

**YOUTH@WORK**  
**WORK BASED LEARNING – Level I**  
**TECHNICAL ASSISTANCE GUIDE**  
**FY 2019-20**  
**(REVISED November 2019)**



**COUNTY OF LOS ANGELES**  
**WORKFORCE DEVELOPMENT, AGING**  
**AND COMMUNITY SERVICES**



# TABLE OF CONTENTS

I.	OVERVIEW .....	1
II.	FY 2019-20 TARGET POPULATIONS AND SIGNATURE INITIATIVES .....	1
III.	FY 2019-20 PERFORMANCE GOALS AND TIMELINE.....	3
IV.	INTAKE & ELIGIBILITY DOCUMENTS .....	5
V.	ADDITIONAL REQUIRED FORMS AND DOCUMENTATION .....	8
VI.	PERSONAL ENRICHMENT TRAINING (PET).....	10
VII.	WORKSITE PROCEDURES AND WORK EXPERIENCE .....	13
VIII.	MANDATORY DATA ENTRY .....	14
IX.	PROGRAM ACTIVITIY END DATE AND EXIT PROCEDURES .....	15
X.	LISTING OF REQUIRED FORMS.....	17

## I. OVERVIEW

The 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 compliment to existing policy, protocols, and procedures to carry out the complex tasks associated with the implementation of the Youth@Work (Y@W) Work Based Learning (WBL) - Level I Services. This TAG is not a complete, standalone document. It is the sole responsibility of the Y@W 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 and in conjunction with the following: Y@W Statement of Work, Subaward, Directives, training, and meeting information.

The 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 in order 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 this impacts one's future earning potential.

## II. FY 2019-20 TARGET POPULATIONS AND SIGNATURE INITIATIVES

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 targeted youth populations ages 14-24 unless otherwise specified by the County:

- CalWORKs (CW): Youth ages 14-18 and if age 19 must be enrolled in the CalLEARN Program. (*The CalLEARN program which is available to pregnant and parenting teens under the age of 19, encourages participants to obtain their high school diploma*).
- Other Underserved Youth (OUY): Lesbian, Gay, Bisexual, Transgender or Queer/Questioning (LGBTQ), homeless, other low income youth, and youth that reside in a high poverty area.
  - If a youth meets eligibility requirements for another funding category, ensure to utilize that category first (e.g. SIY, Foster) until it is exhausted before utilizing OUY.
  - To determine if a youth resides within a high poverty area, utilize the following link <http://bit.ly/2RDbWbh> and follow the Map Application Guide (Attachment I) for instructions.
- Foster: Current or former Foster Youth

- Probation- Juvenile justice involved youth directly referred by probation 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, public housing, immigration, and participants of the Transitional Aged Youth (TAY) AmeriCorps.

## **Signature Initiatives Overview**

### **Countywide Youth Bridges Program**

The Countywide Youth Bridges Program (CYBP) is the County’s public sector strategy to provide youth with accessible career exploration opportunities within the County. The program follows a three (3) step career pathway model, which entails:

**Step 1-** Completion of Y@W Internship (120 hours, including PET and Work experience completed at a County worksite)

**Step 2-** Upon completion of the Y@W Internship, youth are eligible to apply for a 12-month paid Youth Worker position with a County department.

**Step 3-** Youth are guided and encouraged to apply for permanent entry-level County or private sector positions based on internship specialty, youth interest, and experience.

### **Probation Camp to Community Transition**

The Probation Camp to Community Transition process establishes a well-coordinated regional transition process that provides a more holistic approach to service delivery that considers the needs of both the youth and the family. This approach should reduce the likelihood of recidivism by connecting youth to their community AJCC early on, while at the Camps or Juvenile Halls. AJCCs shall support the youth to complete goals which often include: education completion, connection to post-secondary education and/or secure unsubsidized employment in community. In addition, familial needs including but not limited to: housing, food, employment, medical, and mental health are also now considered. Family members shall be referred to appropriate services in partnership with the AJCCs, the Deputy Probation Officers, and other appropriate stakeholders.

### **Creating Opportunities and Real Experiences (C.O.R.E.) Model**

The CORE model offers youth who have a juvenile justice history or are at-risk due to familial ties to the justice system with a progressive paid work experience, and/or On-the-Job training (OJT) approach that consists of eight (8) weeks of paid work experience paired with weekly Personal Enrichment Training (PET) and experienced mentors for 9-months. Access and introduction to valuable employment skills, and a support network

combined with the PET enhances the participant's experience, allowing the participant to develop career awareness, understanding of personal money management, goal setting and establishment of work-related social skills.

### **Foster TAY AmeriCorps**

The TAY AmeriCorps initiative in partnership with iFoster provides the opportunity to establish the first regional peer-lead System Navigators within the workforce system. AJCCs will be directed to leverage this opportunity by utilizing SIY funds to support the youth. AJCCs will benefit as these youth can stay with a worksite for up to four (4) years. This duration will provide continuity for the youth and support the operation of the AJCC. TAY AmeriCorps Youth may assist with outreach, recruitment, follow-up, conducting the PET and other activities that will introduce youth to gain a better understanding of workforce services and in turn convey this information to other foster youth in need of workforce services, academic persistence, and self-sufficiency.

AJCCs shall exit the youth no later than the end of the Program Year. For youth that will continue in the New Year, the AJCC shall enroll them as a new participant following the modified eligibility determination process.

### **Funding Priority Designation**

When determining the appropriate funding source to support the youth enrollment, ensure to maximize the following funding sources:

- CalWORKs
- Foster
- Probation

If the youth does not meet the eligibility criteria for any of the funding streams mentioned above, the youth may be enrolled using SIY and OUY funds. All agencies should designate 30% of all funding streams towards CYBP placements.

### **III. FY 2019-20 PERFORMANCE GOALS AND TIMELINE**

Fiscal Year (FY) 2019-20 begins July 1, 2019, and ends June 30, 2020. The program is year-round, Table 1 below provides the one-year timeline with goals at every month necessary to meet contractual agreed upon performance metrics. Expenditures have been detailed to progress on par with enrollments, in this section below carryovers are discussed to align with expenditures at the beginning of the program year:

- Between July 1, 2019, to December 31, 2019, AJCCs shall reach 50% of placements and expenditures.
- Between January 1, 2020 to June 30, 2020, AJCCs shall reach 100% of placements and expenditures.

**Table 1. FY 2019-20 Performance Summary of Required Placements and Expenditures**

Placements & Expenditure Goals from July 1, 2019 – June 30, 2020							
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 120 hours, inclusive of PET and work experience during the program year. Youth have until June 30, 2020 to complete the full hours. AJCCs shall plan accordingly to ensure funds are available to cover the youth’s wages throughout the fiscal year. AJCCs shall not exit youth until the youth completes the full 120 hours or unless otherwise directed in writing by WDACS.

Should a youth not be able to finish the 120 hours during the Program Year, youth may be carried over into the new fiscal year. ***AJCCs may carryover the maximum equivalent of either 20% of the next Program Year’s overall planned youth goal –or – 20% of its planned youth goal per funding stream and count them towards performance in the new fiscal year.***

**NOTE:** Effective July 1, 2019, AJCCs shall ensure that CYBP youth needing to complete the 120 hours are prioritized for the 20% carryover rule. Only after the CYBP youth are carried over should the remaining youth engaged in other worksites be considered for the carryover option.

Should a youth not be able to complete the full 120 hours and the AJCC has established good cause, the youth may be exited following the guidelines of *Section IX Program Activity End Date and Exit Procedures*.

**Outreach and Recruitment Plan**

AJCCs are required to have a clear outreach and recruitment plan that specifies partners, target populations to reach, the goal for each target population and a realistic timeline. AJCCs are required to provide WDACS with a copy of the outreach and recruitment plan for the program year by August 30, 2019. AJCCs shall send their Outreach and Recruitment plan to [YouthatWork@wdacs.lacounty.gov](mailto:YouthatWork@wdacs.lacounty.gov).

#### IV. INTAKE & ELIGIBILITY DOCUMENTS

Enrollments for FY19-20 begin on July 1, 2019. All documentation must reflect 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. Any service provided prior to establishing eligibility shall be a disallowed cost and shall be the responsibility of the AJCC. Additionally, as part of the intake process, AJCCs shall also ensure that youth are also registered with CalJOBS.

Youth that previously participated in 2018 may re-enroll. As a reminder, the intent is to enroll youth that have never participated in Y@W in particular the OUY category; however, priority populations are exempt from this requirement. To reenroll a youth, AJCCs shall exit the youth by June 30, 2019, and shall follow the modified eligibility process.

##### **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 II), AJCCs shall retain copies of the participant's work authorization documents in the participant case file. AJCCs shall use the most current Form I-9 and must be printed double sided. **NO SUBSTITUTIONS ARE PERMITTED!** AJCCs shall ensure that documents satisfying either List A **or** List B **and** C of the Form I-9 are provided at enrollment. The form can be obtained at [https://www.uscis.gov/system/files\\_force/files/form/i-9-paper-version.pdf?download=1](https://www.uscis.gov/system/files_force/files/form/i-9-paper-version.pdf?download=1).

**NOTE: Form I-9 will expire on August 31, 2019.** However, AJCCs shall continue to use this version until an updated I-9 made available and a directive is published by WDACS.

In addition, the most recent Form W-4 (Attachment III) is required for each Participant file. **NO SUBSTITUTIONS ARE PERMITTED!** AJCCs must ensure that Participant signature is on the Form W-4.

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

AJCCs shall ensure that the participating youth is a resident of Los Angeles County. Youth and or their parent/guardian may self-attest to this criteria through the Consent and Release Agreement forms (Attachment IV & V). AJCCs shall **not** collect further documentation to substantiate this criterion.

**Modified Eligibility Procedures**

For youth that will be carried over into the new year or youth that participated in the prior year and will re-enroll in the new program year, AJCCs may utilize the same documents on file used to establish Criteria 1 above provided that the documents utilized are still valid. AJCCs shall document in case notes when this approach is taken. Effective August 31, 2019, AJCCs will need a new I-9 Form.

AJCCs may use the same paper file to contain the new year’s documentation. AJCCs shall use a separate cover sheet indicating the new program year to separate documents from the prior year(s). AJCCs are required to establish the other criteria as appropriate.

**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). Once found, highlight the youth name, date of birth, and social security number. Print a screen shot and retain the copy in the youth’s file.

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

The screenshot shows a spreadsheet with columns for Client Number, Last Name, First Name, Primary Address, State, Date of Birth, and Social Security Number. One row is highlighted in yellow. Below the spreadsheet, a text box states: "The youth name, DOB and SSN must be highlighted on the printout."

**CalLEARN Eligibility Determination and Documentation**

CalLEARN youth must not be older than 19 years of age and must be either pregnant or parenting and receiving CalWORKs benefits. For CalLEARN verification, AJCCs shall follow the same procedures utilizing the DPSS Data Listing above with the addition that the CalLEARN identifier is also highlighted. (See Figure 2)



Figure 2. CAILEARN Identifier Column

	A	B	C	D	E	F	G	H	I	J
	1	LstL_Name	First_Name	Mailing_Address_Street	Mailing_Address_E_Mailing_A_Age	Gender	CAILEARN_Y	District_Office	District_Office_Desc	
1	31791573D	TAMAZAYAN	LEONARDO	8037 HAZELTINE PL	NORTH HOLLYWOOD CA	28 MALE		13	East Valley Assistance Payment	
2	42346884D	ARREDOLA	BECKY	729 W 5th St	LANCASTER CA	17 FEMALE		24	Lancaster Assistance Payment	
3	93014824D	TATE	EDWARD	20021 TAJALUTA AV	CARSON CA	17 MALE		26	Compton Assistance Payments	
4	40126133D	NAVO	ASIA	1179 W 56TH ST	LOS ANGELES CA	16 FEMALE		12	Exposition Park Assistance Payment	
5	33461986E	GUINDE	BRENDA	11121 SO NEW HAMPSHIRE AV	LOS ANGELES CA	15 FEMALE		83	Southwest Family Assistance	
6	41252955C	GARCIA	MELANIE	8130 SO ATLANTIC AV	CUDAHY CA	20 FEMALE		6	Cudahy Assistance Payments	
7	71800306D	FLORES	DAYANA	9622 KALMIA ST	LOS ANGELES CA	20 FEMALE		27	South Central Assistance Payment	
8	93827706D	GONZALEZ	STEVE	13915 COTEAU DR	WHITTIER CA	15 MALE		40	Rowland Assistance Payments	
9	31639043D	TREADWAT	ANJURKA	9919 COMPTON AV	LOS ANGELES CA	18 FEMALE		17	Florence Assistance Payments	
10	32247473D	ESPINOSA	RICHARD	125 3/4 EA 53RD ST	LOS ANGELES CA	18 MALE		13	Metro Family Assistance	
11	92267846D	LEVERETT	SCOTTIE	8938 SO VERMONT AVE	LOS ANGELES CA	15 MALE		88	Southwest Family Assistance	
12	32475462D	RODRIGUEZ	MARIE	958 CEDAR AV	LONG BEACH CA	17 MALE		31	South Family Assistance Payment	
13	91198937D	RICHARDS	ZAHZALE	18722 VIA PRINCESSA	TANSON COUNTRY CA	19 MALE		51	Santa Clarita (Branch of 082)	
14	32377287E	DELA CRUZ ARO	SAAFIR	22330 MEYLER SE	TORRANCE CA	17 MALE		80	Southwest Family Assistance	
15	41584648E	MENDOZA	ANGEL	88057 FLORAC ST	PALMDALE CA	18 MALE		14	Lancaster Assistance Payment	
16	93799089D	ESPINOSA	DARLENE	1461 W 5th MISSION RD	POMONA CA	18 FEMALE	YES	30	Pomona Assistance Payments	
17	92581215D	WILLIAMS	ERONY	134 W 56TH ST	LOS ANGELES CA	16 FEMALE		60	Sancho Park Assistance Payment	
18	93020583D	BELLO	MARVIN	235 W 47TH ST	LOS ANGELES CA	18 MALE		38	Metro North Assistance Payment	
19	90037287D	REZA	IVAN	11228 1/2 ATLANTIC AV	LYNWOOD CA	14 MALE		5	Cudahy Assistance Payments	
20	90032822D	HERRARDEZ	STEVEN	33000 IMPERIAL HWY	DOWNEY CA	17 MALE		8	Cudahy Assistance Payments	
21	90687846D	LOPEZ	JASMIN	2824 GRAND AV	HUNTINGTON PARK CA	20 FEMALE		5	Belvedere Assistance Payment	
22	90190813E	PARYSAR	MARLEEN	17942 SHERMAN WY	ROSELDA CA	15 FEMALE		82	West Valley Assistance Payment	
23	90168748D	WRIGHT	JAIDDA	5227 HUNTINGTON DR N	LOS ANGELES CA	16 FEMALE		66	Lincoln Heights Assistance Payment	
24	90195446D	YOUNG	MARCELIS	630 EA 818TH RD	LONG BEACH CA	16 MALE		31	South Family Assistance Payment	
25	30117788D	ARIAS	IOAFRA	4738 DOZIER AV	LOS ANGELES CA	14 FEMALE		15	Metro East Assistance Payment	
26	90021848D	ORRICO	CRYSTAL	7456 OLIVER AV	WANA BURY CA	15 FEMALE	YES	82	West Valley Assistance Payment	
27	90098937D	JOHNER	ISHAM	8300 SO VERMONT AV	LOS ANGELES CA	17 FEMALE		85	Southwest Family Assistance	
28	90044827D	JOHNSON	TAKAYLA	8527 SO HOOVER ST	LOS ANGELES CA	14 FEMALE		17	Florence Assistance Payments	
29	90048923D	EDOCBAR	NOELIA	585 ND DUDLEY ST	POMONA CA	15 FEMALE		30	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). 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. **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. To establish foster status, any of the following are acceptable forms of documentation:

- Department of Children and Family Services (DCFS) Universal Referral Form (Attachment VII)
- Job Verification Form
- Current letter from DCFS
- Court documents
- Official letters from school counselors, school districts, group homes, and court attorneys.

Automated Referral System (ARS) is in the development stage for the Foster Youth Referral Program.

## **Probation Eligibility Determination and Documentation**

In order to qualify under the Juvenile Justice Crime Probation Act (JJCPA) category, eligible probation youth must be referred directly by Probation utilizing the PAUR referral form in addition to meeting the general eligibility criteria. Youth served at Probation Camps and Halls are exempt from the PAUR form requirement. Probation youth who are not referred via the PAUR form would be served under one of the other funding categories as appropriate. Transition to the ARS with full implementation will happen by September 30, 2019, the Directive for Probation ARS will follow.

## **Geographical Waivers**

AJCCs are required to request a geographical waiver for Other Underserved Youth (OUY) and System Involved Youth (SIY) participants if they reside outside of the AJCC's service area. All requests are to be e-mailed to [youthatwork@wdacs.lacounty.gov](mailto:youthatwork@wdacs.lacounty.gov). The email subject shall be titled "OUY WAIVER REQUEST". Upon review, County will issue a formal approval that is to be kept in the youth's file. Geographical waivers are **not required** for the following youth:

- Foster
- Probation
- CalWORKs
- Homeless

## **V. ADDITIONAL REQUIRED FORMS AND DOCUMENTATION**

During the intake process, AJCCs shall gather the required documentation to establish WBL eligibility for program participation. There is no time limit to hold incomplete files. However, at the end of the fiscal year all pending documentation should be shredded. Once the required documentation is collected, the AJCC shall create a hard file and ensure that all required documentation is maintained and organized as indicated below. Form substitutions are prohibited. Additional forms **may only be introduced** with the written approval of WDACS. AJCCs shall ensure all documentation is valid and current and has been signed-off by the appropriate person, if 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 Maritza Dubie-Urbe at [MDubie-Urbe@wdacs.lacounty.gov](mailto:MDubie-Urbe@wdacs.lacounty.gov) and to [youthatwork@wdacs.lacounty.gov](mailto:youthatwork@wdacs.lacounty.gov).

**For CW Youth**, Complaint of Discriminatory Treatment Form (PA-607) (Attachment VIII) 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 Maritza Dubie-Urbe at [MDubie-Urbe@wdacs.lacounty.gov](mailto:MDubie-Urbe@wdacs.lacounty.gov) and to [youthatwork@wdacs.lacounty.gov](mailto:youthatwork@wdacs.lacounty.gov). Additionally, service providers shall document that the appropriate language is identified and used when communicating with the participant, by utilizing the Language Designation Form (PA 481) (Attachment IX) for **CW youth only**.

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

Youth shall be assessed using the Individual Assessment (IA) form (Attachment X) to determine work-readiness based on work history, work-related interests, skills and aptitudes. The initial assessment results will be used to match the youth with the best work plan and work site based on individual needs. The initial assessment will also determine if the youth requires supportive services to participate in the program. The IA form may be completed in conjunction with the Personal Enhancement Training (PET), but must be completed prior to a youth being placed in paid work experience.

Youth should be given the opportunity to participate in mock interviews and shall participate in **at least** one (1) actual job interview. AJCCs may choose to coordinate interview activities as part of PET. The AJCC shall document the time, date, and location of the mock and actual interviews in the Case Notes (Attachment XI).

### **Supportive Services**

AJCCs shall assess each youth for needed supportive services to participate in WBL 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. Additionally, AJCCs may use CareerHub to provide incentives to youth in support of achieving targeted goals. Any supportive service offered must be documented in the case notes along with copies of all receipts.

AJCCs may provide nutritional 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, he/she shall receive a monthly Performance Evaluation (PE) (Attachment XII). The PE shall be completed by the Worksite Supervisor. The AJCC shall then review and discuss the PE with the youth,

acknowledging his/her strengths and/or weaknesses as identified by the Worksite Supervisor. The PE review shall occur when the youth comes to pick up his/her paycheck.

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 when a minimum of 80 hours are completed. The AJCC shall review and discuss the FPE with the youth, acknowledging his/her strengths and/or weaknesses as identified by the Worksite Supervisor. The FPE review shall occur when the youth receives his/her last paycheck.

Upon completion, AJCCs shall identify if the youth can benefit from additional educational or employment services. Youth who may benefit from additional services beyond the scope of Level I services shall be co-enrolled into Level II and/or Level III services. This is optional for non-County Local Workforce Development Areas.

### **Participant Case File Check List and Content Organization**

Service providers shall ensure that all documentation is maintained in the case file and organized as indicated in the Participant File Checklist (Attachment XIII). Form substitutions may be utilized only with written approval of the County. AJCCs shall also ensure that all documentation is valid, current and has been signed. AJCCs shall also monitor all case files on a regular basis by using the Participant File Checklist to ensure accuracy for audit purposes.

## **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 WDACS.

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 a copy of the WoWBook. An electronic version may be provided.

***The TAYWoW Curriculum is proprietary material. As such, AJCCs are prohibited from distributing or modifying its content without prior written approval from WDACS.*** AJCCs shall also ensure each 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 set the instruction using the pacing options available. However, the 5-day version should be utilized during the summer months. 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, & F. Each Module is divided into units

The Core Curriculum training modules and units 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
- HireED Video Series
- Marijuana Awareness / Cannabis Campaign

**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 your 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
- Become aware of cultural differences at work and how to manage them

**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
- Understand the parts of a job interview

**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
- Understand the importance of saving

**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
- Explore the process of determining whether or not to share personal issues/circumstances with the workplace

**Module F- Beyond Your First Job (1 Unit):** The purpose of this module is to review the skills and the information that have been covered in the WOWBook.

**Objectives:**

- Learn ways to stay on career path
- Develop next steps using the information in WOWBook

**The 7 Habits of Highly Effective Teens Book**

As an added resource, the *7 Habits of Highly Effective Teens* by Sean Covey will be used as a companion guide to the TAYWoW curriculum. Each youth shall receive a copy of the book and AJCCs shall maintain a Book Inventory Log (Attachment XV) that is signed-off by the youth certifying when the book was distributed. This document shall be kept in the case file. For youth who do not wish to accept a copy, AJCCs must also provide documentation to keep in the case file.

**PET Requirements and Prior Participation**

All youth are required to participate in the 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 participation must be captured in the Y@W Portal (See Section VIII, Mandatory Data Entry). AJCCs shall maintain clearly designated sign-in sheets for each PET activity. The sign-in sheets shall contain the module name, date, duration, complete youth name and youth signature.

As PET is a paid activity, service providers shall use the Verification of PET Training and Book Receipt form (Attachment XVI) that clearly document the module, the date instruction took place, the duration, and the name and signature of the participating youth. AJCCs shall maintain copies on file and document activity completion in both the case notes and Youth@Work Portal.

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 a copy of the completion certificate in the case file and also annotate it in the case notes.

***NOTE: For youth that bypass PET, the Y@W Portal must reflect PET hours as zero (0) hours and indicate “Completed” for PET status.***

## **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 XVII) contains a thorough description of requirements. A Worksite Agreement (Attachment XVIII) 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 WDACS.

### **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 XIX) 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.

### **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.

The Worksite Checklist will expire concurrently with the effective date identified on the Worksite Agreement form.

Each worksite requires its own unique worksite agreement, however, AJCCs may negotiate a Master Agreement to cover multiple work locations. Service AJCCs wishing to exercise this option must notify the WDACS 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 XX) is to ensure youth, AJCCs, and supervisors are clear on the hours, expectations, and duties that will occur through this program. Service 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.

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

Prior to beginning a WEX assignment, youths' skills set, interests and work experience preferences are assessed using the IA form. Youth may be placed in a worksite if the youth possesses the requested skills 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 the worksite meets all safety criteria. Depending on the age of the youth, they may be required to have a valid work permit to begin the PET and WEX.

### **Work Permit**

A work permit (Attachment XXI) 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 beginning the PET or WEX. The work permit must be valid through the last day of the 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 keep a copy in the participant case file.

## **VIII. MANDATORY DATA ENTRY**

All data entry must be made within the same business day but no later than three (3) business days of the date of participant registration, enrollment, placement or exit. AJCCs shall utilize the Y@W Portal as the case management and data repository. The Y@W Portal may be accessed via the link <https://wbl.wdacs.lacounty.gov/syep.html>.



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 Manual for complete user instructions.

AJCC’s shall record the number of WEX hours completed at a minimum once a month in the Y@W portal by indicating the youth’s status as “pending” and entering the total number of WEX hours completed to date. AJCC’s shall then note in the Comments field the youths’ projected timeframe to complete the remaining hours.

### **Countywide Youth Bridges Program**

All CYBP placements must be recorded in the Y@W 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-WDACS 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**

### **Program Activity End Date**

Youth enrolled in WBL services shall be exited through the Y@W Portal once the AJCC determines that maximum hours have been reached. It is the expectation that each youth shall receive a full 120-hours of WEX. For example, youth enrolled on June 18, 2019, would not have completed the 120 hours by June 30, 2019, and can be carried over to the new fiscal year to complete the determined hours. The youth completes the remaining hours on August 1, 2019 and is then exited from the program effective August 1, 2019. The Y@W Portal shall reflect the exit date effective August 1, 2019.

### **Exit Procedures & Good Cause**

In general, youth shall not be exited from the Y@W portal until the full 120 hours of WBL participation are complete. Should a youth have reasonable circumstances for not completing the program, the AJCC shall ensure the reason is verifiable and substantiated. Acceptable reasons include:

- Incarceration (Juvenile or Adult);
- Death;
- Health reason (Physical or Mental)
- Moved out of State;
- Moved out of County;
- Joined the military and was deployed;

Should an AJCC have additional Good Cause reason for consideration an email shall be sent to [youthatwork@wdacs.lacounty.gov](mailto:youthatwork@wdacs.lacounty.gov).

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 must request a waiver from WDACS to drop the youth per policy and procedures.

Once a youth has completed the program the AJCC shall complete the following tasks before the last pay check 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 through Survey Monkey, at <https://www.surveymonkey.com/r/youthatworkexit> before exiting the individual. A printout of the survey completion confirmation must be included in the participant's case file. In order to assure 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. An incentive through Career Hub may be issued to ensure cooperation. Every youth shall be expected to complete the survey regardless if an individual will not complete the program.
3. **Issue Certificate of Completion** - The Certificate of Completion is issued after participants complete all program activities and when the FPE and Youth Survey are completed. The Exit Form on the Y@W Portal shall be completed at the time of Exit and a printout shall be maintained in the youth's case file.
  - a. Countywide Youth Bridges Program (CYBP) participants must also be issued a digital and 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:
  - b. One of the following: Entered Advanced Training, Entered Postsecondary Education, Planned Services Completed, Planned Services Not Completed, Involuntary Exit, Returned to School, CYBP Certificate Issued, Dropped

Out, Employed Full Time, Employed Part Time, Referred to AJCC, Moved out of County/State

**X. LISTING OF REQUIRED FORMS**

- Attachment I- Map Application Guide
- Attachment II - Form I-9
- Attachment III - Form W-4 Sample
- Attachment IV - Consent & Release Agreement Ages 17 & Under
- Attachment V - Consent & Release Agreement Ages 18 & Above
- Attachment VI - Confidential Verification Form
- Attachment VII - DCFS Universal Referral Form
- Attachment VIII - Compliant of Discriminatory Treatment
- Attachment IX - Language Designation Form
- Attachment X - Individual Assessment (IA) Form and Instructions
- Attachment XI - Case Notes
- Attachment XII - Monthly & Final Performance Evaluation Form
- Attachment XIII - Participant File Checklist
- Attachment XIV - Agreement for TAYWOW Curriculum Users
- Attachment XV - Book Inventory Log
- Attachment XVI - Verification of PET and Book Receipt
- Attachment XVII - Worksite Checklist Form
- Attachment XVIII - Worksite Agreement
- Attachment XIX - Worksite Supervisor's Manual
- Attachment XX - Worksite Expectation Review Form
- Attachment XXI - Work Permit Sample