

## What is the purpose of the program?

The Youth Program provides customers by offering an array of services so that youth are better able to successfully transition into the workforce and/or continue their education.

## What services can the customer expect?

Tutoring/study skills  
 Vocational/occupational training  
 Alternative secondary schooling  
 Adult mentoring  
 Paid & un-paid work experience  
 Support services (transportation, child care, etc.)  
 Leadership development  
 Summer employment  
 Comprehensive guidance & counseling  
 Follow-up services  
 Universal services: copies, fax, Internet Access, free workshops, job listings, job referrals, telephone access, [www.workintexas.com](http://www.workintexas.com), [www.urgjobs.org](http://www.urgjobs.org)

## How do customers qualify?

U.S. citizen or eligible non-citizen  
 14-21 yr olds;  
 Must meet income guidelines  
 Must also fall into one or more of the following categories:

- Pregnant or Parenting
- School Drop Out
- Homeless, Runaway or Foster Youth
- Offender
- Deficient in Basic Reading, Math or Language Skills
- Unable to secure or hold employment

## What is the process/flow?

1. Customer will attend a program orientation
2. Case manager will complete a pre-evaluation at time of orientation
3. Customer will be provided with an eligibility appointment for the following week
4. If eligible, customer will be assessed and schedule for testing
5. Based on the clients needs, barriers, and assesment a service plan will be develop.
6. If client has gotten his/her GED or High School Diploma, participant can be referred to vocational training
7. A contract will be submitted if training has been approved.
8. If contract is approved, customer starts training on designated date.
9. Customer progress is tracked through bi-weekly customer contact and monthly attendance will be kept on file.

## Who can assist the applicants?

Youth Case Managers are available to provide services at all One-Stop Workforce Centers

## What documents does the customer need to provide?

Birth certificate or authorization to work  
 US passport  
 Certificate of naturalization  
 Alien registration card  
 Selective service registration card (males 18 or older, born on or after January 1, 1960)  
 DD-214  
 Social Security Card  
 Picture ID or Drivers License  
 Marriage certificate and/or divorce decree

### Income documentation

As applies: Food stamp paperwork, TANF paperwork, check stubs, employer letter, child support documents

## Where Customers Go For Help!

See Highlighted CAREER CENTERS

**Downtown Office**  
 300 E. Main  
 El Paso, Texas  
 915.313.3000

**Eastside Office**  
 1359 Lomaland  
 El Paso, Texas  
 915.887.2500

**Northeast Office**  
 9740 Dyer  
 El Paso, Texas  
 915.887.2820

**Westside Office**  
 5070 Doniphan  
 El Paso, Texas  
 915.887.2730

**Ft. Bliss**  
 2494 Ricker Road  
 El Paso, Texas  
 915.566-8649

**Van Horn Office**  
 704 Broadway  
 Van Horn, Texas  
 432.283.1170

**Alpine Office**  
 710 Holland Ave.  
 Alpine, Texas  
 432.837.9800

**Fabens Office**  
 206 S.E. 8th Street  
 Fabens, Texas  
 915.764-4285

**Presidio Office**  
 100 Market  
 Presidio, Texas  
 432.229.8327

**Ysleta del Sur Pueblo Office**  
 11100 Santos Sanchez  
 El Paso, Texas  
 915.872-8648



## Top 5 frequently asked questions

1. **How do I qualify?**  
Meet eligibility guidelines
2. **Can you pay for my training?**  
If determined eligible
3. **Do I get paid for attending school?**  
No, but support services may be provided
4. **Can you help me find a job?**  
Yes
5. **How old do I have to be to be in your program?**  
14 – 21 years



### All Performance Measures

1. Educational Achievement
2. Attainment of Degree/Certificate
3. Placement in Employment or Education
4. Literacy/Numeracy Gains
5. Customers served WIA Youth
6. Average cost per customers served WIA Youth



### Funding Code:

97 for all activities  
 112 for Statewide Alternative Funding (if funding is available)



### The rules that govern how the program is operated

Workforce Investment Act of 1998 Title 20 CFR 664.410



### Aligned with Strategic Goal(s)

Goal 1: Better Educated and Skilled Workforce  
 1.2 Increase investment in partnerships in early childhood and Pre-K to 16 to develop career awareness, exploration and preparation