

Revised March 16, 2021

Label Comment(s) by Category. Comments (SENSE Model) Template:

Label comment: DEV

DEV comment: Summarizing WIOA Eligibility. Customer Detail and Comp Assess completion and documentation.

DEV: OSOS Updated in full. Provided and reviewed with youth the EEOC and Grievance Procedures. Documentation is found in the youth's participant file for DOB and enrollment obstacle(s)/barrier(s) including if applicable, income eligibility. DOB verified with NYSDL or NYSLP or NYSID, or UI MIS/database or Other ____ and DOB tab completed. Youth is ____ years old at time of enrollment. Eligibility enrollment obstacle(s)/barrier(s) for youth include, choose one or more of the following:

- A school dropout
- A youth who is within the age of compulsory attendance but has not attended school for at least the most recent complete school year calendar quarter.
- A low-income individual who is a recipient of a secondary school diploma or its recognized equivalent and is basic skills deficient in literacy/numeracy as standardized test scored below 9th grade or an English Language Learner
- An individual who is subject to the juvenile or adult justice system
- A homeless individual
- Foster care/aged out of foster care/attained 16 years of age and left foster care for kinship guardianship or adoption/in an out of home placement/a child eligible for assistance under the Social Security Act
- Pregnant or parenting (including non-custodial parent, i.e. father)

Label comment: Objective Assessment

Objective Assessment comment(s) for each youth: Document completion of objective assessment in one or two comment(s) for assessment categories (a. through i):

- (a.) Academic Level: TABE Testing
- (b.) Basic Skill Level: TABE Testing
- (c.) Occupational Skill Level: Job Readiness Assessment Tool or Work Keys testing
- (d.) Prior work experience: Work experience on application
- (e.) Employability: CareerZone Work Importance Profiler
- (f.) Interests: CareerZone Interest Profiler
- (g.) Aptitudes: CareerZone Abilities
- (h.) Supportive service needs and who will be providing them
- (i.) Developmental needs “

Label Comment(s) by Category. Comments (SENSE Model) Template:

Label comment: Individual Service Strategy

Individual Service Strategy (ISS) comment:

Individual Services Strategy (ISS) completed with youth on _____. Youth supportive service needs including transportation assistance, and _____. Youth has poor/limited work history, or no work history as seen in application. Youth employment and/or educational goals include _____. Selective Service registration was verified and/or completed for male participant 18 years old and above. Required documentation is in the hard file including completed application, pre-TABE testing for youth with educational goals, or academic level testing such as Wonderlic GAINS or other for youth with employment goals only, income eligibility information (if applicable), and CareerZone Portfolio in OSOS.”

Label comment: Objectives & Services History/ISS

Objectives & Services History/Individual Service Strategy (ISS) comment: Today Navigator and youth, dually reviewed and signed copy of Objectives & Services History as accountability measure to verify and to acknowledge all achievement objectives and elements/services utilized were discussed to notate any changes in educational and/or employment goals as continuation of the Individual Service Strategy (ISS)

Label comment: Progress Update/Note: YEP

Progress Update/Note [Youth Employment Program (YEP) internship]: Document acquiring of transferable new skills from internship, job shadowing, mentoring, military, volunteer, life experiences, and pre-apprentice.

- “Progress Update/Note: Spoke with _____ he/she is doing good/well/needs assistance. Youth has learned the following new skills: _____ Youth needs assistance with _____.”
 - “Progress Update/Note: Spoke with youth and she is doing well in her YEP internship at St. Mary’s Patient Transport Department. She is learning communication skills in providing directions to patients or guests to different areas from the hospital, and how to answer the phone professionally.”
- “Progress/Note: Spoke with youth’s supervisor. He/she stated youth is doing good/well/needs assistance. Supervisor is working with youth in the following areas _____.
- _____

Label Comment(s) by Category. Comments (SENSE Model) Template:

Label comment: Progress Update/Note: (Resume/Cover Letter/Mock Interview)

Progress Update/Note (Resume/Cover Letter/Mock Interview):

- “Progress Update/Note: Provided resume, cover letter, and mock interview assistance and critique and assistance on completing online job application for _____.”

Label comment: Progress Update/Note: Youth disengaged

Progress Update/Note (Youth Disengaged):

- “Progress Update/Note: Attempted to contact youth on the following date(s) _____ via text/via phone/ in person/via social media but was not successful in connecting with youth. Phone was not in service/unable to leave a voicemail as it is not set up to take messages.”

Label comment: Transportation Assistance Request

Transportation Assistance Request: Sample comments

- “Transportation Assistance Request submitted to RW for monthly bus pass/ Speedway gas card for attending HSE class for TASC at _____/”
- “Transportation Assistance Request submitted to RW for monthly bus pass/ Speedway gas card for attending for individual service planning/”
- “Transportation Assistance Request submitted to RW for monthly bus pass/ Speedway gas card for attending YEP at _____/”
- “Transportation Assistance Request submitted to RW for monthly bus pass/ Speedway gas card for employment at _____.”

Label comment: Referral for Supportive Service #1-#6

Supportive Service Request: Referring for Supportive Services #1-6, sample comments.

1. Linkages to community services;
2. Assistance with child care and dependent care;
3. Assistance with housing;
4. Reasonable accommodations for youth with disabilities;
5. Legal aid services;
6. Referrals to health care;

Supportive Services #1-6 Sample comments:

- Supportive Service #1: “Referred and linked youth with supportive community services specifically for _____.”
- Supportive Service #2: “Referred youth for assistance with child care and dependant care to _____.”

Label Comment(s) by Category. Comments (SENSE Model) Template:

- Supportive Service #3: “Referred youth for assistance with housing to _____.”
- Supportive Service #4: “Referred youth for reasonable accommodations for youth with disabilities to ACCES-VR.”
- Supportive Service #5: “Referred youth for legal aid services to _____.”
- Supportive Service #6: “Referred youth for health care services to _____.”

Label comment: Supportive Service Request #7-#10

Supportive Service Request: Submitted Supportive Services #7-10 sample comments.

- 7. Assistance with uniforms or other appropriate work attire including appropriate clothing (i.e. intimate apparel: female/male underwear) or shoes to attend program activities or interviews and work-related tools, including such items as eye glasses and protective eye gear; (Claim voucher/RWI Navigator)**
- 8. Assistance with educational testing; (Claim voucher/RWI Navigator)**
- 9. Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes; (Claim voucher/RWI Navigator);and**
- 10. Payments and fees for employment and training related applications, tests and certifications.” (Claim voucher/RWI Navigator): Pg. 4: Covered payments and fees**

Supportive Services #7-10 Sample comments:

- Supportive Service #7: “Supportive Service Request submitted for assistance with uniforms or other appropriate work attire or shoes or work-related tools to attend _____ program activities or interviews.
- Supportive Service #8: “Supportive Service Request submitted for assistance with educational testing for _____.”
- Supportive Service #9: “Supportive Service Request submitted for assistance with books, fees, school supplies, and other necessary items for student enrolled in post-secondary education classes at _____.”
- Supportive Service #10: “Supportive Service Request submitted for assistance with payments and fees for employment and training related applications, tests and certifications for _____.”

Label comment: Incentive Request

Incentive Request:

- “Incentive Request: Submitted Incentive Request to RW for Credential Attainment/for Placement in Employment or Education 2nd Quarter after Exit/ for Placement in Employment or Education 4th Quarter after Exit/for Measurable Skills Gain (Lit/Num EFL Gain/ Attainment of secondary school diploma or recognized equivalent/ Secondary/Postsecondary transcript or report card/Training milestone/Skills progression)”

Label Comment(s) by Category. Comments (SENSE Model) Template:

Label comment: Exit Note

Exit Note:

- “Exit Note: Youth has completed their educational and/or employment goals. The following goals were attained or completed: _____. The following goals were not attained: _____. Verified and updated OSOS contact information to enable providing youth with follow up services.
- “Exit Note (Declining Follow up services for 12 months after exit): Youth has completed their educational and/or employment goals. The following goals were attained or completed: _____. The following goals were not attained: _____. Youth has declined receiving follow up services for 12 months.
- “Exit Note (Disengaged Youth): Youth has not completed the following educational and/or employment goals as youth is currently disengaged. Attempted on the following date(s)_____ to connect with youth in person, via phone/ text. The following goals were attained or completed: _____. The following goals were not attained: _____.

Label comment: Follow Up: 5 Elements allowed to use.

Follow Up Comment:

- “Follow Up: Connected with youth in person at home or employment, via phone/ text/email/social media/secondary phone contact. Provided youth with the following service(s): Supportive Services (bus pass/ gas card) or other.”
- “Follow Up: Connected with youth in person at home or employment, via phone/ text/email/social media/secondary phone contact. Provided youth with the following service(s): Adult mentoring.”
- “Follow Up: Connected with youth in person at home or employment, via phone/ text/email/social media/secondary phone contact. Provided youth with the following service(s): Financial Literacy Education.”
- “Follow Up: Connected with youth in person at home or employment, via phone/ text/email/social media/secondary phone contact. Provided youth with the following service(s): Labor Market Information.”
- “Follow Up: Connected with youth in person at home or employment, via phone/ text/email/social media/secondary phone contact. Provided youth with the following service(s): Activities preparing for and transition to postsecondary education and training.”

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Label Comment(s) by Category. Comments (SENSE Model) Template:

Label comment: Follow Up: Unable to connect with youth.

- “Follow Up: Unable to contact/to connect with youth as youth has moved and there is no updated contact information/ as youth is not returning calls or outreach attempts.”