

**GLOW WORKFORCE DEVELOPMENT BOARD POLICY
UNDER THE WORKFORCE INNOVATION OPPORTUNITY ACT (WIOA)**

NAME OF POLICY: **GLOW Youth Work Experience Program (WEP) Policy**

GLOW WDB APPROVAL DATE: **~~June 19, 2019~~ February 11, 2022**

EFFECTIVE DATE: **~~July 1, 2019~~ February 11, 2022**

The Youth Work Experience Program (WEP) is a short-term, paid work opportunity for job-ready youth, who have very little or no work experience, to gain an understanding of what it means to be in a work environment, to communicate with co-workers on business related matters, to follow regular and assigned job duties, build professional skills and more. A youth Participant is matched up with a worksite and is paid minimum wage or comparable wage for private sector businesses that have higher starting hourly wages during their Work Experience. **Job shadows or internships that are appropriate and all parties agree to may be unpaid.**

Eligibility Criteria:

This opportunity is paid through Workforce Innovation and Opportunity Act (WIOA) funding. For a youth participant to be eligible for the Work Experience, they must first be WIOA-enrolled as a Youth. Duration of the program and hours per week will vary based upon the agreement with the Service Provider, Youth Participant, and Worksite Representative. Youth must then meet a certain level of job readiness, as determined by their Counselor and agreed upon in the Individual Service Strategy (ISS). The participant will have demonstrated interest and commitment to the program, as evidenced by consistent attendance to all appointments with the Youth Counselor. The following are WIOA Youth Work Experience categories:

1. Summer employment opportunities and other employment opportunities available throughout the school year;
2. Pre-apprenticeship programs;
3. Internships and job shadowing; and
4. On-the-job training (OJT) opportunities

Preparing Youth for Work Experience

Prior to acceptance into the WEP, the youth should meet with their Counselor for an assessment interview to determine if they are appropriate for the program and ready to begin their work experience. This appointment acts as the main point of information sharing with the youth counselor and addresses a series of subjects pertaining to the participant's next steps with the program, including:

- A discussion of purpose and structure of the WEP
- Analyzing worksite opportunities and selecting a worksite for placement
- Potentially making a connection between the worksite supervisor and the youth participant
- Paperwork, etc. unique to the selected worksite
- Providing the youth participant with payroll orientation
- If necessary, identifying any additional steps for the youth to complete before they begin their WEP

The Counselor should determine the participant's professional interests, education, and employment goals in considering the final placement decisions. It is then important to discuss the Youth Work Experience Program in full, the mission behind it, why they have been guided towards this program, its duration, and provide an explanation that this program is only a temporary work opportunity. Youth will be encouraged to develop positive rapport with their coworkers and worksite supervisors to obtain professional references and increase their chances of post-work experience hiring.

Using all information that has been gathered before and during this process, the Counselor should have internally decided upon the optimal worksite for the youth participant. At this point, the youth participant should be informed that the recommended worksite, considering all factors, should verify their interest in and ability to get to and from that worksite, and should verbally confirm that they are ready and able to accept the assignment. Should an appropriate opportunity be identified, but a connection with a business does not yet exist, the Counselor should work with the WEP to develop new opportunities that will benefit the youth's career goals.

Required Activities:

Career Zone:

There are required Career Zone activities that a youth **must** complete **prior** to beginning their work experience. Documentation **must** be maintained and current in OSOS and should reflect the activities that a youth is taking to prepare for the work experience, with corresponding Service/Program Element, Achievement Objective and Comments.

Documentation, Childcare and Transportation Assistance:

Prior to referral, the participant should be prepared with all documents required for work (Social Security Card, Photo ID, and Work Permit, if applicable), as well as reliable childcare arrangements (if applicable) and reliable transportation planned to and from the worksite.

Final Counselor Assessment:

Counselors will evaluate and confirm the job-readiness of youth before initiating the referral to the WEP program and connecting with an employer. Ultimately, the Counselor should feel confident that the youth is suitable and appropriate for the worksite.

Academic and Occupational Education Components:

In determining appropriate work experience placements, the Counselor should align work experiences with a youth's current occupational and/or long-term career goals (and as documented on OSOS under Employment Objective). The Counselor will provide educational components to youth to ensure success in their placements and career development. Educational components refer to contextual learning, with necessary information to understand and work in specific industries and occupations.

According to state regulations, work experiences **must** include Academic and Occupational Education components which:

- May occur concurrently or sequentially to work experiences.
- Can take place both inside & outside of the worksite.
- Can be provided by the business or in a classroom.
- Are flexible and tailored to the youth.
- Youth may not work any overtime hours.

While Occupational Education will be learned through the course of the participant's duties on the job, Academic Education will include learning some of the information that occupations need to know and should help to advance the youth in their professional development and/or through their desired occupational field/industry (based upon their documented employment objective). Appropriate academic education can be attained through additional on-the-job training or through outside activities, including independent study (HSE, Career Zone, Work Keys, etc.), as well as relevant post-secondary education classes and certificate programs.

Resume Prep/Mock Interview:

- This item is not required but strongly suggested. Both activities would help to determine how prepared the youth is, assess their written and verbal communication skills as well as non-verbal (eye contact), and also gauge their skills/interests as they pertain to the WEP site. The information gathered from these informal assessments could be used to further counsel the youth on how to be successful during the WEP.

Connecting Youth to Employers:

Counselors are responsible for creating new relationships with businesses in the community, when applicable. This is best accomplished when a youth has identified and is prepared for a specific opportunity and the Counselor is confident in pitching an identified individual to a company or through utilizing a Counselor's existing networks. Resources are available on the internet that can provide insight into successful Job Developing techniques, but Counselors are encouraged to utilize their existing networks to identify potential placement sites.

Different employers may have preferred methods for contact and it is encouraged that the Counselor accommodates these preferences as best as possible. This contact serves as an opportunity to create a meeting between the worksite supervisor and the participant *before* their first day. It is important for the supervisor to be able to meet their new worker, discuss the nature of the job, worksite expectations, dress code, and create a weekly schedule. Some employers may wish to prescreen or interview the youth prior to taking them on as a work experience, and many worksites have a lengthy orientation process, including background check and healthcare screening. The youth should be aware of the expected time-frame of the process, and the Counselor should communicate to youth that they should engage in professional communications throughout the process. If the worksite denies having a work experience participant at that time, the Counselor and youth participant should decide upon a new worksite and continue with the process.

Worksite Agreements and Participant Payroll Records

The local Service Providers are authorized to establish their own worksite agreement for the work experience program. The following documents are required for any work experience and hard copies must be kept on file with youth records at the Service Provider's location where files are stored:

- The ISS detailing duties a youth participant will complete while engaged in work experience.
- Academic and occupational component
- All necessary tax forms
- Working papers if applicable
- Executed WEP Worksite Agreement (Job Shadows in which WIOA staff attends the entire job shadow will serve as the worksite agreement.)

Duration of Work Experience and Worksite Monitoring

Work experiences are planned, structured learning experiences that occur in the workplace for a limited period of time. Each youth participant will be allotted a maximum of 200 hours for the duration of their work experience. This should provide ample time for youth to gain skills, make professional connections and obtain references, and solidify their status within a business that may be able to hire the youth in a competitive position. There may be circumstances where a youth participant will be permitted to exceed the number of hours established. Counselors will provide details why the youth should be permitted to receive additional hours and get local Service Provider Director approval to continue the work experience. In addition the GLOW WDB Executive Director will be made aware of the details of the extension in an email within 5 days of the continuation of the work experience.

The Counselor is responsible for a series of duties while a participant is completing their work experience assignment, including:

- Counselor should ensure that they have OSOS updated with information about the work experience, with corresponding Funded Service, Achievement Objective and Comment, within 5 days of making the referral, per documentation policy.
- Ensuring that the youth participant is completing their shifts and meeting worksite expectations
- Follow up with youth to track their progress and professional development
- Communicating with the worksite supervisor to check in and resolve any issues
- Conduct worksite monitoring as needed
- Inform all parties as the work opportunity is nearing its end
- Develop/Update participant's resume to include skill gains and work experience. In this assignment the counselor should oversee, and assist the youth in the development/updating of the resume.

Communication should take place with the worksite supervisor within the first week of the youth participant starting in their WEP position. If there are any immediate issues, it is the responsibility of the Counselor to collaborate with the youth participant, supervisor, and other necessary staff or partners to find a solution. If the severity of misbehavior from a participant at a worksite exceeds a tolerable level, that worker can be terminated from their work opportunity and will be removed from the Work Experience Program. In the instance where a youth is in good standing, but is not a good fit with the worksite, this youth can be referred to a different placement.

Overall, it is the responsibility of the Counselor to meet the needs of the Business and to maintain a successful working relationship.

WIOA REFERENCES, TEGL'S AND TA'S:

- WIOA Sec. 3(44); 129 (c)(2)(C); 129 (c)(4)
- 20 CFR § 681.460 (a)(3); 681.480; 681.600; 681.590; 681.260; 680.700; 680.710; 680.720; 680.730; 680.740
- TEGL 21-16; 23-14; 8-15; 10-16, change 1

OCCUPATIONAL AND ACADEMIC SKILLS LEARNING OUTLINE FOR WORK EXPERIENCEGLOW

Contractor: _____

Statement of Occupational and Academic Skills – Final Evaluation

Position Information

Name: _____

Worksite: _____

Job Title/Occupation : _____

Please Provide a Job Description of this Occupation and Attach to this Agreement
Occupational and Academic Skills are to be filled out prior to the beginning of the Worksite Assignment

Final Evaluation should be completed at the conclusion of the Worksite Assignment

<i>Please provide a list of tasks and skills to be learned.</i>	When Completed/Evaluated			
Occupational Skills to be Learned	Achieved	Not Achieved	Initials	Date
Academic Skills to be Learned				

Additional Comments: _____

Verified by Representative Signature *Date*

Youth Program Representative Signature *Date*

Youth Signature *Date*

GLOW TRAINING FOR **YOUTH FUNDS** APPROVAL FORM

Must be submitted prior to Training to GLOW [WDB Director jlazarony@co.genesee.ny.us](mailto:jlazarony@co.genesee.ny.us)

INDIVIDUAL TRAINING ACCOUNT

Service Provider Name: _____

Date: _____

Customer's Last Name, First Initial: _____, _____

OSOS ID#: _____

Type of ITA: _____

Training Start Date: _____

End Date: _____

Name of Training Provider: _____

Are they listed on the NYS ETPL? _____

Yes

_____ No

Amount of Funding: _____

Subsequent Years? _____

Summary of Situation: _____

ON-THE-JOB TRAINING OR CUSTOMIZED TRAINING

Service Provider Name: _____

Date: _____

Customer's(s) Last Name, First Initial: _____, _____

OSOS ID#: _____

OJT/CT Employer Worksite: _____

Training Start Date: _____

End Date: _____

Estimated Amount of Funding for OJT/CT: _____

Summary of Situation: _____

WORK EXPERIENCE

Service Provider Name: _____

Date: _____

Customer's Last Name, First Initial: _____, _____

OSOS ID#: _____

WEX Site/Location: _____

WEX Start Date: _____

WEX End Date: _____

Estimated # of Hours: _____

Estimated Amount of Funding: _____

Summary of Situation: _____

SUPPORTIVE SERVICES

Service Provider Name: _____

Date: _____

Customer's Last Name, First Initial: _____, _____

OSOS ID#: _____

Type of Supportive Services: _____

Estimated Amount and Type of Funding for Supportive Services: _____

Is staff aware of any other free resources available to help the customer with these needs? _____ Yes or _____ No

Summary of Situation: _____

INCENTIVE PAYMENTS

Service Provider Name: _____

Date: _____

Customer's Last Name, First Initial: _____,

OSOS ID#: _____

Type of Incentive Earned: _____

Amount of Incentive Payment: _____

Summary of Situation: _____

SIGNATURE

Service Provider Signature _____

Date: _____

Approval by WDB Executive Director

Name: Jay Lazarony _____

Date: _____

Signature: _____

C: Kristine Langless, GR