WE ARE YOUR DOL

The 411 on WIOA Youth Program Services for Reporting
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
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 workplace behaviors provided by an MOA provider.

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Hint: See the 411 on WIOA Services Document
OBVIOUS AND ACCURATE REPORTING

One Service

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


**The 411 on WIOA Youth Services**

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**Program Elements or Service Category Organization in this Document**

<table>
<thead>
<tr>
<th>Service Category (Element # as in WIOA)</th>
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<td><strong>Service Type (Youth)</strong></td>
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**Key Concepts:**
- Important concepts from WIOA regarding the program element

**Example Services:**
- Example services that are part of this program element

**Reporting:**
- Critical aspects for the reporting of this program element

Reminder to check a specific [TEGL](https://www.labor.ny.gov/youth/PDFs/411-on-wioa-youth-program-services.pdf) or [Webinar](https://www.labor.ny.gov/youth/PDFs/411-on-wioa-youth-program-services.pdf) for details

[USDOL Successful Practices or Resources for this element](https://www.labor.ny.gov/youth/PDFs/411-on-wioa-youth-program-services.pdf)
# The 411 on WIOA Youth Services

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## Service Type (Youth)

### Key Concepts:
- Important concepts from WIOA regarding the program element

### Example Services:
- Example services that are part of this program element

### Reporting:
- Critical aspects for the reporting of this program element

Reminder to check a specific [TEGL](#) or [Webinar](#) for details

[USDOL Successful Practices or Resources for this element](#)

[https://www.labor.ny.gov/youth/PDFs/411-on-wioa-youth-program-services.pdf](https://www.labor.ny.gov/youth/PDFs/411-on-wioa-youth-program-services.pdf)
SERVICE TYPES
THE 411 ON WIOA YOUTH SERVICES

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

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

Elements Made Available
# Youth Program Model

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## Case Management
## Training & Education Elements

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<th>Training/Education Services that lead to…</th>
<th>Report under these elements…</th>
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<td>HS Diploma</td>
<td>Tutoring, Study Skills Instruction/Dropout Prevention</td>
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<tr>
<td>HS Equivalency</td>
<td>Alternative Secondary School/Dropout Recovery</td>
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<tr>
<td>Postsecondary Recognized Credential</td>
<td>Occupational Skills Training</td>
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INTEGRATED ED./EDUCATION CONCURRENT WITH WORKFORCE PREP.

Offered within same time frame

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

Connected with Occupational Cluster/Career Pathway
INTEGRATED ED./EDUCATION CONCURRENT WITH WORKFORCE PREP.

Integrated

Training Model

Hint: See the 411 on WIOA Services Document
INTEGRATED ED./EDUCATION CONCURRENT WITH WORKFORCE PREP.

Integrated

Basic academic skills

Hands-on occupational skills training

Workforce preparation activities

Integrated Education Concurrent with Workforce Prep.
INTEGRATED ED./EDUCATION CONCURRENT WITH WORKFORCE PREP.

Offered within same time frame

Basic academic skills

Workforce preparation activities

Hands-on occupational skills training

Integrated

Training Model
INTEGRATED ED./EDUCATION CONCURRENT WITH WORKFORCE PREP.

Offered within same time frame

Integrated

Basic academic skills

Workforce preparation activities

Hands-on occupational skills training

Connected with Occupational Cluster/Career Pathway
Separate services
No curriculum
Offered in a different time frames

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

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
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 and 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
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.

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3) Enter an Integrated Ed./Education Concurrent with Workforce Preparation (Youth) Service Type
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Hint: See the 411 on WIOA Services Document
DUPLICATIVE OVERREPORTING

One Service

Service Type W
Service Type X
Service Type Y
Service Type Z
SENSE Comment
PROGRAM ELEMENTS Vs. CASE MANAGEMENT
Seeds are Program Elements

Everything else keeping it together is Case Management

PROGRAM ELEMENTS VS. CASE MANAGEMENT
Case Management Examples

Case Management holds it all together

- Summaries of one-to-one meetings and achievements
- Referral outcomes
- Case note and file maintenance
- Assessments and interpretation of needs and results
- Activities for rapport and trust building to retain youth in the program
- Service decisions and help youth reach goals
- Documenting youth participation
- General encouragement, support, and relationship building
- Providing tools and resources to overcome personal barriers
Case Management Services are All Services Except:

- Design Framework
- Program Elements
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
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.

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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
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
**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

**CASE MANAGEMENT**

- Continual checking-in
- Getting an update
- Follow-through
- Reminders
- File maintenance
- Finding out how is the youth doing
**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
**COMPREHENSIVE GUIDANCE & COUNSELING ELEMENT**

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

**CASE MANAGEMENT**

- Relationship Building
- Being a support
- Active Listening
- Advocacy
- Finding innovative solutions
- Developing relationships with key organizations
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
**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

**Case Management**

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

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
ACCURATE WORK EXPERIENCE REPORTING

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
UNDERREPORTING

One Service Applicable to Service Type Z

Service Type Z

SENSE Comment

No Reporting or Old Service Type
INCENTIVES

☑️ 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

☒ NOT reported with any Service Type
FINANCIAL LITERACY EDUCATION ELEMENT

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

- 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

BUDGETING IS A SUBSET OF FINANCIAL LITERACY
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
What should be the length of a service type?

How often to enter a Services type?
LENGTH AND FREQUENCY OF SERVICE TYPE SHOULD PROVIDE ACCURATE PORTRAIT OF SERVICES PROVIDED
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)
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
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

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### Case Management
BALANCED AND RARELY NEEDED REPORTING

One Service

Service Type W
Service Type X
Service Type Y
Service Type Z

SENSE Comment

Use your judgment
One Service

Service Type X
Service Type Y
Service Type Z

SENSE Comment