

OKLAHOMA OFFICE OF WORKFORCE DEVELOPMENT

TECHNICAL ASSISTANCE - #TA-01-2020

DATE: March 20, 2020

SUBJECT: Revised Procedures for Title I Enrollments due to AJC Closures

PURPOSE: In light of the recent closures of all Oklahoma American Job Centers (AJCs) due to the COVID-19 pandemic, procedures have been put into place to ensure the ability to serve new clients and enroll eligible individuals into Title I Adult, Dislocated Worker, and Youth programs without undue delays.

MESSAGE: The following practices are approved until AJCs are re-opened:

Adult and Dislocated Worker Programs

For Adult and Dislocated Worker (DLW) programs, WIOA staff must verify the correctness of demographic information entered by the applicant through a telephone conversation with the individual. The Demographic Snapshot must then be e-mailed to the client for a virtual signature/attestation of accuracy. Once the signed demographic information and supporting eligibility documents have been returned by e-mail (or regular mail), WIOA staff must upload the documents to OKJobMatch (OKJM). During this crisis, Eligible to Work in the U.S. documentation may be accepted via e-mail and all signed local and training forms may be signed electronically. A program note is required to document the processes above have taken place.

The required Individual Employment Plan (IEP) for each individual determined to be eligible for Title I Adult and/or DLW programs must also be developed with the client through a telephone interview. The IEP will be entered into OKJobMatch by WIOA staff and mailed or e-mailed to the individual to sign and return. Once returned, the IEP must be uploaded to OKJM, along with any supporting documentation such as enrollment information, cost of training, information provided through partner entities, etc. A program note is required to document that the above steps have taken place.

An assurance from the local area must be submitted to the Oklahoma Office of Workforce Development (OOWD) that the local workforce development area has systems in place to ensure the safety of personally identifying information sent through e-mail, including signed locally developed forms and documentation that verifies eligibility to work in the United States.

The above procedures will only be in effect until the COVID-19 pandemic has officially ended and normal operations of the AJCs have resumed.

Youth Program

Please see procedures for development of the Individual Service Strategy (ISS) for Youth outlined in the email sent by Emmitt Grayson, Youth Policy and Program Officer, on March 18, 2020.

[Please address any questions to appropriate OOWD staff. Contact information may be found at https://oklahomaworks.gov/about/staff/.](https://oklahomaworks.gov/about/staff/)

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WIOA Youth Program Eligibility and Service reminders during COVID-19 staffing limitations and closings!

EG

Emmit Grayson

Wed 3/18/2020 5:54 PM

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As you are aware:

All of Oklahoma's American Job Centers are closed to the public. You are also aware that the WIOA eligible youth must have at least one of the identified statutory barriers to be considered program eligible. We serve a very vulnerable population and this change in routine adds to the many barriers that they already face.

Under these circumstances, we have to rely on other mediums such as the internet, including social media-direct mail options (when dealing with personal information), and other electronic mailing systems including email to streamline local procedures as much as possible under the circumstances to maintain the integrity of the WIOA Youth program with as much consistency and minimum disruption of services to an already vulnerable population; while exercising the rational, prudent and reasonableness in judgement when determining eligibility for the WIOA Youth Program, through the self- attestation process when warranted.

In such cases, local areas must note that supporting documentation is not uploaded due to COVID-19 since the social service, employment service or employer for example that normally provides the verification is either not available or may not be able to deliver or respond within a reasonable timeframe for the local area service provider to verify eligibility and enroll the individual within a reasonable timeframe due to staffing limitations and/or shutdowns as a result of the pandemic.

The 14 program elements will remain available to participants. There will be limitations and additional barriers that our clients will endure during this COVID-19 epidemic. However, the investment that fuels this program requires us to think innovatively in order to achieve the ultimate goal of ensuring that our clients have access to the services needed to achieve their workforce goals agreed to in the individual service strategy (ISS).

Reminder: The premise behind utilizing an attestation is to enable an individual to certify information pertaining to their eligibility, a particular demographic or services when there is an absence of 3rd party documentation or another party who would normally verify the presence of a client's attendance or attempt to attend a program service is not available.

We expect the utilization of documentation and prudence when determining eligibility for our programs; however, due to the circumstance that we are subjected to, we must in cases where necessary due to COVID-19, rely on the self-attestation in order to prevent a disruption of enrollment and servicing in response to the outbreak.

Youth Individual Service Strategy (ISS)

TEMPLATE COVER PAGE

ISS Template Background

The Employment and Training Administration (ETA) regularly surveys the field for training and technical assistance needs. One topic frequently discussed (through technical assistance requests, direct requests and on webinars), is the need for more technical assistance on the Individual Service Strategy (ISS). There is no mandated WIOA Youth ISS template required. ETA created a sample ISS template that may be used for WIOA Youth program case management. The template is not mandatory and local WIOA Youth programs should modify it to suit their needs.

This template was developed based on 39 ISS submissions from across the country. The template compiles key elements, common themes, and best practices from the various submissions.

Components of the ISS

WIOA section 129(c)((1)(B) requires that all eligible youth have an ISS that is directly linked to 1 or more WIOA indicators of performance, identifies career pathways that include education and employment goals, appropriate achievement objectives, and appropriate services for the participant taking into account the assessment. The ISS is planned in conjunction with the youth and adopts a customer and strengths-based customized approach that addresses the unique strengths, challenges and needs of each participant. The ISS should be revisited regularly with the youth.

While there is no one example of the perfect Individual Service Strategy (ISS), strong examples include the following components:

- ▶ Addresses key goal areas in education, training, employment and personal development
- ▶ Includes short and long-term goals
- ▶ Ties the goals to the 14 WIOA Youth program elements/services areas
- ▶ Includes objectives and action steps
- ▶ Includes needed referrals for services and support services
- ▶ Includes timelines with start, end and review dates
- ▶ Includes appropriate individuals involved
- ▶ Addresses potential barriers
- ▶ Includes progress updates/status
- ▶ Includes youth-staff agreements

The ISS Template

This template is an optional tool and not mandatory in its use. State and local providers have the flexibility to customize the ISS to what makes sense for their programs, policies, organizational culture, data collection systems and service processes.

How should the form be used?

- ▶ Local areas are encouraged to adapt the form that aligns with their context. This means keeping sections that make sense, adding more where needed and even deleting what seems to be unrelated.
- ▶ Form may be used as a paper version or tailored for electronic submissions.
- ▶ Staff and youth have input on the final form.
- ▶ Sound practice may be to pilot and revise as necessary. Also, review and update as needed over time.

Key features of the template:

- ▶ The template includes an assessment section. This is not intended to replace the comprehensive assessment that is completed with the youth. Rather it should complement the assessment and provide a quick overview.
- ▶ The template includes a goals section to identify short- and long-term educational, employment and personal goals.
- ▶ The template includes all 14 WIOA Youth Program Elements and groups them into four sections.
- ▶ The template includes an agreement for the youth and staff member to complete. This sets the dynamic of a partnership with equal responsibilities and expectations.

Tips for Implementing the ISS

If a new ISS form is introduced, all staff should receive training on the use and implementation of the form. Periodic reviews of the form should be conducted to determine if updates or revisions are needed. Below are a few tips for staff to consider as they develop the implementation process:

- ▶ Dedicate enough time to complete the ISS with the youth. Allow time to brainstorm and develop their “road map” and how they plan on accomplishing their goals.
- ▶ Introduce the concept of and encourage the youth to develop SMART goals (specific, measurable, achievable, relevant, and time-bound).
- ▶ Encourage the youth to lead and take ownership of the ISS process.
- ▶ Develop a schedule for ISS review with the youth.
- ▶ Celebrate successes and create learning opportunities from setbacks.

Youth Individual Service Strategy (ISS) for WIOA Youth Services

TEMPLATE

Youth Name: _____ Date: _____
 DOB: _____ ID#s*: _____
 Address: _____ Phone: _____
 Email: _____ Staff: _____

*Do not use social security number for participant I.D.

Framework of an ISS:

- ▶ Directly linked to one or more indicators of performance
- ▶ Based on the objective assessment
- ▶ Identifies a career pathway that includes education and employment goals

Brief Assessment Overview

Identify personal, educational, occupational, financial, medical, childcare, transportation, housing, food/nutrition

Strengths	Challenges (Barriers)	Service/Resource/Partner Agency Referral

Goals

Identify personal, educational, and occupational short- and long-term goals

Goal Type	Short-Term Goal	Long-Term Goal	Performance Indicator(s) Goal is Linked To
Educational Goal			
Occupational/Employment Goal			
Personal/Social Goal			

Program Elements Needed to Achieve Goal

Youth are required to have access to all fourteen WIOA Youth program elements. Please select elements based on needs identified on the participant's objective assessment.

Improving Educational Achievement	Date Opened	Projected End Date	Actual End Date	Successful Completion
<input type="checkbox"/> Tutoring: study skills training, and instruction leading to secondary school completion, including dropout prevention strategies <i>Action Steps/Referrals:</i> <i>Comments:</i>				<input type="checkbox"/> Yes <input type="checkbox"/> No <i>Explain:</i>
<input type="checkbox"/> Alternative secondary school offerings <i>Action Steps/Referrals:</i> <i>Comments:</i>				<input type="checkbox"/> Yes <input type="checkbox"/> No <i>Explain:</i>
<input type="checkbox"/> Activities that help youth prepare for transition to postsecondary education and training <i>Action Steps/Referrals:</i> <i>Comments:</i>				<input type="checkbox"/> Yes <input type="checkbox"/> No <i>Explain:</i>
Preparing for and Succeeding in Employment	Date Opened	Projected End Date	Actual End Date	Successful Completion
<input type="checkbox"/> Paid & unpaid work experience (summer employment, pre-apprenticeship programs, internships, job shadowing, OJT) with Academic & occupational education <i>Action Steps/Referrals:</i> <i>Comments:</i>				<input type="checkbox"/> Yes <input type="checkbox"/> No <i>Explain:</i>
<input type="checkbox"/> Labor market & employment information including career awareness, career counseling, and career exploration services <i>Action Steps/Referrals:</i> <i>Comments:</i>				<input type="checkbox"/> Yes <input type="checkbox"/> No <i>Explain:</i>
<input type="checkbox"/> Education offered concurrently with workforce preparation and training for a specific occupation <i>Action Steps/Referrals:</i>				<input type="checkbox"/> Yes <input type="checkbox"/> No <i>Explain:</i>

<i>Comments:</i>				
Preparing for and Succeeding in Employment	Date Opened	Projected End Date	Actual End Date	Successful Completion
<input type="checkbox"/> Occupational skills training <i>Action Steps/Referrals:</i> <i>Comments:</i>				<input type="checkbox"/> Yes <input type="checkbox"/> No <i>Explain:</i>
<input type="checkbox"/> Entrepreneurial skills training <i>Action Steps/Referrals:</i> <i>Comments:</i>				<input type="checkbox"/> Yes <input type="checkbox"/> No <i>Explain:</i>
Supporting Youth	Date Opened	Projected End Date	Actual End Date	Successful Completion
<input type="checkbox"/> Supportive services <i>Action Steps/Referrals:</i> <i>Comments:</i>				<input type="checkbox"/> Yes <input type="checkbox"/> No <i>Explain:</i>
<input type="checkbox"/> Adult mentoring <i>Action Steps/Referrals:</i> <i>Comments:</i>				<input type="checkbox"/> Yes <input type="checkbox"/> No <i>Explain:</i>
<input type="checkbox"/> Comprehensive guidance & counseling (may include drug & alcohol abuse counseling & referral) <i>Action Steps/Referrals:</i> <i>Comments:</i>				<input type="checkbox"/> Yes <input type="checkbox"/> No <i>Explain:</i>
<input type="checkbox"/> Follow-up <i>Action Steps/Referrals:</i> <i>Comments:</i>				<input type="checkbox"/> Yes <input type="checkbox"/> No <i>Explain:</i>
Developing the Potential of Young People as Citizens & Leaders	Date Opened	Projected End Date	Actual End Date	Successful Completion
<input type="checkbox"/> Leadership development opportunities/ Opportunities to develop social behaviors, other soft skills, and leadership opportunities <i>Action Steps/Referrals:</i>				<input type="checkbox"/> Yes <input type="checkbox"/> No <i>Explain:</i>

ISS for WIOA Youth Services

Youth Name: _____ Date: _____

DOB: _____ ID*: _____

*Do not use social security number for participant ID.

Youth and Case Manager Agreements:

For Youth - I agree to:

- ▶ Contact my Case Manager monthly or as often as necessary to update my progress on this plan. I understand that my case can be closed if I go 90 days without participating in a service.
- ▶ Let my Case Manager know of any problems which would cause changes to any activities or interfere with completing the plan.
- ▶ Seek, accept and maintain employment that meets my planned goal(s) as stated above.
- ▶ Contact my Case Manager when I become employed, and provide all necessary information pertaining to the job.
- ▶ Stay in contact with my Case Manager for up to a year after exiting the program to maintain and support meeting my goals.

For the Case Manager – I agree to:

- ▶ Assist with the appropriate career guidance, training and supportive services.
- ▶ Coordinate with other agencies and programs to help you obtain needed services.
- ▶ Monitor your participation and progress in the activities above.
- ▶ Assist you in your search for employment.
- ▶ Maintain contact with you for up to one year after you obtain employment for employment retention and career advancement purposes.

Youth Signature

Case Manager Signature

Date

Date