



Appendix A

Advance & Earn Program

Program Summary

Advance & Earn programs serve young adults aged 16-24 who are not working and not in school. Programs offer a continuum of education and employment services comprising three components: Pre-HSE Instruction, HSE Preparation, and Advanced Training. Participants enter the continuum according to their level of skills and receive comprehensive support services, including stipends or internships, tailored to individual needs.

Case Manager Requirements

- Programs elect to have either three or four case managers.
- If three case managers are selected, caseloads do not exceed 30 participants per case manager, and a full-time navigator is also on staff.
- If four case managers are selected, each case manager also has navigator responsibilities, and caseloads do not exceed 20 participants per case manager. Navigators support participants in accessing various programs to obtain needed benefits and services (childcare, medical and mental health services, housing etc.).
- Case managers have at least three years of experience providing case management services to opportunity youth and possess, at minimum, bachelor's degrees.
- Case managers have the necessary cultural sensitivity to effectively work with opportunity youth from any background, including foster care, immigrant, runaway and homeless, court-involved, and LGBTQ youth.
- Case managers are supervised by the coordinator for workforce development.

Case Management Standards

- Each youth is assigned to a case manager and ideally works with the same case manager throughout all components of the program.
- The case manager works with each assigned participant to develop an Individual Service Strategy (ISS).
- Case managers meet monthly with participants in Pre-HSE and HSE, and biweekly with participants in Advanced Training. Case managers meet more frequently with participants if needed. Meetings are conducted one-on-one.
- Case managers help youth connect to needed services, reassess and revise the ISS as needed, and assist in transition phases between program components and placements.
- Biweekly case notes to document ongoing support are required.
- Group counseling is provided as needed.
- Case managers follow up with participants for a period of 90 days after they leave the program. Follow up is extended to participants who appear to have dropped out.
- Case managers work to reengage participants with poor attendance through strategies such as telephone contact, home visits, and family outreach.

- Programs have the option of assigning a navigator role to case managers or employing a navigator to assist participants with referrals.
- Case conferencing among staff and service providers with which youth are engaged takes place at least monthly.