

<p>TULARE COUNTY WORKFORCE INVESTMENT BOARD, INC.</p> <p>WORKFORCE INVESTMENT ACT TITLE I-B ACTIVITIES</p>	<p>DATE:</p> <p>April 4, 2002</p>
	<p>SUBJECT:</p> <p>YOUTH SERVICES Employment Connection System Orientation</p>

WIB DIRECTIVE

WIBD-01-12

TO: WIA Youth Service Providers  
WID Staff Co-located at Employment Connection Centers

SUBJECT: YOUTH SERVICES: EMPLOYMENT CONNECTION SYSTEM ORIENTATION

EXECUTIVE SUMMARY

Purpose:

This directive transmits local policy regarding the orientation format that shall be incorporated into all Youth System Orientations.

Scope:

This directive applies to all TCWIB Youth Service Providers and TCWID staff participating in Employment Connection System Orientations for Young Adults, 14-21 years of age.

Effective Date:

April 4, 2002

References:

- ◆ Workforce Investment Act, Section 129
- ◆ 20 CFR, The Final Rule (Regulations), Section 664.405(d)
- ◆ Workforce Investment Act Final Report for the State of California, December 2001

**TULARE COUNTY WORKFORCE INVESTMENT BOARD, INC. (TCWIB) – IMPOSED REQUIREMENTS:**

This directive contains TCWIB-imposed requirements. These requirements are indicated by ***bold, italic type***.

**FILING INSTRUCTIONS:**

Retain this directive until further notice.

**BACKGROUND:**

The Workforce Investment Act (WIA) and 20 CFR, The Final Rule (regulations) state that Local Boards must ensure that the referral requirements in WIA for youth who meet the income eligibility criteria are met, including:

- (1) Providing these youth with information regarding the full array of applicable or appropriate services available through the Local Board, other eligible providers, and One-Stop partners; and
- (2) Referring these youth to appropriate training and educational programs that have the capacity to serve them either on a sequential or concurrent basis.

The Tulare County Workforce Investment Board, Inc. (TCWIB), and the TCWIB Youth Council hold a vision for local youth services that goes beyond the mandated requirements for WIA eligible youth and connects youth programs throughout Tulare County into a cohesive network providing services to all youth. To assist youth in navigating this system we must provide information about the services available, referral assistance, and access to resources and tools that enable them to make informed choices.

Employment Connection system orientations are the primary vehicle through which we provide information and access to the array of services available in Tulare County. The purpose of orientations has shifted from a recruitment tool for individual agencies to an access point through which youth receive information and referral to a broad array of services that go well beyond WIA, thus strengthening the connectivity of youth services within the One-Stop delivery system.

**POLICY AND PROCEDURES:**

Employment Connection system orientations may be conducted in any location that provides ease of access to the young people seeking information, including Service Provider facilities, schools, Employment Connection Centers, etc.

Attachment A of this directive provides the basic format for the Tulare County Employment Connection System Orientations for Young Adults. ***TCWIB Services Providers and TCWID staff shall incorporate this orientation format into all youth system orientations. Because this is a basic orientation format, it is anticipated that individuals conducting orientations will incorporate their own personality, style, and additional relevant information into the presentation(s).***

Attachment B is a representation of the youth client flow process for the Tulare County Employment Connection System.

**ACTION:**

Please forward this directive to all appropriate staff.

**INQUIRES:**

Direct questions to Eldonna Caudill, Senior Program Analyst, TCWID, (559) 713-5224, [ecaudill@tcwib.org](mailto:ecaudill@tcwib.org), or Diane King, Program Analyst, TCWID, (559) 713-5227, [dking@tcwid.org](mailto:dking@tcwid.org).



JOSEPH H. DANIEL  
Administrator

JHD:EC:DK:mb

Attachments: Attachment A: Employment Connection System – Young Adult Orientation  
Attachment B: Employment Connection System – Youth Client Flow Process

**TULARE COUNTY WORKFORCE INVESTMENT BOARD, INC.  
EMPLOYMENT CONNECTION SYSTEM  
YOUNG ADULT ORIENTATION**

⇒ **WELCOME**

✓ **Introductions**

- **Staff Name**
- **Phone number – in case you have questions after you leave**

✓ **Orientation Purpose and Goals**

- **Provide Information about services available**
- **Help connect you to the services you want**
- **Answer questions**

✓ **Timelines**

- **Orientation & Tour of Resource Room/Library = 30-45 minutes**
- **Questions & Answers, Referral Assistance = approximately 30 minutes, but varies to meet your needs**

⇒ **HOUSEKEEPING**

✓ **Visitor Badges & Sign-in Sheet:**

- **Fill out information for front desk if needed**
- **Follow-up and customer service survey:**
  1. **You may be contacted to make sure you connected to services you wanted;**
  2. **To find out how you feel about the services;**
  3. **Help us improve our services.**

✓ **Restrooms**

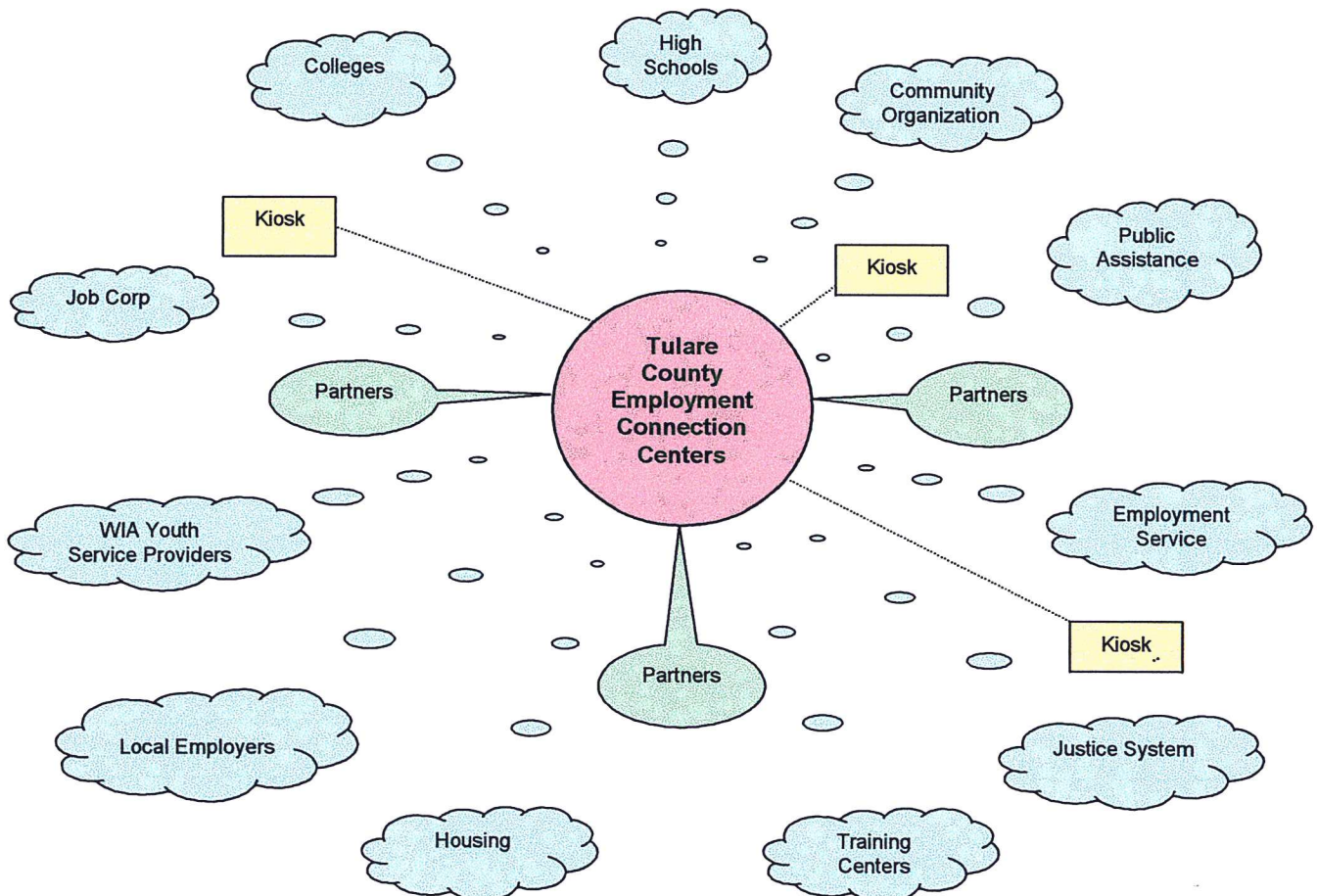
✓ **Phones**

## WHAT IS THE EMPLOYMENT CONNECTION SYSTEM?

- ⇒ **A SYSTEM OF CONNECTED SERVICES AND PROGRAMS THAT MAY BE ACCESSED AT A SINGLE LOCATION TO MEET THE WORKFORCE DEVELOPMENT NEEDS OF INDIVIDUALS AND BUSINESSES.**
- ⇒ **THE WORKFORCE INVESTMENT ACT (WIA) IS DRIVING THE CREATION OF THIS SYSTEM**
  - ✓ **Act of Congress signed into law in 1998**
  - ✓ **Custom-focused workforce development system designed to serve:**
    - **Employers: address needs for hiring, staff training & skills upgrading, business plans, information (taxes, loans, etc.), business expansion, new employers, avoid business closures, and referral for other assistance,**
    - **Individuals: seeking employment, training, career change, career growth, information (wages, labor market, schools, financial aid & loans), individual & family needs (housing, child care, financial, etc.), referrals for other assistance**
- ✓ **Services are free – no cost to customer – some do have eligibility requirements**
- ✓ **Supported by federal tax dollars**
- ✓ **Available in every state and most counties nationwide**
- ✓ **California: Tulare County is one of 50 service areas in California**

## ⇒ EMPLOYMENT CONNECTION CENTERS

- ✓ Envisioned as the foundation for this system
- ✓ “One-Stop shopping”: multiple partner agencies & services available under one roof and linked to services throughout Tulare County – 27 partners and expanding
- ✓ No Wrong Door: customers may access the system through:
  - The three Employment Connection Centers located in Porterville, Tulare, Visalia;
  - Through partner agencies located throughout the county; or
  - Electronically, through kiosks located in malls, libraries, stores, offices, etc. throughout the county.



## ⇒ UNIVERSAL ACCESS FOR CUSTOMERS

- ✓ No eligibility for self-directed, informational services – anyone can access services
- ✓ Resource Rooms and libraries are open to the public during business hours
- ✓ Staff provide assistance in accessing information that will empower the customer to pursue his/her career goal and determine the level and type of services desired
- ✓ Information available includes: in demand occupation, declining industries, job openings, wages, schools, financial aid, loans, vocational training, career assessment, job search assistance workshops, job placement assistance, unemployment insurance, service providers and eligible training providers, report card on performance for schools and providers of WIA services, etc.

## ⇒ STREAMLINING SERVICES

- ✓ Partners work together to coordinate services and referrals to benefit the customer
- ✓ Eligibility for services - working toward a common eligibility and shared information system, but in the meantime:
  - Frequently partners have specific eligibility requirements
  - Eligibility requirements are generally driven by the source of funding
- ✓ Eligibility requirements differ from one agency to another – staff assist customers in identifying their eligibility for different services and making appropriate referrals
  - WIA Young Adult Services & Eligibility Requirements

# MALL OF SERVICES

## CORP SERVICES

- ✓ Conservation Corps
- ✓ Job Corps
- ✓ Sierra Corps
- ✓ Grizzly Academy
- ✓ Youth Corps

## ASSESSMENT

- ✓ Skills
- ✓ Training/Education
- ✓ Interests
- ✓ Aptitudes
- ✓ Goals/Career Plan

## EMPLOYMENT SERVICES

- ✓ Career Exploration & Counseling
- ✓ Job Shadowing
- ✓ Job Search & Job Retention Workshops
- ✓ Work Experience, Internships, On-the-Job Training
- ✓ Summer Employment Opportunities
- ✓ Job Placement Assistance
- ✓ Occupational Skills Training

## SUPPORTIVE SERVICES

- ✓ Counseling, Including Drug & Alcohol Counseling
- ✓ Mentors & Peer Mentoring
- ✓ Transportation
- ✓ Child Care
- ✓ Work Tools & Clothing
- ✓ Books & School Supplies
- ✓ Referral for Medical Services
- ✓ Housing Referrals
- ✓ Follow-up Services

## EDUCATIONAL SERVICES

- ✓ High School Diploma/GED
- ✓ Tutoring, Study Skills, Homework Clubs
- ✓ College & Vocational Training
- ✓ Financial Aid Assistance
- ✓ Occupational Skills Training (ITA)

## PERSONAL DEVELOPMENT & LEADERSHIP

- ✓ Community Service Opportunities
- ✓ Peer Mentoring
- ✓ Project Development, Implementation & Evaluation
- ✓ Leadership & Decision-making

## LABOR MARKET INFORMATION

- ✓ Growth Occupations
- ✓ Declining Occupations
- ✓ Wages/Salaries
- ✓ Job Openings

## ELIGIBILITY

- ✓ WIA
- ✓ Other Services

## SCHOOLS/ SERVICE PROVIDERS

- ✓ Schools
- ✓ Training Programs
- ✓ Career Opportunities



## ⇒ CUSTOMER SERVICE

- ✓ Customer Service Evaluation



TULARE COUNTY EMPLOYMENT CONNECTION SYSTEM  
CLIENT FLOW – YOUTH (14-21 Years of Age)

