**WorkforceGPS**

**Transcript of Webinar**

**A WIOA Youth Program Technical Assistance Conversation:**

**What do we have and what do we need?**

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GRACE MCCALL: Welcome to a WIOA Youth Program Technical Assistance Conversation: What do we have and what do we need? So without further ado, I'd like to turn things over to our moderator today, Sara Hastings, Youth Policy and Performance Team, Division of Youth Services. Sara?

SARA HASTINGS: Great. Thanks so much, Grace. And hi, everyone. Welcome to our webinar today. We are super glad you could join us. There were almost about 1,000 people that registered for this webinar, so we were so glad to see that there is an interest from a lot of folks in talking about technical assistance around implementing the WIOA youth program, and how we here at the Department of Labor and all of you guys who are doing such good work on the ground, how we can continue to talk about what is needed really to better serve our young people. So this webinar really is an effort to continue talking and brainstorming ideas for what assistance is still needed.

Again, my name is Sara Hastings. I am on our Youth Policy and Performance Team within the Division of Youth Services here at the Employment and Training Administration within the Department of Labor. And our team, which I'm going to introduce to you in just a little bit, we oversee the policy and performance aspects of the WIOA youth program, in partnership with our amazing federal project officers who are out there in our six regions across the country.

So in just a minute or two I'm going to be turning over the presentation to two of our team members, Maisha Meminger and Evan Rosenberg. Some of you guys may have heard from these two in the past or have met them over the years.

They're going to be sharing with you some of the resources that we have available on our youth connections community of practice. Hopefully you have all heard about the youth connections community of practice. That is our website that has all of our WIOA youth program resources. So we're really going to be doing kind of a commercial today talking through all the resources that we have so you're aware.

OK. So also on our team, we wanted to make sure you guys knew these folks and were introduced to them today as well, is Lasharn Youngblood, Renee Browne, Adrienne Bailey, who along with Maisha, Evan, and me, make up our Youth Policy and Performance Team.

And again, as I just said, everything we do here at the national office here in Washington, DC, is informed by the great work that our regional colleagues do out in the field, connecting the state and local area youth practitioners. So really all of us together, we really think of us all as our broader youth team, and we learn a lot from each other. So that is us.

So today let's get going. Our webinar is focused on technical assistance resources, or TA for short, that are aimed at helping you all design successful programming that serve our young people the best way possible. So our goal today is really to make sure that you guys are aware of the resources that we have already produced over the last few years. We're going to be reviewing those to ensure you all know where to go if you're looking for some support.

And another goal of the webinar is to explore what TA you all would like to have in order to better serve our young people. So we're going to take some time to hear from you all about what might be helpful to have. So be thinking while we're talking here, be thinking about your TA needs, because we're going to ask you guys in a little bit to share your thoughts. So keep some notes, take some notes while you're hearing us talk about what we already have.

We'll also briefly share some plans that we have for our next phase of technical assistance that we're hoping to deliver over the rest of the year and beyond. And it's really starting with our webinar today, getting feedback and ideas from you all to make sure that our TA plan is informed by your input. So that's what we're hoping to do today. And soon we're going to be walking you through a number of resources to either remind you or to point you in the right direction, to find some resources that maybe helpful to you all in doing your good work.

All right. So let's take a poll here. Let's get a sense of who is joining us today on the webinar. We're asking you about your knowledge of the WIOA youth program – A, are you an expert; B, you know a good amount; C, you know a little bit, but you're looking to learn a little bit more; and D, you've never heard of the WIOA youth program. If you have never heard of the WIOA youth program and you're here, welcome, we're glad you're here. So just take a few minutes here, a few seconds to complete this poll.

Great. So this is all helpful to see. Some members are still coming in here. But really what we can see, we've got a good mix of folks with varying degrees of knowledge about the program. Most here know a good amount about the program. And we have a few experts, so that's great. And we're glad to know that folks who don't know a whole lot about the program have joined us because they're hoping to learn more from today's webinar. So that's fantastic. So thank you so much for filling that out. That's helpful. All right.

All right. So knowing that we've got a number of folks who do know a good deal about the program, we're suspecting that many of you have been with us for the last few years and have participated in our previous webinar series.

And for the folks who are newer to this work, we wanted to just make sure that you know where to access these resources and tools as well, because all of the webinars and resources that we did were recorded, and again are on our youth connections community of practice. And so that first series that we have, that first TA series was called our Enough is Known for Action series. This was started in 2015. This was not long after the program or WIOA was passed, the legislation. But it was before we had regulations in place.

So we offered a series of webinars discussing topics that we knew were important for implementing the WIOA youth program even before the regs were out, like serving out of school youth, implementing work experiences, implementing career pathways, and serving specific populations of young people. So that was a great series that kicked us off into the world of WIOA.

And then in 2017 and 2018, we engaged in the Our Journey Together technical assistance series that was really created to support you all in implementing your programs, along with really better understanding the regulations that had come out, and working towards improving outcomes for the young people we serve.

And so those were the two series that made up a good deal of our technical assistance efforts in the last few years. And as I mentioned, you can find all of this information, the webinars, everything, on our youth connections community of practice. And we're going to be walking through that shortly so you can find where those resources are.

And so now we're hoping to engage in this next stage of technical assistance. So that was kind of where we were and here's where we are now. It's not necessarily a webinar series like we've done in the last two series. But we're hoping to develop a number of resources and tools that can help you all do your work.

And it's really starting, like I said before, with today's webinar, which is really going to allow us to reflect on what we've done so far and to continue this conversation with you all about what TA needs still exist. So let's first talk about what we've already produced in terms of technical assistance. And I'm now going to turn it over to Maisha and Evan to review some of those additional resources we've developed and to let you know where you can go to find all of them. So Maisha.

MAISHA MEMINGER: Thank you so much, Sara. So good afternoon, everyone. We want to make sure that you know where to find our resources and go over what we've already done. So we have a quick polling question, just to ask if anybody on the line is a member of our community of practice. OK. Yes. And we would like to know this because we're going to show you how to sign up for all this great technical assistance and stay in touch with us on a regular basis.

Wow. Well I'm about to get some new community members today. OK. All right. So thank you so much, Grace. So overwhelmingly a number of you all are not members of our youth community of practice. I want to share with you where to get that information. So first and foremost, I want to share with you our website, www.workforcegps.org.

In this community there is a Join Now button. There you can join the WorkforceGPS community. This is where the U.S. Department of Labor Employment and Training Administration houses all its technical assistance. There's over 40 communities here, including farm working communities, apprenticeship community, there's communities about labor market information, career pathways, business engagement. And you can connect to and check on the different communities you want to be a part of.

Especially for our office, we are in charge of the youth community of practice that's known as youth connections. And there you will find a wealth of information. I would like to turn your attention to our blue box. Now in a couple of weeks this layout is going to be changing.

So if you come to our site, you're like this does not look the same. Bear with us, there's going to be an overhaul of our site in the next couple weeks. So but right now this is how it looks. The blue box is where we have a majority of our WIOA resources. I'm going to take you guys through some of the pieces that we have there.

First and foremost, you'll go to our youth resource page. On this is your map. This is your roadmap to where everything is regarding WIOA. It's everything that we've done over the last four years to get you ready to prepare for implementation, implementing, and executing the Workforce Innovation Opportunity Act. So there's a wide range of information.

And I'm going to walk you through some of the top pieces of information. First, if you want to get started, we ask you a question, are you new to WIOA, or do you need a refresher? We have our WIOA youth overview page. On this page we have a wonderful short fact sheet that gives you some of the key points of WIOA, something that you could have at your desk, a handy dandy guide.

We also have a webinar we did many years ago in about 2017, that was a WIOA Wednesday series that asked you – that talked about the youth program and dived a little bit deeper into our technical guides, our appointment and guides letter. And so that's something you might want to listen to. There's also a transcript there and there's PowerPoint to get some of the initial feedback that we have going into WIOA.

And also on this page there's a 16 page reference tool. We call it a desk tool. And again it's something you have at your desk that tells you about all the key factors about WIOA, the eligibility, the components of it. It's something you can just have, again just kind of quick resources for you all to have there. Second, I'm going to turn it over to Evan Rosenberg, who's going to speak about some of the other components of our technical assistance that we have available. Evan?

EVAN ROSENBERG: Thanks, Maisha. Can you hear me OK?

MS. MEMINGER: Yeah.

MR. ROSENBERG: Great. So we have a number of very helpful WIOA youth program eligibility resources on this eligibility page that you see in the PowerPoint presentation. It includes a WIOA youth fact sheet, an eligibility fact sheet specific to eligibility changes from WIA to WIOA, as well as what are the eligibility requirements for WIOA.

It has a link to an eligibility webcast for both out of school youth and in school youth that walks through the eligibility for each type of youth. Hopefully you know to be eligible for the WIOA youth program, you need to be either an out of school youth or an in school youth. And so each of those webcasts talks about what criteria make an individual an out of school or an in school youth, and meet the eligibility criteria for WIOA.

And then lastly, and I think one of the neatest resources we have are some tutorials that we have both a basic and advanced eligibility tutorial that walks through scenarios for different types of youth, and then asks you quiz questions about if that youth would be eligible, and the type of youth they would be, and so forth. And those are some really neat interactive online tutorials both for folks that are new to the WIOA youth program, as well as seasoned case managers, local and state folks as well. So we encourage you to check those out if you haven't.

We also have a WIOA youth program performance page. Performance is always a topic that we want to make sure not only performance staff are aware of, but also program staff. There's an important intersection between program and performance staff. Program folks need to be familiar with the indicators with which they're measured, and understand the data that they collect, why they collect it, how they collect it, necessary documentation, and so forth.

So please don't think that the performance information is only for your management information system and technical folks. Program folks also need to be aware of it. And we've actually done a webinar previously back in October of 2017 that walks through the WIOA youth performance accountability, including the required indicators, the data you have to collect, and tries to do it on a program level. So I'd encourage you to listen to that if you haven't already done so.

In addition, there's some neat online tutorials similar to the eligibility tutorial that we have posted for all the different indicators, the credential indicator, measurable skill gain, the two employment indictors, and the median earnings indicator. And both of those can be found at that link that you see that says WIOA performance indicator summer e-learning series. We're also working on a more advanced measurable skill gain tutorial that will be out shortly.

We also have a link at the bottom there to the performance and results website where you can access all the performance information you could ever imagine, outcome data for all the different WIOA programs nationally and by state, all the reporting requirements, data validation requirements, and so forth. And then lastly on this page we also link to our WIOA youth monitoring supplement, which I am going to actually highlight in a little bit, so I won't talk about that right now.

Another really great resource that I would encourage you to take a look at if you weren't a part of this webinar back in December of 2017 is a comprehensive service delivery for youth webinar, where we featured a local workforce development board from Spokane, Washington, which I've visited in the past and was really impressed with the work they do. They have a youth one-stop that is specific for youth, not just WIOA youth, but a number of different youth, in addition to WIOA youth, that can access the services. And they do a great job of leveraging a bunch of different resources so that they can serve more than just WIOA youth.

And it's all transparent to the young person, so they don't even know what program they're in, they just know that they have access to lots of resources and a case manager, and get served in a comprehensive way. They do a great job with wraparound services, bringing multiple partners together, having services that are customer centered from a youth development perspective. And so on this webinar you hear from the folks in Spokane, Washington, who have this great youth program. And I would really encourage you to take a listen to that if you haven't already done so.

Now I mentioned earlier the WIOA youth monitoring supplement. This is a recent resource that we completed back in December of 2018. And what this is, is we have a core monitoring guide that Department of Labor ETA uses to monitor WIOA programs. And we developed a supplement to that guide specific to the WIOA youth program that our federal staff in the regions will use to monitor state and local areas.

Now you might be thinking, why is this a resource for us? And it's a resource in a number of ways. Number one, it helps you at the state level and local level anticipate the types of questions that you might be asked when a federal monitor comes out to visit you and check out your program. In addition, state representatives can use it when they monitor local areas, and local areas can take a look at it and see what to anticipate both when federal monitors come out as well as when state monitors come out.

Front line staff and case managers can look at to anticipate what state or local monitors might use, because we're hoping that at the state and local level that you'll take a look at this monitoring supplement and incorporate it into the monitoring that you do both at the local level as well as the service provider level. And it's also just a great document to see what is required in the WIOA youth program because it covers all of those requirements. So we would encourage you to take a look at that.

And then lastly what I want to cover is some resources we have related to youth committees under WIOA. For those of you who have been around for a while, you know that under WIOA we had youth councils that were mandatory. And WIOA is a little bit more flexible in that we now have youth committees which aren't mandatory, but are encouraged by us.

And so if you haven't formed a youth committee under WIOA, we definitely want to encourage you to think about that. It's a subcommittee of the workforce development board that specifically focuses on youth, and helps the board with planning and operational issues around WIOA youth services.

So the resources we have for this is we have a guidebook that we modified that was originally under WIA for youth councils, and we modified it to meet the – or to discuss the requirements for youth – or the options for youth committees under WIOA. And so it can help you implement a youth committee under WIOA.

And in addition we have links to a couple different webinars that we've done. We did one at the very beginning of WIOA implementation to help you think about how to develop and implement a WIOA youth committee. And then a couple years ago we did another youth committee webinar that featured some state and local youth committees talking about how they develop their youth committees. So we'd encourage you to look at all of those resources.

And with that, I'm going to turn it back to Maisha.

MS. MEMINGER: Thank you, Evan. That's a lot of resources. Thank you so much. So we also want to focus right now on our program elements. We are fortunate enough to serve our young people around this country under WIOA with 14 program elements that help us alleviate those additional barriers that our young people face, may enter into our doors, and need assistance and services.

So we provide these for our young people to make sure that they are connected and engaged in economic development, workforce, as well as education and training. And so those 14 program elements include academic elements such as tutoring, work study skills, vocational such as leadership development activities and year round activities, as well as support elements such as adult mentoring, follow up services, and financial literacy. We also introduce entrepreneurship skill training.

So with the 14 program elements, any young person that walks into and enrolls the WIOA program must be offered these 14 program elements. They may not need them, but each area is supposed to be able to at least connect our young people to these services to benefit their well-being and their development.

One that we – and again, you can find this in the blue area on our WorkforceGPS site, and it lists all of these 14 program elements, and connects you to other pages that provide a wealth of resources behind each program element. Many of these come from our partner organizations, our federal agency partners, as well as dot-org organizations that have instrumental development and research around these areas on how to implement mentoring programs, financial literacy, and tutoring programs as well.

One we want to definitely highlight is our financial education and literacy page. Financial literacy is a key component that we've been really pushing to making sure that our young people when they get their first paycheck or their next paycheck, that they're making wise decisions about the saving, and banking, of investments, and preparing for their future as far as college and other training activities.

On this page we have a lot of connections to our partner agencies such as FDIC that has the Money Smart for young people, free financial education and resource guide and program. Money Smart also hosts webinars throughout the year to help train the trainer, to help case managers especially learn how to use Money Smart.

We have our colleagues at CFPB – that's Consumer Financial Protection Bureau – that provides various resources on banking accounts, checking your credit report, how to look for fraudulent charges. A lot of our young people that we work with, again they may have poor credit reports, not because of any doing of their own, maybe something that their parents or family members may have been involved in. So how do we help them out with that. And so there's lots of tools on here, financial capability workshop. And so we want you guys to check those out and to use those in your programs.

My favorite is the youth case management toolkit. This is a revamp of a toolkit that we wrote together here at the Department of Labor in 2007, redid it in 2014. And this youth case management toolkit basically walks through the elements of case management, from interviewing our young people, working on case notes, keeping case files, what's some suggested language for individual service strategies.

And so there's various components to our case management toolkit that we invite you to print out and use. We also have some resources here from other agencies, other resources, and also on a webinar that we did. So please use that for – I noticed a number of you all were all case managers. We do have a toolkit here for you all and it's very relevant.

Finally I want to share with you a resource that we have on our servicelocator.org. I hope you all are connected to servicelocator.org. That is a resource that we have here at the U.S. Department of Labor to help you find your local one-stop, as well as your local youth committee. So on that site we have a fairly new – I keep saying it's new, it's not new anymore – but getmyfuture.org. This is a youth friendly site.

We went around the country, we asked young people to help us develop a site where they can use to help them find local jobs, help them assess their interests and skills, help them find area opportunities. And also there's an amazing feature on there, when once they take an assessment, it will link them to area schools and training facilities that can connect them to their interests.

Also we are the only federal agency in the government that has a scholarship and grant service that you can connect to through getmyfuture.org. You can run a young person's different variables, such as their race, their gender, their interests, to find monies that can help them go to school, and also in training and trade as well.

So please, if you're looking for LMI information, labor market information, that connects to it as well when the young people take this assessment. And guess what everybody? It's free. Which makes it even better. I know a lot of states spend a lot of money on these types of tools to assess our young people. But there's a free government site that we have there that they can connect to as well.

And also I want to make sure that you all know, though I don't have a slide on it, while I talk about resources is, one of our partner agencies, HHS, the Health and Human Services agency, has a site called youth.gov. And on that site there's an amazing tool called Map My Community. Map My Community allows you to run your zip code in your area and find federal resources that are funded to meet the needs of young people.

So when we talk about support services, and connections, and partnerships, this is a wonderful tool that we help out with here at Labor. We're a part of the interagency working group on youth programs. We submit our information to them as well. And so again if you're trying to find other resources, that's a wonderful tool to use. And again that's www.youth.gov. And it's Map My Community.

So I'm going to now – no, I have – (inaudible) –hello. Sorry guys. Partnering – (inaudible). So talk about partnerships, here we go. We have a wealth of resources, one pagers, webinars on this page. We worked with our colleagues from the foster care administration, we worked with our colleagues from justice department, where we've created these kind of snapshots of how to work with young people in these different areas.

We have myth busters here. We've answered myths about working with foster care young people. We have a job corps office where we try to connect and talk about connecting our young people who may want to go to job corps centers. So we have a wealth of resources on here that we want you to check out, especially when dealing with our young people who have several barriers and challenges to employment.

Finally we have a monthly newsletter. So besides everybody signing up, become a community member to get emails on a regular basis. So we want you to also sign up for our monthly newsletter. And we have over 70,000 subscribers, which is very, very important. That means that 70,000 folks out there get this newsletter where we're sharing information. Now how do you sign up?

Again that blue box on our main page, it gives you instructions on what to link to our subscription services, and put your information in. So please by all means sign up for our monthly newsletter, sign up for our community of practice, so you can stay in constant contact with us, and learn what we're doing up here at the Department of Labor Division of Youth Services.

Now I'm going to turn it over to Sara, so we can start talking about what your needs are, and take your questions and comments.

MS. HASTINGS: Great. Thanks, Maisha. And there's a few questions that we could maybe just quickly answer. One of them is just really related to what you were talking about. Someone asked, Maisha mentioned joining the youth connections community of practice, which we want all of you to do it. This person says, I'm already a member of WorkforceGPS, but I'm not seeing how you join a community. How do you join a community if you're already a member of GPS, the big site GPS?

MS. MEMINGER: Absolutely. You log in to workforcegps.org. And you go to your account. Once you go to your account, it tells you what you have, so your email address, your memberships. And there'll be an opportunity to check or uncheck memberships. And you can on that side there, you can check on as many memberships as you want to. You can be a part of the WorkforceGPS community, but not be in any membership directories, as far as youth services or youth build. You have to actually tell the computer to do that for you. So let us know if you have any challenges and then we can help you out.

MS. HASTINGS: Yep. And we have – we'll give you our email address for our team at the end of the webinar. So please feel free to reach out to us if you have any questions. I think one of the things that's a little bit confusing about WorkforceGPS, and when you click on communities you see youth connection, you see youth career connect, you see summer jobs for youth, and there's a lot of youth stuff.

And that can be very complicated. And one of the reasons why we wanted to do this today, youth connections is WIOA youth. So and that's all of the youth related sites would be helpful for you. You can check those out. There's a lot of good information. But when you see youth connections, COP or community of practice, that is the WIOA youth program.

So just keep that in mind. That's why we're trying to say youth connections community of practice several times during this webinar. Because that's the WIOA youth program resource page.

A couple other just specific questions clarifying some things that people shared. Evan, there was a question about youth committee. And the question is, would the youth committee be a subcommittee? Or does it have to be a standing committee? Or are they one and the same? So Evan, can you speak to that?

MR. ROSENBERG: Sure. They're basically one and the same. The youth committee is also referred to as a standing committee. But it is a subcommittee of the workforce board.

MS. HASTINGS: Great. Yeah. And Evan, just since you're speaking, another question someone asked about, can we incorporate case management tools resources into our proprietary technology systems? And are there any licensures required?

MR. ROSENBERG: Sure. I can speak to that. So that would be a question you should ask, depending on where you are, your local area, or your state, whoever supplies that management information system that you use.

In a local area or a service provider, there are different management information systems that are used through the country. They are, like you said, usually proprietary technology systems. There are a few different vendors out there that provide them to states and local areas. And so you would want to talk to whomever is in charge of that system to determine if you can incorporate case management tools.

We hope that most of those vendors do incorporate case management tools because we believe that case management systems should be integrated into the management information system. And that is what is best for front line staff to use. So hopefully you already have some type of case management functionality included. Or if not, the vendor would potentially consider developing some.

MS. HASTINGS: Great. Yeah. Thanks, Evan. And there might be a few other questions that come in. We're going to move along. And if we have time, we'll try to get to some of those other ones. But thank you, Maisha and Evan, for reviewing all the resources and letting folks know where they can go to find them.

As you just saw, we've got a ton of resources on our youth connections community of practice. And we're continuing to build on that. And we just wanted to really be explicit and really talk through and walk you through what we have available. Because we know we push these out. We might do it two years ago and then we don't talk about it again. But a lot of these resources are still really valuable especially for folks who are new, new case managers, new to the WIOA youth program in the last year or so.

A lot of these resources you may not be aware of. And based on the numbers at the very beginning of our poll, who's a member of the youth connections community of practice. It was pretty low. So we are really excited because we think this is a good opportunity today to get you all to do that, to sign up, and then you're not going to miss any of the resources.

So now let's shift to a conversation about current or existing technical assistance needs that you guys might have. We've developed a list of technical assistance areas to address based on monitoring visits that our federal project officers have completed in the last few years.

And from those reports we've pulled together this list of common findings and areas of concern that emerged. And so I'm going to show you those right now. This is going to be a poll. We're going to ask you your thoughts on this in just a second. But don't start filling anything out. We'll put the poll up in just a second. But before we do, I'm going to walk through these topics a little bit.

So these were the areas that our FPOs, or federal project officers, had seen going out to states and local areas. And so you can see to your eligibility, we saw a few places where there was no implementation or tracking of the required additional assistance, the 5 percent limitation for in school youth, issues with documenting eligibility just generally. We also saw around assessment ISS case management program design folks. ISS developing those, implementing those, can be challenging.

And that is a common thing. And it's definitely something that we're hoping to address around the technical assistance. We're looking at trying to figure out a way to help folks not only have a good template, but how to really use that and integrate that into building a relationship with a young person. So ISS issues is one of the things we've seen a lot of folks having issues around. Just case management, case file issues as well.

We've seen out of school youth work experience expenditures, some issues around that, either not correctly tracking, or reporting, or not necessarily understanding what to track and report around those expenditure requirements. And then some folks maybe they know how to track, but they're not meeting the minimum expenditure requirements.

So they're still feeling like how do we do this, how do we find the out of school youth. In fact, out of school youth, our expenditures around out of school youth, we have done really well as a country, as a broad program. We're still in some places challenged with meeting the work experience expenditure requirements. So we're going to continue to work on that and try to support folks by giving you some examples of tools where we can.

Program elements, this is one where there may be a lack of availability, or not necessarily utilizing all 14 program elements, or making them available. That requires a partnership. There's a lot in that itself. So some technical assistance is probably needed in that area. Insufficient follow up services is something we've seen in a couple places.

As far as tracking reporting performance and that bucket, we've seen inaccurate participation or exit dates, not properly categorizing or reporting services. We've seen that in a few places. What do you call when I sit down with a young person and talk to them? Is that comprehensive guidance and counseling? Probably not. That's something different. Well what is this thing called and how should I track it? So trying to give some more technical assistance and support we think in that area would be helpful. Lack of case file documentation, so that tracking bucket.

Around administration, procurement, monitoring, a number of places maybe have some issues with monitoring their oversight of the youth service provider. Or from the state level maybe having some issues or insufficient monitoring at the state level, of the oversight of the local area. So some support probably is needed in that area, we think. Another is around provider contracts, and maybe not having the strongest RFPs or contracts out there in place to ensure that we've got good service providers out there.

And then finally policies not created or followed. So just maybe having old policies or not having policies in place for things like requires additional assistance, eligibility criteria, or maybe outdated or lacking in some youth policies around, maybe incentives, or stipends, policies, etc. So like having the local area understand what are all the policies that we're supposed to have in place, and are those updated, etc. So maybe some areas around that.

So that's what we've seen based on the monitoring visits conducted over the last few years. We're planning to create, and really we've already started to work on some of these, some tools and resources to help you guys address some of these challenges at the state and local level. And folks are doing, really, really good work, and it's hard work. And we're going to continue to improve on our WIOA youth implementation.

So now let's put that poll up. And I'm going to ask the folks, are you facing some of these challenges? And would you like to see some TA resources provided to address these areas? Yes, please, vote for more than one. Click on all that apply. So take another 30 seconds or so. We'll give you a minute maybe, because we want to get all your information.

MS. MEMINGER: We see that ISS is really coming up a lot here.

MS. HASTINGS: Yes.

MS. MEMINGER: Performance.

MS. HASTINGS: Great. Yes. And I think these are the areas that we think might be helpful. And just we're hoping that you can help sort of affirm some of the ideas that we have in mind. And before we move on too much further, just know that the next question is going to be what else do you need? So this is just around some of the areas where we have seen some data and information on TA needs that may exist. And so we're just wanting you to tell us out of these, are there ones that really stick out to you as some areas where TA would be helpful.

OK. So assessment ISS case management, that is really common, and we've seen that a lot. That's where a lot of the good work happens with young people. It's really first assessing, making sure you know what the young person needs, and you help them along with the young person sitting next to you, and together coming up with a good strategy for service delivery.

A lot of folks are talking about the out of school youth and work experience expenditures. Program elements. All right. This is really, really helpful to see where folks are sort of landing. A lot of folks responded that program elements generally. And again in the next slide we're going to ask you some more information. And so if you have things that are very specific within each of these broader buckets, you can also tell us that. So great. I think the numbers have slowed down. I think we can close that poll up. So that's really helpful. So thank you guys.

All right. So that list really comes from the monitoring findings, as I said. But a lot of you have probably never been monitored by DOL. So there's a lot of you out there. So this list may not capture what areas of TA you have. So again, in addition to those areas that we just discussed, what other TA needs do you have? So take a minute here, you can enter your thoughts into the TA chat – I'm sorry, into the chat feature here.

There's a ton of you out there. So information is going to probably be coming in fast and furious. And Maisha and I are going to try to call these out here. But think about recruitment strategies. Think about your programs. Think about the youth that you're serving.

Are there areas that you're struggling with? Or just there might be areas that you're doing pretty good at, but you really want to improve in some way, or hear from other states and local areas how they're doing the work. So tell us about those needs. We're just going to take a few minutes here to allow you to tell us by typing in this chat box.

MS. MEMINGER: So Sara, what we're seeing a lot of is the recruitment strategies of out of school youth is popping up a lot, which is amazing.

MS. HASTINGS: Recruitment and retention –

MS. MEMINGER: Of out of school youth. Policy guidance or recruiting policies in your state is coming up. OK.

MS. HASTINGS: Fast and furious, you guys – (inaudible) –

(Crosstalk.)

MS. MEMINGER: (Inaudible.)

MS. HASTINGS: We can't read that fast, but what's great about this is we're going to gather all of this information, we're going to take a look at, see credentials, areas to serve specific populations. I have seen recruitment and retention. That is a big one.

MS. MEMINGER: Follow-up.

MS. HASTINGS: Follow-up.

(Crosstalk.)

MS. MEMINGER: (Inaudible.)

MS. HASTINGS: We've got resources on that. Entrepreneurship. So this is helpful to see. Hopefully folks will take some time to check out our resources and see if any of those are helpful. Obviously our resources aren't going to address every need. And we probably could do a lot more. But check those out.

MS. MEMINGER: Job corps collaboration. We have a document on that under our partnerships page.

MS. HASTINGS: Recruitment and retention, we're seeing that over and over. While people are still continuing to type in, I will say that one of the things we didn't highlight here, but last year maybe, within the last year, we did a youth cohort challenge. And the focus was on recruitment and retention. We did a webinar on it. I'm not sure that everybody in the field really saw that or maybe knew to tune into that because it was around a cohort strategy.

But we had a number of local areas that focused in on what they were doing and how they could improve on their recruitment, outreach and recruitment strategies. So we'll be sure to post that out again and make sure that people see that. Because that's the one thing that's really jumped out at me on this list here. So keep them coming. This is really incredibly helpful for us.

MS. MEMINGER: (Inaudible) – we did a webinar – (inaudible) –care last year. And we have that up. So we'll make sure that we post that as well.

MS. HASTINGS: Better basic skills deficiency assessments. (Inaudible.)

MS. MEMINGER: Job corps – (inaudible).

MS. HASTINGS: How does entrepreneurship calculate into performance? OK. Incentives for in school youth. We've got some partnership documents around serving in school youth. Those are some resources we could –

MS. MEMINGER: (Inaudible) – Lori (ph), you're talking about language, youth voice, we're going to definitely be having something coming out about youth voice. We're going to be engaging our colleagues at HHS to help us with that, getting your people involved.

MS. HASTINGS: Serious issues with addiction and housing. See this is really helpful, you guys. Yes – (inaudible) –

MS. MEMINGER: Co-enrolling, very important.

(Crosstalk.)

MS. HASTINGS: (Inaudible) – slowed down. We won't close this chat. Let's let you guys still think about this a little bit more.

MS. MEMINGER: (Inaudible) – mentoring coming up. Reentry partners, absolutely. You know, we have here, are we (inaudible) division of youth services. So we definitely – (inaudible) –

MS. HASTINGS: Yeah. So that's another website, it's a community of practice. If you go to workforcegps.org and you pull down our reentry community of practice. What is that called?

MS. MEMINGER: (Inaudible.)

MS. HASTINGS: No, but is that the name of the –

MS. MEMINGER: Mm-hmm. REO.

MS. HASTINGS: REO. Yep. So you'll be able to pull that down from a drop box. If you haven't seen it, there's a ton of resources from our reentry employment opportunities, or REO team, that's put up a lot of resources.

MS. MEMINGER: RFPs came up there a couple times. So we – (inaudible) –

MS. HASTINGS: Great. We are working on that, trying to get some good examples of some stronger RFPs that we could share with the group. This is super helpful. We're going to be busy then.

MS. MEMINGER: Super busy.

MS. HASTINGS: We were bored and now we have a whole list of things. So this is great.

MS. MEMINGER: Yeah – (inaudible) –

MS. HASTINGS: Yes. I think we can pull these together and actually we could put it into a document to be able to showcase what we learned from today's webinar. So we can think about that. Thanks to Greg – (inaudible) – out there –

MS. MEMINGER: Hey, Greg.

MS. HASTINGS: – on the webinar.

MS. MEMINGER: Transportation, huge.

MS. HASTINGS: Great. So yes, so thank you.

MS. MEMINGER: Keep typing.

MS. HASTINGS: More information is coming in. This is very, very helpful to us, you guys. And we can't promise. We're going to try – (inaudible). We introduced you to our team. It's not a large team, but small but mighty. And we will work to pull some of the information together. So we've got a lot of good work cut out for us. But this was really helpful. So thank you. This was kind of the bulk of the webinar was really to get your feedback here. So we can probably close – there you go, thank you.

MS. MEMINGER: So I guess – (inaudible) – Sara, but we wanted to know as well, we have a polling question coming up I think, about what your preferred method of delivery is. And I know face to face is the best. We would love to travel the country and do technical assistance around the country. But we are not really able to do that.

So we wanted to know what is your preferred – you only vote on one. But we're looking at doing some office hours. We're trying to play around with that. We used to do chats a long time ago, where we would sit at the computer and just answer questions, typing as a group. We'd get together on a table or a desk and just answer questions. We can do that, office hours, where we could kind of answer questions monthly or bimonthly. We're looking into that.

So if you want to share with us, I mean we're seeing that webinars are coming up strong. But if there's any other ways you want delivery of technical assistance, please let us know. We all know that face to face is how we want it, classroom setting of course. But we need to use other tools at this time. So thank you so much for your input.

And we can get out of that – (inaudible) – because webinars came up on top. We appreciate it. That's good to know. Webinar and document combos, which we're seeing a lot of, which is important, where people want to get the webinar, and then get a document, which we should probably do now, Sara, with this information today. So yeah.

MS. HASTINGS: All right. So what's next? So the last little bit of information for today, we wanted to promote our brief webcast showcasing WIOA youth program resources. This was just posted on Friday, just finished. It's just a five minute webcast that highlights many of the resources and tools that we talked about today. So it's like a little commercial about the many resources we've developed over the last few years.

So we want you to check this out as well, as a refresher on where to find things. And do please feel free to share this broadly with your colleagues if they weren't able to join today. This is a quick and easy way to get some of this information. Or if you have new staff that are joining your team that need to learn about the WIOA youth program, there's really a ton of information here, and it's a quick way to kind of see where everything is.

And hopefully after today everyone on this webinar, all 1,000 of you, although that's as many that registered, so about half of that that joined today, we hope that all of you become a member of the community of practice if you're not already, so that you are sure to not miss any new information that comes out. We're really encouraging you guys to become members. And also please make sure to sign up for the youth resource connections, or YRC, the newsletter that comes out monthly that Maisha talked about. And that also features new resources that we published. So that's another place to go. So definitely please do check that out.

And finally this is where you can reach us. Please feel free to send us any questions, any thoughts, or ideas you have about the programs. Also so many of you are doing amazing work out there. Please do reach out to us and tell us about your accomplishments or about effective practices you've put in place that would be helpful for the field to know about. We're constantly looking for places to highlight around the country.

We're looking for urban, suburban, rural area examples that are doing really good work and are interested in sharing it. We are going to provide as much TA as possible. But really we can't do this without you guys, and without your partnership, and without you guys communicating with us. So we look to you guys to let us know what is working out there and what's not working, and to spread the word. So youth.services@dol.gov, that is us. And please do reach out to us. Maisha?

MS. MEMINGER: I was going to say, besides any practices that you guys are all doing, I see some people – (inaudible) – examples up already. If you have any tools that you guys like to use, financial literacy tools, entrepreneurship tools, methods in which you do mentoring connections, please share those. Because we have folks around the country looking and hungry for resources. And we would love to showcase your tools as well.

Now we cannot showcase any proprietary tools. Those are tools that you've paid for. But we can definitely – (inaudible) – or any type of partnerships that you want to share. So we really want to know what's working for you, we really want to share that, and we may ask you to be on a webinar as a presenter working with you all.

So we definitely want to make sure that we hear from you. So at this point in our implementation of our TA portion, this is our time to share examples of what's working. So we're going to be working very hard. And you guys are typing, I love the typing. I think Sara has a question she wants to answer.

MS. HASTINGS: Yeah. I'm just looking to see, I think we're about two minutes out. And we – I think there were a few other questions that came in. Somebody asked, are there sample youth program RFPs? Thank you for asking. I didn't see who asked that question. But that is actually one of the technical assistance tools that we're hoping to pull together.

And we've reached out and tried to pull some samples from across the country. We're not endorsing any specific RFPs or tools. I mean you guys really have a lot of authority to do the work the way it makes sense in the local area. But we have seen some elements of strong RFPs. And so we're really trying to pull that together. So thank you for asking about that. Because we are hoping to put something out related to that exactly.

And I think we're at time. I hope this was helpful for everybody. Different than a lot of our other webinars where we're just giving new information to you. A lot of this was a recap. But for folks who are new to the WIOA youth program, this hopefully gave you lots of good ideas, and now you've got a busy next couple days of looking at new resources.

And for those who have been with us for a while, these are good refreshers to go back, use to have conversations with your partners in your community. So we just want to say thank you. We so appreciate and thank you for your hard work serving our amazing youth who are just bursting with promise out there. And thanks to you guys for helping them achieve all their education and training and career goals in their life.

So thank you. Please do keep in touch. You've got our website, our web address, email address, excuse me. And so everybody, your to-do now from this webinar is to go to youth.workforcegps.org and become a member, because all the good secret stuff is there. And if you're not a member, you're going to miss out.

MS. MEMINGER: And also email us your amazing examples of what's happening out there, any – (inaudible) –you're having, we want to hear from you. And we want to work to make sure that we address those that we can.

MS. HASTINGS: All right. Great. Thanks, everybody. And have a wonderful day.

MS. MEMINGER: Thanks, guys.

MS. HASTINGS: Excellent.

(END)