Get in the Game!
Successful Intervention Strategies for Serving WIOA Youth

Program Development
September 19, 2018

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Select: “Get in the Game! Successful Intervention Strategies for Serving WIOA Youth” then Select “View” for the recording to begin. When prompted, enter “Careers” for the password.
Agenda

✓ Introductions
✓ Overview of Integrated Resource Teams
✓ Learning about Reverse Career Fairs
✓ Questions
Integrated Resource Teams and Reverse Job Fairs are successful strategies and tools to serve youth with partner collaboration.

Integrated Resource Teams and Reverse Job Fairs are tools to enhance collaboration with community programs, services and required WIOA partners.

They use a customer centered approach to meet common performance outcomes. Partners are able to resource share and mutually enjoy the achievements of program outcomes. Although you may hear the term Job Seeker from our presenters today please this includes youth. These strategies are designed to work with all types of participants and can be applied to many of the WIOA programs.

Today we have Disability Resource Coordinators talking about these topics.
Overview of Integrated Resource Teams

Disability Resource Coordinator:
Geri Walsh
What is an IRT?

A team of diversified service providers, including community and partner agencies and Job Center programs, who work together with the individual job seeker to coordinate services to reach and maintain an employment goal.

IRTs are initiated on behalf of a jobseeker who is experiencing multiple challenges to employment to address the job seeker’s specific needs.

An IRT is initiated on behalf of an individual who is experiencing multiple challenges to employment in order to address that one individual’s specific needs.

The IRT brings together a team of diversified service providers, including community and partner agencies and Job Center programs, who work together with the individual job seeker to strategize on how services can be coordinated to reach and maintain an employment goal.

This “team” approach can promote greater systems collaboration, increasing cross-agency education and accountability.

All IRT members may collectively gain credit for the job seeker’s employment outcome.
## What is an IRT?

Job seekers are responsible for identifying their roles and contributing towards the employment goal.

**TEAM** approach allows systems collaboration, cross-agency education, accountability and shared credit for outcomes.

**IRT’s purpose is EMPLOYMENT**

The jobseeker is responsible for identifying his/her role on an IRT and contributing towards attaining the employment goal.

This “team” approach can promote greater systems collaboration, increasing cross-agency education and accountability.

All IRT members may collectively gain credit for the job seeker’s employment outcome.
Customer Focused

Job seeker is an active participant in all meetings and plan development.
Resources and services specifically coordinated on the job seeker’s unique needs and employment goal.

The IRT is formed in response to the Job Seeker’s individual employment goal.
The Job Seeker is an active participant in all IRT meetings and plan development.
The Job Seeker is at the center of this model, with resources and services being specifically coordinated based on the Job Seeker’s specific and unique needs.
An IRT is an informal approach used for an INDIVIDUAL job seeker and driven by that job seeker’s needs and strengths.

Each IRT is unique, reflects the job seeker’s resource needs and employment goal.
What an IRT is NOT…

An **IRT** is **NOT** an interagency committee consisting of various community agencies that focus on systems collaboration.

The main purpose of an **IRT** is **NOT** resource mapping or to assist an individual to learn about various agency resources.

An IRT is NOT an interagency committee consisting of various community agencies that focus on systems collaboration.

**IRT** is an informal approach used for an **INDIVIDUAL** job seeker and should be driven by that jobseekers needs, each IRT is unique and the members reflect the customers resource needs to reach a specific employment goal, and that customers eligibility for specific services.

The main purpose of an **IRT** is **NOT** resource mapping or to assist an individual to learn about various agency resources.

The main purpose of an IRT is **EMPLOYMENT**.
Who Participates?

Community programs & service providers including:
- Workforce Development System
- Mental Health
- Vocational Rehabilitation
- Parole officers
- Veteran’s Services
- Housing Provider
- TANF
- Advocates /Friends

An IRT may consist of members from a wide variety of community programs and service providers, including:
- The Workforce Investment system
- Mental Health
- Vocational Rehabilitation
- Parole officers
- Veteran’s services
- Supported Employment Specialist
- Housing Provider
- TANF
- Advocates /Friends of Job Seeker
Goal of the IRT Model

- Enhance cross-agency collaboration
- Increase enrollments in workforce
- Strengthen workforce system and partner agency relationships with resource coordination and collaboration

To enhance cross-agency collaboration and communication to better leverage available resources in a seamless way for an individual jobseeker with a multiple challenges to employment.

To increase enrollments in available workforce development programs and enhance knowledge of available career options.

To help the Workforce system and partner agencies
Coordination of an IRT

Questions to consider to propose the IRT…

The Employment Goal
Are there resources beyond those available in your system that are critical to your customer’s success in attaining his/her employment goal?

The Customer
What other system(s) is your customer currently accessing?
What services might your customer be eligible for that are relevant in attaining their employment goal?

Consider the following questions when deciding whether or not to propose the IRT approach with a job seeker:

The Employment Goal
• Are there resources beyond those available in your system that are critical to your customer’s success in attaining his/her employment goal?

The Customer
• What other system(s) is your customer currently accessing?
• What services might your customer be eligible for that are relevant in attaining their employment goal?
Customer Assessment

Before approaching partners assess:

- Eligibility for program/service enrollment
- Appropriate employment goals for system resources
- Agreement to consult and contact partners (signed releases)

Before approaching partners, a customer should be engaged in your system and positioned to access resources.

For example:

- The customer should be determined eligible and enrolled in your system’s services, such training services.

- The customer should have determined an employment goal that allows for the application of your system’s resources.

- The customer should be consulted and agree to all contacts with other partners, i.e. have a clear understanding of the IRT approach (and releases signed where needed).
After other service providers have been identified as potentially meeting resource/support needs, the job seeker may make initial contact independently or with support:

**Introduction** – Explain the services that the customer is currently engaged in with your system.

**Eligibility** – Ask if there is anything you can do to help your customer to complete the partner's eligibility process.

**Establish Partnership** – Let the other service providers know that you are interested in partnering if the customer is determined eligible for their services.

**Tracking Progress** – Be willing to assist in communicating any issues or challenges the customer experiences during this process of initiating enrollment with other systems.
Negotiate Shared Resource Plans

Reach consensus on:

Employment goal

Lines of communication (established prior to the need)

Sequence of services

Whenever possible, a face-to-face meeting should be arranged with partners within an American Job Center. Discuss the role that the customer will take as the driving member of the IRT, i.e., will they facilitate the meetings, lead the discussion or participate as a member.

Reach consensus around three key parameters:

1. A common employment goal
2. Lines of communication (established Prior to the need)
3. A sequence of services
What we know about WIOA:
WIOA calls for streamlining of major programs, including the development of a unified state plan and cross-system/program common measures. WIOA also calls for focusing services on targeted populations that in the past have been referred to as hard to serve/in greatest need and they have been tasked with providing more wrap around services.
WIOA and IRTs

**IRT:**
- Offers a tangible model for providing wrap-around services
- Customer centered to meet employment goals
- Informal agreements that can be scaled up to formalized agreements

What the IRT does:
Offers a tangible model for providing wrap around services based on the individual need of the job seeker to help the job seeker meet their employment goal (WIOA Performance) without the need for formal agreements but that as a model at the same time can be scaled up to inform and develop formalized agreements.
The IRT model allows for cross-agency/system collaboration and can be used as a prototype to scale from local to state levels.

The IRT is a model that can be implemented immediately allowing for cross agency/system collaboration to commence and it can be used as a prototype to scale that simulation from the local level all the way to the state level.
The IRT has many qualities that may make it an important and effective strategy for emerging WIOA service delivery models. This is due to the IRT’s method of coordinating resources that are:

- Customer focused
- Outcome driven
- Informal
- Applicable through multiple outcomes
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Disability Resource Coordinator

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Integrated Resource Team Case Study

Disability Resource Coordinator:
Kathy DeAngelo
Case Study Overview

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<th>Agenda Topics:</th>
<th>Participants:</th>
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<td>Housing search</td>
<td>David – Youth</td>
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<td>New vehicle</td>
<td>Donna - Catholic Charities</td>
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<tr>
<td>OJT</td>
<td>DOL Business Services</td>
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<td>Job search</td>
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<td>Disability Resource Coordinator</td>
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David, a 22 year old youth, had been enrolled in our WIA Out-of-School Program as he was a HS dropout.

His parents had helped him apply for Social Security benefits due to learning disabilities and physical impairments.

He had been denied twice, but in April 2013 he was approved for both SSI and SSDI. Our Youth Counselor referred him to me for benefits advisement.
Youth’s Background

Job Seeker David:
22 years old youth
Enrolled in WIA Out-of-School Program
HS dropout
Receiving SSI and SSDI

David, a 22 year old youth, had been enrolled in our WIA Out-of-School Program as he was a HS dropout.

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He had been denied twice, but in April 2013 he was approved for both SSI and SSDI. Our Youth Counselor referred him to me for benefits advisement.
Initially discussed:

Eight recent letters from SSA
How to best use a lump sum payment
Medicare and Medicaid
Next steps following the achievement of GED

David, the CDO Youth Counselor, and myself were present.

3 topics for the meeting were:

→ Read and interpret his 8 letters from SSA in the past 3 weeks and sign BPQY request.

→ Discuss the lump sum payment he received, how he plans to use it, should he take Medicare and how it affects his Medicaid.

→ Discuss his next steps following the achievement of his GED.
Barriers

Limited work history
Not interested in furthering his education
Parents’ resistance
No vehicle
Public transportation was not accessible

1. David had a limited work history of CDO Work Experience from and Summer Youth Employment.
2. He was not interested in furthering his education at that time and wanted a job.
3. He wanted to move out of his parents’ home but they were resistant.
4. He had a Driver’s license but no vehicle; and public transportation was not accessible.
Employment Plan

Career interest and aptitude assessment
Workforce resume workshop
Review BPQY, develop IWP and assign Ticket to Work
Set up Follow-Up IRT with parents and DOL Business Services Representative

1. Took Careerscope Interest and Aptitude assessment and reviewed with Youth Counselor.
2. Attended a CDO Workforce Resume Workshop and developed a resume with staff.
3. Met with DRC to review BPQY, develop IWP and assign his Ticket to Work to our agency.
4. Set up Follow-Up IRT with parents and DOL Business Services Rep to discuss move and possible OJT.
<table>
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<td>▪ David scored high aptitude on clerical skills and customer service jobs</td>
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<td>▪ His parents refused to participate and did not want him to work or move</td>
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<tr>
<td>▪ David bought a car and saved for a down payment on an apartment</td>
</tr>
<tr>
<td>▪ Scheduled follow up IRT to discuss OJT and job search strategies</td>
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1. David scored high aptitude on clerical skills and customer service jobs.

2. His parents refused to participate in an IRT meeting as they did not want him to work or move.

3. David used his lump sum to buy a new car and has saved some for a down payment on an apartment with his brother.

4. The follow-up IRT was scheduled to discuss possible OJT and job search strategies.
As David’s parents refused to attend a meeting, he invited a family friend, Donna, who also is a colleague from Catholic Charities. David, Donna, our DOL Business Services Rep. and myself met. David and his brother were working with Catholic Charities to find local housing in Oneonta. David had used his lump sum SSA benefits to buy a car and had started to apply for some part-time clerical jobs. The BSR explained the OJT program and noted that David had to be ready for full-time work to be considered. He agreed to forward any p/t job leads. Began work on his Employment Plan (IWP).
Results

Part-time job for UPS as a Loader beginning in May 2014

Secured permanent housing

Monthly meetings for SS benefits advisement

UPS offered David training to become a full-time driver at the end of 2014

Participants:

David – Youth
Donna - Catholic Charities
DOL Business Services Representative
Disability Resource Coordinator

IWP signed and job search efforts resulted in a part-time job for UPS as a Loader beginning May 2014. David and his brother secured permanent housing and I met with him monthly for SS Benefits advisement and to fax paystubs to SSA office.

UPS offered David training to become a full-time driver at the end of 2014. Unfortunately, he wasn’t able to pass the DOT physical as he is a Type 1 Diabetic. UPS, however, provided him with paperwork to request a Federal waiver and he scheduled required medical appointments.
David requested assistance with this process and we initiated another IRT. NYSDOL Counselor, David and I met to review waiver process in May 2015. We also called the HR Manager UPS during this meeting for clarification of required documentation.

David reported that he had been promoted to the position of International Packages Clerk with an increase in pay and hours.
Updates

The Federal waiver application was rejected and refiled in September 2015.
In August 2016, David was promoted to a full-time UPS Driver and is now a member of the Teamsters Union.
David was able to buy a new truck and plan a 10-day vacation.

- The Federal waiver application was rejected from Washington DC as the medical forms submitted by his doctor were outdated versions. It was refilled in September 2015.

- Finally, in August 2016, David was promoted to a full-time UPS Driver and is a member of the Teamsters Union.

- Last year after the Christmas holidays, David stopped in to show me his brand new truck and tell me about a 10-day vacation he was planning. He earns more money than he ever dreamed about and does not miss his monthly Social Security check.
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Disability Resource Coordinator  

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Reverse Career or Job Fair

Disability Resource Coordinator:
Tanisha Taylor
Job seekers create displays and presentations to showcase their talents
Employers circulate the booths and introduce themselves to job seekers

- Job seekers create displays and presentations that showcase their talents
- Employers then have the opportunity to circulate among the booths and introduce themselves to the job seekers whose skills and abilities meet their needs
Reverse Job Fair Helps:

Job seekers highlight and showcase their skills and abilities in a comfortable environment.
Businesses recognize talent by watching job seekers demonstrate their history and abilities.

• Helps job candidates highlight and showcase their skills and abilities in a comfortable environment.

• Helps businesses to recognize the talents of the job candidates by watching them demonstrate examples of their work/abilities.
Benefits to Business

Connect with high quality, but often overlooked, job seekers
Less financial and logistical burden
No registration fee or booth cost
Relaxed conversation conducive to a meaningful exchange
A platform where the event organizers pre-screen and match job seekers to positions needed by potential businesses

• Connects businesses with high quality, but often overlooked, job seekers
• Requires less financial and logistical burden (no employer display booth to set up)
• Demands no registration fee or booth cost from the employer
• Allows for a more relaxed conversation that is conducive to a meaningful exchange
• Provides a platform where the event organizers can pre-screen and assist to match job seekers to the positions that are needed by potential employers that have provided essential job function information
The three-phase process includes a career readiness workshop that assists job seekers to develop presentation materials and practice interviewing skills.

Job Seekers will know beforehand the essential job functions and requirements to be well-prepared to explain why they are a “right fit” for businesses.
Job Seekers Come to the Fair with:

Portfolio with a resume, references, cover letter, etc.

A tri-fold board display with:
  Who you are
  What you know
  What you’ve done
  What you hope to do

• All job seekers will come to the Fair with:

• A high quality portfolio of information to share, including resume, references, cover letter, etc.

• A tri-fold poster board or other display and the skill to present on:
  • Who you are
  • What you know
  • What you’ve done
  • What you hope to do

• Job Seekers will know beforehand what the essential job functions and requirements are in order to be well-prepared to explain why they are a “right fit” for employers
HMO Region Reverse Job Fair

- Partnered with 5 Local Agencies
- Work readiness workshops were provided for job seekers
- 10 job seekers participated
- 8 Employers attended
- 4 job seekers received interviews

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Iowa DEI Reverse Job Fair

https://www.youtube.com/watch?v=ai8sebL9IKQ
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Thank you so much Geri, Kathy and Tanisha…we truly appreciate your time and efforts to help illustrate the ways IRTs and Reverse Job Fairs can be successful strategies for helping youth achieve their employment goals.
IRT and Reverse Career/Job Fairs are excellent customer centered tools to use with your community and WIOA required partners

To conclude: These tools allow you to build on or create new relationships with partners, old and new, who share common performance measures or missions.
Questions
Contact: Your Program Monitors, YouthTeam@labor.ny.gov

A follow up email with links to the power point and additional resources will follow