WIOA Youth Service Changes Update Webinar

March 30, 2023

Technical Check

WEBINAR GUIDANCE AND TIPS

❖ Your lines are muted.

❖ Please post all questions and comments in question box.

❖ This session is being recorded.

❖ The recording and power point will be posted on the help desk with the other Service resources: https://workforceboard.zendesk.com/hc/en-us/articles/360050548012.

Agenda

➢ Corrections & Clarifications

➢ Reports to Identify Youth with no Youth Element services

➢ Exiting Youth with no Enrolling Services

➢ Updated Procedures
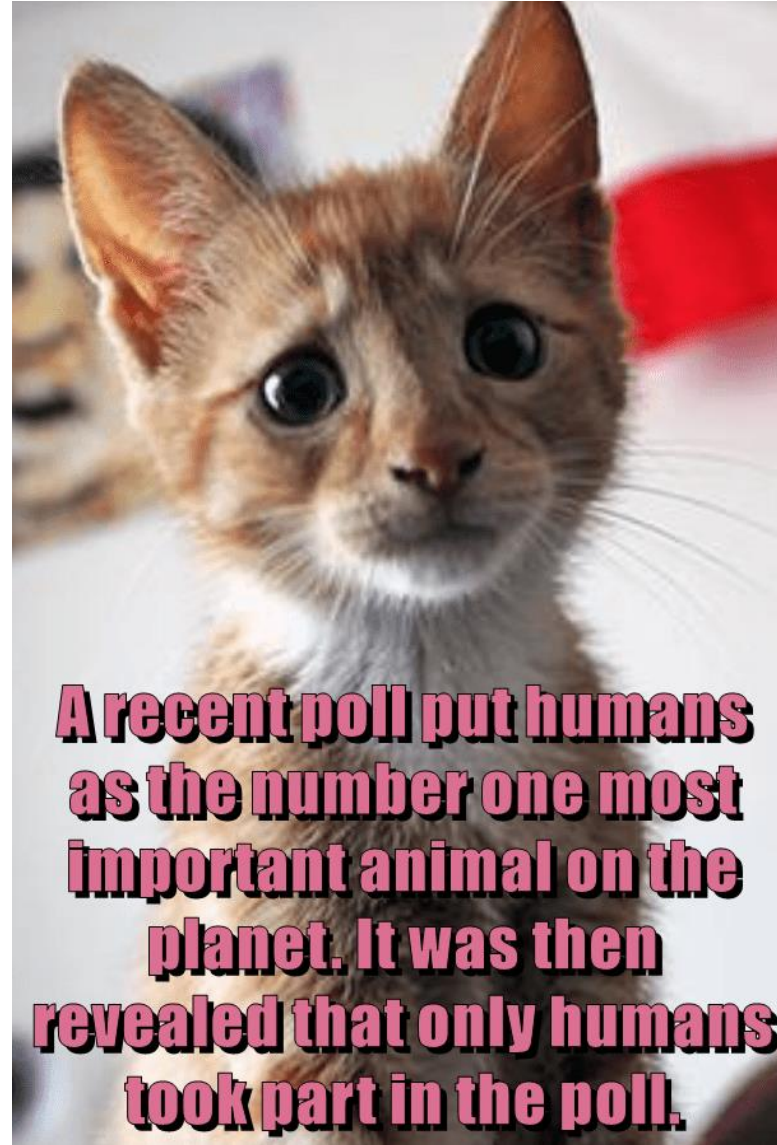
➢ Reminder – Hospitality Hires on April 18th!

➢ Q & A

Corrections & Clarifications

Youth Service Matrix Corrections

Service	Correction*
401-PARTNER PROGRAM REQUIED: Registered Apprenticeship Program (RAP)	Revised definition
445-Other Non-Occupational Skills Training	Performance measure corrections: service puts Youth in Employment & MSG measures, but **not** the Credential measure

*Corrected Matrix posted to the Help Desk on 3/17/2023 – Youth worksheet is titled *Youth Services – 3/10/2023 - Corrected*

Career Exploration & Customer Flow Update

1

Enter the 3 non-enrolling activities (468, 469 & 470) before adding the Vocational Exploration service.

2

Vocational Exploration must be an objective in the Individual Service Strategy (ISS).

Use the "Research LMI & Occupations" pre-defined objective.

3

Enter the 431-Vocational Exploration service & case note *after* developing the ISS & discussing the vocational exploration with the participant.

Reports & Exiting Youth Entered Prior to 3/10/2023

Youth Enrollments Before 3/10/23

Report for Youth enrolled in WIOA **before** 3/10/2023

Detailed Reports > Case Management > Case Load 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

No Youth Elements before 3/10/2023

Youth with Youth Element Services Example:

State ID	Lastname	Activity 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

No Youth Elements before 3/10/2023

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

No Youth Elements before 3/10/23

- Youth enrolled before 3/10/2023 with no Youth Element services:
  - Youth element services must be provided and entered in the system

  OR

  - The Youth must be exited
- These Youth are enrolled in WIOA and are in the performance measure.
- Do not use the "YOUTH ONLY-No Enrolling Service exit reason.

Youth Enrollment Comparison

Youth Enrolled before 3/10/2023	Youth Enrolled on or after 3/10/2023
Enrolled in WIOA as of date of the 413-Develop ISS service (Do **not** have to go back and enter the 3 non-enrolling activities)	Must have the 3 non-enrolling activities in this order: 1. 468-Youth Comprehensive & Specialized Assessment 2. 469-Develop Individual Service Strategy (ISS) 3. 470-Career Planning (Case Management)
n/a	Must provide a Youth Element Service to enroll in WIOA.
Must have at least one Youth Element Service before providing any **new** 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 **not** extend the 90-day exit period.	New 470-Career Planning (Case Management) activity does **not** extend the 90-day exit period.

Reports & Exiting
Youth Entered 3/10/2023 & After

Youth Entered 3/10/23 & After

Report for Youth with participations entered in Career Connect **on or after** 3/10/2023

Detailed Reports > Case Management Program Specific > Case Load > Eligibility Enrollments

- Filters:
    - Program: Title I - WIOA
    - Customer Group: Youth
    - Region/LWDB: Chicago Cook Workforce Partnership
    - Office Location: Select your office
    - Application Status: All
    - Filter by Date: Participation Date
    - Date Range: 3/10/2023 to Today (Note: if you entered back-dated participations on or after 3/10, those will not be included in this date range.)

- Leave all the other filters as the default, scroll to the bottom of the page & click "run".

- You can download the report into Excel.

NOTE: This report is not working. We are working with our vendor to get it fixed ASAP.

Youth Entered 3/10/2023 & After

Youth Program Entry Date must be within 45 Days of the Youth Eligibility Date

State ID	App ID	Last, First Name	App Date	App Status	Youth Eligibility	Youth Eligibility Date	Youth Exception/ Limitation	Eligibility Programs/ Grants	In Performance	Program Entry Date	Youth Program Entry Date
3975011	441977	Three, Example	03/14/2023	Currently Enrolled	Yes, Out of Shool	03/14/2023	Meets neither 5% Exception nor 5% Limitation	OS Youth	Yes		03/16/2023
3961851	441358	Four, Example	03/15/2023	Currently Enrolled	Yes, Out of Shool	03/15/2023	Meets neither 5% Exception nor 5% Limitation	OS Youth	No		

If "In Performance" is "No" and "Youth Program Entry Date" is blank, Youth has not received a Youth Element service and is _not_ considered enrolled in WIOA.

Youth Entered 3/10/2023 & After

- Our "Example Three" participant's "Youth Program Entry Date" matches the Actual Begin Date of the 1st Youth Element service (431-Vocational Exploration).
- The "PE" (Triggers Program Entry) column has a check mark indicating it's an enrolling service.
- The Service Name includes the Youth Element number (YE 13).

State ID	App ID	Last, First Name	App Date	App Status	Youth Eligibility	Youth Eligibility Date	Youth Exception/ Limitation	Eligibility Programs/ Grants	In Performance	Program Entry Date	Youth Program Entry Date
3975011	⚠ 977	Three, Example	03/14/2023	Currently Enrolled	Yes, Out of Shool	03/14/2023	Meets neither 5% Exception nor 5% Limitation	OS Youth	Yes		03/16/2023

PE ⓘ	EE ⓘ	Status	Activity / Provider	Actions	Funding / Grant	Projected Begin Date	Actual Begin Date
☑ *Triggers Program Entry*	☑	C	431 - Vocational Exploration (Same Day Service)-YE 13 Metropolitan Family Services	W	Youth	03/16/2023	03/16/2023
○	○	C	470 - Youth Career Planning/Case Management (Same Day Service) Metropolitan Family Services	W	Youth	03/14/2023	03/14/2023
○	○	C	469 - Development of Integrated Service Strategy (ISS)-Same Day Service Metropolitan Family Services	W	Youth	03/14/2023	03/14/2023
○	○	C	468 - Youth Comprehensive & Specialized Assessments (Same Day Service) 🏆 Metropolitan Family Services	W	Youth	03/14/2023	03/14/2023

Youth Entered 3/10/2023 & After

- Our "Example Four" participant does not have a Youth Element service yet.
- Therefore, this participant does not have a Youth Program Entry Date and is not in performance yet.

State ID	App ID	Last, First Name	App Date	App Status	Youth Eligibility	Youth Eligibility Date	Youth Exception/ Limitation	Eligibility Programs/ Grants	In Performance	Program Entry Date	Youth Program Entry Date
3961851	441358	Four, Example	03/15/2023	Currently Enrolled	Yes, Out of Shool	03/15/2023	Meets neither 5% Exception nor 5% Limitation	OS Youth	No		

PE ⓘ	EE ⓘ	Status	Activity / Provider	Actions	Funding / Grant	Projected Begin Date	Actual Begin Date
◯	◯	C	470 - Youth Career Planning/Case Management (Same Day Service) National Able Network, Inc	W	Youth	03/28/2023	03/28/2023
◯	◯	C	469 - Development of Integrated Service Strategy (ISS)-Same Day Service National Able Network, Inc	W	Youth	03/28/2023	03/28/2023
◯	◯	C	468 - Youth Comprehensive & Specialized Assessments (Same Day Service) 🏆 National Able Network, Inc	W	Youth	03/16/2023	03/16/2023

"Exiting" a Non-Enrolled Youth

State ID	App ID	Last, First Name	App Date	App Status	Youth Eligibility	Youth Eligibility Date	Youth Exception/ Limitation	Eligibility Programs/ Grants	In Performance	Program Entry Date	Youth Program Entry Date
3961851	441358	Four, Example	03/15/2023	Currently Enrolled	Yes, Out of Shool	03/15/2023	Meets neither 5% Exception nor 5% Limitation	OS Youth	No		

- Youth without a Youth Program Entry Date with 45 days of the Youth Eligibility Date, must be exited.
- "Exiting" will remove them from your case load.
- Use exit reason "YOUTH ONLY-No Enrolling Services".
- This Exit Reason is only applicable for Youth added after 3/10/2023.
- Closure/Exit Procedure has been updated:
  https://workforceboard.zendesk.com/hc/en-us/articles/360001375152

Procedure Updates

Updated Procedures*

Procedure	Help Desk Link
Services Matrix & Resources	https://workforceboard.zendesk.com/hc/en-us/articles/360050548012
Career Coaching: Customer Flow Webinar Series	Updated note about Youth service flow. https://workforceboard.zendesk.com/hc/en-us/articles/360060897212
Career Exploration	https://workforceboard.zendesk.com/hc/en-us/articles/360057850792
Objective Assessment Summary (OAS)	https://workforceboard.zendesk.com/hc/en-us/articles/36004594617
Case Note Guide	https://workforceboard.zendesk.com/hc/en-us/articles/360058453731
Measurable Skills Gain	https://workforceboard.zendesk.com/hc/en-us/articles/36000392147
Closure/Exit	https://workforceboard.zendesk.com/hc/en-us/articles/36000137515
Report Guide	https://workforceboard.zendesk.com/hc/en-us/articles/6503046470541

*Updates to the IEP/ISS and Credential procedures forthcoming.

Hospitality Hires Chicago

Tuesday April 18, 2023

9 AM to 3 PM

The Palmer House Hilton
17 East Monroe Street
Chicago, Il. 60603

Please refer customers!!!

Register at ChiCookWorks.org/HHC