

- Emphasize leveraging of other resources to support program costs
- Link youth programs with The Oregon Consortium & Oregon Workforce Alliances' strategic plan through these priorities:
 - ✓ Give youth in-depth experiences preparing them to enter the workforce as lifelong learners
 - ✓ Provide them with opportunities to learn and demonstrate work and job readiness skills, defined as team work, good work behaviors, communication skills, personal and workplace solving skills, basic and technological skills
 - ✓ Make certain they have access to employment opportunities, understand the process for applying for jobs and be able to demonstrate appropriate job search skills
 - ✓ Use labor market information to help focus education and employment resources to meet the needs of high growth, demand or wage employers, and to assure connections to career ladder employment opportunities supporting long term success, self-sufficiency and family wage earning opportunities
 - ✓ Foster private sector involvement and contributions to enhance and leverage linkages with employers and labor to create opportunities to engage youth in employment, education, and community service
 - ✓ Blend and leverage resources with Workforce Investment Act funds to expand program services and avoid duplication

Program Design Components

The Workforce Investment Act specifies that all youth will be provided services from a menu of ten mandated service elements that are clearly identified in the legislation. TOC&OWA WIA IB youth services providers are required to provide services designed to match the needs of the individual youth. The ten mandated services are:

1. Tutoring, study skills training and instruction leading to secondary school completion, including dropout prevention strategies
2. Alternative secondary school offerings
3. Summer employment opportunities
4. Paid and unpaid work experiences, including internships and job shadowing
5. Occupational skill training
6. Leadership development opportunities
7. Supportive services
8. Adult mentoring for at least 12 months that may occur both during and after program participation
9. Follow-up services for at least a year after youth have left their programs
10. Comprehensive guidance and counseling, including substance abuse and employment counseling

The regional WIA IB youth services provider must make all ten program elements available to all youth participants in the region, although individual youth participants need not participate in all ten. Youth providers have the discretion to determine the specific services provided to the individual youth participant, based on each participant's objective assessment and individual service strategy. Providers need not provide all ten program elements with WIA funds if certain services are already accessible for all eligible youth in the region through partner programs. If an activity is not funded with

WIA title I funds, the WIA IB youth service provider must ensure that those activities are closely connected and coordinated with the WIA system. Ongoing relationships are to be established with providers of non-WIA funded activities either through case management, memorandums of understanding, or some other vehicle. The extent to which the ten program elements are available and/or already being provided in the region may be documented through a combination of resource mapping, competitive selection of providers, or community partnerships. If services are not readily accessible to all youth, the WIA IB youth service provider must ensure that existing services can be expanded to serve all WIA eligible youth or must competitively select providers to provide the services with WIA funds.

- **Comprehensive assessment for all youth**

Under the Workforce Investment Act (WIA), assessment is an ongoing process that consistently evaluates the progress of the youth in his/her program. Various assessment instruments and strategies are used to identify the youths' need for specific services from the list shown above. If needs are identified, they are to be addressed through the youth's written service plan. The minimum areas requiring assessment and services are: basic academics, including computer literacy, occupational skills, employability, career interests and aptitudes (especially for non-traditional employment), supportive service needs and general lifeskills / developmental needs. WIA IB service providers may include information from previously implemented assessments, if appropriate and relevant.

- **Development of written plans based on assessment results**

Every youth is to have a written plan that is based on the results of the assessment process and designed around the goals of the individual. Plans are working documents that must:

- Specify the youths' goals for future careers and postsecondary training
- Identify the barriers that may impede goal attainment
- Establish service objectives that will assist youth to meet their goals
- Identify services that will be provided in support of service objective and goal attainment
- Include a narrative that ties together the youth career goal with the identified barriers, service objectives and services that will be provided to support that attainment of objectives and goals.

Because assessment is an ongoing process, WIA IB service providers are required to monitor and modify the youth's plan to match his/her developing needs. Plans from other programs the youth are or were involved with may also be used to supplement the WIA plan, if appropriate and relevant.

- **Long-term, year-round services**

Services will be provided to all youth on a 12-month basis and are expected to last for at least a year or more. Appropriate program options for youth to engage in during the summer months are academic classes, work placements, skill development projects, leadership camps or any combination of these activities. Whatever summer services are provided must be identified on the youths' plans.

- **Literacy development as a priority**

The focus of all programs is to improve basic literacy skills in reading, mathematics, writing and computer literacy for all youth in need of improvement in any of these areas. CASAS (Comprehensive Adult Student Assessment System) or TABE (Test for Adult Basic Education) will continue to be used as the major measurement instruments for reading and mathematics. Other assessment tools may be used if pre-approved by The Oregon Consortium & Oregon Workforce Alliance.

- **Collaboration with business, labor and other systems**

Collaboration with business, labor, education programs, other service agencies and local youth providers is another critical component for enhancing WIA youth programs.

- **Enhanced services to out-of-school youth in need of additional training**

Services to all out-of-school youth will emphasize:

- Improvement in basic academic skills (reading comprehension, writing, mathematics and computer literacy)
- Preparation for post-secondary training through an accredited community college/university program or other recognized occupational training program
- Career research in high growth, high demand or high wage industries identified by The Oregon Consortium & Oregon Workforce.

The Oregon Consortium & Oregon Workforce Alliance will maintain an emphasis on services to out-of-school due to the scarcity of services for this harder-to-serve population.

A minimum of thirty percent (30%) of all WIA Title 1 youth funds must be expended in support of out-of-school youth programming.

- **Workplace readiness training component**

This is an area that is emphasized in The Oregon Consortium & Oregon Workforce Alliances' strategic plan. The program structure includes assessment of the youth's work readiness skill levels, specific interventions to address areas needing improvement, a work placement for increased understanding of workplace readiness concepts and follow-up discussion for clarification purposes. All WIA IB youth service providers are required address the need for a standard work readiness evaluation form when assessing youth in this area. The Oregon Consortium & Oregon Workforce Alliance will be investigating the availability of standardized assessment and remediation tools as part of its strategic plan and intends to make these resources available for its WIA IB youth service providers during the new contract period.

- **Support services**

Support services are an integral component to all youth programs and are defined as items that assist the youth in completion of his/her program goals. They include transportation assistance, work and interview clothing and fees for replacement of

identification documents, GED test fees and instructional costs (tutors, community college tuition, computer software, etc.). WIA expanded the support services definition by including these life situations that can be addressed through funds spent on support services: homelessness, treatment needs, access to training in the community, and education costs.

All support services are to be provided on an individualized basis as a major strategy for supporting youth in their programs. WIA also specifies that these funds, while appropriate to use for these items, be used only in the absence of or in combination with other resources. All WIA IB service providers will comply with TOC/OWA policy WIA-39-08/06 (see Attachment E-5k) in authorizing, providing and documenting direct participant payments.

- **Connection with the WorkSource Oregon One-Stop System**

The Oregon Consortium & Oregon Workforce Alliance's youth programs are considered to be precursors to WorkSource Oregon One Stop Career Center system services. WIA IB youth service providers provide program components that support a direct connection between youth and WorkSource Oregon One Stop Career Center system. One-Stop Centers can serve as the entry points for all youth in the local area. They are the gateways to services provided for WIA eligible youth and to services funded from other sources for both WIA eligible and non-eligible youth.

Connections between the One-Stop system and youth service providers facilitate the coordination and provision of youth activities, connections to intermediaries with links to the job market and employers, and access to information about WIA youth programs and other youth service providers. These connections support services to both eligible and non-eligible youth. It should be noted that WIA IB service providers are required to ensure that an eligible applicant who does not meet the enrollment requirements of the particular program or who cannot be served shall be referred for further assessment, as necessary, and referred to appropriate programs to meet the basic skills and training needs of the applicant as described in WIA section 129(c)(3)(B) (29 U.S.C. 2834). Non-eligible youth may also receive services at One-Stop Centers. Services for non-eligible youth may include basic labor exchange services funded under the Wagner-Peyser Act and other self-help activities such as job searches, career exploration, use of career center resources, and should be referred for further assessment by partners, as necessary, and given referrals to other youth providers of services for which they may be eligible.

- **Retention services**

The emphasis in the Workforce Investment Act (WIA) is to provide services that meet the needs of youth active in the program but also keeps them stabilized in a positive situation after they exit or complete their programs. When youth exit the program, they are now in follow-up status. WIA mandates that follow-up retention services be provided for a minimum of 12 months after the date of program completion. WIA IB service providers are to track youth while they are in follow-up and support retention in employment, postsecondary training, higher education or an apprenticeship program.

New Required Program Design Components

The Oregon Consortium & Oregon Workforce Alliance added new program components shown below for all WIA IB service providers in alignment with the OWA strategic plan. These include:

- **Closer linkages with high demand or high growth or high wage industries**

The Oregon Consortium & Oregon Workforce Alliance's strategic plan specifies the provision of workforce development strategies that will connect individuals to identified industries with potential for growth and family wage jobs. WIA IB service providers will develop strategies linking their WIA youth programs with employers from one or more high demand, growth or wage industries and to describe how those linkages will provide a direct benefit to their youth.

- **Increased emphasis on the development of higher math skills**

To support the new component of connecting youth with identified industries, there is an increased emphasis on providing specific instruction that leads to higher math skills, particularly algebra. Youth are in need of at least a year of algebra with a passing grade, or must be able to demonstrate they have the appropriate math skill level, in order to qualify for a trade's apprenticeship or other postsecondary training program relating to any of the identified high demand, growth or wage industries. WIA IB youth service providers will assure the availability of basic skills instruction in Math or will establish partnerships to assure the availability of this service.

- **Computerized case management system**

The Oregon Consortium & Oregon Workforce Alliance is requiring that a computerized case management system (Geographic Solutions) and standard file layout and forms, be implemented by its youth contractors in the new contract period. Assessment documentation, case notes, plans, modifications and support services records are all included in the system.

F. BUDGET AND PARTICIPANT PLAN

1. **Using the format provided in Attachment C, identify the funding and participants planned to be served for each year of this Plan.**
2. **Include enrollment data showing enrollment information for those individuals that are "carried-in" from previous program years.**

G. LOCAL BOARD APPROVAL PROCESS

1. **Describe the approval and documentation process that will be utilized to obtain formal Board approval of any modification or changes to Attachment C, Budget, Participant and Performance Plan per CCWD policy.**

OWA follows state CCWD policy 589-20.1 related to board approval of any modification or changes to the local area WIA IB budget, participant or performance plan.

H. LOCAL LEVELS OF PERFORMANCE NEGOTIATED WITH THE STATE

- 1. Using Attachment C, identify the levels of performance negotiated with the State for the program years covered by the Plan. Provide the negotiated performance levels for each of the core indicators of performance for the adult, dislocated worker and youth programs, respectively and the two customer satisfaction indicators. Negotiations will take place for the performance targets for year two: July 1, 2008 through June 30, 2009.**

I. NOTICE OF FUND AVAILABILITY

- 1. This Plan covers a two-year period. Since funding allocations are provided annually, it is anticipated that the information for the subsequent years will be based on estimated figures when initially submitted. (Areas should use the same funding allocation for planning the subsequent years and be aware this is subject to change when final allocations are issued.) The allocation figures will be revised when they are finalized for the subsequent program years.**
- 2. For WIA Title I-B subrecipients, a Notice of Fund Availability (NFA) will be issued upon approval of the Plan or modification if needed. The NFA serves as an obligation of funds to the subrecipient, not the Local Plan or modifications to the Plan.**

J. REPORTING OF CIVIL RIGHTS COMPLIANCE REVIEW, COMPLAINT INVESTIGATION, ADMINISTRATIVE ENFORCEMENT ACTIONS, AND/OR LAWSUITS REGARDING DISCRIMINATION: METHODS OF ADMINISTRATION

- 1. According to the Workforce Investment Act and 29 CFR Chapter 37 all the requirements of the Memorandum of Administration must be submitted along with the Local Plan by the local WIA Title I-B subrecipient.**

For certified WorkSource Oregon One-Stop centers OWA has established policy WIA-17-09/01 on non-discrimination and equal opportunity requirements and policy WIA-18-18-10/01 for complaint and grievance procedures, see Attachment E-5i and Attachment E-5d. TOC/OWA uses a standard hand-out to inform clients of their rights under the ADA, EEO and WIA IB and other laws and regulations that govern treatment of protected classes, see Attachment E-5j to this plan. Certified WorkSource Oregon One-Stop centers and affiliate sites are also required to post required ADA/EEO/Labor Law notices in prominent places in the resources rooms and other public areas.

Each of the nine regions within the consortium has identified an Equal Employment Opportunity Coordinator who is responsible for coordinating MOA issues and for advising and training staff to ensure that protected classes are not excluded for participation in, denied the benefits or, subjected to discrimination under, or denied

employment in programs or activities because of race, color, religion, sex or other protected status. TOC/OWA and each of the designated regional WIA IB providers participates in the State-directed MOA regional monitoring and site certifications, and have had no material issues identified in any of these activities. All of the partners in the certified WorkSource Oregon One-Stop centers follow all applicable State and Federal laws and regulations specific to ADA, EEO, Labor Law and the Oregon MOA.

The process for filing a complaint is the same for EEO/ADA and WIA IB compliance as it is for any other type of complaint about alleged inequitable or unfair treatment. The standard TOC/OWA information form advises people of their rights and gives them the name and contact information for addressing complaints of any type of alleged discrimination, whether under ADA, EEO or WIA IB. The handout encourages people using our WorkSource Oregon One-Stop centers or affiliate sites to first speak with the center coordinator, manager or supervisor if they believe there has been any type of discrimination or unfair treatment. The center coordinator attempts to address any issues, provides the customer with another copy of the complaint brochure and advised the customer on how to pursue a written complaint.

All Equal Employment Opportunity Coordinators notify the State Equal Employment Opportunity Officer of any written complaint alleging violation of EEO/ADA requirements and follow all State and Federal guidelines in researching, investigating and resolving complaints and grievances.

ATTACHMENT A
Comprehensive Service Matrix
And
Budget Information
(Attachment A for each Region/Site)