



## **Operational Guidance 11-2024 – WIOA 14 Youth Program Elements** *Including guidance relative to the Adult Mentoring Program*

This guide provides guidance and examples of the 14 Elements of the WIOA Title I Youth Program. While comprehensive, please recognize that it may not encompass every aspect. It remains the responsibility of the program operator and staff to thoroughly review all relevant policies to ensure proper documentation and allowable expenditures.

The required 14 Elements are:

1. Tutoring, study skills training, and instruction that leads to a high school diploma
2. Alternative secondary school services or dropout recovery services
3. Paid and unpaid work experiences
4. Occupational skill training
5. Education offered concurrently with and in the same context as workforce preparation activities
6. Leadership development opportunities
7. Supportive Services
8. Adult mentoring
9. Follow-up Services
10. Comprehensive guidance and counseling
11. Financial Literacy
12. Entrepreneurial skills training
13. Services that provide labor market and employment information
14. Activities that help youth prepare for and transition to post-secondary education and training

All 14 elements are required to be available each program year.

The following suggestions and resources will assist in including the 14 Elements in your case management and program activities:

- GADJ (Guidance and Direction for Job Seekers)
- NCCareers.org
- Hosting work readiness and GED workshops at your local NCWorks Career Center
- Partnering with local community colleges, public schools and alternative high schools
- Partnering with local non-profit agencies and faith-based agencies to offer volunteer activities
- Partnering with local chambers who host young professional groups to provide adult mentoring (*note: adult mentors can receive a stipend for their time*) or a local Civic Group (like Rotary or Kiwanis)
- Partnering with any of the required One-Stop Partners (*connect with your Center Manager to receive a list*)
- Host a JobClub for participants
- Offer a Financial Literacy workshop (most banks are willing to assist)
- Small Business classes at your local community college (all are FREE)
- Utilize the WEX and/or OJT programs
- Referrals to partnering agencies when participants need intensive counseling (such as substance, alcohol abuse or domestic violence)
- Provide supportive services (per our policy)

- Utilize the approved training list to upskill your participant
- Hold NCWorks training with participants and show them how to keep their account updated as well as find local labor market information, job search, virtual recruiter, etc.
- Follow-up services are required for 12 months after the participant exits
  - Participants should be made aware that the Career Advisor will stay in contact during follow-up. You may provide supportive services (as documented on their ISS) during the 12-month follow-up period provided the anticipated service is documented on ISS prior to exit.

Local Area staff will be glad to assist in suggesting and developing additional methods for offering the 14 Elements. See following pages on Adult Mentoring Guidance.

*Note: Per TEGL 21-16, service activity code 417 should ONLY be used when referring a participant to a partner agency for counseling involving drug or alcohol abuse, mental health issues or a referral to a partner agency for other issues. When providing CAREER COUNSELING AND ADVISING, service providers should use service activity code 442, 401, or another relevant activity code and ensure that both the linked service case notes document the service provided to the participant.*

#### **Applicable Policies, TEGLs, and other Documents:**

[https://ion.workforcegps.org/resources/2017/01/31/09/44/WIOA\\_Youth\\_Program\\_Elements](https://ion.workforcegps.org/resources/2017/01/31/09/44/WIOA_Youth_Program_Elements)

<http://riverseastwdb.org/staff-resources/guidance-direction-for-job-seekers/>

<https://nccareers.org/>

<https://www.skillsusanc.org/>

<https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEGL/2022/TEGL%2009-22/TEGL%2009-22.pdf>

[https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEGL/2017/TEGL\\_21-16.pdf](https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEGL/2017/TEGL_21-16.pdf)

#### **ADULT MENTORING GUIDANCE**

Mentoring is one of the required 14 program elements for the WIOA youth program. Mentoring is a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee.

Rivers East WDB recommends that the Youth provider use a published and established mentoring program or establish its own structured and effective mentoring program that includes one or more of the following contexts for career-focused mentoring:

- **Career Exploration**—learning about specific high demand and high growth industries and jobs to find an initial “spark.”
- **Work-based learning**—Teaching skills, often around a collaborative project with young adults, potentially including a combination of classroom and worksite activities.
- **Job shadows**—bringing youth into the workplace where they can observe, build skills, and “try on” roles.
- **Internships/apprenticeships**—with youth as quasi-employees, focused on skill development
- **New employee onboarding**—in which young people are employees and the emphasis is on deepening engagement, solidifying role identity, and integration into workplace culture
- **Academic mentoring**—with the intention to build workforce skills and mastery of content knowledge

The Mentor Program may integrate these contexts within their current advising/case management structure to further develop work readiness and work maturity as well as goal setting and attainment for youth participants.

The program must include the **following considerations** to ensure effectiveness and positive outcomes:

- Emphasis on work skills and other hands-on learning
- Frequent interaction to develop positive relationships between mentor and mentee
- Matching mentors with mentees based on experiential similarity
- Pairing mentees with more than one mentor over the course of their participation.
- Pre-identified and established purpose and outcomes for the mentoring experience.
- Recruitment of mentors according to commitment and desire to help young people gain skills, experience, and knowledge that helps them reach their career and training goals.

**Benefits/Outcomes** of an effective mentoring program should include at least one of the following outcomes:

- Job training skills
- Exposure to workplace settings
- Networking skills and growth of social capital
- Employment opportunities and employability
- Career-related outcomes
- Access to and increased credentials for college and job-training programs
- Reduced antisocial behavior
- Enhanced belief the training is relevant

#### **Mentor Requirements and Considerations:**

- Mentors are willing to make the time commitment needed: the provider should determine whether to use volunteer mentors or compensate mentors for their time and effort. The mentor's employer will also need to be supportive of this project.
- Mentors understand their role is not the same as the participant's supervisor.
- Mentors are interested in building relationships with participants
- Mentors are passionate about their work and will show enthusiasm and excitement about the work they do every day.
- Mentors have strong communication and socioemotional skills (patience, dependability, confidence).

#### **Mentor Screening:**

- The program has established criteria for accepting mentors into the program as well as criteria for disqualifying mentor applicants
- Prospective mentors complete a written application that includes questions designed to help assess safety and suitability for mentoring youth.
- The program conducts at least one face-to-face interview with each prospective mentor that includes questions designed to help the program assess suitability.
- The program conducts a comprehensive criminal background check on prospective adult mentors, including searching a national criminal records database, along with sex offender and child abuse registries and, when relevant, driving records.
- The program conducts reference check interviews with multiple adults who know the applicant that include questions to help assess suitability
- Prospective mentors agree in writing to a one-year commitment for the mentoring relationship or a minimum time as required by the program.
- Prospective mentors agree in writing to participate in face-to-face meetings with mentees that average a minimum of once a week and four or more hours per month over the course of the relationship, or at a minimum frequency and number of hours as required by the program.

## **Mentor Training:**

Minimum of one hour of in-person mentor training to include the following topics:

- Program requirements
- Goals and expectations for the mentee and the mentoring relationship
- How to help mentees identify and articulate their goals
- Obligations and appropriate roles
- Relationship development and maintenance
- Ethical and safety issues that may arise as related to the mentoring relationship, including whom to contact in the event of ethical or safety dilemmas
- Effective closure of the mentoring relationship
- Sources of assistance available to support mentors
- Opportunities and challenges associated with mentoring specific populations
- Initiating the mentoring relationship

## **Additional Training:**

- Appropriate physical contact
- Contact with the mentoring program
- Relationship monitoring requirements
- Approved activities
- Mandatory reporting requirements associated with suspected abuse, neglect, suicidality and homicidality
- Confidentiality and anonymity
- Other topics a deemed necessary by provider

The above recommendations are based on *Workplace Mentoring: Supplement to the Elements of Effective Practice for Mentoring*, October 2019

[https://www.mentoring.org/wp-content/uploads/2020/01/Workplace-Supplement-to-EEPM\\_Public.pdf](https://www.mentoring.org/wp-content/uploads/2020/01/Workplace-Supplement-to-EEPM_Public.pdf)

The youth provider will submit its mentoring plan to the workforce development staff for evaluation and approval prior to implementing the mentoring program.