

# WDD YOUTH PROVIDER HANDBOOK

## CHAPTER 1

### WIOA Youth Program

#### Overview

##### Introduction

Chapter 1 contains information on Workforce Innovation and Opportunity Act (WIOA) for Youth Services.

The contracted Youth Providers offer a series of connected education, training programs, and support services enabling Youth to secure employment within a specific industry or occupational sector, and to successively advance to a higher level of education or employment in the chosen career.

##### Stevens Amendment – Federal Grant Funding Disclosure statement

The Stevens Amendment is a federal appropriation law requiring grantees (Employment Development Department) and subrecipients (Local Workforce Development Boards, community based-organizations, etc.) of the US Departments of Labor (DOL), Education, and Health and Human Services, who receive funding, include a Federal Funding Disclosure Statement on all public communications of a federally-funded program, project, or activity (e.g., Adult, Dislocated Worker, Youth programs; National Dislocated Worker Grant; Governor's Discretionary Grants, etc.).

Along with the WIOA Title 1 language, the federal funding disclosure language will be included for all public communications. The following phrase will be used:

This WIOA Title-I financially assisted program is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities, California Relay Service 711. For federal funding disclosure information, visit [wp.sbcounty.gov/workforce/ffd/](http://wp.sbcounty.gov/workforce/ffd/).

##### References

This handbook chapter contains information regarding WIOA regulations, and State directives received from the United States DOL and/or Employment Development Department (EDD).

DOL		EDD	
Training and Employment Notice (TEN) and Training and Employment Guidance Letter (TEGL):		Workforce Service Directives (WSD) and Workforce Services Information Notice (WSIN):	
• TEGL 21-16	• TEN 22-19	• WSD17-07	• WSIN 22-11

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# Youth Providers

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**Introduction** WDD contracts out Youth Services to ensure availability throughout the county.

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**Youth Provider role** The Youth Provider's role is to complete the following functions:

<ul style="list-style-type: none"><li>• Agrees to the terms and conditions cited under WIOA and United States Department of Labor (DOL) legislation and regulations (<a href="#">Directives</a>)</li></ul>	<ul style="list-style-type: none"><li>• Data input into CalJOBS</li><li>• Scan documents</li><li>• Upload documents</li><li>• Enter appropriate activity codes for Youth services</li></ul>
<ul style="list-style-type: none"><li>• WIOA Youth registration</li></ul>	<ul style="list-style-type: none"><li>• Outreach and recruitment</li></ul>
<ul style="list-style-type: none"><li>• Assessment</li></ul>	<ul style="list-style-type: none"><li>• Information Tracking</li></ul>
<ul style="list-style-type: none"><li>• Fourteen (14) Youth Program Elements</li></ul>	<ul style="list-style-type: none"><li>• Monitor/maintain attendance</li><li>• Pre-testing/post-testing</li><li>• Certificates/Credentials State certified licenses</li><li>• Diplomas</li><li>• Worksite Training Agreement for all participants enrolled in paid/unpaid work-based activities</li><li>• Expend 20% of contract funds on work experience activities</li><li>• Submit completed invoices and workbooks on a timely basis to ensure payment</li></ul>
<ul style="list-style-type: none"><li>• Provide orientation program to all participants regarding WIOA Youth program elements and expectations, services, grievance procedures, and programs available at the AJCC</li></ul>	
<ul style="list-style-type: none"><li>• Preparation for unsubsidized employment opportunities Work experience activities</li></ul>	
<ul style="list-style-type: none"><li>• Individual Service Strategy (ISS) Plan</li></ul>	
<ul style="list-style-type: none"><li>• Provides supportive services as appropriate as supported by the ISS</li><li>• Provide incentives</li></ul>	

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**California Child Labor Laws** Almost all minors under the age of 18 are subject to California's child labor protections. The California Labor Code defines a "minor" as any person under the age of 18 years required to attend school under the provisions of the Education Code, and any person under age six (6).

Dropouts are subject to California's compulsory education laws and are subject to all state child labor law requirements. Emancipated minors, while subject to all California's child labor laws, may apply for a work permit without his/her parents' permission.

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# Youth Services

Introduction	<p>The intent of Workforce Innovation and Opportunity Act (WIOA) Youth services is to provide a systematic approach for offering Youth a broad range of coordinated services.</p>
Who is eligible for Youth services?	<p>Both In-School Youth (ISY) and Out-of-School Youth (OSY) are eligible for WIOA Youth Services. Per WIOA 129(a)(4)(A), 75% of youth funds are allotted to OSY. However, Providers must meet his/her contractual responsibilities, which may differ from the 75%.</p>
In-School Youth	<p>An ISY is an individual who is:</p> <ul style="list-style-type: none"><li>• Attending school, including secondary and postsecondary school</li><li>• Enrolled in WIOA youth program during the summer, is in between school years, and is enrolled to continue school in the fall</li><li>• Not younger than age 14 or older than age 21 at time of enrollment unless the youth after the age of 21 is disabled and attending school</li><li>• Low-income individual/Low-income individual lives in a high-poverty area</li><li>• Meeting one or more of the following barriers:<ul style="list-style-type: none"><li>– Basic skills deficient</li><li>– English language learner</li><li>– An offender</li><li>– Homeless individual or a runaway</li><li>– Foster Care</li><li>– Pregnant or parenting</li><li>– Disabled</li><li>– Requires additional assistance to complete an educational program or to secure/hold employment</li></ul></li></ul> <p><b>Note:</b> Individuals 22 and older attending post-secondary education would not be eligible for WIOA youth services because he/she are in school and over 21 years.</p>
ISY Waiver	<p>Youth Providers will only be allowed to enroll ISY who meet the WIOA defined youth barriers identified in the WIOA Waiver for Out-Of-School Expenditure PY21-22. This will enable the Youth Providers to serve the special ISY with barriers prior to disconnection from the school system.</p> <p>This Waiver allows Local Board to decrease their OSY expenditure requirement from 75 percent to 50 percent for PY 21-22 to increase the ISY enrollments of youth who are homeless, in foster care, or are justice involved.</p> <p>The WIOA ISY waiver defines the youth as an individual who is:</p> <ul style="list-style-type: none"><li>• Age 14-21 years old.</li><li>• Attending school, including secondary and post-secondary school.</li><li>• Low income and has one of the following barriers:<ul style="list-style-type: none"><li>– In Foster Care,</li><li>– Homeless, or</li><li>– Justice involved.</li></ul></li></ul> <p><b>Reminder:</b> Any youth, who is under the age of 18 years, a parent or guardian signature is required on all forms including the application.</p>

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## Youth Services, Continued

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### Out-of-School Youth

An OSY is an individual who is:

- Not attending school, including postsecondary education
- Not younger than 16 or older than 24 at time of enrollment
- One or more of the following barriers:
  - Within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter
  - A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is either basic skills deficient or an English language learner
  - An offender
  - Homeless individual or a runaway
  - Foster Care
  - Pregnant or parenting
  - Disabled
  - Low-income individual who requires additional assistance to enter or complete an educational program or to secure/hold employment.

**Note:** When determining an OSY is a dependent child of the parent or guardian use the Internal Revenue Services (IRS) definition (Refer to the Dependent child block in Chapter 2 - Eligibility).

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### Authorization to participate

The signature of a parent, guardian or other responsible adult is required on the WIOA Application to authorize a minor's participation in the WIOA program.

Examples of *other responsible adults* include:

- A relative with whom the Youth resides.
- An adult who has been delegated custodial or administrative responsibilities in writing, temporarily or permanently, by parents or by an appropriate agency.
- An agency representative who is in a position to know the Youth could not get a parent or guardian's signature (e.g., social worker, clergy person, school teacher/official, probation/court officer, foster parent).

**Note:** For homeless/runaway minor, who has no parent/guardian who can sign the application, accept a self-attestation from the minor and case note.

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### Low-income exception

WIOA maintains a 5% low-income eligibility exception where Local Area youth participants who ordinarily would need to be low-income do not need to meet the low-income provision, provided the youth meets one or more of the barriers.

**Note:** Enrollment for the 5% low-income exception requires WDD Staff Analyst approval.

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### Requires additional assistance

Under WIOA, no more than five percent (5%) of Youth enrolled in a given program year may be found eligible based solely on meeting the criterion, "requires additional assistance." Local Boards are responsible for establishing local definitions and eligibility documentation requirements for "requires additional assistance" as it relates to both OS and IS youth.

**Note:** Refer to **Chapter 2 – WIOA Youth Eligibility**, Table 3 – *Additional Assistance Barrier* for additional information. All 5% Youth are subject to prior WDD written approval.

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## Youth Services, Continued

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### Co-enrollment

Under WIOA, the ages for eligibility for youth and adult workforce development activities overlap. Eligible youth ages range from 14 to 21 for ISY and 16 to 24 for OSY. Eligible adult ages are 18 and older. The eligibility requirements for Dislocated Worker programs do not contain any age limitations. Therefore, Youth ages 18 through 24 may qualify for both Adult/Dislocated Worker and Youth programs concurrently under WIOA. The Youth must meet the eligibility criteria applicable to the services received

The importance of co-enrollment is to “increase program and participant success; maximize resources; enable greater efficiencies in service delivery, and better align services with regional sector pathways”.

Co-enrollment is a way to serve individuals by leveraging other funds such as but not limited to Adult or Dislocated Worker funding.

**Example:** An individual may qualify to receive both youth services and adult services, but fail to meet the eligibility requirements to receive adult training services.

Local WDD policy states, Youth who needs to be co-enrolled must have prior approval from WDD Youth Analyst. Youth Providers must clearly case note the justification for co-enrollment.

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### Co-enrollment coordination

Once WDD Youth Analyst approves the co-enrollment of a Youth to both programs, there needs to be co-enrollment coordination with the America’s Job Center of California (AJCC) to better serve the Youth and to avoid duplication of services.

It must be clear at all times what services are being provided and by whom. Determine whether the Youth is already enrolled in another program. If he/she is enrolled in another WIOA program, co-enrollment will be discussed with the AJCC Career Coach.

All information regarding the co-enrollment will be documented in CalJOBS and Youth Provider and AJCC should coordinate activities to ensure all services are documented in the Youth’s case notes and Individual Employment Plan (IEP).

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### Co-enrollment funding

Co-enrollment funding must be identified and tracked in the funding streams which pay the costs of the services provided to individuals who are participating in the Youth and Adult/Dislocated Worker programs concurrently. This is necessary to ensure program funds are spent on services allowed under the specific provisions. Tracking the funds will allow WDD to determine whether the Youth Provider satisfied the spending requirements mandated by WIOA.

**Example:** Funds for Adult programs must only be spent on services allowed by WIOA Section 134 and not on services only allowed by section 129 for Youth programs, such as dropout recovery services.

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# Youth Services, Continued

Release of information

Any Youth over the age of 18 is considered an adult and a signed release of information form is required to discuss the case with anyone other than the Youth. A Youth under the age of 18 will require a parent/guardian to sign release form.

Accessing WIOA Youth Services

Youth may receive services at an America’s Job Center of California (AJCC) or at an approved Youth Service Provider’s site. Enrollment occurs as follows:

If the Youth enters at...	Then ...
An AJCC,	<p>The Career Coach will discuss which program best serves the individual:</p> <ul style="list-style-type: none"> <li>WIOA Youth Services, or</li> <li>Adult or Dislocated Worker Services, when appropriate.</li> </ul> <p><b>Note:</b> The WDS will refer to the ISY or OSY criteria to determine if the Youth should be referred to a contracted Youth Provider.</p>
A WIOA Youth Provider’s site,	<p>The provider evaluates the Youth’s eligibility for WIOA Youth services.</p> <p><b>Note:</b> Any youth receiving WIOA services through another entity, the Youth Provider will:</p> <ul style="list-style-type: none"> <li>Review the current case</li> <li>Determine if they wish to provide additional services, and if yes,</li> <li>Send a request to the WDD Youth Analyst prior to providing services.</li> </ul>
A WIOA Youth Provider’s site, and is not eligible for WIOA Youth services,	<p>The contracted Youth Provider will refer the Youth to:</p> <ul style="list-style-type: none"> <li>An AJCC to determine if the Youth may qualify for Adult or Dislocated Worker Services, or</li> <li>Any other appropriate agencies or community based organizations.</li> </ul>

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## Youth Services, Continued

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**Stages of WIOA Youth services** WIOA Youth Providers deliver services to eligible WIOA Youth in four (4) stages. Stages 1 through 3 must be completed prior to any youth elements being provided. The stages are as follows:

Stage	Description
1 – Eligibility Determination	Determination required to participate in Youth program. <b>Note:</b> Refer to ISY or OSY blocks in this handbook for additional criteria requirements.
2 – Assessment	An objective assessment of the Youth's basic skills (literacy and numeracy), abilities and interests.
3 – Individual Service Strategy (ISS)	A written plan developed by the Youth Service Provider and the Youth: <ul style="list-style-type: none"><li>• Describing the Youth's goals and his/her plan for achieving them,</li><li>• Including the elements of service used by the Youth, and</li><li>• Reviewing the ISS, at a minimum, on a quarterly basis.</li></ul>
4 – Fourteen Elements of Service	The 14 services available to Youth participants. <b>Note:</b> Refer to the <i>Fourteen Elements</i> section in Chapter 3 – ISS for the available services.

**Notes:**

- Youth who complete stages 1-3 are considered reportable, but is not included in performance and not counted as an enrollment.
- Youth who complete stages 1-4 are considered participants, included in performance, and count as an enrollment.
- If no activity occurs for reportable or enrolled Youth for 90 days, he/she will be soft exited on the 91<sup>st</sup> day.

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## Youth Services, Continued

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### Outreach and recruitment

To ensure the Youth Program is reaching disconnected youth, the contract requires outreach and recruitment. Community outreach and recruitment often times represents the first contact youth may have with a WIOA Youth Provider. Successful outreach and recruitment of youth must draw on a range of strategies designed to appeal to eligible youth. Approaches found to be effective in recruiting OSY include the following:

- Identifying potentially eligible participant,
- Working with parents/guardians to secure necessary documentation,
- Collaborating with:
  - Partner agencies,
  - Community and faith-based organizations,
  - Other local government agencies, and
  - School districts and/or charter schools,
- Asking current youth participants to serve as recruiters. Actively involve youth program participants on the outreach and recruitment team.
- Encouraging youth to speak positively and honestly about his/her experience.

Youth Providers are required to include the following WIOA language to any flyers, brochures, or outreach material:

“This WIOA Title-I financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.”

**Note:** Development of any social media, websites, postings flyers, etc. must have prior approval from the WDD Youth Analyst each time there is a posting, printing, or release of outreach items.

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# Communication

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## Introduction

Communication is the process of sharing information between individuals within and outside a company. Effective business communication is how employees and management interact to reach organizational goals. Its purpose is to improve organizational practices and reduce errors and to reach a common understanding.

WDD has provided several methods in which a youth provider can message the youth team.

- Youth Provider Email address
- Weekly technical Visits
- Quarterly Youth Provider Meetings

This section provides information on the importance of communicating with each other in a professional and respectful manner and the resources used to communicate.

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## Respectful communication

Respectful communication is when we listen carefully and respond kindly to others, even if we disagree with them. This helps us express our opinions and thoughts, understand others' perspective, build strong relationships, and solve problems together.

Workforce Development Department (WDD) staff and Youth Providers should conduct all communication (both verbal and written) in a respectful manner.

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## Email address

The designated email address is: [Youth.Provider@wdd.sbcounty.gov](mailto:Youth.Provider@wdd.sbcounty.gov).

WDD staff reviews the email inbox on a daily basis. In addition, emails are to be **reviewed** and responded by both parties in a **timely manner**.

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## Youth Provider Inquiries

To provide a thorough response to inquiries, Youth Providers should submit any questions, concerns, CalJOBS help desk tickets, or requests for technical assistance to the designated email address. This allows the youth team to route inquiries to the appropriate staff member for assistance.

Inquiries should include as much detail as possible to provide the appropriate guidance, such as:

- Participant Name or state ID,
- Brief description-include all facts, and
- Desired outcome.

**Reminder:** All Personally Identifiable Information (PII) must be kept confidential and must not be included in the subject line or in the body of the email. PII must be sent as an attachment.

Some inquiries may necessitate a technical assistance meeting. When this occurs, the provider will be notified, and a technical assistance meeting will be scheduled.

**Example:** The Provider wishes to exit the youth case prior to all services documented in the ISS have been provided. The Provider should include, but not limited to the following information:

- Why the activity/program element is being closed prior to the expected end date.
  - What other services have been offered to the youth?
  - What services will be provided in follow-up to assist the youth?
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## Communication, Continued

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### Youth Provider Inquiries, continued

Youth Providers are required to research his/her question prior to submitting the question to the email inbox.

**Acceptable Example:** A Youth Provider has two (2) activity codes and is unsure which code should be used for the participant.

**Not Acceptable Example:** What activity code should be used for mentoring?

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### Technical assistance

The purpose of technical assistance is to provide assistance to the Youth Provider that requires more than an email reply. WDD provides technical assistance on a regular basis to the Youth Providers. Youth Providers can email the designated email address to schedule technical assistance.

The technical assistance is not to be used to train new staff. All Youth Providers are required to have a succession plan and training policy for how to train new staff for his/her organization.

**Note:** Refer to the Youth Provider Handbook, Chapter 10 for additional information on Technical Assistance.

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### Help Desk

The purpose of the Helpdesk is to request data changes, create new staff accounts, and general corrections in CalJOBS. A Helpdesk form was created for the Youth providers to utilize and the form can be accessed on the youth portal.

In the event a document was uploaded in error and requires deletion from CalJOBS, Youth Provider's staff will submit a help desk ticket. Help desk tickets are submitted via e-mail.

The email address is – [Youth.Provider@wdd.sbcounty.gov](mailto:Youth.Provider@wdd.sbcounty.gov)

- Complete the Help Desk form, and
- Attach form as an attachment to the e-mail.

**Reminder:** All Personally Identifiable Information (PII) must be kept confidential and must not be included in the subject line or in the body of the email. PII must be sent as an attachment.

**Note:** Refer to the Youth Provider Handbook, Chapter 10 for additional information on Technical Assistance.

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### Youth portal

A Youth portal is the tool used to provide Youth Providers with program information including updates. The Youth Providers are to utilize the portal as a resource for the WIOA Youth Program. The Youth Providers will be given access to the portal, which provides the following information:

- Fiscal Forms and Resources,
- Program Forms and Resources
- Handbook,
- Instruction Notices, and
- CalJOBS Training and Resources.

The Youth portal website is: <https://workforce.sbcounty.gov/youth/youth-program-news/>.

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# Communication, Continued

Meetings	<p>Per the WDD contract, Youth Providers agree to attend all meetings scheduled by WDD. The Program Manager of each agency shall attend the following meetings and may invite other essential agency staff to attend with them:</p> <ol style="list-style-type: none"><li>1. Quarterly provider meetings</li><li>2. Monthly provider conference calls</li><li>3. System trainings</li><li>4. Fiscal trainings</li><li>5. WDB Youth Committee Meetings</li></ol>
EDD Statewide Training – CalJOBS	<p>The Employment Development Department (EDD) Statewide Training Unit offers a series of CalJOBS training for staff throughout the year. Training is web based and designed to assist users with CalJOBS.</p> <p>The Youth Providers and their staff are encouraged to attend and participate in the trainings offered throughout the year through CalJOBS.</p> <p>The WDD Management Information Services (MIS) Staff Analyst is notified when CalJOBS is going to provide trainings for users. Once MIS Staff Analyst receives information about any upcoming trainings, an email will be sent to the Youth Providers.</p> <p><b>Note:</b> Prior CalJOBS trainings are available for the Youth Providers, staff personnel will just need to sign into his/her account to access the trainings.</p>
CalJOBS Update Newsletter and Notifications	<p>CalJOBS is continuously updating the state system; when EDD is updating the CalJOBS system, EDD CalJOBS Newsletter is sent to all appropriate staff. In addition to the Newsletter, EDD sends notifications on the following:</p> <ul style="list-style-type: none"><li>• System issues,</li><li>• Code red – issue being reviewed,</li><li>• Code yellow – intermittent system issues, and</li><li>• Code green – issue resolved.</li></ul>

# Scanning Guide

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<b>Introduction</b>	<p>Imaging is the process of scanning a document and converting the paper image to an electronic image stored in CalJOBS. The purpose of scanners is to allow users to correctly scan documents and streamline the process in real time. This section provides guidelines for the Youth Providers Scanning Policy about the following information:</p> <ul style="list-style-type: none"><li>• Timeframe</li><li>• Scan Guide</li><li>• Image quality</li><li>• Responsibilities</li><li>• Case Note</li><li>• Fiscal</li><li>• Trouble shooting</li><li>• CalJOBS process</li><li>• Monitoring</li></ul>
<b>Timeframe</b>	<p>Youth Provider staff is required to scan documents into CalJOBS the same day data entry is completed and the moment the document is created or processed.</p>
<b>Scan Guide</b>	<p>The Scan Guide provides instructions on how to name documents imaged into CalJOBS based on the documentation submitted by the youth.</p> <p><b>Note:</b> Refer to the Scan Guide for a detailed list of documents and naming convention. Scan Guide is located in the Youth portal website: <a href="https://workforce.sbcounty.gov/youth/youth-program-news/">https://workforce.sbcounty.gov/youth/youth-program-news/</a>.</p>
<b>Responsibilities</b>	<p>Once a case manager is assigned, it will be his/her responsibility to ensure quality images are captured, legible, and scanned into CalJOBS. The Youth Provider staff is responsible for scanning the following documents into CalJOBS:</p> <ul style="list-style-type: none"><li>• Resume,</li><li>• Partner Referrals,</li><li>• Individual Service Strategy (ISS),</li><li>• Barriers,</li><li>• College degrees (i.e., Associate of Arts, Bachelor of Arts, etc.) in lieu of TABE or CASAS,</li><li>• CASAS or TABE assessments (pre and post tests)</li><li>• School progress and attendance reports,</li><li>• Certificates of completion,</li><li>• Worksite Agreements, and</li><li>• Worksite attendance records.</li></ul> <p><b>Note:</b> Refer to the Scan Guide Matrix located in the Youth Portal for detailed descriptions.</p>

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## Scanning Guide, Continued

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### Hard copies

The hard copies of scanned documents should be retained until there is verification that the document scanned is legible. Providers should develop a process for evaluating documents scanned to ensure the documents are legible prior to discarding.

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### CalJOBS process

The table below outlines the steps staff completes for uploading documents into CalJOBS should the direct scanning not be available.

Step	Action
1	Access CalJOBS.
2	<ul style="list-style-type: none"><li>• Locate customer in the CalJOBS system, and</li><li>• Select Documents under Staff Profile Menu.</li></ul>
3	<ul style="list-style-type: none"><li>• Select the Add a Document button, and</li><li>• Complete the following entries:<ul style="list-style-type: none"><li>– Document Association:<ul style="list-style-type: none"><li>✓ Program – Title I</li><li>✓ Application – select appropriate WIOA application</li><li>✓ Verification Item &amp; Type – leave blank</li></ul></li><li>– Document Information: enter appropriate document tag, refer to the Scan Guide,</li><li>– User Accessible – response is No</li><li>– Attach document:<ul style="list-style-type: none"><li>✓ Select Browse</li><li>✓ Locate the saved file</li><li>✓ Click Insert or Open button</li><li>✓ Click Save</li></ul></li></ul></li><li>• Verify documents are legible.</li></ul>
4	Case note all actions completed.

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