

☑ **For recognition of achievement of milestones in education, training or work experience**

☑ **Align with local incentives policy**

FINANCIAL LITERACY EDUCATION ELEMENT

Helps youth gain knowledge, skills and the confidence to make informed financial decisions with:

BUDGETING IS A SUBSET OF FINANCIAL LITERACY

☑ Opening a bank account
☑ Effectively managing credit, debt, student loans, consumer credit and credit cards
☑ Understanding credit score and reports to ensure their accuracy
☑ Creation of budgets
☑ Understanding, evaluating, and comparing financial products, services, and opportunities
☑ Developing a savings plan
☑ Educating about identity theft
☑ Benefits planning and work incentives
☑ Meeting financial literacy needs of non-English speakers with appropriate training and materials

Teaching only budgeting and not the full breadth of financial literacy is like…

…teaching how to sow a seed, but not how to grow it.

LINKS TO
- **SUCCESSFUL PRACTICES**
- **WEBINARS**
- **TEGLS**

Financial Literacy Education

Resource · Grantee-Product

Financial literacy education is one of the 14 program elements for the WIOA youth program. Financial literacy education refers to activities that provide youth with the knowledge and skills that they need to achieve long-term financial stability. Financial literacy education encompasses information and activities on a range of topics, such as creating budgets; setting up checking and saving accounts; managing spending, credit, and debt; understanding credit reports and credit scores; and protecting against identity theft.
Check out the resources below for information and ideas on providing financial literacy education to youth.

Financial Literacy and WIOA
- Our Journey Together: Youth Financial Literacy Webcast Series September 2018
- Announcement: Our Journey Together: Financial Literacy Month April 2018
- FDIC Resource "crosswalks" Money Smart with WIOA August 2017

Curricula and Other Educational Materials
- FDIC: Money Smart for Young People
- Your Money, Your Goals: A Financial Empowerment Toolkit for Workers

Research and Reports
- Financial Capability: What is It, and How Can It Be Created?
- Financial well-being: What it means and how to help

MAY	JUNE	JULY	AUGUST
S M T W T F S	S M T W T F S	S M T W T F S	S M T W T F S

What should be the length of a service type?

How often to enter a Services type?

45

LENGTH AND FREQUENCY OF SERVICE TYPE SHOULD PROVIDE ACCURATE PORTRAIT OF SERVICES PROVIDED

46

GUIDELINES FOR LENGTH AND FREQUENCY OF SERVICE TYPE

Follow-up Service Type
- ☑ Must be entered each time concrete follow-up service is offered to the youth
- ☑ SENSE Comment
- ☒ Not as long-term Service Type

For all Service Types (except follow-up)

47

GUIDELINES FOR LENGTH AND FREQUENCY OF SERVICE TYPE

Follow-up Service Type
- ☑ Must be entered each time concrete follow-up service is offered to the youth
- ☑ SENSE Comment
- ☒ Not as long-term Service Type

For all Service Types (except follow-up)

Services with:

- ☑ Established start and end dates should be reported with those dates and must include a SENSE Comment

48

GUIDELINES FOR LENGTH AND FREQUENCY OF SERVICE TYPE

Follow-up Service Type
- ☑ Must be entered each time concrete follow-up service is offered to the youth
- ☑ SENSE Comment
- ☒ Not as long-term Service Type

For all Service Types (except follow-up)

Services with:

- ☑ Established start and end dates should be reported with those dates and must include a SENSE Comment
- ☑ Regularly scheduled activities should be reported with appropriate timeframes (except follow-up) and must include a SENSE Comment for each instance

GUIDELINES FOR LENGTH AND FREQUENCY OF SERVICE TYPE

Follow-up Service Type
- ☑ Must be entered each time concrete follow-up service is offered to the youth
- ☑ SENSE Comment
- ☒ Not as long-term Service Type

For all Service Types (except follow-up)
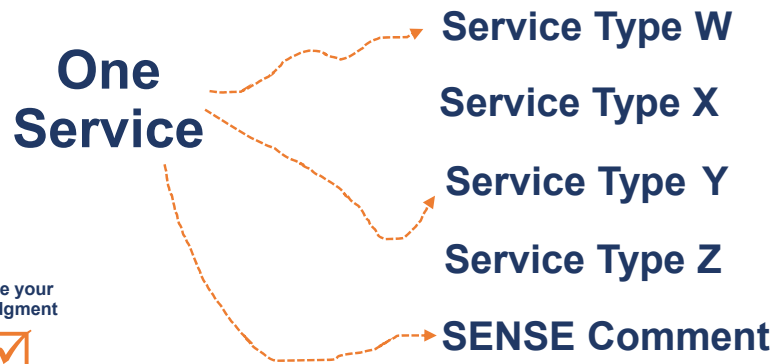
Services with:

- ☑ Established start and end dates should be reported with those dates and must include a SENSE Comment
- ☑ Regularly scheduled activities (except follow-up) should be reported with appropriate timeframes and must include a SENSE Comment for each instance
- ☑ Unscheduled/unplanned activities must be entered at each instance and must include a SENSE Comment

BALANCED AND ACCURATE REPORTING OF ELEMENTS

Design Framework	Improve Educational Achievement	Prepare for Employment	Support Career Success	Develop Leadership Potential	Assist in Transition
Intake & Eligibility	Tutoring & Study Skills	Paid & Unpaid Work Experiences	Comprehensive Guidance & Counseling	Entrepreneurial Skills Training	
Objective Assessment	Alternative Sec. Education	Occupational Skills Training			
Individual Service Strategy (ISS) Development	Integrated Education (Education Concurrent with Workforce Training)		Supportive Services	Leadership Development	Follow-up
ISS Update	Postsecondary Transition	Labor Market Information	Financial Literacy	Adult Mentoring	
Case Management					

WE ARE YOUR DOL
New York Department of Labor

BALANCED AND RARELY NEEDED REPORTING

One Service

- Service Type W
- Service Type X
- Service Type Y
- Service Type Z
- SENSE Comment

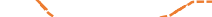**Use your judgment**
☑

INSUFFICIENT REPORTING

One Service

Service Type W

Service Type X

Service Type Y

Service Type Z

SENSE Comment

☒

53

BEST REPORTING

One Service

Service Type W

Service Type X

Service Type Y

Service Type Z

SENSE Comment

☑

54

QUESTIONS

WE ARE YOUR DOL

55

WE ARE YOUR DOL

NEW YORK STATE OF OPPORTUNITY. | Department of Labor

Program Monitors

Program Development Unit, Youth Team
YouthTeam@labor.ny.gov

56