

# WIA/DYS: BEST PRACTICE PROFILE

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**Workforce Area:** Boston, MA: Hampden County

**Program Description:** For out of school youth between the ages of 16-21 that are interested in obtaining their GED, high school diploma, collage, occupational training, and employment.

**Vendor/Provider:** New England Farm Workers' Council (413) 272-2200

**Area of focus:** Intensive case management so that the youth may complete their goals.  
*(Enrollment, service design, case management)*

**Were there specific challenges around enrollment that you had to address:**

Youth that are in the DYS system have had a harder life; they have spent time in correctional facilities and staff has realized that it takes a while for these youth to build up trust. The majority have no discipline, respect, stability, commitment, nor fear of anyone especially authority.

**Effort that drove this collaboration:** The Community Re-entry Center at CPM, Regional Employment Board, P-21 *(P-21, gap in services, DYS, community-based)*

**Were there special accommodations made in your program design for this population?**

No. The NEFWC WIA Program's design is universal for all youth: High expectations, consideration for barriers, setting of goals, and intensive case management. All youth are expected to be enrolled in an educational component, complete work readiness, and successfully complete a 6-week work experience.

**How do you account for and measure DYS youth participation?**

NEFWC staff needs proof of income and the majority of these youth can only obtain it through their DYS worker. NEFWC is referred youth from the CRC Program and is able to track them through referrals.

**What percentage of WIA youth served is from DYS?**

For FY'06 9% (9 of 101 youth) are WIA enrolled. Five of these youth are doing well. Four have been unable to complete their goals due to reoccurring issues.

**Any Additional information:**

This is a difficult population to serve and it takes more intensive case management to serve these youth than any other population.