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## **YCinfo Search: Services to Youth through One-Stop Centers**

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In an effort to better align One-Stop Career Centers and Youth programs to provide a comprehensive system of workforce services to youth, YCi received a request from the field for the following information:

**“What One-Stops are working closely with youth, and in particular:**

- a. what types of services they are offering;
- b. what is the age group being served;
- c. how is the service being funded (WIA, YO, etc.); and
- d. does the program enroll participants 18 – 21 as Older Youth, Adult or both?”

YCi received the following responses to the *YCinquiry* as well as the U.S. Department of Labor Training & Employment Guidance letter No. 18-00 attached at the end of this document:

### **1. Hayward**

- a. The Eden Area One-Stop in Hayward, CA works with an EDD program called Eden Area Jobs for Youth.
- b. Eden One-Stop Contact: Darlene Carbonaro, phone (510)259-3510 [dcarbona@edd.ca.gov](mailto:dcarbona@edd.ca.gov)
- c. There are additional One-Stops in the area as well as other WIA-funded programs where the One-Stop is a partner.
- d. For Hayward WIB information, contact: Rosario Flores, phone (510)259-3812.

### **2. Humboldt County**

- a. Humboldt County's One-Stop's are beginning to work closely with the Youth as WIA is being put into place here. We will be serving 14 to 21 year olds, but certainly mostly 18 to 21, with the service funded through WIA.
- b. In the WIA program we will be enrolling 18 to 21 years olds as youth.
- c. We are providing anything needed to make the young person more employable. We are also involving any entity that might be involved with the youth, such as probation, Mental Health, etc. We are trying to use an existing plan, testing, etc, rather than duplication of services.

### **3. Imperial County**

- a. Entry to all Youth services is through the One-Stops
- b. Our marketing strategy rotates around Adult, D/W, and youth services. WIB staff & One-Stop staff attends all local high school career fairs to get the word out. Fliers have been inserted in the local Housing Authority's billings.
- c. One-Stop staff initiates the ISS for youth clients. The service provider to whom the client is referred completes the ISS, with proof that each element was or was not delivered.
- d. Providers conduct orientations at the various One-Stops.
- e. Our Youth Council approved the development of a “youth-friendly” web site, getting input from youth representatives of the Youth Council to make the web site appealing to youth. We are creating a Youth Resource Guide for youth needs in addition to employment opportunities.
- f. Services are provided to youth ages 14–21, with a few co-enrollments of older youth into adult services
- g. Contact: Ed Delgado [edelgado70@hotmail.com](mailto:edelgado70@hotmail.com)



#### 4. Kern County

Kern County has an active Youth Council that has assisted in the integration of youth into the Workforce Investment Board activities.

Kern County has 10 One-Stop centers that serve Kern, Inyo and Mono counties. The Workforce Investment Board monitors these centers to ensure that they are serving all youth. The One-Stop centers house several agencies that serve youth and adults in an effort to provide truly seamless career development and job-search assistance.

#### 5. Long Beach

- a. Youth Opportunity Center is a stand-alone One Stop
- b. Programs offered:
  - i. WIA
  - ii. School to Career
  - iii. CalWORKs
  - iv. Hire-a-Youth
  - v. Long Term Family Self Sufficiency – ASPIRE
  - vi. Responsible Fathers Program
- c. Partners include:
  - i. Long Beach BLAST (Better Learning After School Today)
  - ii. LBUSD School for Adults
  - iii. LBUSD ROP
  - iv. EDD/YEOP
- d. Ages served: 14 - 24
- e. Funding: WIA, LA County (We are NOT a YOG)
- f. 18–21 year olds are primarily enrolled as older youth, but if services are better through adults, then they are enrolled as an adult
- g. Contact: Cecile Harris Walters [Cecile\\_Walters@ci.long-beach.ca.us](mailto:Cecile_Walters@ci.long-beach.ca.us)

#### 6. Marin County

- a. Our youth receive all 10 elements
- b. Age group is 14 – 21 year olds
- c. Service is funded through WIA & CalWORKs
- d. Program enrolls 18 – 21 year olds as older youth only
- e. Contact: Janis Reynolds [jreynolds@co.marin.ca.us](mailto:jreynolds@co.marin.ca.us)

#### 7. Napa

- a. The Napa County Training & Employment Center (One-Stop) does work with younger youth. They operate programs in partnership with a number of other agencies and with the schools, funded by WIA (our only WIA youth provider).
- b. Napa County TEC contact: Marty Finnegan, phone 707-253-4291
- c. Youth Council contact: Jackie Gitman [JobCalGrad@aol.com](mailto:JobCalGrad@aol.com)



## 8. Orange County

- a. Two of four One-Stops in the Orange County Workforce Delivery Area work with all youth ages 14 to 21. They both offer a year-round WI"A program and a summer TANF Youth Employment Program funded by CalWORKs. Their services address the 10 WIA elements.
- b. The West Regional One-Stop Center in La Habra's partners include:
  - i. North Orange County Community College District
  - ii. North Orange County Regional Occupational Program
  - iii. EDD/YEOP
  - iv. City of La Habra
  - v. Department of Rehabilitation
  - vi. Job Corps
  - vii. Community Resource Care Center
- c. For more information on the West Regional One-Stop Center, contact Tana Havumaki at [thavumaki@csa.co.orange.ca.us](mailto:thavumaki@csa.co.orange.ca.us)
- d. The Youth Cafe Center (YCC) in Garden Grove is a state of the art, hands-onj youth driven and focused One-Stop. It is designed to motivate and empower youth to set goals, explore career choices, and seize opportunities created by rapidly changing labor markets. In addition to the WIA Youth and CalWORKs/TANF Youth Employment Program, the YCC houses a very successful Non-Traditional Pre-Apprenticeship Training Program (provided by a combination of funding streams). YCC partners include:
  - i. EDD/YEOP
  - ii. City of Garden Grove
  - iii. Department of Rehabilitation
  - iv. St. Anselm's Cross Cultural Community Center
  - v. Santa Ana College
  - vi. Foster Assessment Center
  - vii. Lincoln Education Center
- e. For more information on YCC, contact Tonia Reyes-Uranga at [turanga@csa.co.orange.ca.us](mailto:turanga@csa.co.orange.ca.us)

## 9. Riverside County

- a. Riverside County has six Youth Opportunity Centers that serve as Youth One-Stops. The Youth Opportunity Centers are operated by Community Collaborations that offer the ten required program elements. We also provide job placement assistance services at our Adult Workforce Development Centers through our Hire-A-Youth Program.
- b. The Youth Opportunity Centers serve youth ages 14-21. The Hire-A-Youth programs serves youth ages 16-21.
- c. The Youth Opportunity Centers are funded with WIA funds. However, some of the services offered are funded by the community partners. The building for one of the centers was donated by the city where it is located. Hire-A-Youth program operated at the Adult Workforce Development Center is funded by Community Development Block Grant (CDBG) funds.
- d. 18-21 year olds who are served at the Youth Centers are enrolled as youth. Older youth who seek services through the Adult One-Stops are enrolled as adults. We currently are not co-enrolling older youth.
- e. Riverside contact: Felicia Miller, [fmiller@calworkforce.org](mailto:fmiller@calworkforce.org)



## 10. San Luis Obispo County

San Luis Obispo County recently formed its Youth Council with members of its existing Children's Network. The Youth Council had its first meeting in July. San Luis Obispo County has two one-stop centers – one in the north county, one in the south.

These one-stop centers, the School-To-Career programs, High School Career Centers and the Chamber of Commerce reach all youth. In addition, the San Luis Obispo County Workforce Investment Board website also connects youth to WIB resources

## 11. Santa Barbara County

- a. Each high school has a Career Specialist serving all WIA eligible youth and a Youth Service Liaison who acts as a communications liaison to the One Stops (called Workforce Resource Centers). The Specialists bring their students to the local One-Stop Center site as part of their career exploration and planning during the last six months of high school.
- b. All 10 elements are available to youth.
- c. We held a large Youth Employment Fair on May 21<sup>st</sup> at the Abel Maldonado Youth Center which had over 400 youth attending at which they learned about the One-Stop Center services available to them. Our local Santa Barbara County Education Office has partners with the Youth Center to develop a satellite One-Stop Center at the Youth Center for youth access.
- d. We are also actively engaging in a youth community mapping project that will engage our youth in creating what works for them to accomplish their goals.
- e. The two One Stops have applications for contracted WIA Youth Services programs. The One Stops are not providing youth services on-site.
- d. The Santa Barbara County Ed. Office website has downloadable applications for its contracted WIA Youth Services program (YouthForce) see: [www.sbceo.org/careers](http://www.sbceo.org/careers)
- e. Santa Barbara contact: Art Fisher, [afisher@sbceo.org](mailto:afisher@sbceo.org)

## 12. Sonoma County

- a. One-Stops in Sonoma County serve anyone who walks through the doors for core services, i.e. orientation, workshops, access to the computer lab, resource library and job search center, faxing, copying and phone access. For more intensive services, younger youth (and some older youth) are referred to our contracted service providers.
- b. Most youth 18 and over who show up at our One-Stop can be served through our adult programs. However, if after a brief interview, it seems more appropriate for that youth to work with a youth-serving agency, s/he is referred. Additionally, some older youth go directly to the service providers by referral from Probation, foster care, the schools or some other agency or service
- c. We enjoy a partnership with the School-to-Career program in Sonoma County who provide special assistance through the Pathfinder web-based program, linking youth with businesses for internships, job shadowing, mentors, employment and more.
- d. We plan to have a youth resource room up and running soon, staffed by partner youth-serving agencies. This center will be a youth-friendly environment that encourages youth to set goals and achieve them regarding their vocational and educational needs



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- using the resources at Job Link and receiving assistance from youth-serving partner staff. We also plan to have workshops available that are specific to youth around the issues of employment and would address such topics as child labor laws, work permits, right-to-work documentation, how to fill out a job application, interview, etc.
- e. Sonoma County contact: Paula Peterson, [ppeterson@sonoma-county.org](mailto:ppeterson@sonoma-county.org)

### 13. Ventura County

Ventura County has six One-Stop centers and two satellite centers.

The county uses the “Realizing the Dream” program that provides a One-Stop staff member who either takes the One-Stop experience to the parents and youth or brings the parents and youth to the One-Stop center. Ventura has found this type of system has been extremely productive in taking the Workforce Investment concept into the community.

### 14. Verdugo

- a. The Verdugo area enrolls participants (18-21) as a youth and/or an adult, depending upon what services they will receive. No classroom training is provided for youth this age, so if they need classroom training, they must enroll as an adult. That is the Verdugo WIB policy, but it is essentially theoretical at this point because there is so little training money available here.
- b. Generally, we provide work experience augmented by academic enrichment for youth 16-17. In summer months, the WIA dollars are significantly augmented by LA County welfare funds for welfare youth, where we enroll a few youth 14-15.
- c. Other youth services include YEOP provided through EDD.
- d. Verdugo contact: Sandra Greenstein, [agreens@earthlink.net](mailto:agreens@earthlink.net)

### 15. Additional examples from sites outside of California:<sup>1</sup>

- a. **Tucson, AZ** youth service providers have each hired a Youth Service Specialist, who sits on a youth-focused case management team based at the One-Stop and attends weekly meetings to coordinate outreach, assessment, service delivery and follow-up.
- b. **Springfield, MA** One-Stops have dedicated staff who guide incoming youth through the process of securing an internship and developing a work-based learning plan to outline learning goals.
- c. **Corning, NY** has undertaken a marketing campaign to encourage youth and young adults to utilize the One-Stop. A “Job Squad” nametag identifies One-Stop staff that has been trained to work with youth.
- d. **Montgomery County, OH** has set aside a “Youth Works Area” for case management and the provision of referrals to education, training, and human services for young people.

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<sup>1</sup> Evaluation of the Transition to Comprehensive Youth Services Under the Workforce Investment Act, John J. Heldrich Center for Workforce Development & Jobs for the Future, May 2002



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Experienced youth workers who can customize services to meet individual needs staff the area. Specified times are set aside for youth to use the Job Bank.

- e. **Baltimore, MD** has cross-trained its One-Stop staff to serve both youth and adults. In-school and out-of-school youth can receive core services.

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## **Enhancing Connections to Youth and Accessing One-Stop Systems<sup>2</sup>**

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The Workforce Investment Act of 1998 requires each local area to establish at least one comprehensive One-Stop center, specifies a wide range of required partners, and specifies the types of services that must be available. Youth programs funded under WIA (title I, chapter 4) are required partners in One-Stop systems. Many existing One-Stop systems were established before WIA, under the Department's One-Stop initiative. Most of these One-Stop systems did not have outreach efforts to attract youth, pursue youth program partnerships, or provide youth services because the required core partners for that initiative primarily focused on adult customers. However, since youth programs are required partners under WIA, states should ensure that local One-Stop systems look for ways to better incorporate youth programs, develop a broader array of youth services, and reach out to a wider range of youth programs partners than was typical in the past. There are a number of ways in which local areas can enhance connections to youth and access to One-Stop systems. These include the following:

- **Supporting Youth through Organizational Design.** One approach is co-locating youth program staff at the One-Stop center or designating staff to coordinate outreach and services for youth at One-Stop centers. Even when staff are not co-located, cross training of youth programs and One-Stop staff can be extremely helpful. At a minimum, youth program staff should participate in tours of One-Stop centers and One-Stop staff should visit youth programs.
- **Marketing and Outreach Efforts to Recruit Youth.** There are a number of strategies to encourage youth to use the One-Stop system. These include: establishing linkages with schools, community-based organizations and faith-based organizations; conducting outreach efforts that target out-of-school youth; conducting special tours of the One-Stop centers for youth; and establishing linkages with School-to-Career systems.
- **Customizing One-Stop Center Facilities and Self-Service Resources for Youth.** Some One-Stop centers maintain information about youth activities and services, have separate resource rooms and/or have resources customized for youth. In addition, there are ways to make facilities more "youth friendly" and inviting to young people. Some local areas have established separate satellite centers targeted for youth or innovative satellite centers at places where youth spend time, such as secondary schools, libraries, parks and recreational facilities, or shopping centers.
- **Linking to Existing One-Stop Services.** In order to provide the ten required youth program elements under WIA, local areas may benefit from some of the activities and services that are already available through other funding sources at One-Stop centers. For example, some One-Stops provide vocational and GED training. In terms of supportive services, One-Stops may have referral databases for childcare providers or services such as family planning.

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<sup>2</sup> U.S. Department of Labor, Training and Employment Guidance Letter No. 18-00, April 23, 2001