
Youth Advantage Plus:

**Enhancing Services to
Youth with Disabilities**

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Youth Advantage Program:

“Seeing youth not for who they are, but for who they can become.”

The Pilot Project:

- Youth Advantage (WIA Youth Model)
- Identified Needs of Youth w/Disabilities
- Opportunity for Collaborative Funding
- Proposal
- Outcomes/Benefits

Youth Advantage Program:

- Youth Advantage is the WIA Youth program model for the Mid-Ohio Valley Region of WV operated by Ross IES
- Services provided to over 160 - 200 youth across 9 counties in west central WV. The region contains a few cities, but is primarily rural.

Identified Needs in Serving Youth w/Disabilities

2009-2010 1/3 Youth Advantage
Participants had diagnosis of disability

Staff needed assessment information to
determine occupational functional levels

Several youth were dually enrolled
without integrated plan

Opportunity for Collaboration:

In January 2010, WV Division of Rehabilitation Services offered a grant opportunity for the WV WIA Youth programs to expand service to youth with disabilities.

Projects were funded from February 2010 to February 2011.

The Proposal:

- 1. Establish youth case manager position to serve youth with disabilities and serve as a liaison between WIA and rehabilitation services**
- 2. Co-locate liaison with rehabilitation counselor within Workforce Center**

The Proposal:

Focus services for 3 populations

- 1. Youth w/disabilities not currently served by Youth Advantage or Rehabilitation Services**
- 2. Youth Advantage participants w/disabilities**
- 3. Rehabilitation Services Youth Clients**

Benefits:

YOUTH

More
Comprehensive
or New Services

Better Service
Delivery
(Accommodations)

Less Confusion

Better Support
System

More Positive
Outcomes

DRS

Options for youth not
yet ready for
services

Integrated
Experiences for
Clients

Expanded Resources

Referrals

WIA

Referrals

Access to Expertise

More
Comprehensive
Assessments

More Access to
School
Environments

Expanded
Resources

Learning Points:

- Building Great Partnerships with Agencies Serving Youth w/Special Needs
- Maximizing Individualized Case Management
- Best Practices for Service Delivery

Building Great Partnerships:

- ✓ Mutual Respect
- ✓ Communication
- ✓ Defined Roles
- ✓ Trust
- ✓ Common Goals

Building Great Partnerships:

✓ Mutual Respect

✓

Do you:

- *Have awareness of other agencies?*
- *Understand the services they provide?*
- *See how your participants can benefit?*
- *Have commitment of management to work together?*

Building Great Partnerships:

- ✓ **Mutual Respect**

- ✓
 - Everyone who “touches” our customers is valuable and needed!

- *It offers a “**Holistic**” approach to meeting the needs of our customers!!*

Building Great Partnerships:

Collaboration

Like Dating

New, Exciting

Not Very Serious

**Look Forward to
Seeing the Other
Person**

Co-Location

**Like Moving In
Together**

**Shared
Responsibilities**

**Discussion about the
Future**

**If something is a deal
breaker, then cut
your loses**

Integration

Like Marriage

**Creating Long Term
Opportunities**

**Built on Trust
and Respect**

**Solace to have
someone to
count on in
tough times**

Building Great Partnerships:

Collaboration

Working on special projects like transition fair

Having dual participants

Co-Location

Rehabilitation Services staff co-located at Workforce Center

WIA Youth Case Manager Liaison shares an office with Rehabilitation Services Staff

Integration

Mutual involvement at intake and IEP Meetings

Comprehensive communication

Shared Standards of youth accountability

Ongoing Service Development

Building Great Partnerships:

✓ **Defining Roles**

- Coordination of Services
- Unified approach towards change
- Partner Buy-In
- Forward Thinking Ideas
- Partner contribution leads to accountability and achieving outcomes (mutual leverage)
- Identifying and Eliminating Duplication
(Cost efficiencies)

Building Great Partnerships:

✓ Trust

“People will always doubt what you say, but they will believe what you do!”

Building Great Partnerships::

✓ **Trust**

- Credibility is foundation from which you build!
- Developing Consistency and Continuity

Building Great Partnerships:

✓ **Common Goals**

Common Ideals forged by:

- Sense of Urgency
- Commitment to Customers
- Desire to Impact Change (Action vs. Words)

KEY POINTS: Partnerships

Successful partnerships are forged by the following principles:

- In competition **“for each other”** not **“with each other”**
- Unify services
- Create unique opportunities

KEY POINTS: Partnerships

- Build consistency and continuity
- Communicate at every stage of customer involvement
- Individual accountability reflects system accountability

KEY POINTS: Partnerships

- Working together creates greater opportunity
- Having someone to count on during tough times makes us work harder for each other
- Relationship need to be based on trust and respect

Maximizing Individualized Case Management:

JOSH	KIM	JOE
Initial Contact: School Referral, Joint Meeting DRS/WIA	Initial Contact: DRS through school	Initial Contact: WIA
Diagnosis: ADHD	Diagnosis: Learning Disability	Diagnosis: Communications Disorder, Anxiety
Educational Status: Graduating Senior	Educational Status: Junior	Educational Status: Graduating Senior
Work Status: Unemployed	Work Status: Community Work Incentive Program through school	Work Status: Unemployed
Goal: College	Goal: Undecided	Goal: Employment

Maximizing Individualized Case Management: **JOSH**

NEEDS

Credential

College Prep

Work Experience

Support System

SERVICES

Work Readiness

Subsidized Work

Mentoring

Comprehensive
College Prep

Leadership Training

Resource
Development

OUTCOMES

Diploma

College Admission

Scholarship

Work Experience in
Occupational
Goal

Network/
Support System

Maximizing Individualized Case Management: **KIM**

NEEDS	SERVICES	OUTCOMES
Occupational Goal	Career Exploration & Work Readiness	Diploma
Credential	Subsidized Work	CNA License
Driver's License	Mentoring	Driver's License
Stable Housing	Training Assistance	Unsubsidized Employment
Support System	Subsidized Housing	Purchasing Home
	Life Skills	Network of Support
		Confidence

Maximizing Individualized Case Management: **JOE**

NEEDS	SERVICES	OUTCOMES
Credential	Work Readiness	High School Diploma
Employment	Subsidized Work	Unsubsidized Employment
Driver's License	Job Coaching	Driver's License
Social Interaction	Mentoring	Stronger Support System
Support System	Driver's Permit Training	
	Cultural Events	

BEST PRACTICES: Service Delivery

- Remediation through Integration
- Optimal Service Delivery: Group vs. Individualized
- Increasing Self-Awareness
- Promoting Accountability and Self-Advocacy

BEST PRACTICES: Programming

- Driver's License Preparation
- Hands On Demonstration Activities:
 - Cook Off
 - BIKISI (Build It, Keep It, Share It)
 - Ropes Course
 - Entrepreneurial Camp
- Transition Fairs
- Cultural Events

BEST PRACTICES: Path Forward

2011-2012 DRS COLLABORATIVE PROJECT

- Expand services/outreach in all 9 Counties
- Maintain liaison position by expand interaction with other regional offices
- Focus on capacity building and staff training for long-term sustainability
- Increase numbers served by building on last year's experience

BEST PRACTICES:

Q & A

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