

**YOUTH@WORK  
WORK BASED LEARNING – Level I  
TECHNICAL ASSISTANCE GUIDE**



**COUNTY OF LOS ANGELES  
DEPARTMENT OF ECONOMIC  
OPPORTUNITY**



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## I. OVERVIEW

This Technical Assistance Guide (TAG) provides County operated and non-County operated America's Job Centers of California (AJCCs) with programmatic guidance and serves as a complement to existing policy, protocols, and procedures to carry out the complex tasks associated with the implementation of Youth@Work (Y@W) Work Based Learning (WBL) - Level I Services. It is the sole responsibility of the AJCC to ensure that all staff working on any aspect of the WBL- Level I Services be made aware of all requirements to implement and manage Y@W programs as provided in this TAG, the Y@W Statement of Work, Subawards, directives, training, and meeting information.

Y@W WBL services are available year-round and follow an "Earn & Learn" model linking youth ages 14-24 to paid work experience. The goal of WBL is to introduce youth to the workplace to gain valuable employment skills, earn an income, and learn about viable career pathways. WBL also serves as an incentive to stay in school, maintain a good academic standing, and understand the importance of continued education and how these impacts one's future earning potential.

## II. TARGET POPULATIONS

To maximize access to services, AJCCs are encouraged to conduct targeted recruitments and develop strategic partnerships to identify youth. Y@W prioritizes services to the following youth populations ages 14-24, unless otherwise specified by the County:

- **CalWORKs (CW):** CW youth ages 14-18, or 19 if enrolled in CalLEARN. (*The CalLEARN program is available to pregnant and parenting teens under the age of 19 and encourages participants to obtain their high school diploma*).
- **Other Underserved Youth (OUY):** Lesbian, Gay, Bisexual, Transgender or Queer and/or Questioning (LGBTQ+), homeless, low-income youth, or youth that reside in a high poverty area.
- **Foster:** Current or former foster youth.
- **Probation:** Juvenile justice involved youth directly referred by Probation Department via specified protocols.
- **System Involved Youth (SIY):** Youth with direct or indirect involvement in public systems including but not limited to the justice system (juvenile and adult), the child welfare system, foster, public housing, immigration, and Transitional Aged Youth (TAY). Additionally, youth with current or

previous parental involvement with the justice-involvement, immigration, public welfare system are also eligible.

All eligibility criteria are defined in Section IV, Intake & Eligibility Documents.

### **Funding Priority Designation**

When determining the appropriate funding source to support youth enrollment, maximize the following funding sources before utilizing OUY or SIY:

- CalWORKs
- Foster
- Probation

### **Interest Form**

To enable the recruitment and referral of priority youth, the Department of Economic Opportunity (DEO) has developed a Youth@Work Interest Form as a general recruitment system. Any youth interested in the Youth@Work program may submit an interest form and are automatically routed to the nearest AJCC based on the geographical proximity of their home address. AJCCs are required to contact every referred youth within 2 business days. All referrals must be updated in the Youth@Work Portal with the following appropriate disposition:

- Application Initiated
- Waitlist
- Duplicate Interest Form
- Ineligible
- Referred to WIOA
- Unsuccessful Contact Attempts
- Youth Appointment No Show
- Youth Declined Enrollment

## **III. PROGRAM YEAR PERFORMANCE GOALS AND TIMELINE**

The Program Year (PY) begins July 1<sup>st</sup> and ends June 30<sup>th</sup> of the following year. Table 1 below provides the one-year timeline with goals at every month necessary to meet contractually obligated performance metrics. AJCCs shall reach 100% placement and expenditure goals by June 30<sup>th</sup>. Placement is defined as a participant assigned to a worksite for work experience. Placement must be captured in the Youth@Work Portal and hours must be entered for placement to be counted towards performance. Funding will not carry over into the following program year.

**Table 1. PY Performance Summary of Required Placements and Expenditures**

Placements & Expenditure Goals from July 1 – June 30							
Funding	Category	July	August	September	October	November	December
All Funding	% Of Placements	8%	16%	25%	33%	41%	50%
	% Of Expenditure	8%	16%	25%	33%	41%	50%
Funding	Category	January	February	March	April	May	June
All Funding	% Of Placements	58%	66%	75%	83%	91%	100%
	% Of Expenditure	58%	66%	75%	83%	91%	100%

AJCCs shall ensure successful completion of performance outcomes by meeting monthly minimum placement goals **and** maximizing funding allocations. All enrolled youth are expected to work a full 160 hours, inclusive of Personal Enrichment Training (PET) and work experience during the program year. Youth have until the end of the PY on June 30th to complete 160 hours. AJCCs shall plan accordingly to ensure funds are available to cover the youth’s wages throughout the program year.

Should a youth not be able to complete the full 160 hours during the Program Year, youth must be exited by June 30 and re-enrolled in the new program year beginning July 1. Re-enrolled participants will be expected to complete 160 hours of work experience. No participant should be carried over into the new program year. Carryover participants are not allowed.

**IV. INTAKE & ELIGIBILITY DOCUMENTS**

New enrollments for the PY begin on July 1st. All documentation must reflect eligibility in alignment with the new program year. **Prior** to providing any service, AJCCs shall ensure that youth meet **all** eligibility criteria noted below **AND** the AJCC has all required documentation on file **AND** entered in the Youth@Work Portal. Any service provided prior to establishing eligibility or recording enrollment in the Youth@Work Portal shall be a disallowed cost and shall be the responsibility of the AJCC. Additionally, as part of the intake process, **LA County AJCCs shall also ensure that all youth create CalJOBS accounts before program enrollment.**

Although youth that participated in previous program years may re-enroll, AJCCs must target youth that have never participated in Y@W and youth in priority populations. To re-enroll a youth, AJCCs shall exit the youth by June 30, and shall follow the Modified Eligibility Process, detailed on page 4.

## **General Eligibility Determination and Required Documentation**

### ***Criteria 1. Identity, Age, and Right to Work Documentation***

Eligible youth shall be between the ages of 14-24 at the time of enrollment.

In accordance with Form I-9 (Attachment I), AJCCs shall retain copies of the participant's work authorization documents in the participant's digital case file. AJCCs shall use the most current Form I-9. AJCCs shall ensure that documents satisfying either List A **or** List B **and** C of the Form I-9 are provided at enrollment. The latest form can be obtained by visiting the USCIS website, here: <https://www.uscis.gov/i-9>

In addition, the most recent Form W-4 (Attachment II) must be signed by the participant and maintained in the Participant file. The latest form can be obtained by visiting the IRS website, here: <https://www.irs.gov/pub/irs-pdf/fw4.pdf>

### ***Criteria 2. Los Angeles County Residency Requirement***

AJCCs shall serve youth that are a resident of Los Angeles County. Youth and/or their parent/guardian may self-attest to this criterion through the Consent and Release Agreement forms (Attachment III & IV). AJCCs are required to verify that the address provided by the youth exists within the County of Los Angeles. AJCCs shall **not** collect further documentation to substantiate this criterion and a geographical waiver is not required for LA County residents under any funding stream. **Under no circumstances are youth who reside outside the County to be served.**

### **Work Permit**

A work permit (Attachment V) is required for all participating youth under 18 years of age unless the youth has acquired a high school diploma or a high school equivalency certificate. The work permit must be authorized by the youth's school prior to the youth's enrollment. The initial work permit must be obtained for the length of PET and a separate work permit must be obtained for each WEX worksite location. Work permits must be valid through the last day of PET and WEX, but no later than the last day of the program year. AJCCs shall also provide a copy of participant work permits to each worksite and upload a copy in the participant case file.

Although a work permit is not required for youth under 18 that have acquired a high school diploma or equivalent, AJCCs shall maintain a Certificate of Age by completing the first section of the work permit (Attachment V).

### **Modified Eligibility Procedures**

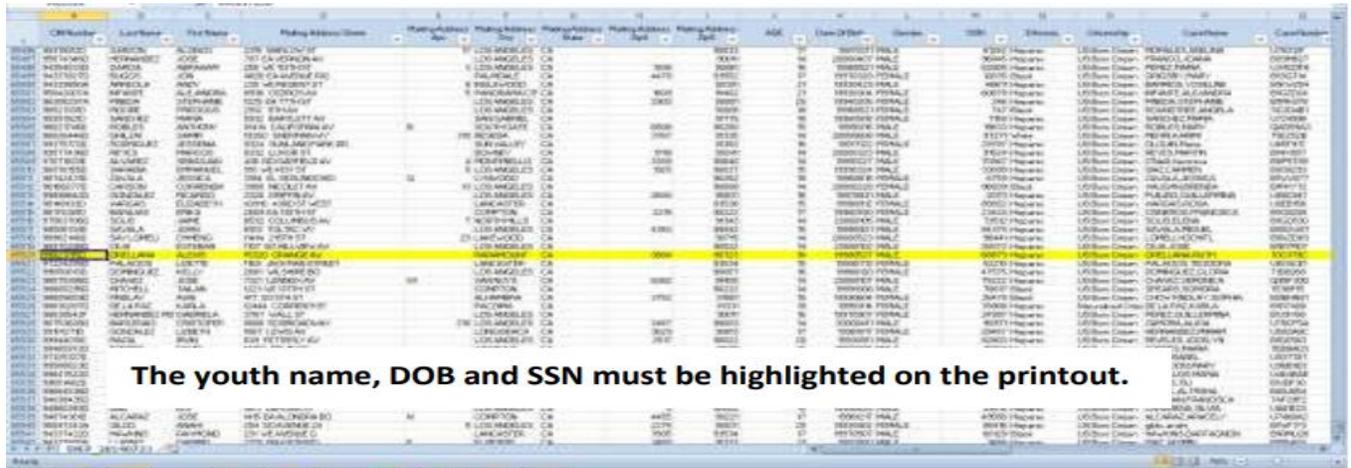
Participants may be re-enrolled in the new program year utilizing the same documents on file used to establish Criteria 1 (Identity, Age, and Right to Work Documentation) above provided that the documents utilized are current (i.e. unexpired) and valid, and that the re-enrollment occurs within 6 months of the initial enrollment. AJCCs shall document in case notes when this approach is taken.

AJCCs must create a new application in the Youth@Work Portal and maintain a new case file to contain the new year’s documentation by uploading all documents to the new application’s case file. AJCCs must ensure to establish funding eligibility as appropriate.

### **CalWORKs (CW) Eligibility Determination and Documentation**

CW youth must be between 14-18 years of age. To establish CW eligibility, first search for the youth in the most recent Department of Public Social Services (DPSS) Data Listing (see Figure 1). For security reasons, print a screenshot with the youth’s information only.

**Figure 1. DPSS ‘Data Listing’ Screen Shot Sample**



The image shows a screenshot of a DPSS Data Listing spreadsheet. The spreadsheet has multiple columns including Client Number, Last Name, First Name, Mailing Address (Street, City, State, Zip), Date of Birth, and various service status indicators. A specific row is highlighted in yellow. A text overlay at the bottom of the screenshot reads: "The youth name, DOB and SSN must be highlighted on the printout."

### **Cal-Learn Eligibility Determination and Documentation**

Cal-Learn youth must not be older than 19 years of age and must be either pregnant or parenting and receiving CalWORKs benefits. For Cal-Learn verification, AJCCs shall follow the same procedures utilizing the DPSS Data Listing above with the addition that the Cal-Learn identifier is also highlighted. (See Figure 2). For security reasons, print a screenshot with the youth’s information only.

**Figure 2. Cal-Learn Identifier Column**

ID	Last Name	First Name	Mailing Address	Mailing Address 2	Mailing Address 3	Gender	Cal Learn	District	District Desc
1	TAMAZAYAN	RICHARDO	8037 HAZELTINE PL		NORTH HOLLYWOOD CA	26 MALE		11	East Valley Assistance Paymen
2	ARRIZOLA	RODY	739 W 45E 1 5PC 48		LANCASTER CA	17 FEMALE		34	Lancaster Assistance Payment
3	TATE	EDWARD	20025 TAJAGUTA AV		CARSON CA	17 MALE		26	Compton Assistance Payments
4	MAYO	ASIA	1179 W 36TH ST		LOS ANGELES CA	16 FEMALE		12	Exposition Park Assistance Pa
5	QUIROZ	BRENDA	11121 SO NEW HAMPSHIRE AV		LOS ANGELES CA	15 FEMALE		83	Southwest Family Assistance
6	GARCIA	MELANIE	8130 SO ATLANTIC AV		CUDAHY CA	20 FEMALE		6	Cudahy Assistance Payments
7	FLORES	DAISYKA	9622 KALAMA ST		LOS ANGELES CA	20 FEMALE		27	South Central Assistance Paym
8	GONZALEZ	STEVE	13955 COTEAU DR		WHITTIER CA	15 MALE		40	Norwalk Assistance Payments
9	TREADAWAY	ASHIANA	9819 COMPTON AV		LOS ANGELES CA	16 FEMALE		17	Florence Assistance Payments
10	ESPINOZA	RICHARD	225 3/4 SA 53RD ST		LOS ANGELES CA	26 MALE		13	Metro Family Assistance
11	LEVERETT	SCOTTIE	8030 SO VERMONT AVE		LOS ANGELES CA	16 MALE		88	Southwest Family Assistance
12	RODRIGUEZ	MARIE	358 CEDAR AV		LONG BEACH CA	17 MALE		31	South Family Assistance Paym
13	RICHARDS	ZAHALE	18728 VIA PRINCESSA		CANYON COUNTRY CA	15 MALE		51	South Central (Branch of OR)
14	DELA CRUZ APO	SAAFIR	22330 MEYLER SE		TERRANCE CA	17 MALE		83	Southwest Family Assistance
15	MENDOZA	ANGEL	38057 FLORENZ ST		PALMDALE CA	18 MALE		58	Lancaster Assistance Payment
16	ESPINOZA	DANIELE	3461 W 2 MISSION RD		POKONIA CA	16 FEMALE	YES	36	Pomona Assistance Payments
17	WILLIAMS	ESCHW	154 W 52TH ST		LOS ANGELES CA	16 FEMALE		60	Rancho Park Assistance Payme
18	BELLO	MARVIN	235 W 47TH ST		LOS ANGELES CA	18 MALE		38	Metro North Assistance Payme
19	REZA	IVAN	11228 1/2 ATLANTIC AV		LYNWOOD CA	24 MALE		6	Cudahy Assistance Payments
20	HERRANDEZ	STEVEN	10000 IMPERIAL HWY		DOWNEY CA	17 MALE		8	Cudahy Assistance Payments
21	ARVAS	JASMIN	2824 OSWALD AV		HUNTINGTON PARK CA	20 FEMALE		5	Belvedere Assistance Paymen
22	PARYANI	MAHRAZDOON	17940 SHERMAN WY		RESIDA CA	15 FEMALE		82	West Valley Assistance Payme
23	WRIGHT	JAIJDA	5227 HUNTINGTON DR. N		LOS ANGELES CA	18 FEMALE		86	Lincoln Heights Assistance Pa
24	YOUNG	MARCELIS	630 EA BIXBY RD		LONG BEACH CA	16 MALE		81	South Family Assistance Paym
25	ARVAS	DIAFRA	4738 DOCKER AV		LOS ANGELES CA	24 FEMALE		15	Metro East Assistance Paymen
26	ORODO	CRYSTAL	7656 GILGIA AV		VAN NUYS CA	15 FEMALE	YES	82	West Valley Assistance Payme
27	JOHNSON	ISHANE	8300 SO VERMONT AV		LOS ANGELES CA	17 FEMALE		85	Southwest Family Assistance
28	JOHNSON	TAKAYLA	8227 SO HOOVER ST		LOS ANGELES CA	18 FEMALE		17	Florence Assistance Payments
29	ECOBAR	NOELIA	585 9D DUCKET ST		POKONIA CA	15 FEMALE		50	Pomona Assistance Payments

### Alternate CW Documentation

If the youth's name does not appear on the DPSS Data Listing, AJCCs shall verify CW status using the Confidential Verification form (Attachment VI) or the Verification of Benefits form, PA 1918 (Attachment VII) showing active CalWORKs benefits for the parent/guardian, and participant. The Confidential Verification form must be completed by authorized DPSS staff. The person with the open DPSS case (the youth's parent or guardian) shall sign the form and take it to the DPSS office for completion. Either the youth or parent/guardian shall return the completed form to the AJCC.

Alternatively, AJCCs may utilize the Verification of Benefits Form PA1918. The Verification of Benefits must be obtained by the participant via the [BenefitsCal](https://benefitscal.com/) website, at <https://benefitscal.com/>, to be acceptable. **No other form of verification shall be accepted.**

### Foster Eligibility Determination and Documentation

Foster youth must be current or former foster youth, ages 14-24, and meet the general eligibility criteria. All youth who are direct referrals through the Automated Referral System (ARS) qualify under this funding.

To establish foster status for youth who are not direct referrals in the ARS, any one of the following are acceptable forms of documentation that must be captured in the ARS:

- Referral Verification by Department of Children and Family Services through the ARS,
- Court documents,
- Official letters from school counselors, school districts, group homes, and court attorneys, or
- Foster verification from a child welfare agency in a surrounding County.

## **Probation Eligibility Determination and Documentation**

To qualify under the Juvenile Justice Crime Probation Act (JJCPA) category, eligible probation youth must be referred directly through the Probation ARS. All Probation referrals will be accompanied by a Prospective Authorization and Utilization Review Unit (PAUR) referral form via the Probation ARS.

## **Other Underserved Youth (OUY)**

To determine if a youth may be enrolled under the OUY funding category, AJCCs may use any of the below eligibility criteria:

- Youth resides within a high poverty area, utilizing the following link <http://bit.ly/2RDbWbh> and follow the Map Application Guide (Attachment VIII) for instructions.
- Youth identifies as low income and completes an Income Determination form (Attachment IX) and falls below either the 70 Percent Lower Living Standard Income Level (LLSIL) or the Poverty Guidelines located here: <https://www.dol.gov/agencies/eta/llsil> and <https://aspe.hhs.gov/poverty-guidelines>, or
- Youth provides a self-attestation that they identify as low income, homeless, or LGBTQ+ on the Consent and Release agreement.

## **System Involved Youth (SIY)**

To determine if a youth may be enrolled under the SIY funding category, AJCCs may use any of the below eligibility criteria:

- Youth / parent with current or previous connection to the justice system, including probation or incarceration,
- Parent's involvement in the immigration system,
- Current or former foster youth,
- Youth / parent is a current or former recipients of CalWORKs, CalFresh, or other social support benefits.

If a youth meets eligibility requirements for another funding category, ensure to utilize these categories first (e.g., CW, Probation, or Foster) until it is exhausted before utilizing SIY or OUY.

A summary of all eligibility criteria and required documentation can be found on the Youth@Work WBL Funding Streams and Documents (Attachment X).

## V. ADDITIONAL REQUIRED FORMS AND DOCUMENTATION

AJCCs shall gather the required documentation to establish WBL eligibility for program participation during the intake process. Once the required documentation is collected, the AJCC shall maintain **a digital case file in the Youth@Work Portal. No paper case files should be maintained.** DEO may introduce additional required forms throughout the program year. AJCCs must ensure to maintain all required relevant forms released in addition to the forms in this TAG.

Form substitutions are prohibited. With the exemption of agency required payroll and onboarding documents, additional forms **may only be introduced** with the written approval of DEO. AJCCs shall ensure all documentation is valid and current and has been signed by the appropriate person, where applicable.

### **Grievance and Complaint Procedures**

**For non-CW youth**, AJCCs shall establish and utilize their own complaint and resolution policies, procedures, and forms to address any complaints or issues according to the Equal Employment Opportunity laws and regulations. AJCCs shall provide a copy of the AJCC's complaint policies and procedures upon request. AJCCs shall complete a form **only** if there is any complaint of discriminatory treatment. Should a complaint arise, AJCCs shall report the incident within 24 hours to the Youth@Work team at [youthatwork@opportunity.lacounty.gov](mailto:youthatwork@opportunity.lacounty.gov).

**For CW Youth**, Complaint of Discriminatory Treatment Form (PA-607) (Attachment XI) is required for use with CW youth only. AJCCs shall complete the PA-607 **only** if there is a complaint of discriminatory treatment. Should a complaint be filed, AJCCs shall report the incident within 24 hours to the Youth@Work team at [youthatwork@opportunity.lacounty.gov](mailto:youthatwork@opportunity.lacounty.gov).

### **Initial and Ongoing Assessment Procedures**

Youth shall be assessed to determine work-readiness based on work history, work-related interests, skills, and aptitudes during PET. This assessment will be used to match the youth with the best worksite based on individual needs and interests.

Youth must participate in mock interviews during PET and shall participate in **at least** one (1) actual job interview before starting WEX. The AJCC shall document the time, date, and location of the mock and actual interviews in the Case Notes (Attachment XII).

### **Supportive Services**

AJCCs shall inform each youth of supportive services available to WBL participants at enrollment and throughout program participation. AJCCs shall assess each participant for supportive services, which may include transportation (i.e., bus tokens, bus passes, Uber, or Lyft, etc.), work uniforms, and any other reasonable necessities required for

youth to complete the program in accordance with the AJCC's supportive service policy, and case note that the needs assessment was completed. AJCCs shall make every effort to fully expend their Supportive Services funds. All supportive services must be documented on the Youth@Work Portal, including the type of services provided, the date provided, and the dollar amount associated with the services provided, along with copies of all receipts. Additionally, AJCCs may use CareerHub to support of achieving targeted goals.

AJCCs may provide snacks to the youth participants during PET or special events. The cost shall not exceed \$6.00 per day per youth and shall not exceed a total of \$30.00 per youth throughout their program participation. AJCCs shall invoice these costs according to fiscal invoicing procedures.

### **Youth Performance Assessments**

Once a youth begins the work experience assignment, the youth shall receive Performance Evaluation (PE) (Attachment XIII) after completing 60 hours of WEX. The PE shall be completed by the Worksite Supervisor. The AJCC shall then review and discuss the PE with the youth, acknowledging their strengths and weaknesses as identified by the Worksite Supervisor.

The Final Performance Evaluation (FPE) serves as the final indicator of the level of work readiness achieved by the youth. AJCCs shall ensure that each youth receives a FPE from the Worksite Supervisor during the final pay period towards the completion of their WEX hours. The AJCC shall review and discuss the FPE with the youth, acknowledging their strengths and weaknesses as identified by the Worksite Supervisor.

Upon completion, AJCCs shall identify if the youth can benefit from additional educational or employment services. Youth who may benefit from additional non-WEX services beyond the scope of Level I services shall be co-enrolled into Level II and/or Level III services, if eligible. This is optional for non-County Local Workforce Development Areas. Co-enrolled youth may not receive additional WEX services funded under Level II and/or Level III.

### **Participant Case File**

AJCCs shall ensure that all documentation is uploaded to the Youth@Work Portal case file. All participant case files must be documented in the Portal in lieu of hardcopy files for verification, monitoring, and audit purposes. Scanned documents must be visually inspected to ensure they are complete, clear, and legible before they are uploaded. Visual inspections for documents that are scanned into the Portal must meet the following requirements, all documents must be:

- Complete, clear, and legible (i.e., multi-paged documents must have all pages, scan quality should be at a high enough resolution to be easily read)
- Properly aligned (i.e., documents should be whole and not cut off)

AJCCs are no longer required to maintain separate hardcopy paper files of participant information once uploaded into the Portal. After each document is successfully uploaded into the Portal, paper records should be destroyed (i.e., shredded) and any documents that have been saved to a computer hard drive, desktop, removable media device, cloud storage, or in other environments outside of the Portal shall be deleted. All participant case files and records shall only be maintained in the Portal.

### **Uploading Documents to the Youth@Work Portal**

To upload documents from a participant's enrollment form, click on "Attachments". On the following page, click on "Browse" select the document to upload from your computer, select the file to upload, click on open. Verify that the correct file is selected and label the file by using the "Document Type" drop-down menu. Once labeled, click on "Attach this document" to upload the file to the participant's case file.

## **VI. PERSONAL ENRICHMENT TRAINING (PET)**

All youth are required to participate in PET based on the Transition Age Youth World of Work (TAYWoW) Curriculum. The use of TAYWoW Curriculum is mandatory for all AJCCs providing Y@W program services, unless otherwise stated by DEO.

TAYWoW is a trauma-informed, evidenced-based curriculum developed in partnership with Columbia University and facilitated by the L.A. TAY Collaborative. The training format includes peer-to-peer learning and a forum to share and process what has been learned. Youth are expected to receive up to 20 hours of instruction and receive an electronic copy of the WoWBook.

***The TAYWoW Curriculum is proprietary material. As such, AJCCs are prohibited from distributing or modifying its content without prior written approval from DEO.*** AJCCs shall also ensure each AJCC staff member is aware of this requirement and shall complete the Agreement for TAYWoW Curriculum Users (Attachment XIV).

AJCCs shall assign specific staff the responsibility of serving as a Master Trainer, who will be responsible for training new facilitators and ensuring sustainability and fidelity is upheld. AJCCs shall provide a suitable space with computer access and WIFI to provide TAYWOW trainings on a regular basis.

AJCCs have the flexibility to deliver in person or virtual PET using the pacing options available. Although the curriculum includes a total of 24 units, AJCCs are required to provide training on the 12 Core Curriculum Units from Modules A, B, C, D, & E.

The Core Curriculum training units are found in Attachment XV are as follows:

### **TAYWoW Core Curriculum**

**Module A- Finding Your Way (3 Units):** The purpose of this module is to help match skills, interests, and strengths to a career that is right for youth.

**Objectives:**

- Determine current work-related skills, interests, and preferences,
- Find a career of interest,
- Learn about a professional support network,
- Develop a career and educational plan to help your career goal, and
- Marijuana Awareness/Cannabis Campaign.

**Required Units from Module A:**

- Career Zone Assessment
- Unit A2 No One Goes It Alone and Portfolio Pg. 1
- Unit A3 Career Education Planning and Portfolio Pg. 3

**Module B- Act Like a Pro (4 Units):** The purpose of this module is to help youth determine what it means to be an appropriate, professional, and thoughtful worker to grow and be successful in their career.

**Objectives:**

- Identify behavior appropriate for the workplace,
- Understand the meaning of informal and formal workplace policies,
- Learn what it takes to communicate effectively at work,
- Review strategies to handle workplace conflict, and
- Become aware of cultural differences at work and how to manage them.

**Required Units from Module B**

- Unit B1 Behavior for Professionals
- Unit B2 Effective Communication to Reach Your Goals
- Let's Negotiate

**Module C- Look for Work (8 Units):** The purpose of this module is to introduce youth to ways to look for, apply to, and interview for jobs.

**Objectives:**

- Access job search resources,
- Identify jobs of interest,
- Understand the job search process,
- Update/create a resume and cover letter,
- Utilize online job search resources,
- Know how to complete a job application, and
- Understand the parts of a job interview.

**Required Units from Module C**

- Unit C4 Create a Resume and a Typed Resume
- Unit C5 Create a Cover Letter and a Typed Cover Letter
- Unit C7 Interviewing and Portfolio Pg. 12

**Module D- Financial Management (4 Units):** The purpose of this module is to help youth manage their money.

**Objectives:**

- Understand the importance of a budget,
- Practice creating a budget,
- Understand basic banking concepts,
- Practice balancing a checking account,
- Know the dangers and benefits of credit card accounts, and
- Understand the importance of saving.

**Required Units from Module D**

- Unit D1 Spending and Budgeting
- Unit D2 Stay on Track and Portfolio Pg. 13

**Module E- Keep it Real (2 Units):** The purpose of this module is to prepare youth to balance life with the demands of work or school.

**Objectives:**

- Understand how to assess your need for an accommodation at school or in the workplace,
- Consider support options for employment, and
- Explore the process of determining whether to share personal issues/ circumstances with the workplace.

**Required Units from Module E**

- Unit E1 Work and Your Lifestyle and Portfolio Pg. 16
- Unit E2 Activate Supports

**PET Requirements**

All youth are required to participate in PET. Youth are expected to receive up to 20 hours of paid PET training to ensure they acquire some of the basic soft skills necessary to succeed in the workplace. PET activity must be captured in the Youth@Work Portal, including date, hours completed per module, and the completion status of the module (See Section VIII, Mandatory Data Entry).

**Group Convening**

All youth must participate in a Group Convening after completing at least 40 hour of paid work experience. Group Convenings should be held in group format with other participants to reflect on their experiences and challenges in the worksite. Group Convenings are one-hour, paid activities and must also be captured in the Youth@Work Portal's PET activity section.

**Previous Completion of PET**

Youth that participated in the PET within the last 12 months through an AJCC, LACOE, Probation, or LAUSD, are not required to participate again unless the AJCC determines that the youth could benefit from repeating the module(s) again. In this instance, AJCCs

must keep indicate that each PET module was **Completed within the last 12 months** and providing the **participant's enrollment date** in the **Start / End date**, and **0 hours** completed on the PET section of the Youth@Work Portal.

## **VII. WORKSITE PROCEDURES AND WORK EXPERIENCE**

### **Worksite Checklist and Worksite Preparation Procedures**

AJCCs shall ensure that all worksites are aware of and meet County adopted health and safety standards, California Child Labor Laws, and Department of Labor requirements. Under no circumstances shall a youth be referred to a worksite that does not honor these standards. To assist in this process, the Worksite Checklist (Attachment XVI) contains a thorough description of requirements. A Worksite Agreement (Attachment XVII) shall not be executed until all the requirements of the Worksite Checklist are satisfied. The Worksite Checklist shall only be established once and is valid for the duration of the Y@W program unless otherwise stipulated by DEO. Worksites may provide youth with necessary equipment needed to successfully complete their work experience at the worksite's discretion. AJCCs are not responsible for the distribution, maintenance, or collection of any equipment provided to the youth by the worksite.

### **Worksite Evacuation Plan**

AJCCs shall ensure worksites have a valid evacuation plan in case of emergency. Should a worksite not have a plan, or a visible plan, the AJCCs shall assist in the preparation of one. AJCCs shall inform the worksite of this service during the Worksite Checklist review.

### **Worksite Supervisor's Manual and Supervisor Orientation**

The Worksite Supervisor's Manual (Attachment XVIII) contains a detailed account of the roles and responsibilities of both the AJCC and worksite. AJCCs are responsible for the implementation and integrity of the Worksite Supervisor's Manual provisions. AJCCs shall conduct at least one (1) Supervisor Orientation for each worksite, to ensure worksite supervisors understand their roles and responsibilities and all related WBL protocols. The supervisor orientation shall cover all provisions specified in the Supervisor's Manual. AJCCs shall ensure this important element is not overlooked. AJCCs shall note the Timesheet Requirements in the Worksite Supervisor's Manual.

### **Time Sheet Requirements**

Youth shall only work and be paid for the number of hours as authorized by and indicated on the Worksite Expectation Review (Attachment XIX) form. The Supervisor and the youth will keep a daily log of these hours on the time sheet provided by the AJCC. Other time sheets or records may not be used. The youth and Worksite Supervisor will both sign the approved time sheet. The signatures indicate that both agree with the information on the time sheet.

- Use a pen, typewriter, or computer. Pencil and correction fluid (white out) are prohibited. Any correction on the time sheet shall be initialed by both the Supervisor and the youth.
- Both the Supervisor and the youth's signature are required. Both electronic and wet signature are acceptable.
- Signed time sheets may be emailed as PDF format to the agency.
- Time sheets, that violate these rules will be sent back to the worksite for corrections. Payments will not be made on incorrect time sheets.
- The time sheet shall be signed and dated on or after the last day of work.
- The youth shall receive a copy of the completed and signed time sheet.
- Use standard time only. Do not use ditto marks or military time
- No hours are to be entered for days the youth was absent.
- Youth are not paid for holidays.
- Youth may be eligible for sick leave under the Healthy Families Act of 2014.
- Please round off the time to the closest 1/4 hour (15 Minutes).
- Work time shall always be recorded after the work is performed.

Under California Labor Code Section 512 a worker is entitled to, at a minimum, a 30-minute lunch break when the daily work schedule exceeds over six (6) hours and a 10-minute break for every four (4) hours worked

### **Worksite Agreement**

The Worksite Agreement is a non-financial contract that clearly defines the roles and responsibilities of each party to that Agreement. An executed Worksite Agreement indicates that each party understands the roles and responsibilities each has under the WBL services. Furthermore, an executed Worksite Agreement indicates that the worksite has satisfied all health and safety requirements as noted in the Worksite Checklist form.

Each worksite requires its own unique worksite agreement, however, AJCCs may negotiate a Master Agreement to cover multiple work locations. AJCCs wishing to exercise this option must notify DEO and provide a copy of the Master Agreement. Under no circumstance shall a youth be referred to a worksite that does not have an executed worksite agreement.

### **Worksite Expectations Review**

The purpose of the Worksite Expectations Review form (Attachment XIX) is to ensure youth, AJCCs, and supervisors are clear on the hours, expectations, and duties that will occur through this program. AJCCs shall prepare and discuss the Worksite Expectations Review form with the worksite supervisor once the worksite agreement has been executed **and** prior to any youth assignment. AJCC may provide the worksites with the Worksite Expectations Review form at the time of the Supervisor's Orientation if the information is available. Conversely, it is equally imperative that AJCCs explain clearly to the youth roles and responsibilities.

## **Worksite Guidelines for all Youth**

All current and new worksites partnering with Youth@Work and hosting participants must complete the Worksite Guidelines During Safer at Work Order until notification from DEO that this is no longer required, by participating youth. These guidelines provide specific information and resources that must be made available to participants, during work hours while onsite. The Worksite Guidelines must be signed by AJCC Staff, the youth, and worksite representative. The form must be maintained in participant's case file in the Youth@Work Portal.

## **Work Experience (WEX) Assignment**

Prior to beginning a WEX assignment, youths' skills set, interests and work experience preferences are assessed during PET. Youth may be placed in a physical, remote, or virtual worksite if the youth possess the requested skills and resources that are needed or conversely to provide the youth with the opportunity to develop a skill set. Priority population youth shall be encouraged to be placed at a County worksite location. See the Countywide Youth Bridges Program Directive WDP D18-03. Youth may begin the WEX assignment once the PET is complete and only after the worksite meets all safety criteria.

### **Remote WEX Assignment**

Youth may receive Remote WEX assignment in substitution for in-person WEX. Youth receiving Remote WEX must comply with all required forms, indicating that the placement is a Remote WEX assignment. Worksites must complete all required forms prior to placement of any youth. AJCC shall ensure that Remote WEX assignments meet the guidelines as specified WDP20-15 Youth@Work Remote Worksites.

## **VIII. MANDATORY DATA ENTRY**

**All data entry must be made within the same business day but no later than ten (10) business days of the date of participant registration, enrollment, placement, or exit.** AJCCs shall utilize the Youth@Work Portal as the case management and data repository. The Youth@Work Portal may be accessed via the link <https://yaw.wdacs.lacounty.gov/>.

It is imperative that AJCCs capture all youth demographics and activities as this information will be used for reporting, tracking, and performance purposes. The County firmly adheres to the adage that "If it is not in the system; it does not exist." Please refer to the Y@W Portal training material for complete user instructions.

AJCCs shall record the number of WEX hours completed at a minimum twice a month in the Youth@Work Portal by utilizing the timesheet function and entering the number of WEX hours completed to each week. To do so, select the Saturday of each week or the final day of the Program Year and enter the cumulative hours completed within the

selected week. AJCCs should note the youths' projected timeframe to complete the remaining hours using the Anticipated Completion Date field of the Youth@Work Portal.

All agencies should try to ensure information is correctly inputted into the Youth@Work Portal. Common mistakes include:

- Inputting First Name in the Last Name field
- Incorrect funding source
- Social Security Number

All Youth@Work Portal Correction Requests must be submitted to [Youthatwork@opportunity.lacounty.gov](mailto:Youthatwork@opportunity.lacounty.gov) within 10 business days of enrollment using the following template:

Participant Name	Application #	Funding Category	Change Request	Qualifier (SIY Only)	Request Justification

**Countywide Youth Bridges Program**

All CYBP placements must be recorded in the Youth@Work Portal for the AJCC to receive credit for the CYBP placement. CYBP participants enrolled in Level II, or any other non-County grant shall be enrolled under the Non-DEO Funding category and assigned to the respective CYBP work order in the Y@W Portal. Refer to WDP D18-03 Countywide Youth Bridges Program Directive for policy and guidance.

**IX. PROGRAM ACTIVITY END DATE AND EXIT PROCEDURES**

Youth enrolled in WBL services shall be exited through the Youth@Work Portal once the AJCC determines that maximum hours have been reached or if the youth voluntarily leave the program. It is the expectation that each youth shall receive 160 hours of PET and WEX within a program year. However, if participants are inactive for more than 90 days, have not responded to at least 3 contact attempts, or have explicitly indicated that they are no longer interested, participants shall be exited from the Youth@Work Portal.

**Exit Procedures & Good Cause**

In general, youth shall not be exited from the Y@W portal until the full 160 hours of WBL participation are complete. **AJCCs shall exit youth immediately after the completion of all WEX hours to avoid delayed data entry.** If a youth is unable to complete the program or would like to drop out of the program, the AJCC shall make every effort to provide available resources to help the youth complete the remaining hours. Should these resources be ineffective or not optimal then the AJCC may drop or exit the participant.

Once a youth has completed the program, the AJCC shall complete the following tasks before the last paycheck is provided to the youth participant:

1. **Complete the Final Performance Evaluation** - AJCCs shall review and discuss the FPE with the youth. The FPE shall be provided to the youth and a copy shall be maintained in the youth file.
2. **Issue Youth Survey**- AJCCs shall ensure that a Youth Survey is completed by each youth (<https://bit.ly/youthatworksurvey>) before exiting the individual. A printout of the survey completion confirmation must be uploaded in the participant's case file. To ensure proper and timely completion of the survey, the survey is to be shared with the participant near the end of the program as part of the exit procedures. Every effort must be made to encourage the participant to complete the survey, however in an event a youth declines, AJCCs shall document in case notes that the survey was provided. **Every youth shall be expected to complete the survey regardless of if an individual will not complete the program.**
3. **Issue Certificate of Completion** - The digital Certificate of Completion is issued after participants complete all program activities and when the FPE and Youth Survey are completed. The certificate shall be uploaded in the youth's case file.
  - a. Youth@Work Certificate of Completion (Attachment XX) must be issued to all participants at the completion of their WEX hours.
  - b. Countywide Youth Bridges Program (CYBP) participants must also be issued a digital and/or physical copy of their CYBP Certificate of Completion.
4. **Record Performance Measures**- The AJCC shall ensure all participant performance outcomes are reflected in the Y@W Portal Exit Form indicating all that apply:
  - a. Attainment of a library card, AND one of the following:
    - CYBP Certificate Issued
    - Dropped Out
    - Employed Full Time
    - Employed Part Time
    - Entered Advanced Training
    - Entered Postsecondary Education
    - Involuntary Exit
    - Moved out of County/State
    - Per Worksite's Request

- Placement by Error
  - Referred to WIOA
  - Returned to School (High School or College)
- b. Free Application for Federal Student Aid (FAFSA) Application – **All agencies are required to ensure that all college age participants have completed a FAFSA application for the upcoming school year.** Agencies will need to select one of the following in the Y@W Portal:
- AJCC assisted with the application,
  - Completed before enrollment,
  - Not applicable

## **X. LISTING OF FORMS**

- Attachment I - [Form I-9](#)
- Attachment II - [Form W-4 Sample](#)
- Attachment III - [Consent & Release Agreement Ages 17 & Under](#)
- Attachment IV - [Consent & Release Agreement Ages 18 & Above](#)
- Attachment V - [Work Permit Sample](#)
- Attachment VI - [Confidential Verification Form](#)
- Attachment VII - [Verification of Benefits Form PA 1918](#)
- Attachment VIII - [Map Application Guide](#)
- Attachment IX - [Income Determination Form](#)
- Attachment X - [Youth@Work WBL Funding Streams and Documents](#)
- Attachment XI - [Complaint of Discriminatory Treatment Form \(PA-607\)](#)
- Attachment XII - [Case Notes](#)
- Attachment XIII - [Performance Evaluation \(PE\)](#)
- Attachment XIV – [TAY WOW Curriculum Users](#)
- Attachment XV – [TAY WOW Curriculum Core Units](#)
- Attachment XVI - [Worksite Checklist](#)
- Attachment XVII - [Worksite Agreement](#)
- Attachment XVIII - [Worksite Supervisor's Manual](#)
- Attachment XIX - [Worksite Expectation Review Form](#)
- Attachment XX - [Youth@Work Certificate of Completion](#)