

SOUTHWESTERN AREA WORKFORCE DEVELOPMENT BOARD

Youth and Young Adult Committee Meeting Agenda

Mesilla Town Hall
2231 Avenida de Mesilla
Mesilla, NM

September 4, 2019 at 9:00 a.m.

Debbie Schoonover – Chair
Steve Siañez – Vice Chair

- I. Call to Order**
- II. Welcome**
- III. Roll Call and Abstentions**
 - a. If necessary, motion to allow board members to participate in the meeting telephonically
- IV. Approval of Agenda**
- V. Discussion or Motion for Recommendation Items**
 - a. Motion to accept the summary from the June 18, 2019 meeting **p.2**
 - b. Youth service provider update **p.4**
 - i. Alamo Navajo Schools **p.5**
 - ii. Youth Development, Inc. **p.11**
 - c. Statewide Mock-interview Day in March **p.18**
 - d. Discussion on Youth Career Academy **p.19**
 - e. Committee meeting calendar
- VI. Public & Member Comments**
- VII. Next Meeting**
- VIII. Adjournment**

DRAFT OF MEETING SUMMARY

Meeting	: Youth & Young Adult Committee
Date and time	: June 18, 2019 at 9:00 a.m.
Location of Meeting	: Mesilla Town Hall 2231 Avenida de Mesilla Mesilla, NM
Chair Person	: Debbie Schoonover
Members Attending	: Present: Cassie Arias (by phone), Myriam Martinez, Anton Salome (by phone), Debbie Schoonover, Steve Siañez, Mary Ulrich Absent: Kathie Davis, Alisa Estrada, Marlene Herrera Staff: Steve Duran, Angela Longovia, Joe McClintock
Guests in Attendance	: Arnold Ontiveros, YDI; Concha Cordova, YDI; Teresa Vasquez, HELP-NM
Summary submitted by/Signature	: Angela Longovia, Communications Specialist
Next Meeting	: No date set

#	Agenda Item	Summary
1.	Call to order	Meeting was called to order at 9:05 a.m. by Ms. Schoonover
2.	Welcome and Introductions	Ms. Schoonover welcomed the attendees and thanked everyone for attending the meeting
3.	Roll Call & Abstentions	Ms. Longovia called roll
4.	Approval of Agenda	Ms. Ulrich made a motion to approve the agenda, seconded by Ms. Martinez. By unanimous consent, motion carried.
5.	Discussion or Motion for Recommendation Items	<p>a) Approval of the April 24, 2019 summary</p> <ul style="list-style-type: none"> Mr. Salome made a motion to approve the summary, seconded by Ms. Ulrich. By unanimous consent, motion carried <p>b) Discussion on how youth participants or past-youth (exited) participants can become members of or participate with the Youth and Young Adult Committee</p> <ul style="list-style-type: none"> Mr. McClintock shared that in the past, under WIA, it was required that a youth and parent were part of the committee, but that is no longer required under WIOA Ms. Cordova shared that in the Central Region, it was difficult to get a youth participant on the committee. YDI engaged youth in other ways such as surveys and focus groups. They take topics of discussion to the youth and take youth opinions back to the board. Mr. Siañez would like members to be able to attend/participate in the focus groups. Ms. Ulrich would like a report from the youth service provider on the agenda sharing what has taken place in the program. This report/presentation will come from the Quality Assurance staff person. Ms. Martinez shared social media works for Job Corps. Job Corps' referral program "Be A Friend, Refer A Friend" offers incentives to youth when referring a friend to the program

#	Agenda Item	Summary
		c) Youth Career Academy <ul style="list-style-type: none"> • Mr. McClintock shared a quick summary of the Youth Career Academy • The committee agreed they would like to do another academy but would like more information from the first one before discussing the specifics of a new one d) Committee Meeting Calendar <ul style="list-style-type: none"> • To be announced
6.	Public & Member Comments	No comment
7.	Next Meeting	To be announced
8.	Adjournment	Meeting was adjourned at 10:20 a.m.

Attested: _____

Date _____

AGENDA ITEM SUMMARY

Youth and Young Adult Committee Meeting	September 4, 2019
Agenda Item V.b. – Youth service provider update	
SUMMARY OF AGENDA ITEM <ul style="list-style-type: none">• At regular committee meetings, the board’s service providers will provide an update on their activities and contract deliverables.• The presentations also provide an opportunity for committee members to ask questions to get a better understanding of the youth program and how services are being delivered.• Please review the attached PowerPoints. LIST OF SUPPORTING INFORMATION FOR YOUR REVIEW <ul style="list-style-type: none">• Alamo Navajo Schools PowerPoint• Youth Development, Inc. PowerPoint	

***Alamo Navajo School Board Inc.
(Youth Service Provider)***

Socorro County

Contract Deliverables

Budget for PY2019: \$145,000

Serve: 30 participants

Enrollment Breakdown:

- 20-OS
- 10-IS

Projected expenditure for each quarter: \$21,538.75

\$2,911.91 expended for month of July

Participants' Successes and Challenges⁷

July 2019 – WIOA Enrollment

- Out-of-School

Five (5) Youth Enrolled for July

Currently placed in work experience throughout ANSBI campus

Planning worksite placements outside of Alamo

Note: Payroll for 4 WIOA participants counted in August, 2019, due to late enrollment

- In-School Youth

Zero (0) for July – School started August 6, 2019

Program Challenges

- Recruitment -takes time for participants to fully understand WIOA and get actively involved
- Transportation for out-of-school worksite placements, use of the school's GSA vehicle and/or Request Van from Clinic
- Adult Education (Face to Face Instructional Program) – working on partnering with postsecondary institutions on providing classes via ZOOM technology) to prepare for the HiSet assessment for high school diploma
- Establish partnership with the local school district on instructional programs
- Minimal worksites on the Alamo Community and surrounding areas

Recent and Upcoming Activities

- Attend mandatory meetings– Youth Supportive Services Training
- Classroom Visits/Presentations on WIOA program, the benefits, etc.
- Attend parent meetings, report to ANSBI school board, and Alamo Chapter Government on WIOA
- Employability Skills Training, Financial Literacy, HiSet Academy, TABE assessments, Essential Learning, GED/HiSet Preparation, etc.
- Continued Guidance and Counseling on Career Technical Education, Career Pathways, Postsecondary Opportunities, training on industry recognized credentials
- Monthly Open Forums on local Radio to announce and speak of WIOA program as well as other programs for postsecondary opportunities
- 2019 College/Career Fair (October 23, 2019)

Connecting
EMPLOYERS
with
JOB SEEKERS

Thank you!

WIOA Youth Services

Pre-Contract Activities:

May 2019

- All staff positions posted in NMWC offices, local newspapers, and various social media outlets
- Partner Meeting via call – 5/28

June 2019

- Site visits/tour of all NMWC offices - 6/3 & 6/4
- Media release introducing YDI as a new provider in the South and information regarding vacancies
- Conducted Interviews (6/10, 6/18, 6/20, 6/21, 6/25)
- Selected staff and begin HR processing
- Attended SAWDB meetings
 - Performance Committee – 6/17
 - Youth Committee – 6/18
 - Board Meeting – 6/21
- Submitted Contract Budget and SOW amendment #1

WIOA Youth Services

12

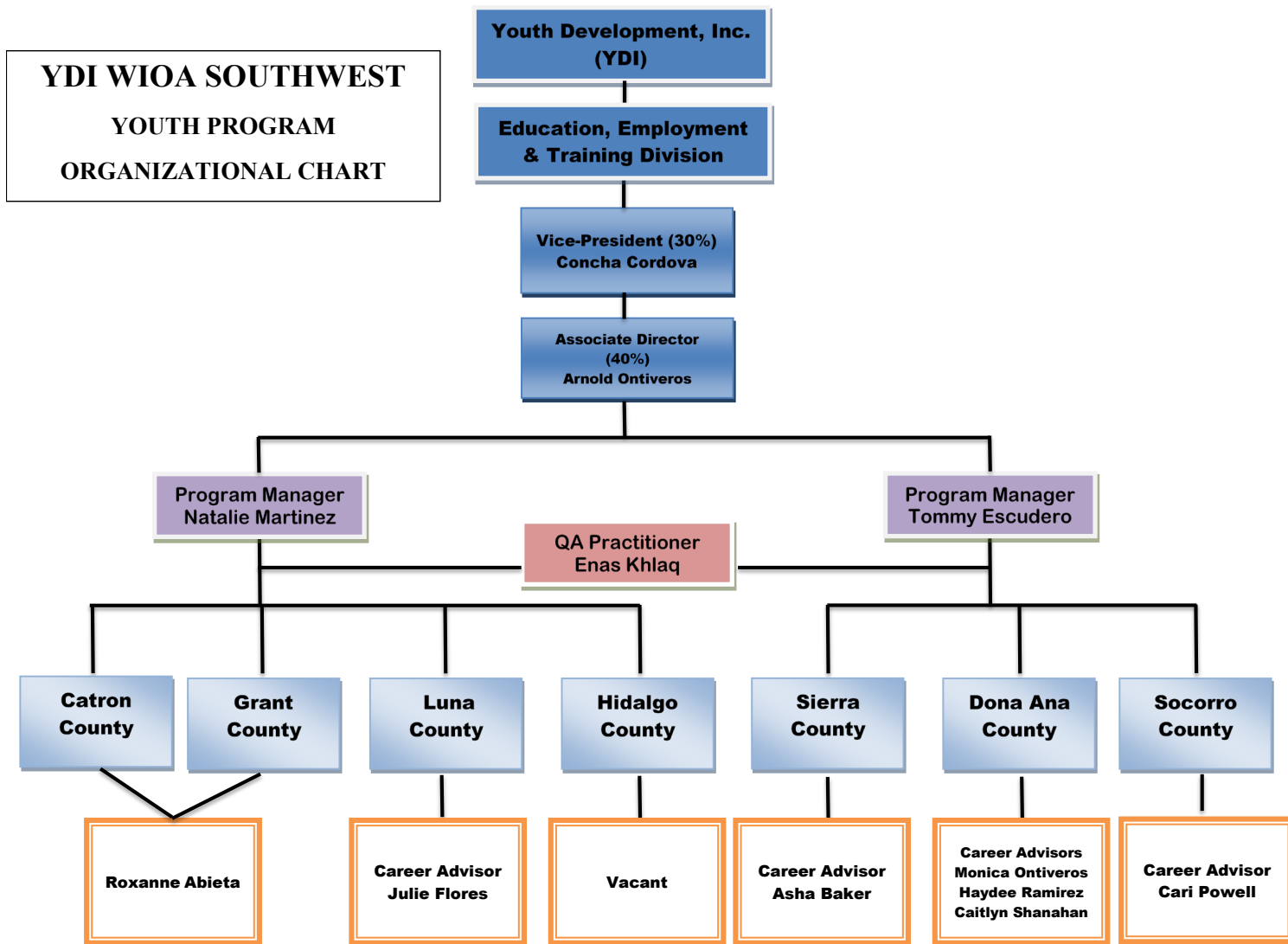
July 2019

- **Contract start date: 7/1/2019**
- YDI HR Orientation in Las Cruces for 7 staff – 7/1
- Conducted interviews for remaining positions – 7/1, 7/17, 7/19
- Program training in Las Cruces for 7 staff– 7/2 & 7/3
 - Managers Only: Role, tracking, YDI policies, mastering civility, purchasing & evaluation
 - Positive Youth Development Framework
 - Human Centered Design
 - Boundaries
 - Career Advisor Role
 - Case Management – Empowerment vs. Enabling
 - 14 Youth Elements
 - YDI Policies (timesheets, mileage, purchasing)
- Staff reported to offices – 7/5
- Partner Meeting via call – 7/10, 7/23
- Welcome letter mailed to all carry-over participants – 7/10
- **Presentation:** Workforce Talent Collaborative – 7/10
- WIOA Training for staff by SAWDB AE in T or C (Board Policies) – 7/18 & 7/19
- **Presentation:** Division of Voc. Rehabilitation– 7/19
- **Presentation:** Council in Work Meeting– Las Cruces City Councilors – 7/22
- **Presentation:** Las Cruces County Commission – 7/23

August 2019

- HR Orientation for 3 new employees – 8/2
- Interview for last position for Hidalgo County – 8/5
- Program training via webinars – 6 days
 - Reporting
 - Why I Work/NM Career Solutions/Career Ready 101
 - File forms/Eligibility/Documentation
 - ISS/TABE
 - NMWCOS/Activity Codes
 - Case Notes
 - Follow-Up
 - Work Packet/Job Development
- Partner Meeting via call – 8/6
- All YDI Training Day in Albuquerque – 8/12
 - YDI Personnel Policies
 - Duty to Report Child Abuse & Neglect
 - Boundary Training
 - Results of YDI Survey
- State Supportive Service Training for all Staff in T or C – 8/15
- Interview with Las Cruces Bulletin – 8/21
- Partner Meeting in person – 8/22

WIOA Youth Program



WIOA Youth Services

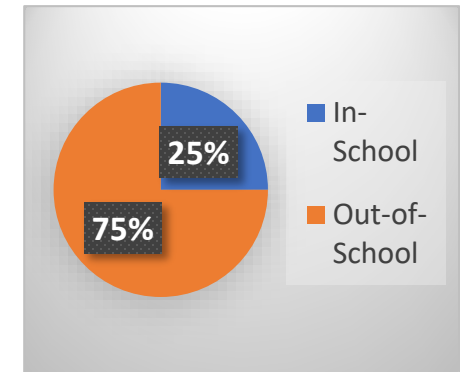
July and August prioritized the carry-in participants from previous provider

This was important as these participants are part of the performance measures

NOTE: HELP provided list of 188 participants; NMWCOS reported 365

- Make contact to introduce YDI
- Gather status information - outcomes
- Assess for additional services needed or exit from program

County	Active	Follow-Up	TOTAL
Catron	6	2	8
Luna	47	27	74
Dona Ana	60	30	90
Grant	42	32	74
Hidalgo	32	20	52
Sierra	7	7	14
Socorro	35	18	53
TOTAL	229	136	365



WIOA Youth Services

WORK EXPERIENCE	
Carry-over participants (list from HELP-NM)	188*
Participants working on list	132
Last Payroll from HELP-NM	60
Hours Remaining	44
Continued work	16

JULY EXPENSES	
Administrative costs	\$27,077.70
Participant costs	\$5,245.19
TOTAL	\$32,322.89

WIOA Youth Services

17

Challenges

- Equipment - Computers & phones
- Office Space (Las Cruces)
- Sunland Park office
- Accurate count of carry-in participants
- Contacting carry-in participants (27 welcome letters returned undeliverable to-date)
- Securing lease for office in Lordsburg
- Existing worksites not understanding WIOA and expectations
- Travel
- Participants lacking eligibility documentation
- No shows to appointments or participants not qualifying
- Educating partners/community of YDI methods and role as youth provider
- YDI learning different processes & procedures of Southwestern Region

Successes

- Fully staffed within first 2 months of contract
- Staff morale and motivation is high
- Various presentations conducted in all counties introducing YDI and promoting the program
- Establishing partnerships
- Employer outreach increasing
- Partners excited/curious about YDI
- Enrollments started August 5th, 2019 (15 pending)

Plans

- Enrollments
- Partnerships
- Worksites
- Staff training and support
- QA of program and participants
- Tracking

AGENDA ITEM SUMMARY

Youth and Young Adult Committee Meeting	September 4, 2019
Agenda Item V.c. – Statewide Mock-interview Day in March	
SUMMARY OF AGENDA ITEM <ul style="list-style-type: none">• The NM Department of Workforce Solutions has verbally announced that they are asking local workforce boards to participate in a statewide initiative that provides high school juniors the opportunity to participate in Mock-interview Day in March of 2020.• The local boards will be receiving a toolkit at a later date to assist in launching the initiative with school districts.• Staff will provide additional details at the committee meeting. LIST OF SUPPORTING INFORMATION FOR YOUR REVIEW <ul style="list-style-type: none">• None	

AGENDA ITEM SUMMARY

Youth and Young Adult Committee Meeting	September 4, 2019
Agenda Item V.d. – Discussion on Youth Career Academy	
SUMMARY OF AGENDA ITEM <ul style="list-style-type: none">• As a follow-up to the previous committee meeting, the committee will discuss successes and challenges encountered during the pilot of the Youth Career Academy.• The committee will consider a recommendation to the Board at its November meeting. LIST OF SUPPORTING INFORMATION FOR YOUR REVIEW <ul style="list-style-type: none">• Project report	

New Mexico Workforce Connection

A Proud Partner of the American Job Center Network



Close-out Project Report

Youth Career Academy

Funded by Southwest Area Workforce Development Board
and U.S. Department of Labor

PROGRAM SUMMARY

The Southwestern Area Workforce Development Board in conjunction with its Youth & Young Adult Committee created an innovative program focused on providing out-of-school youth ages 16 to 24 who have yet to complete their high school diploma with the opportunity to receive experience in finding employment in a field of their interest. The Youth Career Academy (YCA) strengthened the idea of supporting youth and young adults through an integrated service delivery system. The program included high quality services for out-of-school youth beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training, and concluding with employment along a career pathway.

The YCA participants started the program with an intensive focus on career exploration, guiding the youth to gain a better understanding of the working world knowing the preparation needed for specific careers, participants also become better able to set realistic goals for themselves and pursue them. The YCA program is a precursor to entering regular training programs under the Workforce Innovation and Opportunity Act.

PROGRAM PROCESS

The SAWDB's Youth and Young Adult Committee purposed the YCA program to the board of directors in December 2017. The board approved the operation of the program to begin on the beginning of the next program year beginning July 1st of 2018. The Administrative Entity (AE) of the board created and released a Request for Proposal (RFP) for procurement on April 8, 2018 with the project ending on February 28, 2019.

TIMELINE OF EVENTS	
Date	Action
4/8/18	Issuance of RFP
4/20/18	Pre-proposal Conference
5/10/19	Due date of proposals
5/11/18	Proposal evaluation (by committee)
5/18/18	Selection of finalists
5/23/18	Finalize YCA contract
5/31/18	Board to award contract
7/1/18	YCA contract start date
2/28/19	Contract end date

PROGRAM ELEMENTS

The Youth Career Academy was designed for each participant to complete five phases to successfully graduate the program. Each phase was designed to assist the participant in



designing a career path that would lead to a sustaining wage within a career cluster. A system of supportive services was implemented to assist each individual participant in completing and moving to the next phase.

Each phase was designed to give the participant knowledge of navigating WIOA services to sustain long term employment. If a participant were to leave the program for various reasons, each phase will give them the knowledge to develop pathways to education or employment.

Phase One - Recruitment

- Identify at-risk youth ages 16 to 24 to begin enrollment in the Academy.

Phase Two - Career Exploration

- Participants will learn to identify career paths for in-demand occupations while learning job-ready skills for today's job market.

Phase Three - On-Site Campus Visits

- Participants will visit a vocational or educational campus related to career choices while visiting with mentors and student services that will support continued enrollment.

Phase Four - Paid Work Experience

- Participants will be placed at a worksite related to their career choice to receive hands on training from different occupations within that industry.

Phase Five - Transfer to WIOA Programs

- A continuation of training & supportive services to be offered to gain their credentials to obtain an in-demand and career occupation.



PROGRAM EXECUTION

The YCA program was awarded to ResCare Workforce Services that currently manages the board's contract for the Adult and Dislocated Worker program. The contractor originally stated in the RFP that the program would recruit 111 high risk youth participants with 95 completing all 5 phases.

July 2018

The start date of the program was July 1st, 2018 and was to end in six months (December 2019). ResCare started the process of hiring and training six new employees to operate the program. This onboarding of staff continued for the first month of the program.

August 2018

The newly hired team started recruiting participants for the program that met the WIOA eligibility requirements. The contractor had to establish relationships with local youth service providers to gain access to participants that exhibited increased barriers to employment. Multiple presentations were given to the juvenile justice system, alternative high school educational providers and civic groups that associate with at risk youth that would benefit from the YCA program. 16 participants were recruited and given assessments during the month.

September 2018

August's recruits were given the career exploration curriculum to guide them in selecting occupations of interest. 15 participants entered phase three onsite campus visits. 17 new participants were recruited and started phase two services.

The onsite campus visits took participants to regional trade schools and colleges that offered credentials in the career of their choice. These trips included presentations with mentors that have similar backgrounds and overcame some of the same barriers to gaining an education as the participants. Each participant was also introduced to student service centers that can assist them with supportive services to continue enrollment at the school, such as financial aid, counseling and childcare assistance.

October 2018

The YCA program was initially contracted to end on October 31st. The contractor struggled to find and hire new case managers for the program due to a tight labor market and the complex training needed to operate WIOA Youth programs. It was during the month of October that the contractor asked for an amendment to the contract to extend the program for 60 days ending December 2018. The Board agreed to the extension during their October meeting.

The YCA program recruited 18 new participants with 33 participants partaking in various phases of the program.

November 2018

The Administrative Entity of the Workforce Development Board conducted contract audits with the contractor at all locations in the region. Case files for participants were checked for deficiencies and compliance to the policies and procedures in accordance with WIOA Youth services.

The contractor requested a 2nd amendment to the contract to allow YCA services to be offered to eligible out-of-school youth with high school accreditation that meet the criteria of barriers to education/work as the non-accredited youth, as permitted by WIOA. This change was requested by multiple local organizations that provide services to high risk youth. The Board agreed to the amendment during a special meeting in November 2018.

The YCA program recruited 6 new participants to enter phase one and two with 47 completing phase two. During the month the program saw a reduction in participation due to global exclusions and other factors mostly due to the high-risk factors that qualified the participants for the program. The contractor contacted local resources such as therapists and youth shelters to reengage the participants.

December 2018

The contractor requested a 3rd amendment to the contract asking for a second extension to accommodate the 45 participants that started the fourth phase of paid work experience. Each participant would need to complete 150 hours with the employer to enter the final phase of transferring into other WIOA services. The Board agreed to extend the contract until February 2019.

The contractor stopped recruiting new participants to allow the 60 entered youth to complete the program.

January 2019

The contractor utilized supportive services and community outreach to strengthen the program to assist the remaining 60 participants in completing the program. The participants that were enrolled in the 3rd and 4th phases would not have time to complete 4th phase (paid work experience) by the end of February but would be transferred into existing WIOA programs to allow them to continue working.

February 2019

The contract ended on February 28th, 2019 with 60 participants having received services and 45 completing the final phase of transferring into existing WIOA programs. The participants that did not complete the final phase of the program will still have or are still eligible to continue to be eligible for programs that will assist them in receiving skills training and job assistance. No participants were denied continuing services.

Strategic Highlights

The Youth Career Academy was designed to efficiently create pathways to education and careers in a field of interest to the participant. The SAWDB focused on career exploration to empower the participant to find sustained employment leading to a higher wage and career advancement.

In designing the YCA program, the Board allowed organizations to choose the number of participants served. This was to allow the RFP selection committee to choose a contractor that provided quality services to a higher number of participants. The contractor that was ultimately selected had chosen to provide services to 111 qualified youth participants. This number was attractive to the selection committee but in hindsight may have been unrealistic due to the tight timeframe of the program. If the program had initially been designed to operate in a 12-month period, more funds would have been needed to cover administration costs, but the contractor could have reached the initial goal of 111 participants served and 95 participants completing the programs' five phases.

FINANCIAL SUMMARY

The SAWDB approved a budget totaling \$500,000 for operation of the Youth Career Academy for an initial six-month period. The contractor had approached the Board to ask for two contract amendments for extending the program for a total of ten months. The total cost of operating the program was \$366,279 to provide services to 60 participants at a cost of \$6,105 per participant.

- Initial budget of YCA program = \$500,000 / \$4,504.50 per participant
- Actual cost of YCA program = \$366,279 / \$6,104.65 per participant

POST PROGRAM SUMMARY

The YCA program was an innovative approach developed by the Southwest Area Workforce Development Board to assist out-of-school youth with training and job placement in an occupation of interest that meets the emerging needs of our regional businesses. This straightforward process will enable the participant to develop a career path that leads to long term employment and a sustainable wage. The cornerstone of the Academy was the career exploration component. This phase let the participant visualize and map the steps necessary to achieve success in the job market.

While the initial goal set by the contractor may have been subjective due to the constraints of the program's timeline, the program did develop a supportive service strategy and case management process that is now utilized in our other existing WIOA programs. Of the participants that did complete the career exploration phase, 75% of them completed the program and started employment in a career of their choosing.

The YCA program may not have reached its contractual performance goals but the program also did not exhaust all available funds. The relative cost per participant netted positive results for both the participant and the Board. The YCA program utilized important WIOA functions to fast track participants into career exploration, education and paid employment. It would benefit the Board to explore utilizing some components of YCA or perhaps operate a scaled version of the program for youth that are best suited to benefit from the program.

The Administrative Entity of the Board requested a summary of the YCA program to highlight the lessons learned and the positive and negative outcomes of the program from the perspective of the case managers and staff that worked with the youth participants.

Attached to this document is a narrative summary of the program written by the contractor ResCare Solutions.



(Copy - Report from ResCare Services)

Youth Career Academy

Executive Summary

The Youth Career Academy was a program designed to serve especially high-risk Youth in the Southwest New Mexico Region. We intended to make it a simple 5 phase program that would allow participants to progressively gain skills needed to enter the workforce. These phases would also allow for the formation of cohorts in specific areas of interest that act as support networks.

The time frame of the program was initially to run from June 1, 2018 to October 31, 2018. This time frame was extended on two occasions. At the Southwestern Area Workforce Development Board (SAWDB) Meeting on October 25, 2018 the term was extended to December 31, 2018. At a Special Executive Committee meeting on Friday, December 21, 2018 the term was extended to February 28, 2019. This was ratified by the SAWDB on January 10, 2019

A summary of the phases follows.

Phase 1 - Recruitment of Individuals.

This phase consisted of the process of identifying and enrolling individuals who met the WIOA Youth Eligibility criteria. At project launch the only WIOA Youth barrier that was allowable was High School Drop-Out. We used all required eligibility guidelines. The recruitment process included a presentation on the programs' objectives and expectations, eligibility determination, and the collection of supporting documents.

It was in the beginning during our outreach to the community about the program when some of the major challenge's participants were facing were identified. Those who ultimately enrolled in the program faced multiple barriers that needed to be addressed before they could begin. Many things such as lack of transportation, a telephone, and childcare were preventing them from moving forward. Youth Career Academy staff went straight to work searching for the appropriate supportive services to better assist each individual. In serving our participants, every resource available was utilized. This included making pivotal changes to how and to whom we provide services.

Although YCA provided some of the most extensive supportive services of any program in the region, some things still required help from outside the organization. YCA staff worked very closely with community partners and other agencies in order to deliver holistic support which ultimately made all involved better service providers.

The initial recruitment goal for Phase 1 was 111 individuals. This goal was later negotiated to a total of 60 individuals on December 21, 2018 when the decision was made to extend the term of the program to the end of February 2019. In the recruitment process it was determined that the initial goal was not feasible to achieve in the time allotted.

The recruitment total was 60. Of those 60, 9 were later Exited via Global Exclusions. 7 of those were medical related while 2 individuals were incarcerated during the program and were not able to complete. This left a performance denominator of 51.

The breakdown of recruitment by month is as follows. The dates are based on application dates in NMWCOS.

August – 16

September – 17

October – 18

November – 6

December – 3

Phase 2 - Career Exploration.

This phase consisted of career counseling, goal setting and assessments to help design the framework for each participant's plan towards workforce integration. The curriculum we designed touched on personal development,

personality and skill assessments, financial literacy, labor market information, and High School Equivalency preparation. We used this process to help the participants determine a target industry or occupation for their career path. This choice would inform the later phases in the program.

This phase showed the greatest variance in completion time. There were individuals that were self-motivated and completed their phase 2 curriculum in one day, while others took weeks and months. Our Talent Development Specialists worked diligently to maintain contact with individuals to help on this phase, to lesser and greater success overall.

The barriers discussed previously were a large factor in the variance in time to complete, such as transportation and access to technology, but other internal factors loomed for our participants. Learning disabilities, anxiety, and other mental health issues were extremely difficult for some of our youth to deal with.

One of our younger participants who encountered many challenges during her enrollment was a 16-year-old drop out who was seeking guidance. During the early phases of her enrollment she dropped out of the program and was unable to be reached. For many weeks our staff tried to reach out to her by phone and email but were unsuccessful. It wasn't until a home visit was initiated that staff was able to reengage her. At this point she was ready to complete the rest of the program but still had issues that were preventing her from fully committing.

She was struggling with her mental health and was unsure of where to turn. YCA staff were able to connect her with an excellent youth therapist who really stepped up to the plate in dealing with her unique and strained circumstances. She was also dealing with issues in the home that made her feel unsafe. She entrusted our staff with that information and was willing to speak with them about getting help. She was then referred to FYI's Youth Teen Shelter where she resides today. She is in the process of healing and is doing very well. Her self-confidence grew exponentially over the course of her time with YCA and staff is confident they have given her the tools she needs to succeed.

All 60 enrolled participants began this phase and 47 completed it successfully. This led to a 92% success rate.

Phase 3 - On-Site Campus Visit.

This phase consisted of campus tours which included a presentation and tour of a college or trade school of their choosing, a stay in a nearby hotel and dinner with inspirational guest speakers. There were also smaller campus visit events for those that could not attend one of the larger events.

There was a total of 3 large campus events, 2 were held in Las Cruces with tours of New Mexico State University and 1 event was held in Silver City with a tour of Western New Mexico University. There were also numerous smaller events that toured the following institutions.

New Mexico State University, Dona Ana Community College, Western New Mexico University, and New Mexico Institute of Mining and Technology.

Each larger event tour consisted of presentations by the admissions departments, faculty heads, professors, academic advisors, and college staff. We covered multiple academic areas in each tour that corresponded to the participants that attended. We organized meals for the participants on campus as well to show them a richer experience of college life.

The results from the campus events were mixed. From the perspective of participant impact on those that attended the events were a huge success. There were individuals that used the opportunity to build relationships that will lead and have led to assistance in college enrollment for our participants. Some participants expressed gratitude for being exposed to information they felt they might otherwise never have.

There was a struggle, as throughout the program, of participant attendance. There were multiple individuals that committed to attending these events that did not. We used forms for participants to sign up for these events prior and that process had mixed success.

47 individuals completed this Phase. There was only 1 that started a tour and was not able to finish due to a mental health episode experienced during the tour. This was also a 92% success rate.

Phase 4 – Paid Work Experience and Job Shadowing.

This phase consisted of 150 hours of paid work experience which essentially was the process of landing a job. Each participant was placed with a unique and field specific employer. The program model initially was to be five weeks observing and practicing in various aspects of their career of choice, but due to various barriers this timeframe varied as well. In phase 4, not only did they learn about their field, but they learned to keep records with timesheets and paystubs, how to manage their time and their finances, skills i.e. using an email account and taking responsibility for their attendance.

We were successful at landing them experiences in jobs such as:

- Veterinarian Assistant
- Hygienist Assistant
- Construction Worker
- Community Event Specialist
- Administration Assistant
- Ranch Hand
- Auto Mechanic
- Survey Technician

The challenges our participants faced, as stated before, varied anywhere from struggling with mental health conditions, to becoming incarcerated during the period of the program. For instance, a participant from Luna County and 2 from Dona Ana County were all justice involved prior to enrolling. While in the program, all three had set backs and were incarcerated once again.

Upon each of their releases, their first point of contact was to their Talent Development Specialist at the Youth Career Academy, seeking assistance to help them get back on their feet. The YCA staff took them in with urgency and a dedication to set them back onto a productive path. Two of the three individuals went on to complete the program successfully.

These hurdles sometimes made it seem nearly impossible for participants to complete their hours of work experience. At times, staff felt like they were failing due to the high number of call ins, no shows, and even some who refused to continue with an employer and required a new location. There were days where participants would release their frustrations on staff and it was tough. However, getting these individuals through some of the toughest times of their lives was the process necessary for developing a trusting relationship.

On the flip side, some days were magnificent. The same youth would come around and really step up their game and there would be nothing but praises from their employers. At the end of the day, YCA staff cried, laughed and even mourned with their participants and that is when it became apparent that they just needed someone in their corner.

44 individuals started the Phase 4 Work Experience and 32 were able to complete. 4 of the individuals that did not finish were due to Global Exclusion. This was a 62% completion rate.

Phase 5 – Transfer to WIOA Partner.

This was the “what’s next” phase where we guided participants in making decisions about next steps.

Based on need and interest, we made referrals or transferred each person to the appropriate agency or program. Ultimately, it was our hope for them to continue in their momentum toward higher education and essentially sustainable employment.

The program designed allowed for transfer to the WIOA Youth or Adult programs, based on the need and situation of each participant.

We had a total of 45 individuals that completed transfer to one of the two programs. 23 to the Adult Program and 22 to the Youth Program. All but 1 individual that did not complete all work experience hours and all other participant that did not complete other phases of the program were transferred to the Adult program as the Youth provider indicated they would not accept these individuals. This was an 88% transfer success rate.

All of Youth Career Academy participants are counted as successes because they all left with something they did not come with. For some it was as simple as an email address and for others it was as big as being offered a full-time job by their work experience employer and initiating their first career move. All the participants have made the YCA team very proud in light of all the hard work they put into the program. They have inspired everyone who came into contact with them due to their resilience and strength to push through despite the setbacks they encountered. It was the Youth Career Academy staff that was fortunate to have been granted the privilege of serving the community in this capacity.

Supportive Services.

Supportive Services were utilized throughout the term of the project to assist participants in completion of the phases. Some example of these were, fuel cards and bus passes to assist with transportation, purchases of interview and work clothes, shoes, and tools, payment for background checks, and assistance with payment for medical health services.

All these services were vital in the completion percentage and in assisting our Youth in achieving their goals. We did struggle with barriers that WIOA Supportive Services could not assist with such as communication, and transportation issues prior to enrollment.

Key Learnings.

We have several recommendations on the future implementation of Youth services as a result of our experience with this project.

One of the best lessons is that the program services can be non-linear, and the program design can reflect this. We implemented this in the project early on. There were several participants that completed various phases out of the designed order. This made sense for some individuals for various reasons from the practical, such as transportation issues, to the emotional.

Relationships built with various community resources were essential for some of our participants. The single most impactful might be the referrals we were able to make to mental health services. The focus on this in future service delivery has the potential to drastically improve performance outcomes, and more importantly, the quality of life of our participants.

2019

JANUARY

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

FEBRUARY

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

MARCH

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

APRIL

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

MAY

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

JUNE

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

JULY

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

AUGUST

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

SEPTEMBER

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

OCTOBER

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

NOVEMBER

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

DECEMBER

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Holidays

2020

JANUARY

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

FEBRUARY

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

MARCH

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

APRIL

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

MAY

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

JUNE

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

JULY

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

AUGUST

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

SEPTEMBER

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

OCTOBER

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

NOVEMBER

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

DECEMBER

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Holidays