



**COUNTY OF LOS ANGELES
DEPARTMENT OF ECONOMIC
OPPORTUNITY
WORKFORCE DEVELOPMENT
PROGRAMS DIRECTIVE**

**department
of economic
opportunity**
COUNTY OF LOS ANGELES

DATE: **September 20, 2022**

NUMBER: **WDP D22-13**

YOUTH@WORK ELEVATE

EXECUTIVE SUMMARY

The purpose of this directive is to provide policy and procedures for County operated America's Job Centers of California receiving Youth@Work Elevate funding on delivery of the Youth@Work Elevate program requirements.

REFERENCES

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- DMA 20-01 CalJOBS Online Non-ETPL Training Provider Request Form
 - H.R.1319 American Rescue Plan Act of 2021
 - WIOA D17-01 Selective Service Registration

BACKGROUND

The Youth@Work Elevate program (Program), funded by the American Rescue Plan Act of 2021 (ARPA), provides foster, justice-impacted, LGBTQ+, and homeless Transitional-Age Youth (TAY) and Opportunity Youth (Participants) with 400 hours of paid personal enrichment training, work experience and group mentoring. The Program aims to connect foster, justice-impacted, LGBTQ+, and youth experiencing homelessness to employment within LA County's high-growth sectors or high-road career pathways, as identified by Department of Economic Opportunity (Department). Upon program completion, Participants are expected to obtain unsubsidized employment.

POLICY AND PROCEDURES

The Youth@Work Elevate program establishes career paths to high-growth sectors and high-road career pathways for LA County's transitional-age youth and opportunity youth that are foster, justice-impacted, LGBTQ+, and homeless. The Program follows a cohort model allowing all Participants to simultaneously gain work experience and reflect on their current experiences during group mentoring sessions to develop interpersonal and professional skills. The Program is outcome orientated, with a goal of connecting a minimum of 65% of Participants to employment after program completion.

Program Design

Cohorts

The Program follows a 13-week cohort model coordinated to start and end concurrently across all America's Job Centers of California (AJCCs). All participants shall receive a total of 400 hours of paid personal enrichment training (PET), paid work experience, and group mentoring. Participants shall earn \$16.04 per hour and may change annually based on the Department's minimum wage policy. Paid work experience and group mentoring shall occur concurrently to ensure that all participants reflect on their work experiences during group mentoring sessions. Under no circumstances shall an AJCC begin to enroll, train, or place participants prior to the official start date of each cohort, as instructed by the Department. A tentative schedule of cohorts may be found in Attachment I. Note that the number of cohorts, cohort sizes, hours, and schedule are subject to change, per the Department's discretion to ensure wages are maximized.

Personal Enrichment Training

Up to twenty (20) hours of paid PET shall be provided to all Program participants during the first week of each cohort, regardless of prior completion of PET in other workforce programs. PET utilizes the trauma-informed Transitional Age World of Work (TAY WoW) curriculum. The core TAY WOW curriculum includes financial literacy training, mock interview training, career exploration, and resume writing, delivered in a PET 5-day Pacing Plan (Attachment II). AJCCs shall open activity code **435 – Career Counseling/Planning** under the **ARP – Youth@Work Elevate Program – LAO917** local grant code in the Title I application for all Participants that begin PET. In addition to preparing participants with the necessary skills to succeed in the paid work experience component of the program, PET shall be used to assess individual's interests and career goals to identify the best match for a work site. Upon completion of PET, participants shall be scheduled to interview with employer(s) for work experience. AJCCs shall ensure that all Participant wages are maximized to complete 400 hours of programming. Should a Participant complete PET before 20 hours or miss a session, AJCCs shall allocate the remaining balance of hours to the Work Experience component of the program.

Work Experience

Each Program participant shall receive a minimum of 354 hours of paid work experience with an approved high-growth sector employer. Work experience provides participants with an opportunity to gain hands on experience within career paths of their choice, develop fundamental soft skills, acquire occupational skills necessary to succeed in the workplace, and establish an understanding of different occupations to make informed career choices. Participants shall be paired with an employer that best align with their career goals, skills, and ambitions. Work experience assignments may be in-person or telework, as determined by the worksite supervisor. AJCCs shall assess each participant's access to a personal computer and a reliable internet access before assigning participants to telework assignments to ensure that the duties and responsibilities may be successfully executed. AJCCs may connect Participants without reliable access to suitable devices to partners or resources, such as a device loan program or hotspots. If no resources are available, Participants must be directed to an in-person work experience worksite. Once assigned to a worksite, AJCCs shall open activity code **425 – Paid Work Experience** under the **ARP – Youth@Work Elevate Program – LAO917**

local grant code in the Title I application in CalJOBS. AJCCs shall ensure that the employer serving as the worksite is selected as a training provider when creating opening the activity, as reviewed in the **Data Entry** section of this directive.

Group Mentoring

All participants shall attend weekly Group Mentoring sessions every Fridays for the length of the cohort. Sessions will be two hours per week for the 13 weeks and will be held simultaneously with all members of the cohort across all AJCCs, for a total of up to 26 paid hours. During these sessions, participants will further establish career goals, develop public speaking skills, create peer-support networks, and create professional connections. Each session will include a series of discussions followed by break-out sessions to complete activities and exercises. Group mentoring sessions will be facilitated and led by LA Works, who will be responsible for recruiting mentors, coordinating each session, managing break out rooms, taking attendance and sharing attendance reports with AJCCs. AJCCs shall ensure that youth attend all sessions. After the first session, AJCCs shall open activity code **410 - Leadership Development Services** under **ARP – Youth@Work Elevate Program – LAO917** local grant code in the Title I application for each participant. AJCCs shall ensure that all Participant wages are maximized to complete 400 hours of programming. Should a Participant miss a Group Mentoring session, AJCCs shall allocate the remaining balance of hours to the Work Experience component of the program.

Supportive Services

Supportive Services, such as transportation, clothing, work attire, background checks, or other services required to remove barriers to participation in the Program are available to all Participants. AJCCs shall check in with all Participants to identify and mitigate barriers by offering supportive services on a weekly basis. Additionally, incentives may be offered as methods to encourage participation, completion, or to incentivize Participants to respond to surveys, report employment outcomes after the completion of the Program, or to enroll into additional services. AJCCs must develop and implement written internal controls, standards, and procedures over supportive services and incentives. All incentives and supportive services must be documented, including receipts and invoices. AJCCs shall open activity code **419 – Incentive Payments** and must be opened under the **ARP – Youth@Work Elevate Program – LAO917** local grant code in the Title I application in CalJOBS, if incentives are provided, and case note the amount and justification. For a complete list of supportive services activity codes, please see the Data Entry section of this directive. Note that AJCCs must make every effort to fully expend supportive services for each youth.

Outreach

AJCCs shall conduct outreach and recruitment in all cities and unincorporated areas in the County of Los Angeles. AJCCs shall conduct outreach activities at County offices, high schools, teen clubs, adult schools, community colleges, libraries, or other places where youth gather, and recruitment from current and former Youth@Work Participants. AJCCs shall identify and partner with organizations to assist in the recruitment and/or referral of eligible youth, e.g., Justice-impacted youth, Former or current foster youth, LGBTQ+, Unhoused or individuals experiencing homelessness.

All interested youth must apply to the centralized application portal, <http://bit.ly/YouthElevate>,

during the recruitment period. Upon the closure of the recruitment period, a listing of conditionally eligible applications will be provided by DEO to the AJCCs. AJCCs shall contact all applicants for final eligibility determination and selection. AJCCs must ensure selected applicants meet the eligibility criteria, as described below, and provide a commitment to complete 400 hours of programming during the length of the cohort. AJCCs shall prioritize youth disconnected from education and employment in their outreach and selection efforts.

Eligibility

AJCCs shall screen all applicants to meet the below eligibility criteria before enrolling applicants to the Program. Enrollments that do not meet the eligibility criteria will be considered disallowed costs. AJCCs shall complete the Elevate Eligibility Checklist (Attachment III) to ensure that applicants meet the following eligibility criteria at the time of enrollment:

- 1) LA County Resident,
- 2) 17 to 24 years of age,
- 3) Seeking full employment,
- 4) Have the legal right to work in the United States,
- 5) Males 18 and over must be registered with the Selective Services, in accordance with [Selective Service Registration Directive D17-01](#)
- 6) Must not be participating in other paid work experience program during participation in the Program, **and**,
- 7) Be one or more of the targeted populations:
 - a) **Justice-Impacted Youth:** An individual that has direct involvement with the justice system or is the child of a parent with justice involvement.
 - b) **Foster youth:** In foster care or has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under section 477 of the Social Security Act (42 U.S.C. 677), or in an out-of-home placement
 - c) **Youth identifying as LGBTQ+:** An individual that identifies as lesbian, gay, bisexual, transgender, questioning, or other/non-binary.
 - d) **Youth with current or previous experience with homelessness**, including those who:
 - i) May lack a regular and adequate nighttime residence, such as:
 - ii) Sharing housing with other persons due to loss of housing, economic hardship, or similar reason;
 - iii) Living on the streets, in a motel, hotel, trailer park, or campground due to lack of alternative adequate accommodation, or living in an emergency or transitional shelter;
 - iv) Is abandoned in a hospital; or
 - v) Is awaiting foster care placement.

- vi) Has a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, such as a car park, abandoned building, bus or train station, airport, or camping ground;
- vii) Is a migratory child who in the preceding 36 months was required to move from one school district to another due to changes in the parent's or parent's spouse's seasonal employment in agriculture, dairy, or fishing work; or
- viii) Is under 18 years of age and absents himself or herself from home or place of legal residence without the permission of his or her family (i.e. runaway youth).

Eligibility Documentation

AJCCs shall collect the following eligibility documentation at enrollment. All documentation shall be uploaded and maintained in the participant's case file on CalJOBS.

Form I-9 and Right to Work Documents

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 (Attachment IV). 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>

Form W4

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

Los Angeles County Residency Requirement & Consent and Release

AJCCs shall only enroll applicants that are a resident of Los Angeles County. AJCCs are required to verify that the address provided by the youth exists within the County of Los Angeles. **Under no circumstances are youth who reside outside the County to be served.** Additionally, AJCCs shall collect completed Consent and Release Agreement forms (Attachment VI & VII).

Work Permit

A work permit (Attachment VIII) 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. 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 VIII).

Targeted Demographics

AJCCs shall collect one form of documentation at enrollment to establish eligibility under one of the four targeted demographics and a completed Elevate Eligibility Checklist (Attachment III).

Foster Youth – The following documents may be collected to establish foster youth eligibility:

- ARS Verification from the Department of Children and Family Services,
- Letter from school Foster Care Liaisons,
- Court Documents (from dependency court and not from probate, family, or juvenile court),
- Ward of the Court letter (available for eligible youth from ILP nationwide),
- Letter from Children’s Counsel,
- Letter from a social worker,
- Participant attestation, as indicated on the Elevate Eligibility Checklist.

Justice-Impacted Youth- The following documents may be collected to establish justice-impacted youth eligibility:

- Letter from a Probation officer,
- A PAUR referral form from the Probation Department,
- A court document,
- A document from previous involvement with the justice-system, including a letter of release,
- Participant attestation of previous involvement with the justice-system, including a letter of release, or as indicated on the Elevate Eligibility Checklist,
- Attestation of the parent’s previous or current incarceration or involvement with the justice-system, as indicated on the Elevate Eligibility Checklist.

LGBTQ+ Youth- The following documents may be collected to establish LGBTQ+ youth eligibility:

- Participant attestation, as indicated on the Elevate Eligibility Checklist.

Youth Experiencing Homelessness- The following documents may be collected to establish youth experiencing homelessness eligibility:

- Letter from a shelter or an organization serving individuals experiencing homelessness,
- Letter from a social worker or case manager,
- Participant attestation, as indicated on the Elevate Eligibility Checklist.

Tracking and Reporting

CalJOBS

All Participants shall be enrolled in CalJOBS under the Youth@Work Elevate generic module **and** a Title I application utilizing a local grant code to track enrollment and all activities. AJCCs shall first create a Title I application for all Participants at enrollment. All activities shall be opened under the Title I application, using the **ARP – Youth@Work Elevate Program – LA0917** local grant code. For instructions on using local grant codes on CalJOBS, refer to CalJOBS Help Sheet 24 - How to use Local Grant Codes (Attachment IX). AJCCs shall utilize only the activity codes listed below:

Activity	CalJOBS Title I Application Required Activity Code	Generic Module
Personal Enrichment Training	435 – Career Counseling/Planning	<ul style="list-style-type: none"> Personal Enrichment Training Hours Completed
Work Experience	425 – Paid Work Experience	<ul style="list-style-type: none"> Name of current worksite employer Hours of Work Experience Completed
Group Mentoring	410 - Leadership Development Services	<ul style="list-style-type: none"> Hours of mentoring hours Completed
Supportive Services	480 - Supportive Service: Child/Dependent Care 483 - Supportive Service: Temporary Shelter 485 - Supportive Service: Other 487 - Supportive Service: Tools/Clothing 488 - Supportive Service: Housing Assistance 489 - Supportive Service: Utilities 491 - Supportive Service: Needs-Related Payments 492 - Supportive Service: Linkages to Community Services	N/A

Incentive	419 – Incentive Payments	N/A
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Youth@Work Elevate Generic Module

The Youth@Work generic module shall be used to monitor performance, enrollment, number of hours worked, and work experience placement status. After creating the Title I application, AJCCs shall create a Youth@Work generic module application for each Participant at enrollment. Initially, AJCCs shall input the Participant’s **Title I application number**, select the **Enrollment Category**, and the **Cohort #** (to be provided by the Department). Upon completion of Personal Enrichment Training (PET), AJCCs shall enter the hours of PET completed. Once placed at worksite, AJCCs shall update the generic module to provide the name of the employer, the number of hours completed. Lastly, after the first group mentoring session, AJCCs shall indicate the Participant’s attendance by updating the cumulative number of **Mentoring Hours Completed**.

Case Notes

Case notes must be updated in real-time throughout the participation of the Program for all Participants. Case notes must be clear, concise, and offer accurate and complete detail of the situation and what occurred, provide goals, action steps, and timelines. Additionally, AJCCs shall case note and document all communication with Participants post-program participation and follow up.

Employer of Record

AJCCs serve as the Employer of Record for the Program. All Participants shall be on-boarded following the AJCC’s personnel policies, procedures, and protocols. Background checks, if required by worksites, may be reimbursed to the AJCC, and paid through supportive services. As the employer of record, the AJCC shall inform all Participants of all applicable personnel protocols and policies, including but not limited to payroll schedule and practices, safety standards, scheduling, complaint procedures, reporting to work, and available paid sick leave. Participants shall be compensated at the current hourly rate as established by the Department. AJCCs shall be responsible for collecting timecards from worksites and ensuring that the hours are updated monthly on the Youth@Work Elevate - Generic Module.

Outcomes

The Program aims to connect a minimum of 65% of Participants to employment after completion of the cohort. To achieve this, AJCCs shall capture employment, post-secondary education enrollment, and entering advanced training outcomes in CalJOBS upon completion of the program or reported at follow up. Outcomes may be created using instructions provided on CalJOBS Help Sheet 10 - How to Create Outcomes in CalJOBS (Attachment X). AJCCs may offer incentives to encourage Participants to report their outcomes, in accordance with AJCC policy and reviewed in the Supportive Services section of this directive.

Worksites

Worksites must be from high-growth sector employers to participate in the Program. Additionally, employers must commit to evaluate Participants for unsubsidized employment

upon program completion and provide a job description of an existing vacancy. AJCCs shall complete a Worksite Checklist (Attachment XI) and a Worksite Agreement (Attachment XII) before any Participant can be assigned to the worksite.

Worksite Checklist

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 by utilizing Attachment XI. AJCCs shall complete sections I-VII of the Worksite Checklist for all in-person worksites, or sections II and VII for remote worksites. Under no circumstances shall a Participant be placed in a worksite that does not meet these standards. 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 Agreement

The Worksite Agreement, Attachment XII, defines the roles and responsibilities of the worksite supervisor and the AJCC. Each worksite shall require its own worksite agreement, unless the AJCCs establishes a Master Worksite Agreement to cover multiple work locations. Furthermore, under no circumstance shall an AJCC place Participants to a worksite prior to collecting a completed Worksite Agreement. A Worksite Agreement shall not be executed until all the requirements of the Worksite Checklist are satisfied.

Worksite Supervisor's Manual and Worksite Expectations

The Worksite Supervisor's Manual (Attachment XIII) 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 Supervisor Orientation for each worksite to ensure worksite supervisors understand their roles and responsibilities. The supervisor orientation shall cover all provisions specified in the Supervisor's Manual. AJCCs shall note the Timesheet Requirements in the Worksite Supervisor's Manual. Youth shall only work and be paid for the number of hours as authorized by and indicated on the Worksite Expectations Review (Attachment XIV) 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 prior to being accepted by the AJCC.

Adding Worksites to CalJOBS

AJCCs must capture all worksites referred for the Program on CalJOBS as a marketing lead with Business Service E-Code 01, as described in the Elevate Worksite Outreach Process Flow (Attachment XV). Once approved, AJCCs must enter Business Service E-Code 48 to report a worksite approval. If a worksite is not already listed as a Non-ETPL, AJCCs may request a worksite to be added by submitting the [CalJOBS Online Non-ETPL Training Provider Request Form](#), using the instructions provided on [DMA 20-01](#).

Note: Any worksites not approved for the Elevate Program due to Program criteria must be assessed for other business services such as, but not limited, to Youth@Work, Pandemic Reemployment Rapid Relief Re-Employment (PRRR), and On-the-Job (OJT).

Performance Evaluation

AJCCs shall collect performance evaluations (PE) utilizing the AJCC's existing PEs collected on timesheets, or by using the Performance Evaluation Form (Attachment XVI). PE provide Participants with assessment of their strengths and weaknesses at the workplace to guide professional development. AJCCs must conduct the first PE after 100 hours of work experience hours are completed and second PE shall be conducted at the completion of the work experience hours. AJCCs shall ensure that all performance evaluations are discussed with the Participant. Additionally, AJCCs must ensure that all employers provide clear examples to support their ratings of participants.

ACTION

Youth@Work providers shall ensure that the policy and procedures described herein are communicated throughout the operations, management, and governance structures of its organization and that this directive is appropriately maintained until further notice.

INQUIRIES

Inquiries regarding this directive and the policies and procedures described herein should be directed to elevateyouth@opportunity.lacounty.gov.



**Irene Pelayo, Program Manager
Workforce Development**

Attachment I - [Elevate Tentative Schedule of Cohorts](#)

Attachment II – [PET 5-Day Pacing Plan](#)

Attachment III - [Elevate Eligibility Checklist](#)

Attachment IV - [From I-9](#)

Attachment V - [Form W-4](#)

Attachment VI - [Consent and Release Agreement – Minor](#)

Attachment VII - [Consent and Release Agreement - Adult](#)

Attachment VIII - [Work Permit Request Form](#)

Attachment IX - [CalJOBS Help Sheet 24 - How to use Local Grant Codes](#)

Attachment X - [CalJOBS Help Sheet 10 - How to Create Outcomes in CalJOBS](#)

Attachment XI - [Worksite Checklist Form](#)

Attachment XII - [Worksite Agreement](#)

Attachment XIII - [Worksite Supervisors Manual](#)

Attachment XIV - [Worksite Expectations Review](#)

Attachment XV - [Elevate Worksite Outreach Process Flow](#)

Attachment XVI - [Performance Evaluation Form](#)