



## Attachment B - Participant Questionnaire

Forum Participants were invited to provide a more detailed response to some of the questions raised through a written questionnaire. The following section provides detail on the responses received.

### LOCAL PLANNING AND PREPARATION

**Respondents stated that their LWIB/LYC/organization is preparing for changes presented by such initiatives as “No Child Left Behind”, findings from the report on The White House Task Force on Disadvantaged Youth, the new U.S. DOL Youth Vision, WIA Reauthorization youth provisions, and the 21<sup>st</sup> Century Workforce by doing the following:**

“From the PY 03-04 procurement and based on local resource mapping and youth forum result, our OCWIB/YC has focused on serving more older and Out-of-School Youth (OSY) as well as target populations such as foster/emancipated youth. Currently we are updating our strategic planning to include all pillars of the DOL new vision; keep up-to-date on legislation and trends associated with reauthorization; seek out training whenever possible from both EDD’s ETA/Capacity Bldg. Unit and YCi and provide on-going technical assistance to our providers.”

“LWIB- Strategic planning; Keeping up-to-date on legislation and trends associated with reauthorization

LYC- Keeping up-to-date on legislation and trends associated with reauthorization; ensuring procurement includes language to adjust to changes in legislation; training and in-service on potential changes

Organization- Keeping up-to-date on legislation and trends associated with reauthorization; ensuring procurement includes language to adjust to changes in legislation; training and in-service on potential changes; preparing to serve hardest to serve and more students with disabilities”

“By keeping LWIB informed and being responsive to changes. As a LWIB/LYC we have an increased our focus to Out of School Youth in light of Common Measures.”

“Anticipating the shift in target population by increasing out-of-school to in-school youth ratio. Releasing one-year instead of three-year Request for Proposals until WIA is reauthorized.”

“Foster Resource Sharing. Foster Youth Connections”

“Training just started about new changes. Looking at centralized location for better services”

“We haven’t really began in earnest to address this.”

“We are assessing current services, resources available and looking at what we need to do differently”.

“Providing conferences.”

“We have and will continue to discuss these changes at our WIB and YC planning meetings.”

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## **LWIB/LYCs are focusing on policies and strategies for alternative education by:**

"Disseminate awareness to all providers and partners within the O.C. youth serving community, strengthen collaboration with the O.C. Department of Education, particularly their ACCESS (Alt. Ed.) Division, and strategic planning to include an Academic Excellence subcommittee."

"LWIB/YC- Strategic planning to includes demand driven training programs  
Organization- Fast ForWord software program"

"We create opportunities for alternative programs to access through our one-stop system."

"By working to establish stronger ties to alternative education."

"Vision. Charter schools?"

"Haven't addressed."

"Re-assess current strategies."

"Just collect lists of what alternative education is currently provided."

## **LWIB/LYCs are focusing on policies and strategies for high-growth industries and occupations by:**

"Disseminate awareness of O.C. workforce report, 10 key clusters and Regional Skills Alliances to all providers and partners within the O.C. youth serving community; strengthen collaboration with our OCWIB Business Service Centers, OCWIB/LMI Committee and O.C. Business Council; use ITAs for 18-21 OSY."

"LWIB/YC- Strategic planning to include demand driven training programs  
Organization –Strategic action planning; annual labor market analysis; annual business advisory meetings to provide input on curriculum."

"Employer focus groups are used to identify High-growth industries and occupations."

"By developing pre-apprenticeship program with emphasis on building and manufacturing trades."

"Construction career ladder program at Mendocino County just now applying for grant funding."

"We don't have any."

"Re-assess current strategies."

"Use local survey results."

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## **LWIB/LYCs are focusing on policies and strategies for neediest youth by:**

"Disseminate awareness of targeted populations to all providers and partners within the O.C. youth serving community; systematize referral process for foster/emancipated youth and youth offenders with social service and probation agencies as well as faith and community based organizations (FCOs)."

"Organization- Expanded recruitment efforts; collaboration with other agencies."

"A local policy is in place that focuses on Priority of Need and provides a tool that prioritizes the various needs and challenges youth have when seeking services."

"By conducting outreach to and recruitment from high crime, high poverty areas, transitional housing and alternative education programs, and foster youth."

"We are developing a Youth Resource System to oversee county wide resources for youth ages 14-22."

"Re-assess current strategies."

"Have defined at-risk and focused resources on serving them."

## **LWIB/LYCs are focusing on policies and strategies for improved performance by:**

"Disseminate awareness of new common measures; on-going monitoring of individual and system-wide performance through bi-monthly OCWIB Youth Providers Performance Based Accountability meetings; consistent technical assistance and training to all providers, once State provides guidance; ensure that the development and language of the upcoming RFP for the funding cycle that starts in PY 06-07 will focus on performance and outcomes, including a provision for incentives (for exceeding performance measures) and holdbacks (for not meeting them)."

"Organization- Focus on performance measures and ensuring that ROP Certificates get "counted" in the outcome measures"

"Maintaining a fundamental understanding of performance measures and how they are affected is critical when as a Youth Council and LWIB is conducting program oversight, approval of contracts, and managing information to/from WIA youth providers. Having an informed policy making body that issues direction and is willing to consider fresh ideas for improvement is key to addressing issued pertaining to program performance."

"By conducting quarterly performance reviews of youth sub recipients."

"Haven't addressed."

"Re-assess current strategies."

"Adopted performance measures"

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## **LWIBs and/or LYCs are preparing for the implementation of WIA Youth Common Measures by doing the following:**

"Disseminate awareness of new common measures to youth serving community; request training from the State; provide feedback to Common Measures Waiver, EDD Information Bulletin WIAB05-9"

"Providing training opportunities for service providers"

"WIB staff has already begun to explore the changes and their effects on local programs and is looking at ways to adapt to the changes. Staff has forwarded training/tutorial modules to WIB members, and contractors through Contractor meetings and continually seeking advice through our Regional Advisor. We have a good history of performance and will continue with a strong effort of communication and awareness from LWIB and LYC to local contractors."

"By learning and understanding the common measures and thinking through outreach/recruitment, service delivery approaches and exit strategies."

"Haven't addressed this at Youth Council level yet."

"Just starting to discuss, nothing has happened yet."

"Have incorporated them in our plan at Youth Council."

## **LWIBs and/or LYCs are handling the possibility of voluntary local youth councils. Actions being proposed to the LWIBs for youth building activities in the event voluntary councils are authorized are:**

"The OCWIB/YC has forged a strong identity and will continue its work with the support of and guidance from the CAYC and YCi."

"San Bernardino County WIB is aware of the potential of youth councils becoming voluntary. An effort will be made to continue the activities of the youth council, however, without the emphasis from the State WIB, it may be challenging to sustain the work."

"We anticipate a continuation of our LYC because of the effective role it has with regard to youth services. The LWIB and LEO is very supportive of our LYC efforts."

"The Youth Council will continue as it has. No plans to disband the Youth Council."

"No discussion as yet. Depends on ability to afford staffing costs."

"Not fully discussed due to staff resources. Members interested in continuing this program."

"We haven't discussed this yet – our Youth Council may end up with no staff due to funding cuts."

"Mendocino youth council wants to continue. May not have \$ to staff."

"We will continue our YC on VC"



## CHALLENGES AND BARRIERS

**Respondents said the greatest challenges and barriers to the changes in the workforce system discussed today are:**

"New common measures: Lack of guidance from the State on new, unlegislated measures (particularly the literacy/numeracy gains for basic skills deficient OSY) to be applied effective 7/1/05, particularly if concurrently with existing legislated measures; counterproductive impetus to serve OSY and other neediest of groups while narrowing definition of certificates and eliminating ROP, local training vendors and other local education agency issued certificates that are key successful benchmarks for precisely this population; and minimal service to younger youth ages 14-16 due to, among others, the fact that all returned to school (exit code 16) youth will be counted for performance. This is counter to WIA's long-term, early intervention, youth development mission and approach.

DOL's New Vision: while the specified "neediest youth" are already included within WIA as legislated to date, DOL must update and renegotiate performance that will clearly be negatively impacted by significantly increasing service to these hardest, more transient populations; while it is imperative to connect youth programs with business services and local economic/workforce trends to better serve the businesses and the youth themselves to fit within those trends, the shift from a customer to a business focus implies a different perspective and approach with some known and unknown impact on youth customer service; and additionally, high quality alternative education should directly shift not only to connect with NCLB but to include this business driven focus.

These challenges, together with other critical factors of reauthorization, are posing constraints that could drive away good youth service providers and minimize involvement of key players, which is counter to WIA's mission and approach."

"New measures applied concurrent with existing measures will create confusion for staff and service providers. We must have ROP Certificates included on the state waiver, or risk extremely poor performance in degree/certificate attainment. Every county represented at the Irvine meeting (Orange, Kern, Riverside, San Bernardino, San Diego) uses ROP Certificates to document this measure. Students with disabilities who cannot pass the CAHSEE will suffer with the new performance measures- providers will be reluctant to serve them because they will not be able to earn a high school diploma. Optional Youth Council status may eliminate some youth councils. Elimination of work readiness certificates will change the focus for some service providers, but business partners still constantly ask for the "soft skills" training. The shift from a customer or client focus to a business focus may hurt the individuals served. The economic impact on business is a dramatically different perspective than the impact on the client"

"Changing the mindset of clients and providers, to remove pragmatism of practitioners to convey service to clients."

"Keeping service providers/sub recipients interested in receiving WIA funding; the common measures and the target population do not align, creating a situation where the program outcome expectations are unrealistic for any provider to achieve.

Imposing education standards on a workforce development program."

"Funding to staff YC position"

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"Get youth back in school when what they need is work for survival. Many youth are "short-timers". Legal status of those served. How do we engage the schools?"

"Understanding the changes and the impact on the system. Changeover to out of school emphasis."

"Money, geography, buy-in from youth to participate in a long-term program".

"Understanding the DOL's mindset."

"Uncertainty about the future."

**Respondents stated that the greatest challenge(s) for the LWIB under WIA Reauthorization, as it currently stands, and specifically as it pertains to local youth councils and youth issues are:**

"Same as above."

"Same as above"

"Changing the concept of who the clientele is from ISY to OSY."

"Forging an interdependent workforce system out of the various partners impacted by the reauthorization and the common measures.

Forging an "All Youth – One System" given the misalignment between target population and outcomes; increased expectation, decreased funding."

"Serving more out of school youth."

"The greatest challenge is waiting for reauthorization to happen – when it happens and we know the parameters, then we will adjust as needed."

"Not being able to provide WIA Services during the school day. Numeracy and lit. gains for out of school youth – they only want employment assistance."

"Percent in and out of school youth."

**Questions or challenges presented by the implementation of the Common Measures were sited as:**

"See above challenges/barriers."

"Using concurrent performance measures. Understanding which performance measure we will be bound to. Understanding that the number for performance will be skewed based upon current priorities associated with the current law. Making sure that the waiver contains the certificates

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that are currently being used to document performance of degree/certificate attainment- i.e. ROP Certificates”

“Reduction of use of supplemental data and California’s reluctance to use WRIS.”

“Initially our performance will appear very poor as the service delivery and exit strategies for youth in the first performance cohorts under the common measures were predicated on the application of current WIA performance measures.”

“Double data collection”

“Being clear on funding and defining the rules and regulations of the common measures.”

“Depends on whether there are greater expectations for less funding.”

“Not being able to provide WIA Services during the school day. Numeracy and lit. gains for out of school youth – they only want employment assistance. Also – how does this work with learning disabled youth?”

“Greater collaboration with local employer organizations to provide certificates.”

## SERVICES AND SUPPORT

**Respondents stated that the most significant learning related to systems building and youth over the last several years is:**

“Resource leveraging within the AYOS with everyone’s diminishing resources and multiple agendas.”

“One challenge has been to ensure that the youth council members understand the legislation and the accountability associated with it. Understanding that no one agency/organization can be all things to all people. Allowing organizations to focus on their strengths and collaborate to fill in the gaps.”

“Creating a fundamental shift in the way we provide youth services through centralizing case management and not being afraid to try a new strategy.”

“Youth serving agencies are willing to come together for projects/events but rarely remain engaged in the day-to-day or issue matters arising from WIA.”

“Mind set change to long-term service.”

“What motivates youth to learn? Relevance to the lives in the future.”

“All Youth-One System”

“On-line tutorial.”

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## Respondents felt the most helpful outside services and support in their continuing efforts to build comprehensive youth systems are:

"YCi support, resource sharing and trainings."

"Bringing the WIB members up to speed on the accountability of the WIA program and the system. More training!!! On common measures and strategies to implement the new law!!!"

"Consistency of direction at the State level to locals."

"Conferences/meetings convened for educating the Education community about Workforce Development and the Workforce Development community about Education."

"More information and educational resources in order to fully understand the rules/regulations and what is available."

"Training and facilitator (free) to help with expansion of the system and implementation of new requirements."

"WIB/YC support. Support from schools and employer community."

"DOL and State training systems."

"Educate policy makers in all organizations serving youth. Broaden the audience."

"Consultant-level knowledge and counseling about what actually works."

"Qualify practices."

"Allow local WIB board issued credentials to be used in the credential factor."

"Technical Assistance."

"More technical assistance from the state and local county workforce."

## Respondents felt that the most helpful outside services and support in implementing anticipated changes in WIA reauthorization are:

"On-going guidance and training from the State and YCi."

"Experts in specific areas associated with the new rules. Support to the youth councils and the service providers"

"Capacity Building Unit training for Partners, including the LEO."

"EDD technical assistance and capacity building."

"Keep YCi in place."

"To have links to persons who can explain the changes."

"Clear guidance from State."

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"More communication and presentations."

"Actually having the WIA authorization completed."

"T.A."

"Technical assistance, training."

"There must be systems in place for these youth to go and be successful (i.e. – the hardest to serve: offenders, teen parents, etc.)"

"More technical assistance from the state and local county workforce. Plus policies and procedures to match what the changes are."

**Respondents declared that the most helpful outside services and support in responding to state direction (such as the "investment priorities" of high wage high growth jobs, career advancement/barriers, responding to state-wide labor shortages and needs) are:**

"Mandates for local business involvement."

"The training we receive needs to be consistent- often when we receive training from the State, it is different information than YCI or other consultants. It has been a constant challenge to make sense of all of it, when the message is different depending upon the messenger."

"Provide TA and information regarding best practices and occasional liaison between local areas and state beyond Bulletins and Directives."

"Clear direction from the state."

"Data summary reports on these issues."

"Best practices."

**Respondents said that, given the types of support offered by YCI and the State Board over the past several years, the following would be most helpful in moving forward:**

Continued Statewide Youth Council and provider network (69%)  
Regional Topical Workshops (63%)  
Regional Issues Discussions and Forums (56%)  
Electronic Newsletter (YCi Reporter) (50%)  
Individual Youth Council technical assistance or strategic planning (38%)  
"All Youth-One System" frameworks and tools (38%)  
List Serve (38%)  
Informational Web-site (31%)  
Issue Briefs (31%)  
Quality Practices Collection and Dissemination (31%)  
All Youth-One System Annual Conference (25%)  
New Ways Resources publication (19%)  
YCIdeas (19%)  
Content conference calls (13%)  
Team Leader Meetings (13%)

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## Respondents felt that the following content areas will require the *most* assistance:

- Implementing DOL's Common Measures (75%)
- Engaging employers and workplace partners (75%)
- Implementation of anticipated legislative changes (WIA Reauthorization) (69%)
- Working collaboratively with educational partners (38%)
- Developing a work readiness credential system (38%)
- Applying industry sectoral approaches to youth programs and systems (38%)
- Effectively working with juvenile justice and child welfare systems (38%)
- Improving connections to the one-stop system (31%)
- Serving special populations (31%)
- Alternative Education (31%)
- Youth leadership: engaging youth in planning and decision-making (25%)
- Leveraging local resources (25%)
- Quality Work-based learning activities (13%)
- Sustaining and supporting membership and engaging on the Youth Council (6%)
- Charter Schools (0%)
- Implementing AYOS in a categorical and targeted environment (0%)

## Respondents would like the state board to consider the following as it shapes implementation of the two year plan as it relates to youth services:

"Consider figuring out the details and doling out sufficient guidance before imposing requirements, particularly retroactive ones, to the local areas (i.e., measures effective 7/1/05 without much State guidance)."

"Please include as many local certifications as possible on the waiver. Specifically, add the ROP Certificates to the waiver in California. The ROCP system includes 73 regional programs across the state and all programs are required to conduct annual business advisory meetings to provide input on curriculum, conduct annual labor market analysis, provide annual performance data on enrollment, completion and placement, and have California Department of Education approval."

"Age limits."