



## **What Should YIC Expect From Providers?**

### **1<sup>st</sup> Group**

- Meet performance measures.
- All complete and timely calendars. In time for meetings and monthly events. Overcome logistical issues...do email blasts...once a month...extend date for provider input...perhaps bring to meeting?
- Representation at meetings. Someone from each provider...in contract...COP track.
- Flexibility...think outside the box. Because you have always done it one way does not mean that is the only way. Best practices...innovative or open to innovation.
- Participation in trainings and workshops. Offer opportunities in a better way to attract participation. Too many all at once last summer.
- Collaboration (teamwork). Work with each other to meet common goals. But hard to do this since you compete for dollars and can't share a client, no double dipping...perhaps an MOU through COP could change this? Perhaps ITA...individual training accounts for adults like bus tickets/transfers. Next RFP: specific population.
- Establish relationships with youth. Providers should know interests and needs of youth clients. Needs analysis of youth.
- Spend the money allocated to you. Reduce carryover money. Use 15% for supportive services...can't be spent until alternatives are exhausted...this is carryover dollars.

### **2<sup>nd</sup> Group**

- Meet contract performance measures reporting requirements.
- Recognize providers as youth experts.
- Provider attendance at YIC.
- Voice concerns, issues, or areas of needed support and possible solutions.
- Welcome members to agency events and activities.

### **3<sup>rd</sup> Group**

- ID of youth and their needs.
- Delivery of high quality set of programs and services, i.e. meaningful outcomes, jobs.
- Job readiness skills that help program graduates gain meaningful employment (part of performance measures.)
- Add longitudinal follow up of graduates...providers follow up for one year.
- Add sharing of human interest stories. What are the bumps in the road, the lessons learned?
- What are the "best practices" in the field?
- Continue clear and concise reports.

## What Should Providers Expect from YIC?

### **1<sup>st</sup> Group**

- Attend calendar events! Providers identify highlights for YIC.
- “Hands off” not!! Expect YIC to ask pointed questions. Don’t tell YIC, “You don’t understand.” Explain it.
- Support what providers ask for.
- Patience and understanding.
- Teamwork.

### **2<sup>nd</sup> Group**

- Clear definition of their role
- Support in providing WIA youth services.
  - Connections to employers
  - Hands on involvement
  - Resources (bring) that aren’t supported by WIA funds, i.e. marketing.
  - Assist with addressing barriers to successful services.
- Voice concerns, issues, areas of needed support and solutions.
- Have an adequate orientation to providers. Add rigor to orientation. Have a “cheat sheet” that lists one paragraph per provider and program.
- Full understanding of WIA youth requirements and performance outcomes.
- Active participation as a YIC member.
- Request for useful, meaningful, and timely reports.
- Act as a working group vs. a monitoring/advising.

### **3<sup>rd</sup> Group**

- Financial support
- Content knowledge and expertise
- Liaison with sites...collaboration among providers
- Ombudsman: intermediary between providers and COP...advocate...mediator.
- Participation/involvement/engagement. Add helping ID businesses and helping with workshops.

## What Should YIC Expect from COP Staff?

### **1<sup>st</sup> Group**

- Timely communication. Heads up on issues and events.
- Ongoing training.
- Clear and concise reports.
- Add input on staff decisions.
- Patience and understanding.
- Hard copies of packets one week in advance. COP will accommodate YIC members.
- Teamwork.

### **2<sup>nd</sup> Group**

- Sharing of policies
- Good and complete data
- Coordination of activities...no duplication of services...coordinate calendars, coordinate site usage...system wide services.
- Share the challenges
- Regular communication: what's going right? What isn't? Example: 15% support services issue.
- Follow through...if you say you are going to do it, do it.
- Training...WIA guidelines and rules and best practices. What are best practices? How do they relate to providers?

### **3<sup>rd</sup> Group**

- Communication: timely information, meaningful reports, immediate feedback, email reminders for events.
- Follow through on requests, actions, etc.
- How can we help?
- Offer regular training to YIC members at YIC meetings.

## What Should COP Staff Expect From YIC?

### **1<sup>st</sup> Group**

- Attendance!!
- Open and honest.
- Review material (packets) in advance.
- Participate in ad hoc committees. Engage!
- Attend monthly calendar events.
- Patience and understanding.
- Teamwork.

### **2<sup>nd</sup> Group**

- Content knowledge and expertise. Know about RFP's (process and deliverables)...know requirements of providers and program deliverables.
- Appropriate ID of providers
- Commitment: attendance and time...examples: attend events, staff a booth, help distribute packets, active participation
- Assist in problem solving

### **3<sup>rd</sup> Group**

- Participation at events, training, etc.
- Add partnerships with businesses represented by YIC members, WIB, etc. List openings with WIA...alert networks of youth employment opportunities.
- Knowledgeable on youth issues and programs, etc.
- Attendance
- Be a "think tank" to guide youth programs.
- System perspective, i.e. Tucson program, Santa Cruz County, Yavapai County (other programs invited to present to YIC.)
- Be engaging and constructive feedback.
- Attend WIA training.
- Youth representation on YC...more than one person.