



INNOVATE
WORKFORCE DEVELOPMENT



Arkansas Department
of Workforce Services

CUSTOMER CENTERED DESIGN OUT OF SCHOOL YOUTH

PRESENTERS

WENDY WANG
CHARLES HELMS

SEPTEMBER 25, 2018

Pictures say a thousand words

WHAT DO YOU SEE.....



adws

Arkansas Department
of Workforce Services

Customer Centered Design

WHAT IS CUSTOMER CENTERED DESIGN?



The Customer Centered Design approach focuses on the needs of the participant, then build services around the needs of the participant. The approach is both customer centered and customer focused.



Arkansas Department
of Workforce Services

Customer Centered Design

OUT OF SCHOOL YOUTH.....



- A large portion of out-of-school youth who are not working — those often referred to as “disconnected” or “opportunity” youth — **are involved to some extent with public systems, such as welfare services, foster care, and the juvenile or criminal justice systems.**
- **They often seek services from community-based public and private organizations.** In a recent evaluation, including a national evaluation of Youth-Build, youth training and employment programs have reported partnering with community-based providers such as child welfare agencies, social service organizations, group homes, probation or parole.



Arkansas Department
of Workforce Services

WIOA Out of School Youth.....

WHO IS ELIGIBLE?

An OSY is an individual who is:

- Not attending any school
- Not younger than 16 or older than age 24 at the time of enrollment, and one or more of the following:
 - A school dropout
 - 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.
 - A recipient of a secondary school diploma or its recognized equivalent who is low-income and is either basic skills deficient or an English language learner



WIOA Out of School Youth

WHO IS ELIGIBLE? CONT

- An offender
- A homeless individual, aged 16-24
- An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption...
- An individual with a disability; or
- A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment

Out of School Youth

A TARGETED POPULATION

“A Target Population” or “Hard to Serve”
Why?



adws

Arkansas Department
of Workforce Services

OUR CHALLENGE

WHY ARE OSY HARD TO SERVE?

- Lack of support system
- Multiple barriers (homeless, skills deficient etc.)
- Disability
- Offender
- Drop out
- Resides in a rural area (isolation)



Arkansas Department
of Workforce Services

Out of School Youth

COMMON NEEDS OF YOUTH AND YOUNG ADULTS

- Employment
- GED/Education
- Skills Training
- Transportation
- Child care
- Housing
- Resume Building
- Interviewing Skills
- Drivers license or Identification



Arkansas Department
of Workforce Services

Bridging the Gap

HOW MIGHT WE....



- Design services that meets the needs of our customers?
- Design services that engage and retain our youth customers that provide the support needed to succeed?
- Collaborate with our partners to provide a seamless service delivery and leverage resources?



adws

Arkansas Department
of Workforce Services

Partnerships are key!

Partnerships across the Workforce System will be the key to success!

- Coordinate with WIOA Core Partners
 - WIOA (Adult, Dislocated Worker, and Youth)
 - Adult Education
 - Wagner-Peyser
 - Rehabilitation

- Identify other organizations and program already serving youth and young adults

- Develop partnerships with non-profits
 - Looking to partner
 - Limited resources

- Juvenile courts

Customer Centered Design

BEING EFFECTIVE IN PARTNERSHIPS

- Knowledgeable and trained staff
- *Direct staff are at times unaware of resources that are available and how to use them if they are not connected to workforce providers*
- Develop strategies for partner Involvement
- Aware of services and resources
- Eligibility requirements
- Build relationships/Build upon existing relationships
- Follow through (doing what you say)
- Consistent



Innovative Partnership At Its Best!!



- Develop relationships (partners, non-profits, organizations)
- Regular meetings
- Provide input
- Buy in
- Mutual trust & respect
- Achieve more together than an individual organization can alone
- Participants have access to services they never knew existed



adws

Arkansas Department
of Workforce Services

Benefits of Partnership

- Expertise
- Knowledge
- Resources
- Diverse Organization
- Exchange ideas
- Create new opportunities for partners and mainly participants
- Increases the likelihood of success
- Everyone wins

What makes the Partnership Significant?

CHANGING LIVES, ONE AT A TIME.....



- We are able to impact participants on a wider scale.
- We are able to address social inequalities and economic barriers.
- We are able to provide opportunities and produce positive outcomes.



adws

Arkansas Department
of Workforce Services

Questions

Thank you !

.... Questions ?



adws

Arkansas Department
of Workforce Services