



Streamlining Services to Deliver WIA's Ten Program Elements

Youth Council: Santa Ana Youth Council

Element: Comprehensive Approach

Function: Coordinating Youth Services

Subject: Coordinating Youth Services

The Challenge: When the City of Santa Ana received WIA funding in 2000, there was particular emphasis in the legislation to provide comprehensive services within one system. Santa Ana Youth Council sought a service system able to cooperatively deliver the required ten program elements, believing that streamlined services would greatly benefit the city's young people.

The Practice and Evidence: The City of Santa Ana Workforce Investment Board and Youth Council have structured their service delivery around the daisy wheel model. They have created a comprehensive system by contracting with a service navigator as the center of the "daisy" and five youth serving organization "petals" that cooperatively provide WIA's ten program elements. By leveraging marketing and administrative work, the model allows youth programs to focus on their strength of serving youth.

Santa Ana requires their contracting providers to join their Network of Youth Providers (NYP), a group of WIA- and non-WIA- funded youth organizations. The group shares best practices, information, and training in order to build partnerships, avoid fragmentation, and stretch limited resources. The network brings in new partners, facilitates cross references, and works on common projects, which enhances overall performance and brings the city closer to their All Youth-One System goal.

Within the daisy wheel model, services are delivered in a cohesive manner. The system allows providers to focus on their area of expertise rather than requiring one program to provide all ten elements. Instead, the model encourages that the system rather than individual programs exceeds performance outcomes.

The Details: It is the responsibility of the service navigator, which has been contracted to the Santa W/O/R/K Center (One-Stops), to determine eligibility, oversee enrollments, review and correct MIS forms, analyze performance, report, and ensure accuracy. The navigator also Coordinates the NYP and announces updates and youth development trends that are having an impact on the city's youth.

The NYP supports WIA- and non-WIA- funded programs to provide comprehensive services to youth. The NYP participates in the Youth Council as well so that there is an ongoing alignment of youth development initiatives. The NYP/YC partnership continually identifies new partners,

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based on gaps in service delivered by current providers. For example, La Familia, a drug and substance abuse program, was invited to join the NYP because there were no providers specifically addressing drug and alcohol issues. The result is a constantly evolving service system able to be flexible with the changing needs of youth.

Another benefit to implementing the daisy wheel model is youth have multiple entry points into the system. Providers refer youth to NYP partners, especially if youth do not meet program criteria. The providers are in continual communication, so cross-referral is easy and information is shared. Any program will connect youth to more providers and to the service navigator.

Breakthrough Moment: “We began to grow when the Youth Council understood that every provider in the network is valuable, that we all succeed together or all fail together,” comments Frances Cadenas, Santa Ana Youth Council Coordinator. The NYP supports common projects and the identification of additional funding that can be leveraged to serve more of the city’s youth.

What’s Next for this YCidea? Recently the county’s three WIBs (Santa Ana, Orange County, and Anaheim) partnered with Department of Social Services (DSS) and Department of Probation to request permission from the Superior Court of California to share information with each other. The Judicial Order issued now allows agencies to share pertinent information which expedites referrals and reduces duplication of intake and assessment services.

Where to Go for More Information

Santa Ana Youth Council

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