

# CONNECTING WITH THE DISCONNECTED



*Engagement Strategies for  
WIOA Out of School Youth*

NAWDP Youth Symposium 2019

*December 10, 2019*



**Innovation &  
Opportunity  
Network**  
*Implementing WIOA*



**EMPLOYMENT AND TRAINING ADMINISTRATION**  
UNITED STATES DEPARTMENT OF LABOR

# WHO are you?

- ❖ Federal
- ❖ State
- ❖ Local
- ❖ Board/Board Staff
- ❖ Administrator
- ❖ Supervisor
- ❖ Frontline
- ❖ Labor and Workforce
- ❖ Adult Education
- ❖ Vocational Rehabilitation
- ❖ TANF
- ❖ Youth Service Providers
- ❖ Other

# WHO am I?

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# Today's Objectives

- ✓ Understand DOL's history and perspective related to serving those most disconnected.
- ✓ Understand:  
Engagement = Retention = Success
- ✓ **SHARE** best recruitment practices for targeting the disconnected
- ✓ **SHARE** powerful ideas for helping them stay connected in every phase of your program.
- ✓ Refresh your spirit with rich conversation and new resources related to our critical work!



# DOL History with Disconnected Youth

- ❖ **CEDA and JTPA** – no OSY Service Expectation
- ❖ **WIA** – Younger Youth/Older Youth focus but there was a 30% Expenditure Requirement for OSY
- ❖ **WIA** – Shared Youth Vision initiative and progressive OSY focus recommendations in ongoing guidance
- ❖ **WIOA** – OSY Expenditure Requirement pushed to 75%
- ❖ **Panic & Waivers!** (Lions & Tigers & Bears! Oh My!)
- ❖ **Yet, Program Year 2018 OSY Expenditure rate was...** (wait for it!)

# 85% Nationwide!



# Defining Disconnected Youth

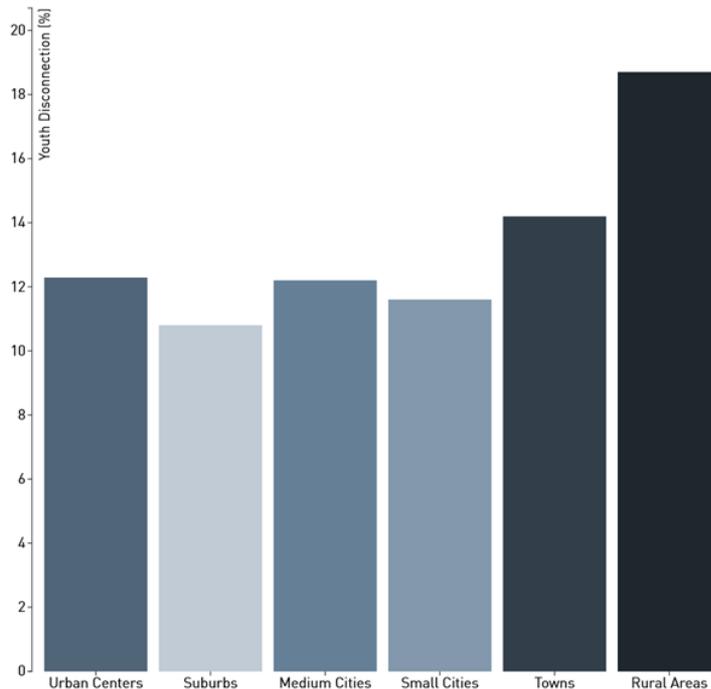
Disconnected youth, also known as opportunity youth, are teenagers and young adults between the ages of 16 and 24 who are neither in school nor working.

Disconnected young people are unmoored from the institutions that not only confer the credentials necessary to thrive as adults, but also give structure to their days and provide the opportunity to discover interests, form social networks, develop skills, and build confidence.

*Measure of America of the Social Research Council*

# WHO is Disconnected? Contributing Considerations

## *Urban vs. Rural*



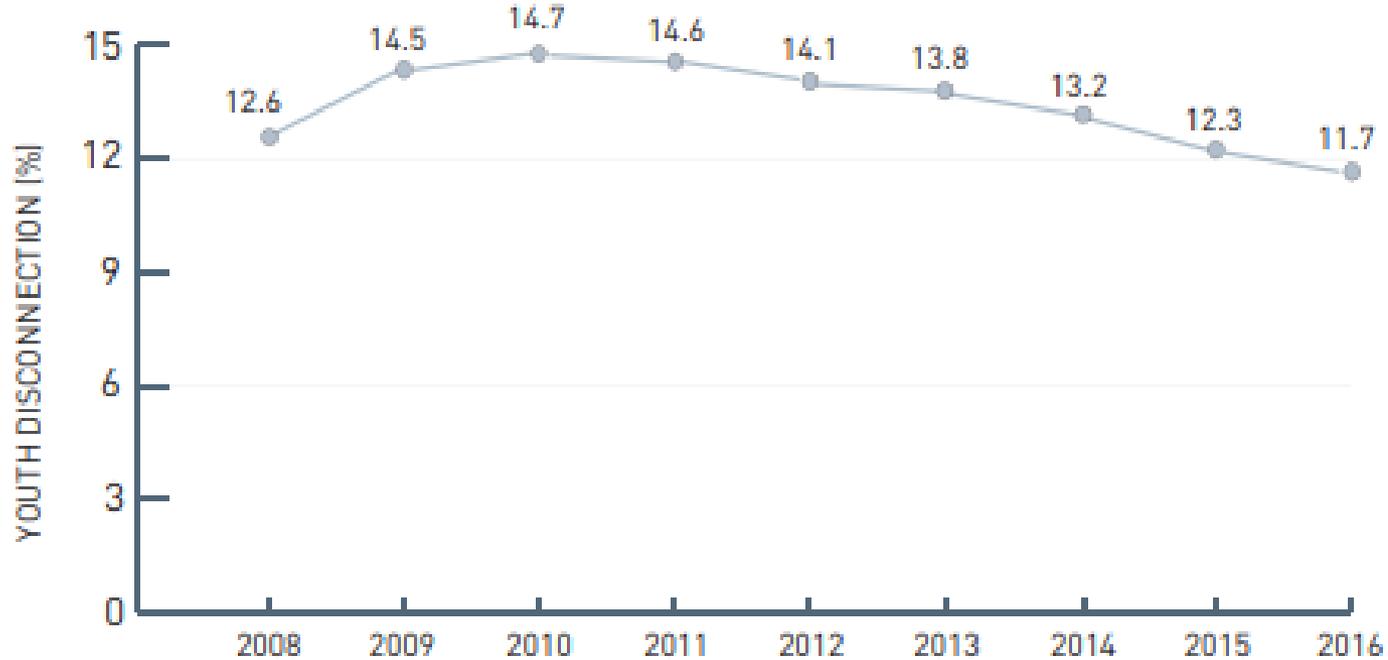
## *Other Factors*

- ❖ Gender
- ❖ Income
- ❖ Current living situation incl. Institutionalization
- ❖ Race/Ethnicity
- ❖ Language Proficiency and Citizenship
- ❖ Cultural & Familial 'traditions'

# Interesting Statistics!

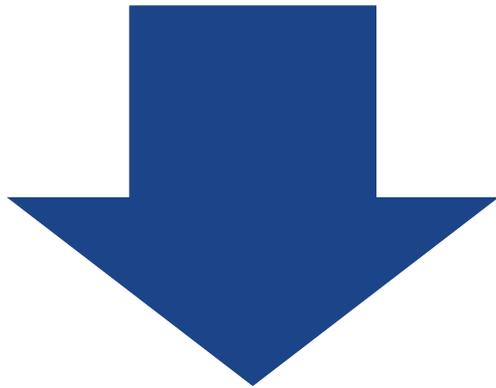
*Since 2010, the number of Disconnected Youth has declined*

**Sixth Consecutive Annual Decline in the Youth Disconnection Rate**



# Making the *connection* to this data!

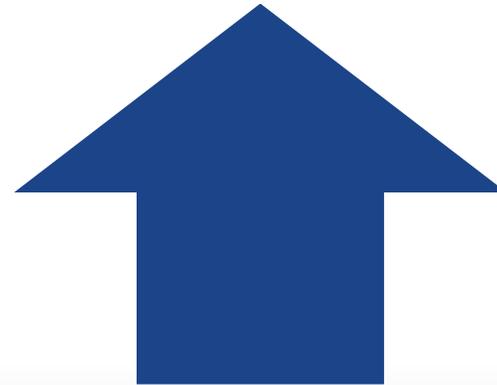
excuse the pun



Declining  
National  
Statistics of  
Disconnected  
Youth

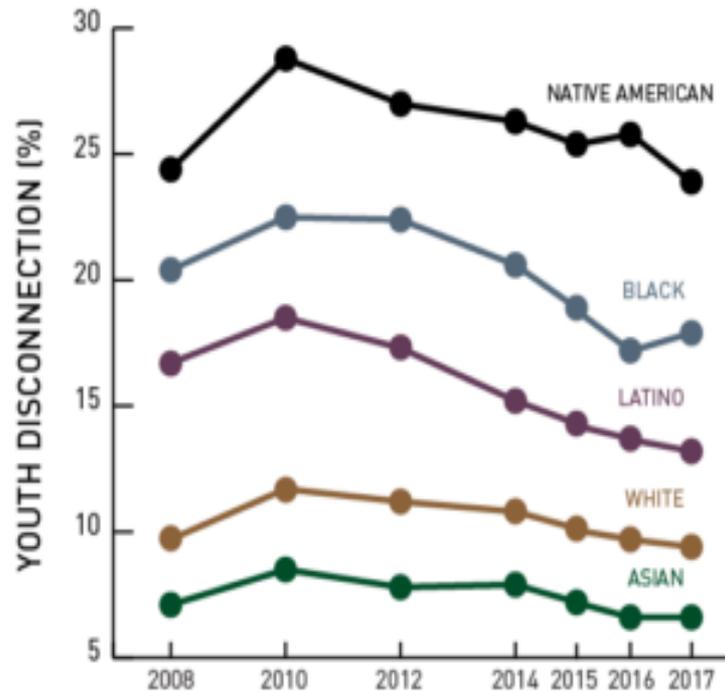
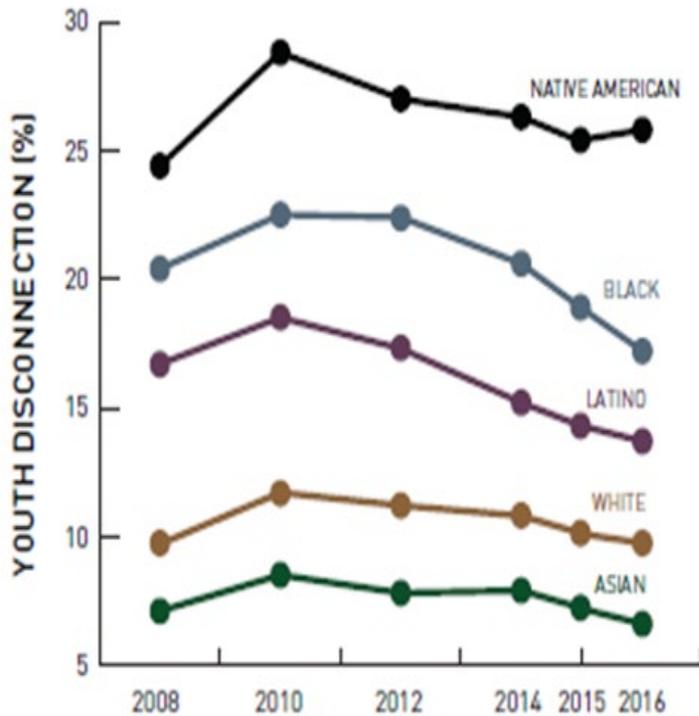


Increasing  
Service to OSY  
under WIOA

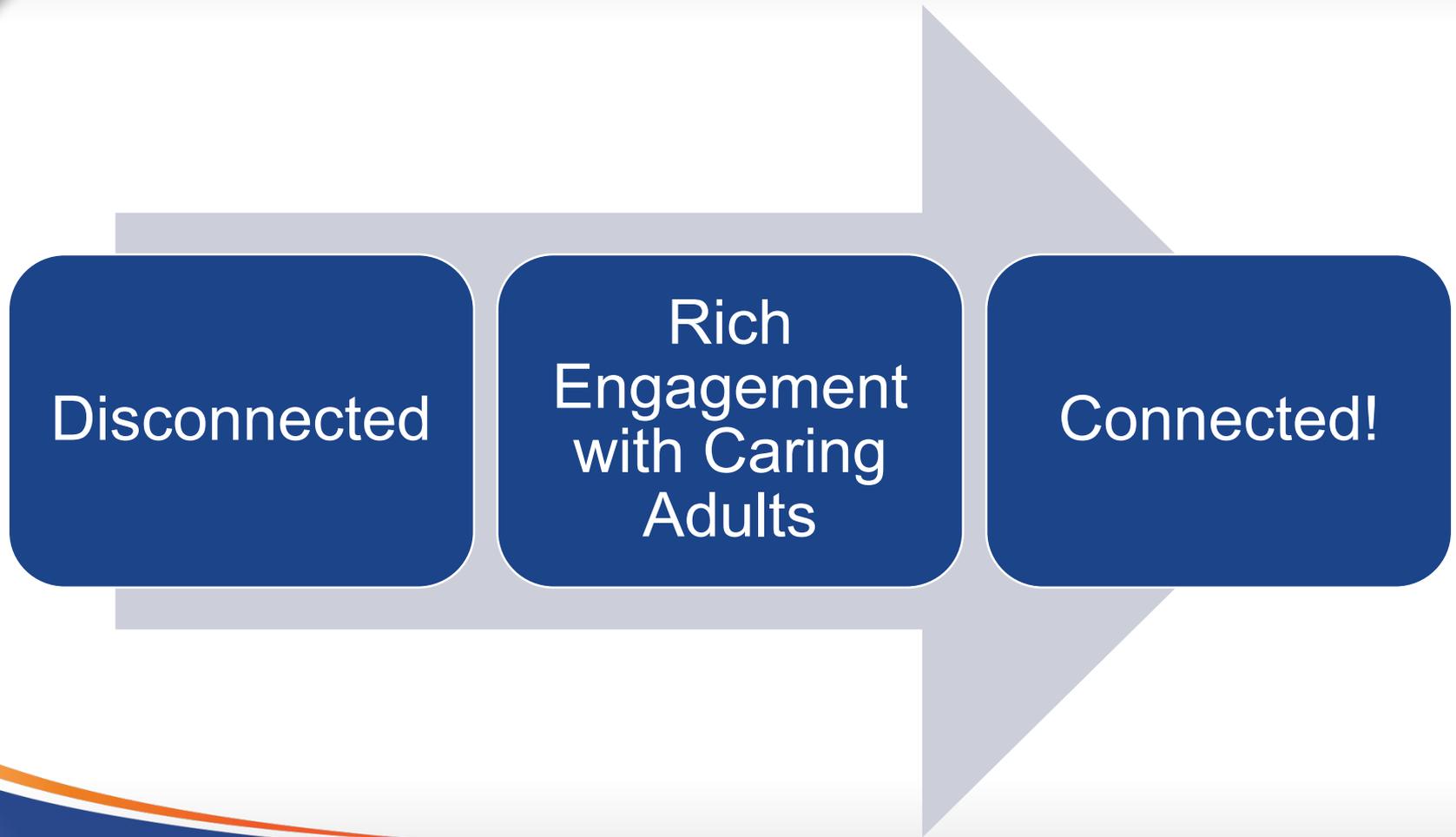


# Yeah but...

## One year later (2017)



# OUR ultimate goal



# A Critical Journey

## From Disconnected & Disengaged

- ❖ Uninterested
- ❖ Unproductive
- ❖ Unsure of future
- ❖ Distrusting of the system
- ❖ Marginalized
- ❖ -
- ❖ -
- ❖ -

## To Connected & Engaged

- ❖ Inspired
- ❖ Motivated
- ❖ Invested in self
- ❖ Confident
- ❖ Informed
- ❖ Part of a network
- ❖ -
- ❖ -
- ❖ -

# Youth Engagement

Youth engagement is a process for keeping youth meaningfully involved in a program and actively engaged in their own development. Youth engagement strategies offer opportunities for young people to take leadership roles and be responsible while partnering with caring adults who respect and value them and are willing to share power with them.



# Essential Youth Engagement Elements

Three elements are essential for effective youth engagement:

- ◆ Establishing a youth friendly environment
- ◆ Building sense of belonging
- ◆ Nurturing a sense of self efficacy

***We will discuss each in the context of  
the WIOA Youth Program***



# Effective Engagement at Every Phase

- ❖ Marketing & Recruitment
- ❖ Enrollment & Assessment
- ❖ ISS Development
- ❖ Service Delivery
- ❖ Follow-Up



# Recruitment of OSY

- ❖ STUDY the cohort, understand their needs
- ❖ Clear program messaging
- ❖ Marketing materials relatable to the population
- ❖ Online presence & social media
- ❖ Messenger must be genuine! Find the right fit!
- ❖ Use Program Ambassadors
- ❖ Use Partners and Community
- ❖ Expanded definition of OSY under WIOA



# New OSY Eligibility broadens the pool-

681.210

- ❖ An out-of-school youth (OSY) must be each of the following:
  - ◆ Not attending any school (as defined under State law);
  - ◆ Not younger than age 16 or older than age 24 at time of enrollment - age eligibility is based on age at enrollment (i.e., age at eligibility determination); therefore, participants may continue to receive services beyond the age of 24 once they are enrolled in the program; and
  - ◆ Have one or more of the following 9 “barriers.”



# OSY Eligibility Barriers

- ❖ (1) A school dropout;
- ❖ (2) A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter;
- ❖ (3) 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;
- ❖ (4) An offender;
- ❖ (5) A homeless individual, a homeless child or youth, or a runaway;
- ❖ (6) An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under sec. 477 of the Social Security Act (42 U.S.C. 677), or in an out-of-home placement;
- ❖ (7) An individual who is pregnant or parenting;
- ❖ (8) An individual with a disability; or
- ❖ (9) A low-income\* individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

\*Low-Income factors in only 2 of the 9 OSY Barriers



# Recruitment Best Practices!



# Enrollment & Assessment

- ❖ May be new to “system-works”
- ❖ Rapport building begins HERE!
- ❖ Ease-up on the standard Q&A
- ❖ Bundle tasks in doable chunks
- ❖ Conversational questions & reflective listening
- ❖ Be strategic & transparent about testing
- ❖ Collect multiple contacts and tell them why!
- ❖ Offer Youth-Friendly environments / specialized centers / Drop-In spaces.



# ISS Development & Maintenance

- ❖ Jointly developed, in full partnership! And signed.
- ❖ Insist on Commitment. Use signed agreements and commitment letters.
- ❖ Use formal and informal tools to make Assessment an ongoing part of the ISS development – an evolving plan with flexible approaches.
- ❖ Periodic updates must be squeezed in! Make it a living document that both parties are responsible for updating.



# Assessment & ISS Best Practices!



# Service Delivery

- ❖ Use of Incentives 681.640
- ❖ Use of Work Experiences 681.590-600
- ❖ Be concrete with referrals – Make the Direct Linkage
- ❖ Scour the 14 Elements for “two-way connectors” such as Leadership (i.e. peer mentoring & community service projects) 681.460
- ❖ Explore Community Involvement interface 681.650
- ❖ Make opportunities for peer engagement/socialization
- ❖ Peer connections and group sessions encouraged good but services are individualized. One size does not fit all!!



# Follow-Up 681.580

- ❖ Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems.
- ❖ Follow-up services may include the following program elements:
  - 1) Supportive services;
  - 2) Adult mentoring;
  - 3) Financial literacy education;
  - 4) Services that 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; and
  - 5) Activities that help youth prepare for and transition to post-secondary education and training.
- ❖ WIOA says no need to nag! Opt-out option, if in local policy may be an option for some.



# Service Delivery & Follow-Up Best Practices!



# Guidance

- ❖ TEGL 23-14: “Workforce Innovation and Opportunity Act (WIOA) Youth Program Transition Guidance”
- ❖ TEGL 08-15: “Second Title 1 WIOA Youth Program Guidance”
- ❖ TEGL 21-16 “Third Title 1 WIOA Youth Program Guidance”



# Resources

- ❖ ION – Innovation and Opportunity Network Community of Practice:  
<https://ion.workforcegps.org/>
- ❖ Measure of America 5 part series – Youth Disconnected from America (2012 – 2018)  
<http://measureofamerica.org/youth-disconnection-2018/>
- ❖ OSY Innovation Cohort Study & Community of Practice (WFGPS)



# Questions?



