

Minutes of the Maricopa County Workforce Development Board Youth Committee Meeting

Wednesday, June 10, 2020 at 9:30 a.m.

REMOTE MEETING

WebEx: <https://mcwdb-1095-9b71.my.webex.com/meet/mcwdb>

Phone: 1-510-338-9438; Access Code/Meeting ID: 625 125 871

Members Present: Elizabeth E. Cole (Ph.), Felix Moran (Ph.) Pedro Huerta (Ph.), Susan Morris (Ph.), Traci Ayre (Ph.)

Members Absent: Shawn Hutchinson (Ph.)

Call to Order

Youth Committee Chair, Elizabeth Cole, called the Youth Committee meeting to order at 9:37 a.m.

Roll Call

WDB Liaison, Nancy Avina took roll. Quorum was present.

Welcome and Introductions

Chair, Cole welcomed committee members and public attendees to the Youth Committee meeting and acknowledged members of the public present via the chat. Chair Cole proceeded to provide several open meeting law reminders.

Chair Remarks

Chair Cole, acknowledged committee members, board staff, providers, youth collectively being served, and the community at large and provided a statement on recent events related to social and racial injustice, COVID-19, and unemployment. Chair Cole requested a moment of silence. Additionally, Chair Cole reiterated the charge of the youth committee, per the Shared Governance Agreement.

Action: Consent Agenda

Chair, Cole asked for a motion to approve the consent agenda.

Felix Moran made a motion to approve the consent agenda. Traci Ayre seconded the motion.

In favor: Elizabeth E. Cole (Ph.), Felix Moran (Ph.) Pedro Huerta (Ph.), Susan Morris (Ph.), Traci Ayre (Ph.)

Opposed: None. The motion carried.

Executive Director Report

Chair Cole provided brief remarks showing support and appreciation of staff for their effort and work.

Executive Director, Patricia Wallace provided an update on overall WDB staff activity, including on:

- Work progress on all the elements to achieve full board recertification for 2018 - the due date to bring all to fruition is August 1st. Governing pieces such as the local plan, shared governance agreement, bylaws, etc. will have an earlier deadline of June 30th,
- Evaluating when to fill Isabel Creasman's vacancy,
- Continued investigation of Waivers for maximum flexibility of service delivery, and
- Performance negotiations coming up.

Chair Cole thanked Ms. Wallace for her report and further acknowledged Chairman Lashinske and member of the Executive Committee for their diligent work.

Review, Discussion and Action: Youth Committee Membership Applications and Rubric results

Chair Cole provided brief remarks on the importance of a strong membership. Committee Member, Susan Morris thanked Chair Cole for her opening meeting remarks and provided an update on the youth committee membership applications task at hand. She reminded the committee of the current vacancies and clarified that one of those needs to be a full board member. Rubric results were shared as well as, recommendations

based on rubric scores graded by Susan Morris, Elizabeth E. Cole and Traci Ayre. Ms. Susan Morris asked Chair Cole for a motion to accept Breanne Bushu and Sheryl Steele as members of the youth committee.

Clarification was asked regarding adding a youth member. Chair Cole, Susan Morris and Board Liaison, Nancy Avina provided clarification as well as information on the process for soliciting. Chair Cole added additional comments including on the continued importance of youth voice.

Chair Cole asked for a motion to accept the two recommended candidates, Breanne Bushu and Sheryl Steele. Traci Ayre made a motion. Pedro Huerta seconded the motion. In favor: Elizabeth E. Cole (Ph.), Felix Moran (Ph.) Pedro Huerta (Ph.), Susan Morris (Ph.), Traci Ayre (Ph.); Opposed: None. The motion carried.

Clarification was asked on next steps. Board Liaison, Nancy Avina informed next steps would include informing the Executive Committee of the new youth committee members and WDB providing an orientation for the new members. Chair Cole thanked Susan Morris and Traci Ayre, as well as the additional candidates that did not move forward. Discussion held. Ms. Morris will be reaching out to those that did not move forward to see if they want to participate in workgroups in the future. Chair Cole will be working with Chairman Lashinske to fill in the full Board member seat. Additional discussion held on the topic

Youth Contracts 2020-2021 Renewals Updates

Chair Cole provided brief remarks on youth contracts expiring on June 30, 2020 for subcontractors. WDD Assistant Director, Tom Colombo provided a brief presentation on 2020-2021 Youth Contract Renewals. The presentation covered background information, services provided by each vendor, vendor service elements, services levels and performance indicators. He informed this was the last year for a renewal of those contracts.

Extensive discussion and Q/A held, including on successful candidates vs. unsuccessful candidates, services being provided, other youth contracts, wanting to see performance tracking/reporting by contractor and sub-contractors, services offered by the contractor, measurable metrics and what is being used to ensure vendors are effective. Mr. Colombo provided clarification on questions. Chair Cole expressed not being supportive of future contracts without specific metrics and reporting. Additional clarification was provided on ACYR clients reassignment, per contract termination. Chair Cole clarified HSD-WDD would make the official recommendations for contract renewals to the Board of Supervisors. Numbers of youth being served were additionally reviewed; a request was made to see unduplicated numbers. A request was also made to make contracts available for youth committee review. Additional comments were added on ensuring metrics are more results and outcomes oriented; and interest was expressed in capturing data on youth being served vs. potential youth that could be served.

Service Provider Update on Youth Services

Youth Workforce Program Manager, Tina Luke provided a youth program update on haring of career advisor positions, current caseloads and services levels, sub-contractor updates received, unemployment insurance information, PY19 occupational skills training and training providers, technology – digital skills gap, technology and foster youth, waivers and desire to pursue ITA Vouchers for In-school youth waiver, and on the type of employment youth are obtaining.

Brief discussion and Q/A held, on occupational skills training and quality workgroup recommendation of focusing on the 7 in-demand occupations. Ms. Luke provided clarification on questions.

Youth Business Services Update

Business Services Team Supervisor, Kevin Dumcum provided an update on Business Services including on the referral process, business services support for youth, and projects with youth components.

Brief discussion and Q/A held, on working with Employers who do not post on the Arizona Job Connection site; Mr. Dumcum provided clarification on questions. Chair Cole further requested engaging in conversation with Business Services as a Title II provider on IET's. Chari Cole, also expressed her desire to ensure that

individuals that are basic skills deficient are being referred to the 8 contracted Title II Core Partner providers in Maricopa County. Chair Cole requested WDB staff to follow up with DES to identify youth that are seeking unemployment insurance.

Chair Cole thanked presenters and reminded on timeliness of presentation to ensure review prior to meetings.

Fiscal Update on Youth Program

Chair Cole expressed the previous meeting request of receiving a financial update by the Fiscal Agent, and further informed of the response received from the Fiscal team in deferring to HSD as the service provider. Chair Cole expressed she did not find it appropriate due to conflict of interest and would elevate the issue to the Board Chairman/Executive Committee.

Call to the Public

Chair, Cole called for public comment. No public comment made.

Adjourn Meeting

Chair, Cole adjourned the meeting at 11:29 a.m.

**For More Information Contact MCWDB Staff at: MCWDB@maricopa.gov*



MARICOPA COUNTY


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ARIZONA@WORK MARICOPA COUNTY – Youth Services
Quarterly Operations Report, Program Year 2019, 4th Quarter

9/3/2020



HUMAN SERVICES
DEPARTMENT

FY20					
WDD Youth Program					
Budget Item			YTD	Balance	
		Budget	Expenditures	Remaining	Expended %
Personnel					
Total Personnel		\$ 1,885,655.00	\$ 1,648,508.96	\$ 237,146.04	87%
Services					
Apprenticeships		-	-	-	-
Occupational Skills Training		\$ 831,596	\$ 1,596,608	\$ (765,012)	192%
WEX		\$ 747,871	\$ 799,383	\$ (51,512)	107%
Supportive Services		\$ 121,384	\$ 257,810	\$ (136,426)	212%
Other Youth Elements		\$ 304,326	\$ 398,599	\$ (94,273)	131%
Total Services		\$ 2,005,177	\$ 3,052,401	\$(1,047,223.92)	152%
Operations					
Total Operations		\$ 228,169	\$ 188,623	\$ 39,546	83%
Total		\$ 4,119,001	\$ 4,889,533	\$ (770,532)	119%

The Maricopa County Workforce Development Board approved the FY 20 funding in the combined budget amount of \$13.7 million for all WIOA Title IB programming. Throughout the year, the Service Provider focused on ensuring that the needs of the clients were being met across all programs. For the Youth program, actual expenditures exceeded the original annual target. Because monies could be moved between programs without exceeding the total combined budget of \$13.7 million, the needs of the youth clients seeking workforce services could be met.

Table 1 reflects the Youth Program expenditures during the reporting period. These figures do not necessarily align with the services provided during the timeframe due to delays in invoice receipt and department financial processing.

Vendors:

- CPLC: Chicanos Por La Causa
- DKA: DK Advocates
- ResCare (As of June 28, 2020, ResCare is now known as Equus)
- RSBHS: Rio Salado Behavioral Health Systems
- WDD: ARIZONA@WORK MARICOPA COUNTY Youth Services Program (Workforce Development Division)

Table 1

Element	Youth Program Expenditures 4/1/2020 – 6/30/2020					Total
	CPLC	DKA	ResCare	RSBHS	WDD	
6.1 Tutoring and Study Skills	\$1,314.36					\$1,314.36
6.2 Secondary School						\$0.00
6.3 WEX Wages		\$6,072.21	\$305,174.83			\$311,247.04
6.3 WEX Administration		\$9,503.00	\$107,673.00			\$117,176.00
6.4 Occupational Skills Training Admin - Vendor Facilitated					\$165,780.00	\$165,780.00
6.4 Occupational Skills Training Tuition - Vendor Facilitated						\$0.00
6.4 Occupational Skills Training - ITA Vouchers						\$0.00
6.5 Education Concurrent with Workforce Prep						\$0.00
6.6 Leadership						\$0.00
6.7 Support Services		\$36,809.13	\$39,541.30			\$76,350.43
6.8 Adult Mentoring						\$0.00
6.9 Follow Up Services	\$25,004.30	\$12,086.64	\$16,421.08			\$53,512.02
6.10 Comprehensive Counseling				\$3,080.00		\$3,080.00
6.11 Financial Literacy		\$22,709.00	\$1,952.25			\$24,661.25
6.12 Entrepreneurial Training						\$0.00
6.13 Labor Market Information		\$2,214.50	\$413.25			\$2,627.75
6.14 Activities to Transition to Post-secondary Education						\$0.00
Total	\$26,318.66	\$89,394.48	\$471,175.71	\$3,080.00	\$165,780.00	\$755,748.85

WIOA Performance Indicators – Program Year 2019

The Workforce Innovation and Opportunity Act (WIOA) identifies the primary indicators of performance under Title I, Chapter 4 – Performance Accountability (Sec. 116) and, in agreement with the Chief Elected Official (CEO), the Workforce Development Board is responsible for oversight of program performance. The performance indicators measure employment and educational outcomes of WIOA program participants, and include:

1. **Employment Rate (2nd Quarter After Exit):** The percentage of participants who are in unsubsidized employment (or education/training activities for Youth Program participants) during the second quarter after exit from the program
2. **Employment Rate (4th Quarter After Exit):** The percentage of participants who are in unsubsidized employment (or education/training activities for Youth Program participants) during the fourth quarter after exit from the program.
3. **Median Earnings (2nd Quarter After Exit):** The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.
4. **Credential Attainment:** The percentage of those participants enrolled in an education or training program who attain a recognized postsecondary credential or a secondary school diploma/equivalent, during participation in or within one year after program exit.
5. **Measurable Skill Gains:** The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment.
6. **Effectiveness in Serving Employers:** Effectiveness of the core programs in serving employers. (*Source: TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 10-16, Change 1*)

In September 2018, the Maricopa County Workforce Development Board, the Board of Supervisors (CEO), and the Arizona Department of Economic Security (DES) negotiated and reached agreement on the local levels of performance for Program Years 2018 and 2019. The negotiated levels of performance for the Maricopa County workforce development area are displayed in the “Target” columns for each program in Table 1. Measurable Skill Gains is the only “real-time” Title I performance indicator. All other indicators are exit-based.

Baseline data is currently being collected for the Measurable Skills Gains indicator for all programs, the Median Earnings indicator for the Youth program, and the Effectiveness in Serving Employers indicator. For PY18 and PY19, baseline indicators will not be considered in performance calculations (TEGL 09-17).

Table 1 PY19 WIOA Performance Indicators

	Youth Program					
	Target	YTD	Q1	Q2	Q3	Q4
Employment/Education Rate (2nd Quarter)	69.50%	68.61%	52.33%	75.00%	75.31%	70.97%
Employment/Education Rate (4th Quarter)	71.00%	67.35%	73.81%	72.09%	55.81%	63.00%
Median Earnings	Baseline	\$4,504.92	\$3,557.13	\$4,687.31	\$5,044.34	\$4,369.39
Credential Attainment	44.50%	70.90%	58.33%	74.07%	85.29%	73.17%
Measurable Skill Gains	Baseline	83.91%	28.29%	63.54%	16.18%	31.19%

Key	Exceeds	Meets (90% of Target)	Fails
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For the second year in a row, the Youth Program is currently meeting or exceeding all annual Performance Indicators with established target levels.

Program Outreach

In response to COVID-19, most services, including outreach, are being provided virtually. For this reporting period, the youth team connected to 222 youth via phone or email, in response to their submission of the Maricopa County Online Job Seeker Inquiry form. In addition, youth program staff reached out via email, virtual meetings and virtual presentations to over 25 youth serving organizations including: Terros Health, Catholic Charities, Thrive AZ, Juvenile Probation, The Young Center, The Florence Project, Homebase, Child Crisis Center, UMOM, Beyond the Hurt, Marc Center, One-N-Ten, Keys to Success, Choices Pregnancy, Hope Women’s Center, Paz de Christo, New Life Pregnancy, AASK, AZ Youth Partnership, Bridge to Hope, and Salvation Army Family Services.

Individuals Served

WIOA stipulates that a minimum of 75% of all funding must be expended on Out-of-School Youth services. **Out-of-School Youth** are defined as an individual aged 16-24 who is (i) not attending any school (as defined under State law); (ii) not younger than age 16 or older than age 24; and (iii) one or more of the following: (I) A school dropout. (II) A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter. (III) A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is— (aa) basic skills deficient; or (bb) an English language learner. (V) A homeless individual a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance, or in an out-of-home placement. (VI) An individual who is pregnant or parenting. (VII) A youth who is an individual with a disability. (VIII) A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment. (IV) An individual who is subject to the juvenile or adult justice system.

In-School Youth must be aged 14-21, attending school, low income, and meet one or more additional conditions, which could include: Basic skills deficient; English language learner; an offender; homeless, runaway, in foster care or aged out of the foster care system; pregnant or parenting; an individual with a disability; person who requires additional assistance to enter or complete an educational program or to secure and hold employment. (Source: TEGE 21-16)

During this reporting period, 85.9% of all youth served were Out-of-School Youth.

The category *Reportable Individuals* refers to those individuals enrolling in the WIOA Youth Program who have not participated in one or more of the required services to become a *Participant*. For the Title I Youth program, a *Participant* is a Reportable Individual who has satisfied all applicable program requirements for the provision of services, including eligibility determination, an objective assessment, development of an individual service strategy, and received 1 of the 14 WIOA Youth program elements. (Source: DOL-ETA Training and Employment Guidance Letter 10-16)

Individuals Served, Youth Program, PY19										
	Q1		Q2		Q3		Q4		YTD	
In-School Participants	2	0.4%	1	0.2%	4	0.8%	6	1.2%	7	0.8%
Out-of-School Participants	493	94.3%	483	98.0%	496	96.9%	440	85.9%	805	95.9%
Reportable Individuals	28	5.4%	9	1.8%	12	2.3%	16	3.1%	27	3.2%
Total	523		493		512		462		839	

The majority of Youth Program participants served (N=446) during this reporting period were in low-income households (92.6%). English Language Learners and individuals with low levels of literacy (Basic Skills Deficiency) accounted for 27.6% of participants.

Table 3.1

	In-School		Out-of-School		Total	
	Count	Pct	Count	Pct	Count	Pct
Displaced Homemakers	0	0.0%	0	0.0%	0	0.0%
Low-Income Individuals	6	100.0%	407	92.5%	413	92.6%
Individuals with Disabilities	5	83.3%	82	18.6%	87	19.5%
Justice-Involved	1	16.7%	53	12.0%	54	12.1%
Homeless individuals or runaway youth	1	16.7%	23	5.2%	24	5.4%
Current or former foster care youth	2	33.3%	18	4.1%	20	4.5%
English language learners, individuals with low levels of literacy or facing substantial cultural barriers	1	16.7%	122	27.7%	123	27.6%
Single parents (Including single pregnant women)	0	0.0%	92	20.9%	92	20.6%
Long-term unemployed (27 or more consecutive weeks)	3	50.0%	113	25.7%	116	26.0%

¹ Low-Income status, for WIOA purposes, is determined at the time enrollment and is based on the participant's household income. A family/household income that does not exceed the higher of either the poverty line or 70 percent of the Lower Living Standard Income Level is considered low-income for WIOA purposes. Participation in various public assistance programs also qualifies individuals as low-income.

² Justice-Involved counts include participants in the Smart Justice program. However, not every WIOA participant with justice-involvement or criminal record is a Smart Justice program participant.

Youth Program – Client Demographics, Educational Attainment

The highest proportions of Youth Program participants served were in the categories of: ages 18-24 (91.5%), female (53.1%), white (47.8%), and Hispanic (59.9%). The most common educational attainment level among participants was a High School Diploma or Equivalent (57.8%). Note: Out-of-School Youth that have graduated from high school may be eligible for services under other criteria, such as pregnant/parenting, homelessness, justice-involvement, aging out of foster care, among others (TEGL 21-16).

Table 3.2

	Youth Program					
	In-School		Out-of-School		Total	
	Count	Pct	Count	Pct	Count	Pct
Age						
14-17	5	83.3%	33	7.5%	38	8.5%
18-24	1	16.7%	407	92.5%	408	91.5%
Sex						
Male	1	16.7%	208	47.3%	209	46.9%
Female	5	83.3%	232	52.7%	237	53.1%
Race						
American Indian	0	0.0%	23	5.2%	23	5.2%
Asian	0	0.0%	4	0.9%	4	0.9%
Black	1	16.7%	70	15.9%	71	15.9%
Hawaiian / Pacific Islander	0	0.0%	2	0.5%	2	0.4%
White	4	66.7%	209	47.5%	213	47.8%
Multiple	0	0.0%	20	4.5%	20	4.5%
Ethnicity						
Hispanic/ Latino	3	50.0%	264	60.0%	267	59.9%
Not Ethnic Hispanic/ Latino	3	50.0%	173	39.3%	176	39.5%
Educational Attainment						
High School Graduate or Equivalent	1	16.7%	257	58.4%	258	57.8%
Completed 1 or more years of Postsecondary Education	0	0.0%	8	1.8%	8	1.8%
Postsecondary Certification, License, or Educational Certificate (non-degree)	0	0.0%	6	1.4%	6	1.3%
Associate degree	0	0.0%	3	0.7%	3	0.7%
Bachelor's Degree or Equivalent	0	0.0%	1	0.2%	1	0.2%
Not a Secondary School Graduate	5	83.3%	161	36.6%	166	37.2%

Youth Program – Veterans Served

During the reporting period, four veterans received services through the Youth Program at ARIZONA@WORK Maricopa County.

	In-School		Out-of-School		Total	
	Count	Pct	Count	Pct	Count	Pct
Veterans	0	0.0%	4	0.8%	4	0.9%

Service Participation (YTD)

To achieve the primary goals of quality secondary and postsecondary education, skills training, and employment for Youth Program participants, WIOA identifies 14 service elements to be made available (20 CFR 681.460). These 14 service elements are delivered to youth via multiple providers, including: ARIZONA@WORK MARICOPA COUNTY staff, Arizona Center for Youth Resources (ACYR), DK Advocates (DKA), ResCare, Chicanos Por La Causa (CPLC), and Rio Salado Behavioral Health Systems (RSBHS). *Design Framework* services do not fall within the 14 elements. These services are necessary for the case management process (e.g. Eligibility Determination, Objective Assessment, Development of Individual Service Strategy), and are delivered by ARIZONA@WORK MARICOPA COUNTY staff in the current model.

Table 4.1 presents a summary of Youth Program service participation and status across all vendors. It includes services provided by ARIZONA@WORK MARICOPA COUNTY operations staff. For the In-Progress, Successful, and Unsuccessful columns, the percentage (Pct) figures reflect the share of services or individuals within each *status*. For the Total columns, the percentage figures reflect the share of services or individuals within each *service element*. The Services section contains duplicated counts of all services within each service element. The Unique Service Participants section contains unduplicated counts of individuals within each service element. The Status Totals columns for the Unique Service Participants section are empty, because individuals cannot properly be categorized as In-Progress, Successful or Unsuccessful if they participate in multiple services. For example, an individual may be successful in Alternative Secondary School services, but unsuccessful in Occupation Skills Training. As such, the Unique Participant Total row is not a sum of the preceding rows, but an unduplicated count of individuals that received a service during the timeframe.

Through the fourth Quarter of PY19, 839 Youth Program enrollees participated in 5,598 services. The service elements that made up the largest proportion of services delivered were Supportive Services (18.5%), Provision of Labor Market Information (11.4%), and Occupational Skills Training (6.9%). The majority (92.2%) of services delivered were Successfully Completed (70.4%) or remain In-Progress (21.8%).

Table 4.1 Service Element	All Vendors (including AZ@Work-MC Operations)															
	Services								Unique Service Recipients							
	In-Progress		Successful		Unsuccessful		Total		In-Progress		Successful		Unsuccessful		Total	
Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
1 - Tutoring, study skills training, instruction and dropout prevention	1	11.1%	5	55.6%	3	33.3%	9	0.2%	1	11.1%	5	55.6%	3	33.3%	9	1.1%
2 - Alternative high school services or drop out recovery services	0	-	0	-	0	-	0	0.0%	0	-	0	-	0	-	0	0.0%
3 - Paid and Unpaid Work Experience	81	26.2%	139	45.0%	89	28.8%	309	5.5%	73	25.8%	133	47.0%	77	27.2%	283	33.7%
4 - Occupational Skills Training	120	31.1%	226	58.5%	40	10.4%	386	6.9%	114	30.0%	226	59.5%	40	10.5%	380	45.3%
5 - Education Offered Concurrently with Workforce Preparation and Training for a Specific Occupation	0	-	0	-	0	-	0	0.0%	0	-	0	-	0	-	0	0.0%
6 - Leadership Development Opportunities	0	-	0	-	0	-	0	0.0%	0	-	0	-	0	-	0	0.0%
7 - Supportive Services	253	24.5%	627	60.6%	154	14.9%	1034	18.5%	129	24.2%	347	65.1%	57	10.7%	533	63.5%
8 - Adult Mentoring	0	-	0	-	0	-	0	0.0%	0	-	0	-	0	-	0	0.0%
9 - Follow-Up Services	17	40.5%	25	59.5%	0	0.0%	42	0.8%	14	43.8%	18	56.3%	0	0.0%	32	3.8%
10 - Comprehensive Guidance and Counseling	14	33.3%	15	35.7%	13	31.0%	42	0.8%	14	33.3%	15	35.7%	13	31.0%	42	5.0%
11 - Financial Literacy Education	36	14.9%	145	59.9%	61	25.2%	242	4.3%	32	14.2%	140	62.2%	53	23.6%	225	26.8%
12 - Entrepreneurial Skills Training	0	0.0%	0	0.0%	1	100.0%	1	0.0%	0	0.0%	0	0.0%	1	100.0%	1	0.1%
13 - Services that provide Labor Market Information	36	5.7%	564	88.5%	37	5.8%	637	11.4%	16	3.1%	477	93.3%	18	3.5%	511	60.9%
14 - Postsecondary Preparation and Transition Activities	1	0.3%	348	99.4%	1	0.3%	350	6.3%	1	0.3%	340	99.4%	1	0.3%	342	40.8%
Design Framework	663	26.0%	1848	72.6%	35	1.4%	2546	45.5%	340	40.8%	472	56.7%	21	2.5%	833	99.3%
Total	1222	21.8%	3942	70.4%	434	7.8%	5598	100.0%							839	100.0%

Provision of Services by Vendor (YTD)

Tables 4.2 through 4.6 identify service provision by vendor, using the same methodology as Table 4.1. Youth Program Elements for which no services were provided have been removed from the tables.

Arizona Center for Youth Resources (ACYR)

The most common services provided by ACYR (N=199) through this reporting period were Supportive Services (68.8%), Work Experience (11.6%) and Financial Literacy Education (11.6%). The contract with this provider ended during Q1, and no further services will be delivered.

Table 4.2

Service Element	Arizona Center for Youth Resources															
	Services								Unique Participants							
	In-Progress		Successful		Unsuccessful		Total		In-Progress		Successful		Unsuccessful		Total	
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct
1 - Tutoring, study skills training, instruction and dropout prevention	0	0.0%	1	100.0%	0	0.0%	1	0.5%	0	0.0%	1	100.0%	0	0.0%	1	0.7%
3 - Paid and Unpaid Work Experience	0	0.0%	15	65.2%	8	34.8%	23	11.6%	0	0.0%	15	75.0%	5	25.0%	20	14.8%
7 - Supportive Services	0	0.0%	86	62.8%	51	37.2%	137	68.8%	0	0.0%	67	80.7%	16	19.3%	83	61.5%
9 - Follow-Up Services	0	0.0%	13	100.0%	0	0.0%	13	6.5%	0	0.0%	10	100.0%	0	0.0%	10	7.4%
11 - Financial Literacy Education	0	0.0%	15	65.2%	8	34.8%	23	11.6%	0	0.0%	15	71.4%	6	28.6%	21	15.6%
12 - Entrepreneurial Skills Training	0	0.0%	0	0.0%	1	100.0%	1	0.5%	0	0.0%	0	0.0%	1	100.0%	1	0.7%
13 - Services that provide Labor Market Information	0	0.0%	1	100.0%	0	0.0%	1	0.5%	0	0.0%	1	100.0%	0	0.0%	1	0.7%
Total	0	0.0%	131	65.8%	68	34.2%	199	100.0%							135	100.0%

DK Advocates

The most common services delivered through the report period by DK Advocates (N=435) were Supportive Services (62.3%), Financial Literacy Education (13.1%), Work Experience (11.7%), and Services that provide Labor Market Information (10.6%).

Table 4.3

Service Element	DK Advocates															
	Services								Unique Participants							
	In-Progress		Successful		Unsuccessful		Total		In-Progress		Successful		Unsuccessful		Total	
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct
3 - Paid and Unpaid Work Experience	2	3.9%	28	54.9%	21	41.2%	51	11.7%	2	4.2%	28	58.3%	18	37.5%	48	18.8%
7 - Supportive Services	70	25.8%	165	60.9%	36	13.3%	271	62.3%	47	30.5%	90	58.4%	17	11.0%	154	60.2%
9 - Follow-Up Services	8	88.9%	1	11.1%	0	0.0%	9	2.1%	6	85.7%	1	14.3%	0	0.0%	7	2.7%
11 - Financial Literacy Education	0	0.0%	43	75.4%	14	24.6%	57	13.1%	0	0.0%	43	76.8%	13	23.2%	56	21.9%
13 - Services that provide Labor Market Information	1	2.2%	35	76.1%	10	21.7%	46	10.6%	1	3.1%	25	78.1%	6	18.8%	32	12.5%
14 - Postsecondary Preparation and Transition Activities	0	0.0%	1	100.0%	0	0.0%	1	0.2%	0	-	0	-	0	-	0	0.0%
Total	81	18.6%	273	62.8%	81	18.6%	435	100.0%							256	100.0%

Rescare / Equus

Services delivered by Rescare (N=844) included Supportive Services (36.8%), Work Experience (27.7%), Financial Literacy Education (19.2%), and Labor Market Information (14.9%).

Table 4.4

Service Element	ResCare/Equus															
	Services								Unique Participants							
	In-Progress		Successful		Unsuccessful		Total		In-Progress		Successful		Unsuccessful		Total	
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct
3 - Paid and Unpaid Work Experience	79	33.8%	95	40.6%	60	25.6%	234	27.7%	71	33.2%	89	41.6%	54	25.2%	214	82.9%
7 - Supportive Services	110	35.4%	141	45.3%	60	19.3%	311	36.8%	35	33.7%	48	46.2%	21	20.2%	104	40.3%
9 - Follow-Up Services	8	72.7%	3	27.3%	0	0.0%	11	1.3%	7	77.8%	2	22.2%	0	0.0%	9	3.5%
11 - Financial Literacy Education	36	22.2%	87	53.7%	39	24.1%	162	19.2%	32	21.6%	82	55.4%	34	23.0%	148	57.4%
13 - Services that provide Labor Market Information	30	23.8%	70	55.6%	26	20.6%	126	14.9%	11	16.7%	44	66.7%	11	16.7%	66	25.6%
Total	263	31.2%	396	46.9%	185	21.9%	844	100.0%							258	100.0%

Chicanos Por La Causa (CPLC)

Chicanos Por La Causa provided services to 12 individuals through this reporting period within the element of Tutoring, study skills training, instruction and dropout prevention.

Table 4.5

Service Element	Chicanos Por La Causa															
	Services								Unique Participants							
	In-Progress		Successful		Unsuccessful		Total		In-Progress		Successful		Unsuccessful		Total	
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct
1 - Tutoring, study skills training, instruction and dropout prevention	1	14.3%	4	57.1%	2	28.6%	7	100.0%	2	28.6%	3	42.9%	2	28.6%	7	100.0%
9 - Follow-Up Services	1	14.3%	6	85.7%	0	0.0%	7	50.0%	1	20.0%	4	80.0%	0	0.0%	5	41.7%
Total	2	14.3%	10	71.4%	2	14.3%	14	50.0%							12	100.0%

Rio Salado Behavioral Health Systems

Rio Salado Behavioral Health Systems was the lone provider for the service element, Comprehensive Guidance and Counseling, for 41 individuals during the reporting period.

Service Element	Rio Salado Behavioral Health Systems															
	Services								Unique Participants							
	In-Progress		Successful		Unsuccessful		Total		In-Progress		Successful		Unsuccessful		Total	
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct
10 - Comprehensive Guidance and Counseling	14	34.1%	15	36.6%	12	29.3%	41	100.0%	14	34.1%	15	36.6%	12	29.3%	41	100.0%
Total	14	34.1%	15	36.6%	12	29.3%	41	100.0%							41	100.0%

Youth Program - Exits and Length of Participation

Through this reporting period, 463 participants exited from the WIOA Youth Program in PY2019. Length of Participation for individuals exiting the program is based on the number of days between the program participation date and the program exit date.

Table 3.4

	Youth Program		
	In-School	Out-of-School	Total
Exits (YTD)	2	461	463
Average Length of Participation (Days)	52	194	194
Median Length of Participation (Days)	52	155	150

Employment & Placement Outcomes

Employment & Placement outcomes in Table 5 are based on the WIOA Performance Indicator: Employment/Education Rates in the 2nd Quarter after Program Exit. Individuals that received Occupational Skills Training and Supportive services during participation were the most likely to be employed or enrolled in postsecondary school during the 2nd quarter after exit.

Table 5

	Youth Program, Employment/Education Rates (Exiters between 07/01/2018 – 12/31/2018)											
	Target Rate	YTD		Q1		Q2		Q3		Q4		
		Rate	Exiters	Rate	Exiters	Rate	Exiters	Rate	Exiters	Rate	Exiters	
Supportive Services	69.5%	67.9%	221	50.0%	52	74.6%	71	75.6%	41	70.2%	57	
Education Services	69.5%	65.5%	29	60.0%	5	69.2%	13	50.0%	4	71.4%	7	
Work Experience	69.5%	62.6%	115	40.0%	30	72.7%	33	75.0%	24	64.3%	28	
Occupational Skills Training	69.5%	67.4%	138	51.7%	29	62.9%	35	72.5%	40	79.4%	34	
Apprenticeship	69.5%	-	0	-	0	-	0	-	0	-	0	
Total (All Program Exiters)	69.5%	68.6%	360	52.3%	86	75.0%	100	75.3%	81	71.0%	93	



COVID-19 Disengaging Youth



oppforyouth.org

September 2020

An initiative of:

ASU **Watts College**
of Public Service and Community Solutions
Arizona State University

Introduction

Opportunities for Youth (OFY) is a collaborative partnership of 73 government agencies, nonprofit organizations, community colleges and employers launched in 2015 in response to the high rate of opportunity youth (OY), or youth aged 16-24, who are not in school and not working, in the Greater Phoenix Metropolitan Area. Since 2017, OFY has been an initiative of the Center for Human Capital and Youth Development in the Arizona State University Watts College of Public Service and Community Solutions.

In light of COVID-19, the number of OY in the Greater Phoenix Metro Area has spiked dramatically over the past 6 months. To illustrate, in 2019, the rate of youth disconnection in the Greater Phoenix Metro Area was 12.3% (70,300 youth ages 16-24)¹. This rate today is estimated to be 25%, or nearly 1 in 3 youth ages 16-24 who is not working or in school. This translates to over 144,000 youth in the Greater Phoenix Metro Area who are disconnected from work and school.

OFY is the only collaborative in the Greater Phoenix Metro Area that focuses on reengaging OY. Meaningful investment in OFY will ensure that systems-change efforts will continue to be implemented and evaluated to ensure reengagement of OY. This means OY will get access to basic needs such as food, housing, and medical and behavioral health services via tele-medicine as well as connection to educational and employment opportunities.

By reengaging OY, these are many of the direct benefits to our communities, economy and society:

Education

- Lower high school truancy and dropout rates which leads to increased high school graduation rates.
- Higher college enrollment and completion rates and higher educational aspirations.

Interpersonal Relationship Building/Misc.

- Enhanced self-esteem and self-confidence which leads to healthier relationships and lifestyle choices.
- Improved interpersonal skills leads to stronger relationships with parents, teachers, peers and employers.
- Reduced involvement in criminal behavior, teen pregnancy and rates of substance use².

Career and Economic Well-being

- Graduates with a high school diploma or its equivalency have a “potential impact to the economy” between \$7,000 - \$9,000 more annually compared to those who do not have a diploma³.
- Better-qualified and skilled workforce will drive revenue growth for businesses leading to the increased chances of their employment and paying taxes that contributes to both their local communities and our Arizona economy.
- Reduced use of public assistance and reduction in generational poverty. As well as reduced crime will lead to safer and thriving communities.
 - Annual Cost of Direct Service per Opportunity Youth minus 3,865 Reengaged Phoenix Youth in 2019 x \$13,000 = \$50,245,000⁴

¹Lewis, K. (2020, June). A decade undone: Youth disconnection in the age of Coronavirus. New York, NY: Measure of America, Social Science Research Council.

²Dubois, David & Karcher, Michael & Keller, Thomas. (2009). Strengthening Mentoring Opportunities for At-Risk Youth.

³Brundage Jr, V. (2017, August). Profile Of The Labor Force By Educational Attainment. U.S. Bureau of Labor Statistics. <https://www.bls.gov/spotlight/2017/educational-attainment-of-the-labor-force/home.htm>

⁴Manning, L., Hunting, D., & Gupta, S. (2015, October). A win-win for Arizona businesses: Economic benefits of hiring opportunity youth. Phoenix, AZ: Arizona State University Morrison Institute for Public Policy, p. 8.

AZ Opportunity Youth Statistics

State Pre COVID-19

In 2018, Arizona had an Opportunity Youth (OY) rate of **13.2%** or **115,300**. However, due to the COVID-19 pandemic, **this number is estimated to increase**.

Opportunity Youth Forum Communities Post COVID-19

Opportunities for Youth (OFY) is one of 26 cities across the country a part of Aspen Institute's Opportunity Youth Forum. This forum is comprised of a network of over two dozen urban, rural, and tribal communities seeking to scale multiple reconnection pathways that achieve better outcomes in education and employment for opportunity youth. The forum has released estimated May 2020 OY numbers post COVID-19 for the **Greater Phoenix Metro Area**, the **Hopi Community**, and **Tucson**.

Greater Phoenix Metro Area

25.6% | 144,551
1 in 3 youth

Hopi Community

58.5% | 12,808
1 in 2 youth

Tucson

28.4% | 41,833
1 in 3 youth

OFY's Pandemic Recommendations

With the current COVID-19 pandemic and the increased demands of our economy and the needs of OY, we are best positioned with our collaborative to meet the needs for the Greater Phoenix area by:

- Hiring additional Youth Outreach Specialists to identify, recruit and refer OY to our 73 community partners. The youths' case managers will provide critical assistance and resources for youth to overcome existing barriers and support them in choosing an educational and/or career pathway. The OY outreach will take place in the light rail, smoke shops, liquor stores, nail salons, parks, malls, fast food restaurants, resource fairs as well as through social media and virtual events.
- Providing professional development workshops and training to service providers for reconnecting youth with histories of foster care, justice involvement, and homelessness.
- Organizing and providing trainings for OFY community partners on how to do tele-mental health/health services, burnout prevention for staff, and supporting our low-wage and essential OY workers as they continue to work in retail (supermarkets, delivery), sanitation and manufacturing (masks and personal protection equipment).
- Organizing our current base of over 70 local and national employers who are part of the OFY initiative to quickly and efficiently implement virtual hiring fairs for companies that are hiring workers. Once social distancing is lifted and people can return to work, OFY can pivot to support industries that will need mass numbers of workers (e.g., manufacturing, retail, construction). OFY will have developed and honed the technology to conduct remote/virtual hiring events, which can be replicated in other industries.

Contributions to OFY will provide us the needed resources to set these young people on an educational and/or career pathway that will support their financial security and help them become contributing members to both their local communities and our Arizona economy. And doesn't everyone deserve a chance – inside and outside of a pandemic-- to overcome their current barriers? We invite you to learn more about the **Opportunities for Youth fund** (www.asufoundation.org/ofy). Together we can ensure these youth are connected to a pathway to a brighter future.



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