



CHICAGO COOK  
WORKFORCE PARTNERSHIP

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03/08/2023

# Service Matrix Changes- Part 2

## Youth

# Technical Check

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## WEBINAR GUIDANCE AND TIPS

- ❖ This webinar is for LWIA 7 only.
- ❖ Your lines are muted.
- ❖ Please post all questions and comments in question box.
- ❖ We will also be taking question breaks throughout the presentation.
- ❖ This session is being recorded.
- ❖ The recording and power point will be posted on the help desk on Thursday, 3/9.

# Presenters

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# Special Guests from DCEO

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# Objectives

- Re-Cap of Youth Pre-Enrollment Requirements
  - Three new Youth Activities/Services
- Re-Cap of Service Changes
- Review 14 Youth Elements (5-14)
  - What are the available Youth Services?
- Outline how you can use the Youth Service Matrix
  - Get familiar with it and know your way around
  - How to use the matrix for your daily activities with Youth.
  - Tool for development of Individual Service Strategy(ISS)
  - Performance Reporting Guide



# General Rules for Service Entry

- Document every service provided within 10 days of it being given.
- Ensure the services are outlined in the Individual Service Strategy (ISS).
- Case Notes are used to describe and document the service provided; case notes should always tell a story.
- Use the Service Matrix to determine which Youth Element to use before entering in Career Connect. Don't put actual youth program elements listed in the Matrix under the Youth Career Planning (Case Management) activity.
- Youth order of services in Career Connect:
  - 468-Youth Comprehensive and Specialized Assessments – **NEW SERVICE**
  - 469-Development of an Individual Service Strategy (ISS)
  - 470-Youth Career Planning (Case Management)

# Recap – Required Non-Enrolling Activities

## What's New for WIOA Youth in the Services Matrix?

### **For new Youth enrolled 3/10/2023 or after:**

- Three Pre-Enrollment Activities are required to be entered in Career Connect prior to enrolling WIOA Youth:
  - 468-Youth Comprehensive and Specialized Assessments – **NEW SERVICE**
  - 469-Development of an Individual Service Strategy (ISS)
  - 470-Youth Career Planning (Case Management)
- Must occur between staff and youth and be documented and entered in Career Connect.
- These activities provide a documentation mechanism to enter case notes to support enrollment in the Youth program.
- Youth will not be “Enrolled” until all three pre-enrollment activities and at least one of the 14 program elements is provided.
- A Youth Program Element Service must be entered in Career Connect within 45 days of the Youth Eligibility date.

**NOTE: These Youth activities differ from Adult / Dislocated Worker services and have different rules and definitions.**



# Recap-New Youth Enrollment

- The 468-Comprehensive Assessment service must be added first as the “Participation” activity.
- Although Career Connect sets a Participation Date, the activity **does not** trigger “Program Entry” (the circle in the PE column is blank).

[WIOA #3220 \(Source ID: 10010155\) - Complete](#)

LWDB: 07 - Chicago Cook Workforce Partnership

Application Date: 12/01/2022

Participation Date: 12/02/2022

10 - Arlington Heights Workforce Center (8100)


Closure Date: N/A

Exit Date: N/A

Open/Total Activities: 1 / 4

Service does not trigger Program Entry.

Participation Date is set to 468 service start date.

PE	EE	Status	Activity / Provider	Actions	Funding / Grant	Projected Begin Date	Actual Begin Date	Projected End Date	Actual End Date
Triggers Program Entry									
		C	468 - Youth Comprehensive and Specialized Assessments (Same Day Service)  Business And Career Services Inc.	W	Youth	N/A	12/02/2022	12/02/2022	12/02/2022 Successful Completion



# Recap-New Youth Enrollment

- After the 468 activity, staff must enter the 469-Development of ISS activity and then the 470-Career Planning activity.
- The Youth is still **not enrolled** in WIOA (the circles in the PE column remain blank) and the Youth is not in WIOA performance.

The non-enrolling activities do **not** trigger "Program Entry"

PE ①	EE ①	Status	Activity / Provider	Actions	Funding / Grant	Projected Begin Date	Actual Begin Date	Projected End Date	Actual End Date
Triggers Program Entry									
○	○	C	468 - Youth Comprehensive and Specialized Assessments (Same Day Service)  Business And Career Services Inc.	W	Youth	N/A	12/02/2022	12/02/2022	<a href="#">12/02/2022</a> Successful Completion
○	○	C	469 - Development of Integrated Service Strategy (ISS)-Same Day Service Business And Career Services Inc.	W	Youth	N/A	12/05/2022	12/05/2022	<a href="#">12/05/2022</a> Successful Completion
○	○	C	470 - Youth Career Planning/Case Management (Same Day Service)	W	Youth	N/A	12/06/2022	12/06/2022	<a href="#">12/06/2022</a> Successful Completion

# Recap-New Youth Enrollment

- Customer remains in “Applicant” status in IWDS and is not included in any WIOA performance measures until they receive an enrolling Youth Element service.
- IWDS displays an invalid registration date of 12/31/9999.

## Application Summary

Youth Dropout

LWA: 07 - Chicago Cook Workforce Partnersh

Statutory Program: WIOA

Certified Titles: 1Y -Out-of-School Youth

**Application Status:** Applicant

**Application Date:** 12/01/2022

**Registration Date:** 12/31/9999


















Exit Date:

Career Planner: Dena Al-Khatib

Service Start Date	Service End Date	Service Provided	Status
12/06/2022	12/06/2022	YOUTH Career Planning (Case Management)	Successful Completion
12/05/2022	12/05/2022	Development of an Individual Service Strategy (ISS)	Successful Completion
12/02/2022	12/02/2022	YOUTH Comprehensive and Specialized Assessments	Successful Completion

# Recap-New Youth Enrollment

- Youth becomes “enrolled” when the first Youth Element service (as indicated in the Matrix) is provided.
- The **Program Entry (PE)** column displays a check mark to indicate an enrolling service.

PE 	EE 	Status	Activity / Provider	Action	Projected Begin Date	Actual Begin Date	Projected End Date	Actual End Date
Triggers Program Entry								
			<a href="#">408 - Alternative School/Dropout Recovery Services</a> Business And Career Services Inc.			<b>12/16/2022</b>	06/30/2023	<a href="#">Close</a>
			<a href="#">470 - Youth Career Planning/Case Management (Same Day Service)</a> Business And Career Services Inc.		Youth	N/A	12/06/2022	<a href="#">12/06/2022</a> Successful Completion
			<a href="#">469 - Development of Integrated Service Strategy (ISS)-Same Day Service</a> Business And Career Services Inc.		Youth	N/A	12/05/2022	<a href="#">12/05/2022</a> Successful Completion
			<a href="#">468 - Youth Comprehensive and Specialized Assessments (Same Day Service)</a> 		Youth	N/A	12/02/2022	<a href="#">12/02/2022</a> Successful Completion

The check mark under the PE column indicates the enrollment.

The begin date of the first Youth Element service is the date of WIOA Enrollment.

# Recap-New Youth Enrollment

- Once a Youth Element service is added:
  - Youth becomes a “Registrant” in IWDS
  - IWDS Registration date sets to the start date of the first enrolling service.
- Youth is counted in performance based on services received (see Performance column of the Service Matrix).

## Application Summary

Youth Dropout

**LWA:** 07 - Chicago Cook Workforce Partnership

**Statutory Program:** WIOA

**Certified Titles:** 1Y -Out-of-School Youth

**Application Status:** Registrant

**Application Date:** 12/01/2022

**Registration Date:** 12/16/2022

**Exit Date:**

**Career Planner:** Dena Al-Khatib

Service Start Date	Service End Date	Service Provided	Status
12/16/2022		Alternative School/Dropout Recovery Services	Open
12/06/2022	12/06/2022	YOUTH Career Planning (Case Management)	Successful Completion
12/05/2022	12/05/2022	Development of an Individual Service Strategy (ISS)	Successful Completion
12/02/2022	12/02/2022	YOUTH Comprehensive and Specialized Assessments	Successful Completion

# Recap – New Youth Enrollment

- The first Youth Element service:
  - Must start on the same day as or after the 470-Career Planning/Case Management service
  - Must be provided within 45 days of the WIOA Eligibility date
  - Triggers WIOA enrollment and puts Youth in WIOA performance measures
  
- The Career Connect Participation Date will be **different** than the WIOA Enrollment Date:
  - The Participation Date is set by the 468 service
  - The WIOA Enrollment Date is set by the first Youth Element service

# Enrollment Comparison

Youth Enrolled <u>before</u> 3/10/2023	Youth Enrolled <u>on or after</u> 3/10/2023
Enrolled in WIOA as of date of the 413-Develop ISS service (Do <b><u>not</u></b> have to go back and enter the 3 non-enrolling activities)	Must have the 3 non-enrolling activities in this order: <ol style="list-style-type: none"> <li>1. 468-Youth Comprehensive &amp; Specialized Assessment</li> <li>2. 469-Develop Individual Service Strategy (ISS)</li> <li>3. 470-Career Planning (Case Management)</li> </ol>
n/a	Must provide a Youth Element Service to enroll in WIOA.
Must have at least one Youth Element Service before providing any <b><u>new</u></b> support services, incentives, or initial ITA requests.	Must be enrolled before providing any support services, incentives, or initial ITA requests.
New 470-Career Planning (Case Management) activity does <b><u>not</u></b> extend the 90-day exit period.	New 470-Career Planning (Case Management) activity does <b><u>not</u></b> extend the 90-day exit period.

# Questions?

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# Youth Program 14 Elements

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## What are the available Youth Program Elements?

1. Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies
2. Alternative secondary school services, or dropout recovery services
3. Paid and unpaid work experiences
4. Occupational skill training
5. Education offered concurrently with workforce preparation activities and training
6. Leadership development opportunities
7. Supportive services
8. Adult mentoring
9. Follow-up services
10. Comprehensive guidance and counseling
11. Financial literacy education
12. Entrepreneurial skills training
13. Services that provide labor market and employment information
14. Postsecondary preparation and transition activities



# Youth Program Element 5 - Definition

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## **Education Offered Concurrently with Workforce Preparation**

Services within this program element reflect an integrated education and training model in which adult education and literacy activities/basic academic skills are included as part of alternative secondary school services and dropout recovery services (Youth Program Element 2) concurrently and contextually with workforce preparation activities (program element 3) and workforce training (program element 4) for a specific occupation or occupational cluster for the purpose of educational and career advancement.

# Youth Program Element 5 - Rules

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## **Education Offered Concurrently with Workforce Preparation**

- The Integrated Career & Academic Preparation System (ICAPS), is the implementation of the Integrated Education and Training (IET) model in Illinois. ICAPS aims to provide an integrated pathway in Career and Technical Education (CTE) for college credit and/or program certificate opportunities for Adult Education and Literacy (AEL) students that lack basic skills.
- ICAPS/IET career pathway programs must be approved by the Illinois Community College Board (ICCB) to ensure the three components of integrated education and training are provided concurrently as well as contextually as required.

# Youth Program Element 5 - Services

## Education Offered Concurrently with Workforce Preparation

- **Type:** Career Service
- **Service Title:** 406-Integrated Education and Training (IET)/ICAPS \*

406	Integrated Education and Training (IET)/ICAPS	<p><b>WAS PREVIOUSLY "Concurrent Conceptual Training".</b></p> <p>The Integrated Career &amp; Academic Preparation System (ICAPS), is the implementation of the Integrated Education and Training (IET) model in Illinois. IET is a service approach that provides adult education and literacy activities/basic academic skills which are included as part of alternative secondary school services and dropout recovery services (program element 2) concurrently and contextually with workforce preparation activities (program element 3) and workforce training (program element 4) for a specific occupation or occupational cluster for the purpose of educational and career advancement. ICAPS aims to provide an integrated pathway in Career and Technical Education (CTE) for college credit and/or program certificate opportunities for Adult Education and Literacy (AEL) students that lack basic skills. ICAPS/IET career pathway programs must be approved by the Illinois Community College Board. ICAPS programs must be on the Illinois ETPL.</p> <p><b>Note: The three components of integrated education and training (IET) MUST be provided concurrently as well as contextually. The components CANNOT be provided sequentially and be classified as IET.</b></p>
<div><div>▶</div><div>Adult &amp; DW Career Services</div><div>Adult &amp; DW Training Services</div><div>Youth Services</div><div>Supportive Services (SS)</div><div>Follow-Up Services</div><div>+</div><div>:</div><div>◀</div></div>		

**\* Previously Concurrent Conceptual Training**

# Youth Program Element 6 - Definition

## Leadership Development

The services under this program element are focused on encouraging responsibility, confidence, employability, self-determination, and other positive social and civic behaviors.



# Youth Program Element 6 - Rules

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## Leadership Development

Activities include:

- Exposure to postsecondary educational possibilities;
- Community and service-learning projects;
- Peer-centered activities, including peer mentoring and tutoring;
- Organizational and teamwork training, including team leadership training;
- Training in decision-making, including determining priorities and problem solving;
- Citizenship training, including life skills training such as parenting and work behavior training;
- Civic engagement activities which promote the quality of life in a community; and
- Other activities that place youth in a leadership role, such as serving on youth leadership committees (e.g., a Youth Standing Committee).

# Youth Program Element 6 - Services

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## Leadership Development

- **Type:** Career Service
- **Service Title:** 427-Leadership Development



# Youth Element 7 Definition/Rules

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## ➤ Supportive Services:

- Services necessary to enable an individual to successfully participant in WIOA career and training services.
  - ✓ Must be in support of a Youth Element Service
  - ✓ Must be documented in ISS and recorded in Career Connect
  - ✓ Youth participants are eligible for supportive services during follow up
  - ✓ Supportive Services for Youth is one of the 14 Elements, however, **does not trigger enrollment or re-set 90-Day Exit clock**
  - ✓ An enrollment service being provided on the same day as a supportive services should be documented **first** then the supportive service record can be added.
  - ✓ Supportive services are all Same-Day services and cannot be left open.
  - ✓ A case note must be entered to justify the need.

# Youth Program Element 7 - Application



## Supportive Services

Services that enable an individual to participate in **WIOA activities**:

- Linkages to community services;
- Assistance with transportation;
- Assistance with childcare and dependent care;
- Assistance with housing;
- Assistance with educational testing;
- Reasonable accommodations for youth with disabilities;
- Legal aid services;
- Referrals to health care;
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in Postsecondary education classes; and
- Payments and fees for employment and training-related applications, tests, and certifications.



# Youth Program Element 7 - Service

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## Supportive Services

- **Type:** Support Services
- **Service Title:**
  - 480- Support Service - Child/Dependent Care (Same Day Service)
  - 481-Support Service - Transportation Assistance (Same Day Service)
  - 482-Support Service - Medical (Same Day Service)
  - 483-Support Service - Housing Assistance (Same Day Service)
  - 485-Support Services - Other (Same Day Service)
  - 493-Support Services - Tools / Equipment (Same Day Service)
  - 494-Support Services - Uniforms (Same Day Service)
  - 495-Support Service - Legal Aid (Same Day Service) - **New**

# New! Supportive Service

## *Service 495: Supportive Services Legal Aid*

### ➤ Legal Aid can include the following:

- a) Expunging or sealing old criminal records;
- b) Obtaining, reinstating revoked or suspended driver's licenses;
- c) Assisting with securing occupational licenses when a criminal record is a discretionary obstacle;
- d) Untangling outstanding court debt issues;
- e) Negotiating wage garnishments, such as for child support orders;
- f) Securing certificates of rehabilitation for the formerly incarcerated;
- g) Stabilizing lives by preventing illegal evictions, resolving credit report problems, or filing for domestic violence restraining orders; and
- h) Assisting veterans with accessing healthcare, education grants, and housing services.

**Please Note:** WIOA cannot pay for associated fines.

**This service will not be available in CC until 3/10.**

# Youth Program Element 8 - Definition

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## **Adult Mentoring**

This program element involves a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to help develop the youth's competence and character.

# Youth Program Element 8 - Rules

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## Adult Mentoring

- While group mentoring activities and mentoring through electronic means are allowable services under this element, the youth must be matched with an individual mentor who provides some face-to-face interaction.
- This element may include workplace mentoring where the youth is matched with an employer or employee of a company.
- Must be a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee.
- The mentoring services must last at least 12 months and may occur both during participation and as a follow-up service after program exit.
- Local Workforce Innovation Boards (LWIBs) are responsible for having appropriate processes in place to adequately screen and select mentors.
- While DOL strongly prefers that career planners not serve as mentors, they may in areas where adult mentors are scarce.

# Youth Program Element 8 - Definition

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## Adult Mentoring

- **Type:** Career Service
- **Service Title:** 438- Adult Mentoring



# Youth Program Element 9 - Definition

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## Follow-Up Services

Services under this program element are provided after program exit to help ensure the youth is successful in employment and/or postsecondary education and training.

- Some follow-up services may include other program elements
- To count as follow-up services, they must occur **after** the participant's exit date.

# Youth Program Element 9 - Rules

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## Follow-Up Services

- Follow-up services may begin immediately following the last expected date of service in the Youth Program when no future services are scheduled.
- Youth must be enrolled in follow-up services for a minimum of 12 months (2 exceptions = cannot locate or declining services).
- The 12-month follow-up requirement is completed upon one year from the date of exit.
- May include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise, only if Employer is open to being contacted.

# Youth Program Element 9 - Services

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## Follow-Up Services

- **Type:** Career Service
- **Service Title:**
  - F11- Follow-Up Services
  - F02-Support Service - Medical
  - F12-Support Service - Child/Dependent Care
  - F15-Support Service - Housing Assistance
  - F18-Support Service - Transportation Assistance
  - F19-Support Services-Other
  - F20-Support Services-Tools / Equipment
  - F21-Support Services-Uniforms
  - F22-Support Service-Legal Aid



# Questions?

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# Youth Program Element 10 - Definition

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## **Comprehensive Guidance and Counseling**

Comprehensive guidance and counseling provides individualized counseling to participants. This includes career and academic counseling, drug and alcohol abuse counseling, mental health counseling, and referral to partner programs, as appropriate.

# Youth Program Element 10 - Rules

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## Comprehensive Guidance and Counseling

- Comprehensive guidance and counseling provides individualized counseling to participants including:
  - Drug and alcohol abuse counseling,
  - Mental health counseling, and
  - Referral to partner programs, as appropriate.
- **Programs should not record this youth element in place of Youth Career Counseling and Planning activities.**
- When referring participants to necessary counseling that cannot be provided by the local youth program or its service providers, the local youth program must coordinate with the organization it refers to in order to ensure continuity of service.
- When qualified resources exist within the local program or its service providers, it is allowable to provide counseling services directly to participants rather than refer youth to partner programs.

# Youth Program Element 10 - Service

## Comprehensive Guidance and Counseling

- **Type:** Career Service
- **Service Title:** 412- Comprehensive Guidance and Counseling (Same-Day Service)



# Youth Program Element 11 – Definition/Rule

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## **Financial Literacy Education – Definition**

- Services under this program element are intended to help youth acquire the knowledge, skills, and confidence to make informed and effective decisions with their financial resources.

## **Financial Literacy Education - Rule**

- The goal is to help youth attain greater financial health and stability by providing high quality, age-appropriate, relevant, and where possible, customized services.

# Youth Program Element 11 - Service

## Financial Literacy Education

- **Type:** Career Service
- **Service Title:** 456-Financial Literacy Services



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# Financial Literacy Education – Application

## What are activities are considered Financial Literacy Education?

Financial Literacy Education and Services may assist the participant in the following:

- Information on budgeting, bank accounts and informed financial decisions;
- Effective management of spending, credit, and debt;
- Significance of credit reports and credit scores;
- Ability to understand, evaluate, and compare financial products, services, and opportunities;
- Educate about identity theft, ways to protect;
- Address the financial literacy needs of non-English speakers;
- Address the financial literacy needs of youth with disabilities;
- Provide financial education that is age appropriate and timely; and
- Implement other approaches to help participants attain greater financial health and stability.



# Youth Program Element 12 – Definition/Rules

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## **Entrepreneurial Skills Training – Definition**

Services under this program element provide the basics of starting and operating a small business to develop the skills associated with entrepreneurship.

## **Entrepreneurial Skills Training - Rules**

- Provides the basics of starting and operating a small business.
- Such training must develop the skills associated with entrepreneurship.
- Such skills may include, but are not limited to:
  - The ability to take initiative;
  - Creatively seek out and identify business opportunities;
  - Develop budgets and forecast resource needs;
  - Understand various options for acquiring capital and the trade-offs associated with each option; and
  - Communicate effectively and market oneself and one's ideas.



# Youth Program Element 12 – Service

## Entrepreneurial Skills Training

- **Type:** Career Service
- **Service Activity:** 415-Youth Entrepreneurial Skills Training



# Youth Program Element 12 – Application



## **What activities are considered Entrepreneurial Skills Training?**

Entrepreneurial Skills Training examples include:

- Entrepreneurship education programs often guide youth through the development of a business plan and may also include simulations of business start-up and operation.
- Enterprise development programs go beyond entrepreneurship education by helping youth access small loans or grants that are needed to begin business operation and by providing more individualized attention to the development of viable business ideas.
- Experiential programs may involve the development of a youth-run business that young people participating in the program work in and manage, or they may facilitate placement in apprentice or internship positions with adult entrepreneurs in the community.

# Youth Program Element 13 – Definition/Rules

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## **Services that Provide Labor Market Information –Definition**

Services under this program element provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.

## **Services that Provide Labor Market Information - Rule**

- The method of delivery and the particular services and information should be determined by the needs of the individual youth.
- Labor market information should be presented in formats that are easily understood and usable.

# Youth Program Element 13 - Service

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## Services that Provide Labor Market Information

- **Type:** Career Service
- **Service Title:**
  - 417-Referred to Employment/Placement Assistance (Same Day Service)
  - 424-Shared Placement (Same Day Service)
  - 428-Individualized Services & Training Plan (ISTEP) for OJT (Same Day Service)
  - 431-Vocational Exploration (Same Day Service)
  - 437-Group Workforce Research/Workshops/Job Clubs (Same Day Service)

# Youth Program Element 14 - Definition

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## **Postsecondary Preparation and Transition Activities**

Services under this program element prepare In-School Youth and Out-of-School Youth for advancement to postsecondary education and training after attaining a high school diploma or its recognized equivalent.

# Youth Program Element 14 - Rules

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## Postsecondary Preparation and Transition Activities

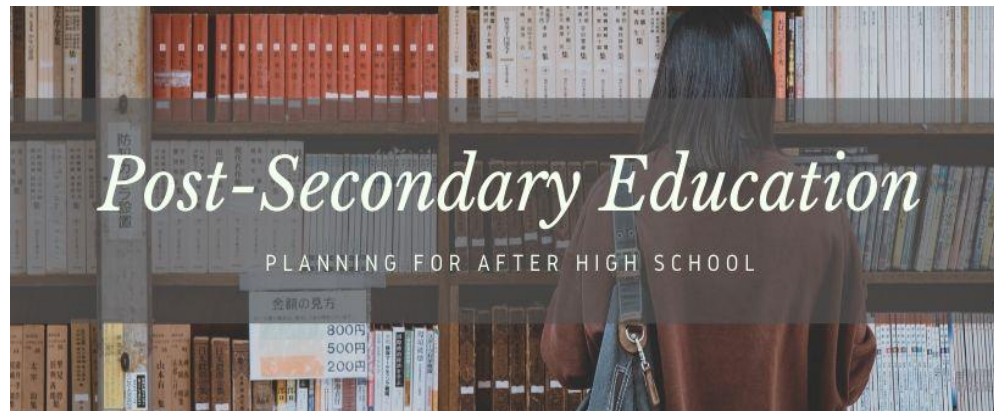
- Activities that help youth prepare for and transition to postsecondary education and training.
- Examples of services include helping youth:
  - explore postsecondary education options
  - prepare for SAT/ACT testing;
  - connect to postsecondary education programs;
  - navigate admissions processes;
  - search and apply for scholarships and grants; and
  - accurately complete the proper financial aid applications.

# Youth Program Element 14 - Services

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## Postsecondary Preparation and Transition Activities

- **Type:** Career Service
- **Service Title:** 442-Post-Secondary Prep & Transition Activities



# Non-Enrolling Tracking Activities

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- The activities listed below are used to transmit & track data across systems and are not considered true services.
- They do not enroll Youth in WIOA and do not extend the 90-exit window.
  - Activities used in Career Connect & IWDS:
    - ✓ 429-PARTNER PROGRAM REQUIRED: Training Paid by Non-WIOA Title I Funds
    - ✓ 001-Planned Gap / Holding
  - Activities unique to Career Connect (do not transmit to IWDS):
    - ✓ 449-Co-Enrolled in IWDS (Check IWDS Before Closing / Exiting)
    - ✓ 423-Youth Initial ITA Request (Same Day Service)
    - ✓ 451-Youth ITA Exception (Same Day Service)
    - ✓ CTA-CTA RPM Referral (Same Day Service)\*

\*\*Only applies to Northside AJC, Westside AJC & KRA/Chatham



# Updated! Activity Name & Definition

## ***Activity 001: X-Planned Gap/Holding***

A participant may be placed in a gap in service when a situation arises that will temporarily prevent program participation for greater than ninety (90) consecutive calendar days with a specific date on which the participant will return for planned services. A planned gap is more than ninety (90) days but fewer than one hundred and eighty (180) days. The gap in service will provide time for the participant to address barriers to continued participation without exiting the program. All gaps in service must be referenced in case notes detailing the reason for the gap in service. A participant who has an active planned gap activity entered will not exit after ninety (90) days, unless the participant fails to return to services by the end of the planned gap. If a participatory service does not occur within fourteen (14) days of the last day of a planned gap and ninety (90) or more days have passed since the last participatory service, an exit will be calculated as of the date of the individual's last participatory service. Eligibility does not need to be re-determined at the end of the gap in service.

# Activity 001 Continued



## *Service 001: X-Planned Gap/Holding (cont.)*

- A planning gap occurs when there is:
  - ✓ A delay before the beginning of training;
  - ✓ A health/medical condition, or providing care for a family member with a health/medical condition; or
  - ✓ A temporary move from the area that prevents the individual from participation in services, including National Guard or other related military service.

Examples of instances that may require a planned gap include the following: a participant has a medical procedure that requires the participant to be out of class for a certain period of time, but the participant expects to return to class on a particular date; or a participant must leave class to care for a family member but will return to class on a particular date.

**Please note:** In order to be placed on Hold, a Youth participant must have at least one Youth Element service. No other services may be opened when a participant is on Hold

# Summary of Service Updates

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## Updated Activity/Service Titles

Old Service/Activity Name		New Service/Activity Name
001: <i>X-Holding</i>	➤➤	001: X-Planned Gap/Holding
406: <i>Concurrent Conceptual Training</i>	➤➤	406: Integrated Education and Training (IET)/ICAPS

# Summary of Service Updates (Cont'd)

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## Newly Added Activities / Services

**468: Comprehensive & Specialized Assessment**

**444: WBL-On-the-Job Training (OJT) Public Sector**

# Summary of Service Updates (Cont'd)

## Removed or Replaced Activities / Services

Activity / Service	Replacement Activity / Service
<i>413: Develop Individual Service Strategy (ISS)</i>	<b>469: Develop Individual Service Strategy (ISS)*</b>
<i>404: Career Planning (Case Management)</i>	<b>470: Career Planning (Case Management)*</b>
<i>433: Workforce Info / LMI / Targeted Occupational Profiles</i>	<b>431: Vocational Exploration</b>
<i>448: Short-Term Prevocational Services (Job Readiness)</i>	<b>413: Vocational exploration for general job readiness provided one-on-one</b> <b>437: Group Workforce Research / Workshops / Job Clubs for general job readiness in a group setting</b> <b>Use 461-Employability Skills / Job Readiness Training (Youth WEX) for job readiness in preparation for work experience</b>

\*Replacements are non-enrolling activities that do not extend the 90-day exit window.

# Summary of Service Updates (Cont'd)

## Removed or Replaced Activities / Services (Cont'd)

Activity / Service	Replacement Activity / Service
<i>455: WBL-Transitional Jobs</i>	Use the applicable WBL WEX / Internship service (425, 426, 454, 463)
<i>400: Prerequisite Training</i>	No replacement
<i>403: Bridge Training (WIOA Contract Funded)</i>	No replacement. (No active WIOA contracted Youth Bridge programs)
<i>432: Skill Upgrading / Retraining</i>	No replacement
<i>458: PARTNER PROGRAM REQUIRED: Non-Registered Apprenticeship Program</i>	No replacement. All WIOA-funded Apprenticeships must be Registered Apprenticeships on the ETPL list.

# Service vs. Case Note

## ➤ Service

- Is provided when staff uses information to determine a course of action or next steps for a participant.
- Something “actionable” must take place between the participant and the Career Coach.
- When an action is taking place with participant, refer to the Service Matrix to ensure the correct service is recorded.

## ➤ Case Note

- For example, you held a brief conversation to verify employment or ensure everything is going well with the participant, and no requests are made of you for more services.
- You are NOT providing a service.
- General Case Note is the method of documentation.
- Individual cases should be reviewed for exit when no service is provided.

For additional guidance see the Case Note Guide:

<https://workforceboard.zendesk.com/hc/en-us/articles/360058453731>

# Reminders regarding Exiting

- Use the Exit Checklist on our Help Desk.  
<https://workforceboard.zendesk.com/hc/en-us/articles/360001375152->
- Youth who are both employed and enrolled in post-secondary education at Closure, select “Youth Only-Attending Post Secondary School/College at Exit (Pos)” as closure reason. Employment will be counted by entering the job as explained in exit procedure.
- Do not hold on to participants who are working and/or entered Post-secondary Education and not in need of services. If you are not able to confirm employment with using traditional methods, use the Affidavit of Employment for exit.
- If participant is working and you are not able to confirm employment, exit as “Other Services complete.” The wages will reflect a positive impact in the performance measures.
- If no services have been provided to customer in 90 days, they **must** be exited.
- Follow Up Services is **required for all** youth for a period of 12 months after exit.



# “Exiting” a Non-Enrolled Youth

- Youth added after 3/10 who only receive non-enrolling activities must be exited if they do not receive an enrolling service within 45 days of the WIOA Eligibility date.
- “Exiting” will remove them from your case load.
- Use exit reason “YOUTH ONLY-No Enrolling Services”.

# Enrolled Youth with no Youth Elements

- Youth Element service titles have been updated in Career Connect with “YE #” at the end of the service title.
- Use the On-line Characteristics report to identify Youth enrolled prior to 3/10/2023 who do not have a Youth Element service.
- If a Youth does not have at least one service with a “YE #” at the end, no Youth Element has been recorded.
- Youth with no Youth Element services are out of compliance – if Youth Elements were provided and documented, agencies must add those services ASAP. (Site directors / managers have the ability to back-date services in Career Connect.)
- The Partnership will be following up with agencies as needed to clean up or exit Youth with no Youth Element services.

# Report Instructions

*Detailed Reports > Case Management Program Specific > WIOA Title I > On-line Characteristics*

- **Filters:**
  - Include Service/Activity: Yes
  - Enrollment Status: Current, Open, Active, & Enrolled Applications
  - Region/LWDB: Chicago Cook Workforce Partnership
  - Office Location: Select your office
  - Customer Group: Youth
  - State: change to “None Selected” if you have any Youth from out-of-state.
- Leave all the other filters as the default, scroll to the bottom of the page & click “run”.
- You can download the report into Excel.

Additional Career Connect report resources:

<https://workforceboard.zendesk.com/hc/en-us/articles/6503046470541>

# Report Instructions (Cont'd)

## Youth with Youth Element Services Example:

State ID	Lastname	Firstname	App Date	Participation Date	Office Location	Service	Activity Begin Date	Activity Proj End Date
7777777	Two	Example	07/05/2022	07/05/2022	Office Name	Career Planning (Case Management)-Same Day Service	07/05/2022	07/05/2022
7777777	Two	Example	07/05/2022	07/05/2022	Office Name	Career Planning (Case Management)-Same Day Service	08/17/2022	08/17/2022
7777777	Two	Example	07/05/2022	07/05/2022	Office Name	Career Planning (Case Management)-Same Day Service	09/21/2022	09/21/2022
7777777	Two	Example	07/05/2022	07/05/2022	Office Name	Career Planning (Case Management)-Same Day Service	10/27/2022	10/27/2022
7777777	Two	Example	07/05/2022	07/05/2022	Office Name	Develop Individual Service Strategies - Same Day Service	07/05/2022	07/05/2022
7777777	Two	Example	07/05/2022	07/05/2022	Office Name	Support Service - Transportation Assistance (Same Day Service)	09/22/2022	09/22/2022
7777777	Two	Example	07/05/2022	07/05/2022	Office Name	Workforce Info/LMI/Targeted Occupational Profiles - Same Day Service-YE13	07/05/2022	07/05/2022
7777777	Two	Example	07/05/2022	07/05/2022	Office Name	Youth Initial ITA Request (Same Day Service)	07/05/2022	07/05/2022
7777777	Two	Example	07/05/2022	07/05/2022	Office Name	Youth Occupational Skills Training (ITA)-YE 4	08/22/2022	12/27/2022

# Report Instructions (Cont'd)

## Youth with no Youth Element Services Example:

State ID	Lastname	Firstname	App Date	Participation Date	Office Location	Service	Activity Begin Date	Activity Proj End Date
9999999	One	Example	12/07/2022	12/07/2022	Office Name	Career Planning (Case Management)-Same Day Service	01/05/2023	01/05/2023
9999999	One	Example	12/07/2022	12/07/2022	Office Name	Career Planning (Case Management)-Same Day Service	01/18/2023	01/18/2023
9999999	One	Example	12/07/2022	12/07/2022	Office Name	Career Planning (Case Management)-Same Day Service	02/01/2023	02/01/2023
9999999	One	Example	12/07/2022	12/07/2022	Office Name	Develop Individual Service Strategies - Same Day Service	12/07/2022	12/07/2022
9999999	One	Example	12/07/2022	12/07/2022	Office Name	Support Service - Tools/Equipment (Same Day Service)	02/22/2023	02/22/2023
9999999	One	Example	12/07/2022	12/07/2022	Office Name	Support Service - Tools/Equipment (Same Day Service)	03/01/2023	03/01/2023
9999999	One	Example	12/07/2022	12/07/2022	Office Name	Support Service - Transportation Assistance (Same Day Service)	02/15/2023	02/15/2023
9999999	One	Example	12/07/2022	12/07/2022	Office Name	Support Service - Transportation Assistance (Same Day Service)	02/22/2023	02/22/2023
9999999	One	Example	12/07/2022	12/07/2022	Office Name	Support Service - Transportation Assistance (Same Day Service)	03/01/2023	03/01/2023
9999999	One	Example	12/07/2022	12/07/2022	Office Name	Support Service - Uniforms (Same Day Service)	02/14/2023	02/14/2023
9999999	One	Example	12/07/2022	12/07/2022	Office Name	Youth Initial ITA Request (Same Day Service)	02/02/2023	02/02/2023

# Additional Procedure Updates

The following Procedures are being reviewed and updated to incorporate the Service changes:

- Career Exploration
- Objective Assessment (OAS)
- IEP/ISS
- Case Note Guide
- ISTEP & OJT Service Procedure
- Measurable Skills Gain (MSG)
- Credential
- Closure Exit

We hope to have all procedures updated and posted by 3/10.

# Questions?

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# Optional Youth Service Office Hours

- Two optional open “Office Hour” sessions to ask questions regarding the Youth service.
- No pre-registration required. Use the links below or in the calendar appointments to join:

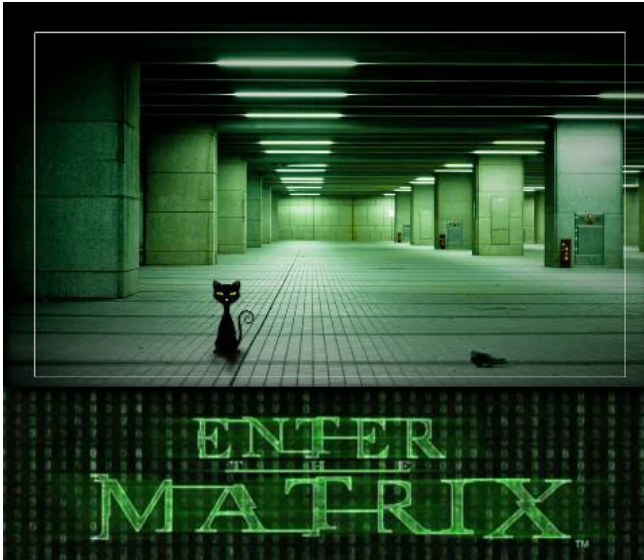
**Friday March 10<sup>th</sup> – 11:00am-Noon**

[Click here to join the meeting](#)

**Monday March 13<sup>th</sup> – 1:00 – 2:00pm**

[Click here to join the meeting](#)

- Meetings will be on MS Teams (no phone-in option).







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# Thank You!!!



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