



## Unsatisfactory Youth Services Providers

**Effective:** December 1, 2016

**Reviewed:** November 17, 2021; July 1, 2022

**Reference:** TEGL 21-16, TA 21-05

### **Background:**

The Oswego County Workforce Development Board (WDB) responsibilities includes selection of youth services providers for workforce investment activities not offered by Oswego County Workforce New York (OCWNY). The selection of providers must be done through competitive contracts based on criteria established in the State Plan and the ability of the provider to meet performance accountability measures based on the primary indicators of performance for WIOA Youth programs.

### **Policy:**

The Oswego County WDB will establish metrics to determine if a youth services provider is performing satisfactorily. The metrics used will take into consideration goals established in the contract with each youth services provider, WIOA performance measures, and the New York State Customer Service Indicators. The WDB Executive Director or the Coordinator of Client Services will monitor youth services provider performance on an annual basis, and report progress/concerns to the Youth Council of the Oswego County WDB.

In the event a youth service provider is not performing satisfactorily, a written report will be submitted to the provider addressing the areas of concern, the corrective action needed and a timeframe for improvement. The service provider will be given an opportunity to explain issues impacting their ability to meet established goals and discuss concerns, and to reach agreement on a plan for corrective action. In the event a youth service provider is not successful in meeting agreed upon outcomes, the Oswego County WDB may discontinue contracts with that provider.