



Missouri Division of Workforce Development
DWD Issuance 03-2015

Issued: August 12, 2015
Effective: August 12, 2015

Subject: Workforce Innovation and Opportunity Act (WIOA) Youth Program Framework and Design

1. Purpose: This Issuance is written to transmit the Division of Workforce Development's (DWD) guidance to local Workforce Development Boards (LWDB) regarding the parameters of WIOA Youth program design.
2. Background: The WIOA highlights congressional leaders' renewed focus on the success of youth and young adults in the workforce. Recognizing the job skills required for employment in the new millennium, the U.S. Department of Labor's (USDOL) Training and Employment Guidance Letter (TEGL) 23-14 supports the challenge to the workforce system to provide substantive and quality services to participants funded with WIOA Youth funds. Career exploration and guidance, occupational skills training in in-demand industries, quality work experiences, career pathway development, post-secondary education, and apprenticeships are fundamental principles emphasized in WIOA.
3. Substance: The WIOA outlines the key components of Youth program design. The components include an objective assessment (OA), an individual services strategy (ISS), case management, and follow-up services. Each local Workforce Development Area must ensure that Youth services are provided within this framework. Co-enrollment in both the Adult and Youth funding streams is encouraged; where appropriate it will allow a Youth to access other services and funding and will ease their transition into the workforce. A youth determined not to be eligible or a candidate for the Youth program should be considered for other Missouri Job Center programs and services, including the Adult program. The Missouri Job Center should also refer the Youth participant to other partners and agencies that possess expertise which can best serve the participant's needs. Although the WIOA Youth program may be unable to enroll every young person that requests services, it is imperative that those youth are provided information about and access to other local partners through Job Center staff referrals.

While the blend of Youth services that a participant receives is unique, the WIOA mandates that every Youth enrollment include the following components:

- **Objective Assessment**

Each Youth must receive an OA. The OA should discern the strengths, talents, and abilities of a Youth, and it uncovers any barriers to their active participation in the Youth program and the workforce. The OA should inform the counselor of the category of services the Youth will need, and it is utilized to develop the ISS. WIOA requires the OA to identify career pathways for a Youth. Every OA must include an evaluation of these elements:

- **Basic skills** - Standardized testing is utilized to evaluate literacy and numeracy skill level, such as the TABE or CASAS, to make this determination for Out-of-School (OSY) Youth. For In-School Youth (ISY), the educational institution is to provide an assessment of basic skills.
- **Occupational skills** - training that will provide the job skills required to work in a specific industry or occupation.
- **Prior work experience** - job experience gained by previous employment, it can include paid or unpaid employment.
- **Employability** - skills that are required to secure employment, and maintain employment. This includes job readiness skills.
- **Interests** - work-related interests that can identify potential training and occupational goals. Interest inventories can be utilized to discover interests.
- **Aptitudes** - talents and abilities utilized to identify potential training and occupational goals. Career and Aptitude Assessments can be utilized to discover aptitudes.
- **Supportive service needs** - assistance provided to eliminate potential barriers to, and enable active participation in, a Youth activity
- **Developmental needs** - skills needed to develop employment and career potential.

Each element of the OA must be addressed to develop a comprehensive picture of the Youth's individual circumstances and to ensure the program meets the Youth's needs. A LWDA can utilize a recent OA administered by another entity if it was conducted within 60 days of WIOA enrollment. Where appropriate, DWD encourages LWDA's and Youth providers to utilize standardized assessments to strengthen the quality of the Youth's OA. WIOA requires the Youth's OA be tied to a career pathway. The Missouri Department of Elementary and Secondary Education (DESE) identifies a career pathway as a group of occupations tied together with shared skill sets and roles.

- **Individual Service Strategy (ISS)**

Each Youth participant must receive an ISS. The ISS is developed jointly between the career counselor and the Youth participant. It is a plan designed to meet the Youth's specific training and employment goals. The Youth's OA is utilized when developing the ISS, and all Youth needs and barriers that are identified on the OA must be addressed on the ISS. An ISS is a dynamic document and should be amended when educational or career goals are altered, or when the Youth participant's circumstances warrant a change. The youth's ISS is crucial; it is a roadmap for WIOA service delivery.

The ISS should identify a career pathway based on the participant's training and employment goals, and it should be linked to one or more the performance indicators listed in WIOA Section 116(b)(2)(A)(ii). DWD will provide further information regarding those performance measures as USDOL provides additional guidance and technical assistance.

- **Case Management Services**

Every WIOA Youth participant is to receive case management services. The services that a participant receives while enrolled in WIOA, should be tailored to and congruent with their goals, strengths, and barriers identified on the OA. The Youth program services that will be provided to the participant must be documented on the ISS. The 14 services that each LWDA is required to make available to their Youth participants include:

- **Tutoring, study skills training, instruction and evidence-based drop-out 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 post-secondary credential.
- **Alternative secondary school services**, or dropout recovery services, as appropriate;
- **Paid and unpaid work experiences** that have academic and occupational education as a component of work experience:
 - 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.
- **Occupational Skills Training**.
- **Education offered concurrently with and in the same context as workforce preparation** activities and training for a specific occupation or occupational cluster.
- **Leadership Development** Activities.
- **Supportive Services**, which are necessary to enable the Youth to participate in WIOA activities.
- **Adult Mentoring** for a duration of at least 12 months.
- **Follow-up services** a minimum of 12 months, provided to all Youth participants.
- **Comprehensive guidance and counseling**, as appropriate for the needs of the individual Youth.
- **Financial literacy** education.
- **Entrepreneurial skills** training.
- The provision of employment and **Labor Market Information (LMI)** about in-demand occupations and industry sectors.
- **Activities that help Youth prepare for and transition** to post-secondary education and training.

A WIOA Youth should be made aware of the breadth of services that are available to them. However, a LWDA is not required to provide all 14

services to a Youth participant. The combination of services the Youth receives is based on their individual career and training goals. Each WIOA service provided to a Youth participant must be posted in DWD's case management system, include an applicable electronic Service Note entry, and incorporate any required program or financial documentation in the participant hard copy or electronic file.

- **Follow-up Services**

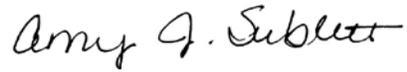
A Youth participant is placed in follow-up services after the completion of all WIOA enrollment activities. Follow-up services must be a minimum of 12 months in duration and are designed to support the Youth in their transition to post-secondary education or unsubsidized employment. Follow-up services are unique to the individual and designed to meet the participant's needs. WIOA services that staff utilized to assist the participant during WIOA enrollment may also be utilized to support the Youth during follow-up services. Examples of appropriate follow-up services include, but are not limited to: supportive services, comprehensive guidance and counseling, mentoring, and leadership activities. While the career counselor may contact a Youth participant or the participant's employer to discover supplemental employment information, this type of contact is not an example of an allowable follow-up activity.

The WIOA provides for incentive payments to enrolled Youth. LWDBs may provide incentives while the Youth is enrolled in follow-up services. The incentive must be directly linked to a Youth activity, the activity must be posted in the DWD case management system, and Service Notes must accompany the Youth activity and incentive payment. If utilized by a local Youth provider, incentive payments are to be provided in the manner described in the LWDB's policy.

4. Action: This Issuance is effective immediately. Please distribute to all appropriate administrators, Youth provider staff, LWDB members, and other individuals with Youth program oversight and responsibility.
5. Contact: Please direct questions or comments regarding this Issuance to Randy Cottrell, Manager, Adult and Youth Programs, at 573-526-8242 or email randy.cottrell@ded.mo.gov.
6. Reference: WIOA, Notice of Proposed Rule-Making, TEGL 19-14, and TEGL 23-14, Social Policy Research Associates.
7. Rescissions: This Issuance supersedes and replaces DWD Issuance 19-2012 dated March 28, 2013.

8. Attachments: None.

The Missouri Division of Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY Users can call (800) 735-2966 or dial 711.



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