

## 8. Programs and Service Delivery

- c. **A description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities, which description and assessment shall include an identification of successful models of such youth workforce investment activities. *Please indicate which youth services are provided through competitively secured providers, sole sourcing, or other means. Describe the process for selecting youth providers on a competitive basis, including criteria used to identify youth providers (see WIOA sec. 123, draft regulations 681.400, and the WIOA State Plan section VI.c.). Include a list of services and providers in the appendix.***

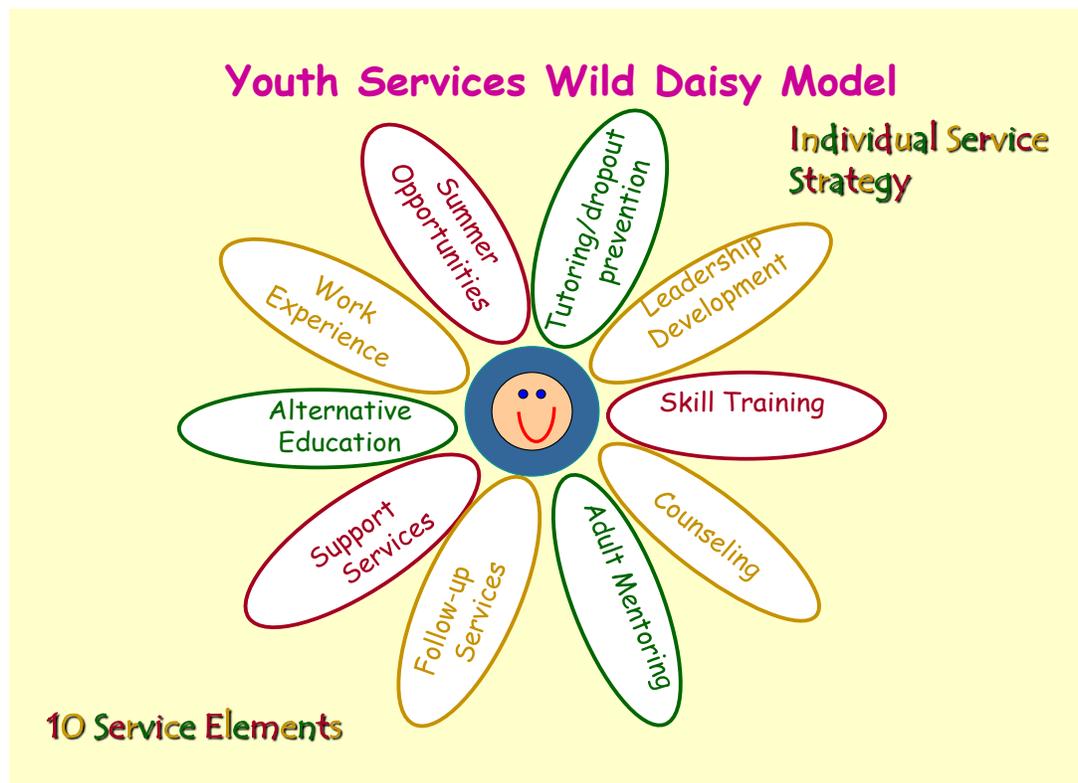
WIOA limits [In-School Youth](#) programs to 25% of expenditures.

While WIOA requires at least 75% of expenditures to go to [Out-of-School Youth](#) and Pima County has initially targeted resources to the Out-of-School population.

Youth entering the One-Stop System have access to all of the services offered to adults as well as special services offered for young people.

While Pima County operates the ARIZONA@WORK Pima County One-Stop Youth Employment Center, it subcontracts virtually all youth services through competitively secured providers, including intake and case management. Each of the provider's services – and any available funding for them – become part of a shared menu of services.

Funding for the client (shown below in middle of Wild Daisy Model) is driven by his/her needs, and services (see Petals) and are offered and selected to meet the youth's needs.



In Pima County’s model - intake, assessment, service planning, participant tracking, and accountability are standardized across the One-Stop agency Partners.

Partner agencies form a network offering multiple points of entry and a choice of service-delivery locations. Although agencies focus on particular populations within Pima County, all youth receive consistent services and access all appropriate service options by means of an Individual Service Strategy (ISS) that is completed by the Workforce Development Specialist (WDS) who works with the participant.

The ISS is a standard form and interview protocol that is completed upon enrollment of each WIOA youth participant. At this time Pima County One-Stop is piloting a new “Interim Assessment Tool” that will be used to conduct ISS updates with enrolled participants who may have already completed some services and/or may be participating in ongoing services. The purpose of the ISS update is to:

- ✓ Ensure that youth continue to receive services appropriate to individual situations.
- ✓ Consider the totality of youth’s circumstances in identifying and addressing needs.
- ✓ Offer every service type that appears in the Daisy Model.

- ✓ Further integrate youth services across agencies.
- ✓ Gauge progress of currently enrolled youth; reassess status.
- ✓ Encourage comprehensive services responding to multiple needs that may arise over time and require collaboration and leveraged resources.

The Pima County One-Stop system provides WIOA Youth program elements, as described in WIOA section 129(c)(2), that will support youth in the attainment of a high school diploma or its recognized equivalent, entry into postsecondary education, and career readiness.

The types and availability of youth workforce investment activities available from the Pima County One-Stop Partners and providers, including activities for youth with disabilities, include the following WIOA Youth program elements:

**Tutoring/Dropout Prevention** –tutoring, study skills, training and instruction, leading to the completion of secondary schooling, including drop-out prevention strategies.

The Workforce Development Specialist (WDS) connects youth to various academic opportunities at their school, community-based organizations, libraries, on-line accredited educational services and tutoring vendors obtained through a competitive Request for Proposal (RFP) process.

Youth with low test scores are referred to remedial classes as part of the summer or year-round program.

Identified community resources include: Fred G. Acosta Job Corps; Pima County Public Library (PCPL); Pima Vocational High School (PVHS); Portable, Practical Educational Preparation (PPEP, Inc.); Pima County Las Artes, Arts and Education Center; Tucson Urban League (TUL); Tucson Youth Development (TYD) ACE Charter School; Service Employment & Redevelopment-Jobs for Progress of Southern Arizona, Inc. (SER); and Youth on Their Own (YOTO).

**Alternative Education** – alternative secondary school services.

Provide youth with requirements and information to various alternative schools within Pima County including charter schools such as the Pima County-operated PVHS and an agency-operated charter school such as TYD-ACE Charter School.

Identified community resources include: Fred G. Acosta Job Corps; PCPL; Pima County Las Artes,

Arts and Education Center; PPEP, Inc.; PVHS; TYD-ACE; and YOTO.

**Summer Opportunities –**  
Summer employment opportunities directly linked to academic and occupational learning.

The WDS connects the youth to one of the Pima County One-Stop Summer Youth Employment Program employers.

Summer Youth providers that that been selected through a competitive RFP selection process set up and monitor worksites at a variety of government, non-profit and for-profit worksites.

Youth must score at least at their grade level on the TABE to be referred to a job. Those that score lower will be referred to remedial classes or to a Summer Program that combines remedial instruction with work experience.

PPEP, Inc.-YouthBuild, Youth CareerConnect (includes Bioscience, HIT, Manufacturing, and Aviation Industry Sectors), in terms of general workforce preparation Las Artes and PVHS combines that with education, and the summer youth program includes a combo education and work experience option.

Identified community resources include: Goodwill Industries of Southern Arizona, Inc.; PCPL; PPEP, Inc.; SER; TUL; and TYD.

**Work Experience –**  
paid and unpaid work experiences including internships and job shadowing.

The WDS will help youth obtain onsite training opportunities within the public/private business sector in order to provide opportunities leading to employment opportunities in targeted industry sectors.

Identified community resources include: Fred G. Acosta Job Corps; Goodwill; Green for All; Lutheran Social Services Refugee Focus; PPEP, Inc.; SER; TUL; and TYD.

**Skill Training –**  
occupational skills training.

Assists youth with occupational skills training through local vendors and/or accredited on-line credentialed vendors based on academic, occupational and career pathway skills

assessment. Programs may be structured such as Job Corps and the Pima County Joint Technical Education District (JTED), or enrollment into community college classes.

Identified community resources include: WIOA One-Stop Individual Training Accounts; Fred G. Acosta Job Corps; Goodwill; Green for All; JTED; Lutheran Social Services Refugee Focus; PCPL; PPEP, Inc.; SER; TUL; and TYD.

**Leadership Development** – leadership development opportunities.

The WDS arranges leadership opportunities with various educational groups and local service organizations that may provide training opportunities such as activities sponsored by the United Way of Tucson and Southern Arizona.

Identified community resources include: Fred G. Acosta Job Corps; Green for All; Metropolitan Education Commission; PPEP, Inc.-YouthBuild; TUL; and YOTO.

**Supportive Services** – support services.

Arranges for work site tools, bus passes, appropriate worksite clothing, and referral to behavioral counseling provider if needed.

Works with the Pima County One-Stop Affiliate Sullivan Jackson Employment Center and YOTO to secure housing for homeless teens.

Identified community resources include: Fred G. Acosta Job Corps; Goodwill; Lutheran Social Services; PCPL; PPEP, Inc.; SER; TUL; TYD; and YOTO.

**Adult Mentoring** – adult mentoring for a duration of at least twelve (12) months, that may occur during and after program participation.

A Youth Mentor Coordinator will be secured through a competitive RFP process to represent the Pima County One-Stop and collaborate with local agencies that provide mentoring services, develop service learning opportunities utilizing civic and or local community engagement organizations, and monitor mentoring activities provided by teachers, worksite supervisors, and volunteers.

Identified community resources include: Fred G. Acosta Job Corps; Goodwill Lutheran Social Services; Green For All; and YOTO.

**Follow-up Services** – follow up services for not less than twelve (12) months, after the participant completes the program.

Provide 12 months of follow-up services after completion of program to include: phone contact, in person, home visits, mailed follow-up letters and various social media (text messages, email, etc.), in order to identify follow-up services needed. Services may include academic tutoring, referrals to social and non-profit community organizations.

**Counseling** – comprehensive guidance and counseling, including drug and alcohol counseling.

The WDS uses behavioral counseling providers secured through a competitive Pima County RFP process to refer youth to comprehensive mental health and counseling services.

**Financial Literacy Education** – An activity that helps prepare youth to make good judgments for the money they receive from their work. It should also help them understand the paycheck, various monetary instruments, basic budgeting and saving, and to make informed financial decisions about education, retirement, home ownership, wealth building, or other savings goals.

The WDS will evaluate and track youth needing these services for referral to the One-Stop provider.

Two providers were secured through a Pima County competitive RFP process to represent the Pima County One-Stop and to offer Youth Financial Workshops in accordance to WIOA 681.500:

Goodwill Industries of Southern Arizona, Inc.  
Tucson Youth Development, Inc.

**Entrepreneurial Skills Training** –

Two providers were secured through a Pima County competitive RFP process to represent the Pima County One-Stop and to offer entrepreneurial training:

LeadLocal LLC  
Tucson Hispanic Chamber of Commerce

An additional resource is the Pima County Library 101 space.

The WIB Youth Council is working with Justin Williams, Start-up Tucson, to apply for a grant for a youth innovation/idea generation.

**Services that provide labor market information about in-demand industry sectors and occupations.**

The One-Stop Youth Employment Center offers an annual Summer Youth Employment Program. Once a youth applicant passes a TABE assessment, they are scheduled to attend an 8-hour Employability Skills Workshop prior to their first day of summer employment.

This Workshop is also offered year round to youth who visit a One-Stop Center and provides labor market information about in-demand industry sectors and occupations.

WDS also provide in-demand industry sectors and occupations information to clients one-on-one, in training packets and during interviews.

WDS provides some of this information one-on-one.

One-Stop Partners collaborate with employers in high growth/high demand industries, training and education providers, and community-based and faith-based organizations to operate a One-Stop Youth Services network. Partners such as Vocational Rehabilitation, Employment Service, JTED, Job Corps and Pima Vocational High School Charter School also play vital roles in the network. The network offers a “no-wrong-door” access to an integrated menu of community youth service options, such as dropout retrieval programs, work experience opportunities, youth development activities, support services and

training. Individualized guidance by caring adults is the glue that holds the system together.

**Postsecondary preparation and transition activities.**

[Metropolitan Education Commission](#) (MEC) [Regional College Access Center](#) and looking into the possibility of getting an Americorps member trained by [MEC](#) and placed at the One-Stop Youth Center.

Pima County-developed criteria is used in awarding grants for youth workforce investment activities and how the WIB takes into consideration the ability of the providers to meet performance accountability measures based on primary indicators of performance for the youth program as described in section 116(b)(2)(A)(ii) of WIOA in awarding such grants.

To ensure quality, job-driven training programs are available for Pima County youth, the competitive RFP process includes the following criteria to procure youth training programs and to select only eligible youth providers:

- Financial stability of the service provider;
- Experience in successfully providing services to disconnected youth and youth with barriers to employment, including youth with disabilities;
- Demonstrated success in serving youth, specifically youth with barriers and out-of-school youth;
- Length of time in business;
- Network of business and community partners;
- Ability to meet performance accountability measures based on performance indicators for youth;
- Demonstrated training program related to an in-demand occupation, or career pathways identified in the state and Pima County Workforce Development Plans; and
- Demonstrated training program results in a recognized credential.

The Pima County One-Stop Partners collaborate with employers in high growth/high demand industries, training and education providers, and community-based and faith-based organizations to operate a One-Stop Youth Services network. Partners such as Arizona D.E.S. Vocational Rehabilitation Services, Arizona D.E.S. Workforce Service, JTED, Job Corps and Pima Vocational High School Charter School also play vital roles in the network.

The network offers a “no-wrong-door” access to an integrated menu of community youth service options, such as dropout retrieval programs, work experience opportunities, youth development activities, support services and training. Individualized guidance by caring adults is the glue that holds the system together.