

Youth Employment Playbook

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# Youth Employment Playbook

## Introduction

Workforce Solutions has expanded its system-wide efforts to provide meaningful services to thousands of young adults across the Texas Gulf Coast region. We help young adults prepare for careers by providing employability skills training, employment, and work-based learning opportunities. We also provide continuous support through career and education guidance, mentoring, and career exploration. Workforce Solutions is uniquely positioned to deliver these professional development opportunities to young adults to keep our region the best place to do business, work, and live.

**Workforce Solutions will provide a comprehensive service delivery strategy by*:***

* Providing a robust outreach campaign to reach young adults and area employers
* Delivering virtual hiring events with our local career offices, and community partners to promote young adult employment
* Increase postings in Work-In-Texas to ensure a variety of jobs exist for young adults looking for unsubsidized employment
* Increase the number of direct hires for young adults between the ages of 16 and 24
* Outreach and engage employers to become host worksites for subsidized work experience throughout the year
* Assist employers to support their hiring needs by hosting and/or supporting hiring events with positions targeted for young adults
* Intensifying recruiting and outreach efforts for young adults looking for work
* Providing Fast Pass to Work – online employability skills training – to prepare young adults to enter employment
* Onboarding students adults with disabilities to enter subsidized work experience and/or find unsubsidized employment
* Increasing opportunities to provide career counseling and job search strategies to young adults visiting our local offices, or connecting with them on a virtual platform
* Increasing exposure to financial aid, training scholarships, and resources for college
* Providing direct referrals for opportunity youth who need Adult Education services
* Providing support services for eligible young adults to help them get a job, keep a job, or upskill through training to get a better job

## Overview of Work-based Learning

Workforce Solutions offers subsidized (paid) work experience placements for eligible young adults needing additional work experience. Workforce Solutions recruits employers to serve as host worksites and G&A Partners (G&A) serves as the employer of record covering the wages, FICA taxes, and insurance liabilities. Employers who register to participate create an opportunity at the worksite to mentor and train young adults for the duration of the placement.

### Number of Work-Based Learning Hours

All work-based learning placements have opportunity to work a minimum of five weeks but should not exceed a total of 240 hours based on available funding. Requests for more than 240 hours must be approved by the board. When determining hours for the young adults placed at the worksite, staff should consider weekly school/training schedules and the number of hours the young adult can complete each week. It is the intent to provide opportunities for every young adult entering work experience to work the hours the young adults can work effectively, and the number of hours agreed with the employer. The minimum hours may be no less than four hours weekly and the maximum hours may not exceed the 240-hour limit.

### Eligible Young adults Entering Work Experience:

* Complete the 6-hour Fast Pass session
* Attend onboarding session provided by Workforce Solutions
* Earn $10.00 hour
* Work a minimum of five weeks
* Eligible to work up to 30 hours a week
* May work up to a total of 240 hours

## Employer Outreach

Workforce Solutions has increased its efforts to contact and engage employers by providing detailed descriptions of the services available and support employers’ hiring needs for young adults across the region.

### Role of Employer Service Division

Workforce Solutions staff is responsible for identifying, recruiting, and developing employment worksites in both the public and private sector for paid work experience placements. Business Consultants (BC) play an important role to help support the career offices in finding new worksites that are appropriate for the young adults referred for work experience opportunities. BC’s and local career office staff are expected to work collaboratively to make sure a variety of meaningful worksites exist to meet the needs of the young adults in their area. When an office identifies a potential worksite, staff must hand this information to their Business Consultant to follow up with the employer.

Employer Service will support young adult employment by:

* Increasing the availability of identified young adult job postings in Work-In-Texas
* Creating opportunities for on-the-spot hiring events inside Workforce Solutions offices for young adults throughout the year, with a heightened awareness of summer and Christmas holiday employer labor needs
* Soliciting new employers as host worksites for work experience placements
* Working with career offices to make sure adequate worksites are available for young adults (Do not over promise to employers.)
* Receiving work experience referrals from employers and directly connecting the employer to the appropriate career office
* Coordinating and collaborating with career offices to make sure employers identified as potential worksites are contacted
* Providing follow-up with local career offices and employers to ensure establishment of new worksite agreements when employers are identified Providing direct support to the city’s Hire Houston Youth employment campaign, as identified.

When soliciting new employers for work experience placements, Workforce Solutions looks to target worksites that make up a combination of private and public entities:

* For-Profit Employers
* Local governments
* Chambers of Commerce
* Libraries
* Non-profits
* Independent School Districts
* Community Colleges
* Universities

BC’s must share information/make presentations with local civic groups, like Chambers of Commerce, Rotary and Lions Clubs, Industry partnerships, Economic Development Councils, and trade associations who are uniquely positioned with local employers across the region. This is an important strategy to reach a multitude of employers who make up many of the memberships within each of the organizations.

To ensure a coordinated outreach effort, work through Talent Development and the board’s Industry Liaisons, or a key representative, who has established relationships with each of the associations to provide an introduction and help promote the effort.

***Note***: Promoting efforts through large email blasts to solicit the opportunity to cold contacts provides little return.

### Developing Worksites

Local career office staff are also expected to work in coordination with BC’s to make sure a variety of meaningful worksites exist to meet the needs of the young adults in their area. When an office identifies a new potential worksite, staff may hand this information to their Business Consultant to follow up with the employer, if a relationship has not been established.

Workforce Solutions staff are also encouraged to develop work-based learning opportunities in high-growth occupations, skilled trades and crafts, and other high demand occupations when possible.

Each new worksite added to the system must be vetted by Workforce Solutions staff to make sure the employment opportunity provides a meaningful work experience opportunity to help participants gain work skills, build self-confidence, network with others, receive guidance and feedback on performance, and explore a career field.

All worksites developed must be entered into the [Workforce Solutions Youth Portal](https://workforcesolutions.sharepoint.com/SitePages/Youth-Application.aspx).

#### Participating Employers must:

* + Agree to provide a minimum of five weeks of work experience
  + Submit job descriptions for available positions
  + Receive initial visit by Workforce Solutions to ensure safe working conditions and completion of worksite profile
  + Sign a worksite agreement as prepared by Workforce Solutions
  + Agree to all terms of the executed worksite agreement
  + Attend a supervisor orientation provided by Workforce Solutions – virtual, onsite or offsite
  + Provide an initial orientation to young adults entering the worksite, provide daily supervision, mentoring, and specific job training to the young adults placed at the worksite
  + Provide a safe and secure worksite and inform youth of safety procedures and protocols
  + Deliver continuous feedback to the young adult(s) and to the Workforce Solutions representative visiting on a weekly basis.
  + Agree to allow Workforce Solutions to follow-up at the worksite on a weekly basis, or as needed
  + Address workplace concerns
  + Participate in worksite monitoring for quality assurance reviews and provide corrective action as necessary.

#### Workforce Solutions Process for Developing Worksites:

1. As employers express interest in participating as a work-based learning worksite, BC’s will:
   1. Introduce and provide information to the employer about the service Workforce Solutions provide to employers;
   2. Support the employer by completing the [worksite application](https://workforcesolutions.sharepoint.com/Lists/Career%20Offices/AllItems.aspxhttps:/www.wrksolutions.com/Documents/Staff/Work-Based-Learning/Worksite-Application.docx) and collecting job descriptions;
   3. Inform the employer that another Workforce Solutions staff person will be contacting them within two business days **to** schedule a worksite visit; AND
   4. Hand-off the employer by providing the completed [worksite application](https://www.wrksolutions.com/Documents/Staff/Work-Based-Learning/Worksite-Application.docx) and job description to the Work-Based Learning Team Leads (back-up and/or Career Office Manager) the **same day they are received**.

1. After the employer has been handed off to the WBL Teams, they will:
   1. Collect the [worksite applications](https://www.wrksolutions.com/Documents/Staff/Work-Based-Learning/Worksite-Application.docx) and assign staff to schedule a site visit within two business days of receiving the completed [worksite application](https://www.wrksolutions.com/Documents/Staff/Work-Based-Learning/Worksite-Application.docx);

* Work with the employer to develop job descriptions to make sure they accurately reflect the work performed – if needed
* Conduct a review to vet the appropriateness of the worksite. If necessary, submit job description to designated Board staff for review
  1. Conduct worksite visits using the [Worksite Safety Review](https://www.wrksolutions.com/Documents/Staff/Work-Based-Learning/WBL-Worksite-Safety-Review.docx) document.
  2. Execute worksite agreement via Pandadoc to be signed by the leadership of the three career office contractors, G&A Partners, and the worksite;
  3. After the worksite agreement has been signed off by all parties, staff will:
* Enter worksite information into the Youth Portal and in the [G&A spreadsheet](https://gnapartners-my.sharepoint.com/:x:/p/telder/EfEbgwFQg05LrP3bSxa-pvYBmwKPWral5YD0st5ZFnaKPg?rtime=acYcPr4m2Ug) using a unique naming format for each worksite i.e. BR 1 Kevin’s Medical Supply
* Upload [worksite application](https://www.wrksolutions.com/Documents/Staff/Work-Based-Learning/Worksite-Application.docx) and job descriptions into the [Workforce Solutions Youth Portal](https://workforcesolutions.sharepoint.com/SitePages/Youth-Application.aspx), DocuWare, and Worksite folder on the Extranet using the same unique naming format that was entered into the G&A spreadsheet (G&A will access to retrieve worksite information for their purposes); AND
* email the worksite information to Lisa Spadoni, Board staff, at [lisa.spadoni@wrksolutions.com](mailto:lisa.spadoni@wrksolutions.com) to create a worksite code in TWIST.

1. Worksites will be tracked on a master list of worksites housed in the [Workforce Solutions Youth Portal](https://workforcesolutions.sharepoint.com/SitePages/Youth-Application.aspx).

### Virtual Work Based Learning

Workforce Solutions staff may identify employers who are interested in interns working virtually.  Workforce Solutions staff must request a copy of the job description for the position, identify training and work that can be performed online, determine if there are other staff working virtually in the same position and determine if the position is conducive to virtual work.

Employers who can host a virtual worksite must also meet the following guidelines:

* Develop a detailed work/training plan documenting the amount of training/work hours, preferably by day
* Describe how interns will be supervised and how daily tasks will be tracked
* Identify any needed equipment.

Workforce Solutions staff must:

* Review and approve training plans submitted by the work site.
* Work with the employer and interns to make sure all necessary equipment is available
* Communicate with employers and interns to get progress updates, and work to resolve issues
* Provide career counseling and document how virtual internship will help the intern gain valuable work experience
* Follow up with interns before, during and after internship; provide services as needed.

## Young Adult Outreach

Outreach is a critical function to reach young adults seeking opportunities between the ages of 16-24, across the region to introduce them to Workforce Solutions' services. With a heightened outreach effort across the summer months, it’s important to work with local communities to establish strong partnerships on the front-line with service providers directly linked with targeted populations year-round.

Workforce Solutions is fully emerged in communities to promote Workforce Solutions’ services. Participating in community partner meetings, outreach events, expos, resource fairs, and community activities is key to meeting partners, building a rapport, and educating the community to build a pipeline of referrals directly.

Workforce Solutions staff must conduct outreach in the areas where young adults congregate and provide information about the opportunity for employment and training. By stepping from behind the desk and reaching out to young adults where they are, we open the doors to opportunities.

**Provide outreach to targeted populations:**

* Foster Care providers
* Independent School Districts
* Juvenile Justice
* Adult Education providers
* Vocational Rehabilitation
* Housing Authorities
* Faith Based Organizations
* Community Centers
* Health Clinics
* Drop-Out Interventions and At-Risk Providers
* Homeless Services
* Local libraries
* Services for Parenting Teens
* Health and Human Services
* Families receiving childcare subsidies
* Families receiving unemployment insurance
* Young Adults registered in Work-In-Texas (WIT)

### Outreach Strategies

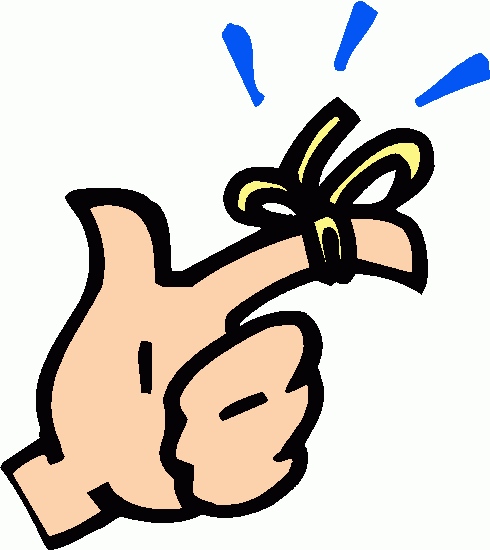
1. Target community-based organizations (CBO’s) who serve opportunity youth with employment challenges and make them aware of how we can work together to help the young people they serve. Target young adults who are low income with an existing challenge: homeless/runaway, young adults who received a High School Equivalency credential, but are still basic-skills deficient, pregnant or parenting, disabled, runaways, young adults residing in foster care or have aged out of foster care, young adults involved in juvenile justice or the court system, and/or English language learners.
2. Outreach young adults at community events/locations. Establish rapport and inform them of employment opportunities available through Workforce Solutions. Consider screenings for eligibility determinations, orientations at partner agencies to connect with young adults and share information about Workforce Solutions’ services.
3. Develop a referral process with community partners that will ensure young adults who contact Workforce Solutions reach staff who are ready to assist them. Establish an ongoing partnership to measure the results of how well the collaboration is working and how referrals and services can be improved between agencies.
4. Develop collaterals and work with other staff and partners who are performing outreach. Ask partners to promote Workforce Solutions and young adult employment. Provide outreach materials so collaterals are prominent within other provider agencies. Ask partners and CBO’s to post Workforce Solutions opportunities on websites and social media platforms.
5. Identify and research ways to engage young adults using social media.

### Youth Registration

As Workforce Solutions is outreaching young adults from a variety of locations in the community who have not yet entered the career office for service, staff members can request they register their contact information by doing the following:

1. Ask young adults to send a text message to **40691**
2. In the body of the text type: **#getpaid2021**
3. They will click the registration link and complete the registration questions.
4. Within 24 hours of receipt of the electronic youth registration, Board staff will upload the referral to the appropriate employment contractor referral sheet in SharePoint.
5. Career Office Leads designated to drive the employment campaign efforts for each of the local offices, will be expected to pull down the referrals from SharePoint.
6. Once the referral is received by the career office, they have three days to contact the young adults to determine next steps for services.
   1. Offices will have a variety of ways to contact the young adults including phone calls, emails, and texting services.
   2. Actions taken to follow-up with the referred young adults should be noted on the master spreadsheet to ensure youth are being contacted.

***Note:*** Registration information in Eventbrite is typical



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information required that allows permission to register

and track the young adults in Work-In-Texas while providing

a pre-screen for eligibility to consider for potential

work-based learning opportunities. Young adults self-identify

by checking boxes that may indicate a potential young adults challenge to employment.

## Summer Earn and Learn Initiative (SEAL)

Summer Earn and Learn is a joint initiative each year between Vocational Rehabilitation Services (VRS) and Workforce Solutions to provide work-based learning opportunities for a minimum of **575 students** with disabilities during the summer months. This initiative provides students with work readiness training and work-based learning provided by Workforce Solutions to better prepare students for successful transition to postsecondary education and employment.

Current Vocational Rehabilitation students (age 16-22) are referred directly to Workforce Solutions for the establishment of a work experience opportunity. VRS will determine eligibility for participation in the program and for other VRS funded services. Other students identified by VRS who are potentially eligible may also be referred.

Vocational Rehabilitation Summer Earn and Learn students enrolled in work-based learning will have opportunity to work a minimum of five weeks. When determining hours for the students placed at the worksite, staff should consider weekly school/training schedules and the number of hours the young adult can complete each week. It is the intent to have every young adult referred by VRS entering work experience work the appropriate number of hours according to their skills and abilities not to exceed the 160-hour limit.

#### Eligible students entering work experience will:

* Complete Work Readiness Training
* Attend onboarding session provided by G&A
* Earn $10.00 hour
* Eligible to work up to 20 hours a week for five weeks

### Vocational Rehabilitation Service Referrals

1. VRS will conduct priority outreach to their assigned student caseload and register each student wishing to participate in a work experience opportunity with Workforce Solutions using the Youth Portal. The application will be scanned and uploaded into the portal. The Gulf Coast Workforce Board will refer the students to the designated contractor.
2. Workforce Solutions contractors and/or designated Career Office Leads can find receipt of new referrals downloaded to a master spreadsheet designated for each contractor no later than close of business each Monday throughout the summer months. VRS staff will continue to enter new referrals in the Youth Portal. Board Staff will be responsible for updating the spreadsheet.
3. Once the SEAL referral is received, it is the responsibility of the Workforce Solutions contractor, its designated career office along with the additional support of the designated VRS Counselor, to help identify worksites and send the suggested placement to the WBL team to complete the process and complete the Youth Intern Profile. These activities should occur in the Partner for Success team meetings.

### Virtual Fast Pass Sessions

Based on our current operating conditions, the plan is for all Fast Pass sessions to be conducted virtually using the Zoom platform. The schedule for virtual sessions can be found by [clicking here.](https://www.wrksolutions.com/for-individuals/career-exploration/young-adult-services/summer-jobs)

### In Person Fast Pass Sessions

Based on our current operating conditions, in person Fast Pass sessions are not currently scheduled. If the need for in person sessions is identified (whether at a career office location or in a school), this need will be discussed with Board staff to determine the best plan of action.

### Partner for Success

Each local career office is responsible to designate a Team Lead and back up to serve as the primary point of contact to work with designated VRS Counselor(s) and Business Consultant(s) assigned to the local career office. The designated lead will serve as the team leader to organize and facilitate the local teaming with Partner for Success meetings.

Each team will consist of staff from the local career office, VR Counselor(s) and the Business Consultant who will meet weekly during the project period to review the local roster of SEAL referrals, make important team decisions such as forming a local plan of service and communication delivery. Teams will meet weekly according to their agreed upon schedules. Teams can meet more often, if needed.

As the team develops and coordinates the local onboarding of students to worksites, each team designated by local career offices will be provided and held responsible for managing a master spreadsheet of participants, tracking necessary worksite placement locations, number of hours worked, and important program data.

#### Partnering for Success will allow teams to:

* Provide important updates on student participation and progress
* Share and exchange information about the jobs and worksites that are available
* Discuss any workplace accommodations, needs, issues, or concerns for participant placements
* Identify appropriate worksite placements and match young adults to positions in the Workforce Solutions Youth Portal
* Develop local strategy to provide onboarding to local students
* Determine a local process for handling of participant needs or issues as they arise and how the team will maintain communication to ensure awareness of such issues and coordination of team efforts to resolve the issues at hand.
* Address any needs as shared by employers
* Document team meetings with agendas and minutes to guide follow-up activities
* Coordinate to ensure all program documentation and data is collected as required for submission to the board.
* Communicate with the Joint Planning Committee

### Building Partnerships with Vocational Rehabilitation

As part of system integration, we rely heavily on Vocational Rehabilitation as team experts working with students with disabilities. Afterall, VRS Counselors have the established relationships with the students being referred. VRS Counselors will contribute their knowledge of employers who have successfully hired VRS participants in the area. VR staff can also assist the local team in providing disability awareness presentations, worksite analysis, or other forms of assistance to support the local career office in working with employers to identify needed participant accommodations, if any, and address any issues and concerns that are happening with the student at the worksite. For this reason, it is extremely important that local teams are meeting in person and communicating frequently with their VRS team members on a consistent basis.

Partnering for Success is a critical component to improving service delivery for the program participants. If team participation is difficult to maintain, or drops off, local teams should reach out to their designated TA lead from the Joint Planning Committee for technical assistance and guidance.

### Role of the Joint Planning Committee

The Joint Planning Committee (JPC) made up of member leadership from the Gulf Coast Workforce Board, Vocational Rehabilitation Services, and contractor staff provide the planning and administration to ensure the deliverables are carried about by the workforce system successfully. Members of the Joint Planning Committee will provide ongoing technical assistance to each of the Partner for Success teams as needed. As teams have local challenges that are not being resolved at the local level, teams can discuss issues and concerns with their assigned Technical Assistant (TA) lead.

Teams are encouraged to resolve issues quickly by also addressing issues, concerns, and challenges with their assigned managers and contract management.

***Note:*** It is not the role of the Technical Assistance lead to provide the leadership, direction, nor do the work at the local level with the team. TA leads, as needed, share information, check-in occasionally, and suggest strategies for improvement. All TA leads representing the Joint Planning Committee have expertise in the working knowledge of the Earn and Learn initiative and have been participating in the Joint Planning committee at the board level since its earliest conception. In addition to seeking technical assistance, local teams should always defer to the direction of their program management.

## Hire Houston Youth Initiative

### Hire Houston Youth (HHY)

HHY is the City of Houston’s annual program to provide employment for thousands of local young adults. Workforce Solutions cross promotes HHY throughout our local career offices that reside inside the city limits. Workforce Solutions supports the city’s initiative by providing additional young adults services that run congruently with the city’s campaign throughout the summer months.

All young adults who utilize Workforce Services between the ages of 16-24 between May – August within the Houston city limits and surrounding areas, are counted as part of Workforce Solutions’ campaign efforts to support the city’s Hire Houston Youth campaign.

During the summer months, Workforce Solutions also provides a team of Workforce Solutions staff who are designated to provide support to the Mayor’s Employment Initiative. In partnership with the city, Workforce Solutions team members assigned to the project help the Mayor’s Office of Education administer specific functions of the Hire Houston Youth Campaign to leverage resources for both the city and Workforce Solutions, to maximize the number of young adults that can be served throughout the city during the summer months.

Click the [HHY process map](https://www.wrksolutions.com/Documents/Staff/Work-Based-Learning/Hire-Houston-Youth-Process-Map.pdf) for detailed steps for working with young adults referred by the City of Houston.

* + Ensure young adults are equipped with identification badging from Workforce Solutions and a profile to be presented to the worksite upon arrival.
  + Provide continuous workplace visits gathering important feedback from the young adult and employer.
  + Collect timesheets and support the processing of payroll for young adults.
  + Address concerns immediately as they arise by documenting case notes.
  + Respond to corrective action concerns immediately.

## Next Steps with Working with Young Adults

### Make a Connection

All young adults that complete the registration should receive service. Service can be provided in many ways; we want to make sure there is no “wrong door”. We find ways to support and provide service to our customers, realizing it is not always necessary for customers to come to our offices to receive service.

1. Young adult registrants will be contacted by their designated Workforce Solutions career office to offer an appropriate “next step” for service which may include an invitation to:
   * + - 1. visit their closest Workforce Solutions office to look for employment;
         2. meet at a designated location within the community;
         3. attend a work readiness training in person or virtually;
         4. apply for financial aid to determine funded services for potential work-experience opportunities; or
         5. receive additional young adult services, in person or virtually such as career exploration, identifying potential training services, and job searching activities.
2. Connecting with the young adults during this interaction is extremely critical to have the young adults take the “next step”. Personal messages that encourage young adults to connect with a specific staff member who has potential job opportunities waiting are very persuading messages vs. generic statements asking the young adults to visit. Appointments can be made to assist customers virtually or over the phone.
3. It is up to local offices to obtain any required supporting documentation and to determine the next offering for service.

### Share Hiring Events

Workforce Solutions will offer a variety of hiring events all year long specifically geared towards employers who have a need to fill entry level positions. Often, these hiring events are geared towards serving young adults between the ages of 16 and 24.

Please see the published calendar of hiring events in Work-In-Texas and on the Workforce Solutions website.

### Fast Pass (Virtual): Work Readiness Training

Workforce Solutions offers a customized Work Readiness Training, *Fast Pass to Work*, for young people needing essential work-place soft skills and understanding of workplace etiquette to help them be successful on the job.

The Fast Pass curriculum is comprised of multiple interactive lessons that focus on ensuring young adults have the employability skills needed to be successful in the world of work. This is a standard curriculum that will be used with all young adults participating in employment opportunities, regardless of the program or funding stream.

The 2021 Fast Pass curriculum includes a total of 6 hours of curriculum broken up into three two-hour sessions:

* Session A: Job Readiness and Career Explorations,
* Session B: Developing Workplace Soft Skills, and
* Session C: Professionalism and Workplace Ethics

The employability skills covered throughout the six hours include: attitude, communication, critical thinking, decision making, feedback, financial literacy, flexibility, problem solving, professionalism, teamwork, and time management.

Any young person, regardless of eligibility, are welcome to register and attend the Fast Pass workshops. This includes young adults looking for unsubsidized employment through Work-In-Texas; however, eligible young adults moving into paid work experience opportunities are required to attend. Summer Earn & Learn students referred by VRS are required to complete Fast Pass work readiness sessions before they can be placed at a worksite.

Sessions are not required to be completed in any order.

#### ~~Fast Pass to Work Sessions in the Schools~~

~~To prevent bottlenecks for young adults needing to enter Fast Pass Sessions in local career offices, before the end of the school year, VR Counselors are organizing Fast Pass sessions to be held in the area schools for registered students, in large groups, who are participating in Summer Earn and Learn. VR Counselors are directly scheduling the school sessions with the Workforce Solutions Facilitator team.~~

1. ~~Before the start of the Fast Pass session in the area school, the VR Counselor is responsible for creating the Fast Pass registration sheet with typed names. Also, each student named on the sheet should be marked as an active (A) or Potentially Eligible (PE) referral.~~
2. ~~Once the session has completed, the sign-in sheet with signed signatures of each student completing is returned to the facilitator. The Fast Pass facilitator is responsible for uploading the sign-in sheet to the SharePoint folder. (See additional responsibilities for the Fast Pass Facilitators.)~~
3. ~~As the session has ended, each VR Counselor will provide each student a “~~*~~Next Steps~~*~~” card. VR Counselors are to instruct the student where to attend an orientation session at his/her closest Workforce Solutions office and mark the next steps card accordingly. Keep in mind, all orientation sessions happen during the second half of the Fast Pass workshop in each local career office. Remind the student it is necessary to bring the indicated I-9 documents to the scheduled orientation session.~~
4. ~~Next, VR Counselors are to share information in their bi-weekly Partner for Success teams to let each team know when each VR student, will be attending the orientation session.~~

#### ~~Fast Pass Sessions in Career Offices~~

1. ~~Before the start of the Fast Pass Session, VR Counselors will work directly with their assigned Partner for Success team each week to provide a completed Fast Pass registration sheet that includes typed names of each participant who’ll be attending the next scheduled Fast Pass session at the career office.~~
2. ~~The counselor will provide the registration sheet to the team lead at the Career office who’ll provide the typed registration sheet to the Fast Pass facilitator in the designated office. The facilitator will then be responsible for uploading the attendance sheets in the Fast Pass folder, located on SharePoint Employment 2020 – under the Earn and Learn file.~~
3. ~~All registration sheets are to be prepared with typed names that coincide with the student signature after each student on the Fast Pass registration sheet should be marked as an active (A) or Potentially Eligible (PE) referral.~~
4. ~~During the second hour of the Fast Pass training, Workforce Solutions will begin the orientation and onboarding procedures with the hiring paperwork to have the student placed on a worksite. Most onboarding sessions will take place during the Fast Pass seminar. It is the goal of each career office, as circumstances permit, to have young adults complete the Fast Pass and the onboarding session on the same day to minimize the number of times the student returns to Workforce Solutions before his or her work experience placement begins.~~
5. ~~VR Counselors will continue to register young adults for Fast Pass sessions throughout the year.~~
6. ~~As needed, work with your local team and office to schedule additional Fast Pass sessions as needed.~~

***~~Note:~~***~~Workforce Solutions must ensure that students completing Work Readiness Training are offered a worksite placement. Registered young adults who do not complete~~ *~~Fast Pass to Work~~* ~~are not permitted to move into a worksite placement.~~

### Responsibilities for Work Readiness Trainers delivering Fast Pass Sessions

Fast Pass Trainers must pass the Delivering Effective Workshops training and complete the Fast Pass Train the Trainer session before being authorized to present the Fast Pass curriculum.

***Note:*** All attendance records are to be uploaded to a Fast Pass to Work designated folder on the Extranet. Please discuss access with your Team Lead.

### Determine Eligibility for Work Based Learning

Workforce Solutions staff complete the following for young adults pre-screened and determine they might be eligible for Work Based Learning opportunities:

1. Conduct initial assessment,
2. Enter services in TWIST,
3. Screen the young adult for support services, and
4. Develop an Individual Employment Plan that addresses young adult’s career interest, skill sets, workplace values, and career goals.
5. Once the young adult is determined eligible, Workforce Solutions staff will then assign the young adult to a worksite.

Refer to WIOA Youth guidance on eligibility. Attached is a desk-aid for youth eligibility guidelines.

***Note:*** Support service is available to eligible WIOA Youth customers who need this type of assistance to get and keep a job. Assistance is available for the duration of the worksite placement and includes, but is not limited to, financial aid for childcare, transportation, work clothes and tools. An assessment is not required for youth referred by VRS for Summer Earn & Learn only. If the youth require support service, an assessment and eligibility is required.

## Worksite Assignments and Onboarding Young adults Entering Work-Based Learning

### Documentation

To standardize documentation and procedures across the system, please ensure all Workforce Solutions career offices are utilizing the new onboarding documentation for work-based learning. See the descriptions for use with each of the forms:

1. [**Employer Worksite Application**](https://www.wrksolutions.com/Documents/Staff/Work-Based-Learning/Worksite-Application.docx) – as an employer confirms participation as a host worksite, employer completes the application and submits the necessary information and job descriptions
2. [**Worksite Safety Review**](https://www.wrksolutions.com/Documents/Staff/Work-Based-Learning/WBL-Worksite-Safety-Review.docx) **–** contractors utilize the form to vet the appropriateness of the worksite before establishing the worksite agreement.
3. **Worksite Agreement –** an agreement established between the host worksite and the contractor serving as the employer of record.
4. **Work-Based Learning Intern Profile –** documents and profiles the necessary information for each of the interns established at host worksites. A copy of the profile will be provided to the intern and the supervisor. The profile includes worksite information, supervisor name and contact information, contact information for Workforce Solutions and VR staff, job title, pay rate and work schedule.
5. **Intern Orientation Handbook –** a useful guide to help inform and educate the intern about his or her work experience placement. A copy of the handbook will be provided to each intern during the orientation in a two pocket “branded” folder from the store front. Each intern will sign a statement indicating he/she attended the orientation.
6. **Supervisor Handbook –** a useful guide to help inform and educate the supervisor at each worksite about their role. A copy of the handbook will be provided to each supervisor during the orientation in a two pocket “branded” folder from the store front. Each supervisor will sign a statement indicating he/she attended the orientation.
7. **Time Sheet** **–** records the interns’ hours for payrolling.
8. [**Worksite and Intern Visit**](https://www.wrksolutions.com/Documents/Staff/Work-Based-Learning/Worksite-Monitoring-Visit-Form.docx) **–** use this form to document ongoing visits to the worksite to check the progress of interns.
9. **Workforce Solutions Media Release –** establishes permissions to showcase interns and employers in marketing materials.

### Worksite Assignments and Onboarding

**Workforce Solutions**

All worksite assignments will occur using the Workforce Solutions Youth Portal. When a young person has been determined eligible (WIOA or SEAL) to participate in a work-based learning opportunity, Workforce Solutions staff will:

1. Make sure the young adult has been entered into the portal and/or update information, if necessary. If the young adult is not in the portal, staff must enter all required information.
2. Assign young adult to an available worksite in the youth portal and begin collecting I-9 documentation for submission to G&A. For SEAL students, VRS staff will collect I-9 documents and upload to Extranet folder
3. Completely fill out the Intern Profile and Schedule using the individualized link provided by G&A

**G&A Processing**

1. Upon submission, Intern profile is sent to G&A for processing and three (3) actions will take place:
   1. G&A will export information to Excel to be viewed by WFS and G&A
   2. Automatic upload to *HiringThing* with access for viewing provided to WFS and G&A
   3. Offer Letter packet gets generated with the expected G&A orientation date and young adult acknowledges receipt of offer letter packet
2. Young adult completes pre-hire screening requirements prior to onboarding successfully
   1. May require drug screening and a background check
      1. Young adult can select the closest lab to their home for any drug testing required
3. Results will be available in HiringThing where WFS, young adult and G&A will be able to view results
   1. If results passed, they would receive an electronic onboarding invitation from G&A
      1. I9 documents to be gathered to create employee of record
   2. If results did not pass, please inform young adult they will not be starting
4. Young adult attends Orientation on specified day and time provided in the generated Offer Letter packet. Orientations will be held on Tuesday and Thursday of each week and will start work the following week. Orientations will be a collaborative effort with representatives from WFS and G&A.
5. Create two copies of the young adult’s profile to provide to the:
   1. Young adult – For the young adult’s record
   2. Supervisor – To show proof on first day of work that he is to start to avoid any confusion
6. Young adult reports to work on time with profile in hand

### Intern Identification Badges and Lanyards

Workforce Solutions has created a name-tag template, which includes the Workforce Solutions logo, the name of the intern, and the contact information for the Workforce Solutions office. Name tags come with a plastic insert attached to a lanyard. For identification purposes, all interns participating in work-based learning are encouraged to wear the identification at the host-worksite.

## Tracking Youth Services

### TWIST

Intake Common

Enter the following data:

* SSN
* Name
* Birth Date
* Address
* Phone #
* Email Address
* Authorized to Work in the U.S.

1. **Service Tracking**
2. WIOA Youth Eligible

For customers determined eligible for WIOA Youth services, follow routine procedures for WIOA youth tracking.

* Service 8 must be the first service for fund 30 and must be within 45 days of Eligibility Determination Date.
* Service 68 must be the second service (date can be the same as service 8 or after) for fund 30 and must be within 45 days of Eligibility Determination Date.
* A WIOA Youth element must be the third service for fund 30 and must be within 45 days of Eligibility Determination Date.
* WIOA Youth element services:

1, 2, 3, 7, 24, 29, 41, 44, 45, 47, 48, 49, 54, 72, 73, 74, 75, 201, 202, 203, 204, 205, 206, 207, 211, 212, 300, 301, 306, 307. Refer to the Service Matrix desk aid for a description of each service listed.

* + - * Work Based Learning:

Enroll in service 313 (Other Work Experience Opportunities) and enter appropriate worksite code. Service must be completed monthly and a new 313 service created for as long as the customer is participating in Work Based Learning.

* + - * If a Houston Hire Youth (HHY) add office 5 – 4107 HHY 2021 for Houston Hire Youth

1. Fast Pass

Tracking Unit Staff will be responsible for data entering information into TWIST for FAST Pass sessions

Trackers will:

* Review daily the Virtual FastPass21 Attendance sheets folder by contractor located at: <https://workforcesolutions.sharepoint.com/sites/SpecialProjects/SitePages/Hire-Houston-Youth.aspx\>
* Cross-reference the customer’s information to the:
  1. [Workforce Solutions Youth Portal](https://workforcesolutions.sharepoint.com/SitePages/Youth-Application.aspx)
     + If the customer has a VR number, staff will enter **Office 5 – 4112 SEAL**
  2. TWIST
  3. WorkInTexas
     + If the customer is found in either 3 or 4, staff will enter **Office 5 – 4105 Summer Jobs 2021**
     + If the customer cannot be found in any of the systems listed above, staff can create a Onestop record with just the customer name and email address and will enter **Office 5 – 4105 Summer Jobs 2021**
* If the customer attended Fast Pass sessions on multiple days, a Onestop service must be entered for each day the customer attended.
* Enter the information into TWIST according to the Fast Pass steps in the chart below:
  + Create a Onestop service for FAST PASS
  + Service Category – 1 (Informational Services)
  + Service Code – 30 (Workforce Services Orientation)
  + Start Date
  + Training Work Site – EL0000
  + County
  + City
  + Fund – 1 (Onestop)
  + Office 3 – appropriate contractor
  + Office 4 – appropriate office
  + Enter appropriate Office 5
    - 4105 Summer Jobs 2021
    - 4107 HHY2021 for Houston Hire Youth
    - 4112 SEAL 2021
  + Actual End Date – same as start date

1. Summer Earn & LearnEmployment

* Create a Onestop service for employment
* Service Category – 1 (Informational Services)
* Service Code – 30 (Workforce Services Orientation
* Start Date
* Training Work Site – (use appropriate work site code)
* County
* City
* Fund – 1 (Onestop)
* Office 3 – appropriate contractor
* Office 4 – appropriate office
* Office 5 – 4112 Summer Earn & Learn
* Actual End Date – same as start date
* Completion Reason – 20 - Complete Successful

1. Universal Youth
   * + - Register youth in WorkInTexas (make sure that birthdate is data entered)
       - Enter a staff assisted service in WorkInTexas
2. **Counselor Notes**

For young adults enrolled in work-based learning (WIOA) or Earn & Learn, career office staff shall enter counselor notes to document Fast Pass and monthly progress.  Notes should include any communication with the young person.

1. **WorkInTexas (WIT)**

Employer Service will enter all Youth Job postings in Work-In-Texas within 48 hours.   All postings will be entered with complete detailed information about the job and will be coded as:

* “SJ21”- under the box that is labeled “Employer Posting No” and
* “Summer Youth Program” under the box that is labeled “Special Category”

This will allow Employer Service to query the postings and include them on the daily LMI spreadsheet that is shared with the Workforce Solutions system.  This is used as a quick reference guide to search for available postings geared to young adults looking for summer employment.

## Monitoring Work-Based Learning Sites

### Bi-Weekly Visits to the Worksites

Career office staff will contact locations virtually and visit worksites as needed to ensure interns are progressing, answer questions, address concerns, and provide support for the worksite supervisor. Documentation of each visit must be documented using the [Worksite and Intern visit form](https://www.wrksolutions.com/Documents/Staff/Work-Based-Learning/Worksite-Monitoring-Visit-Form.docx) and entered in TWIST Counselor Notes for all young adult customers.

### Process for Reporting Worksite Concerns

Utilize the [Worksite and Intern visit form](https://www.wrksolutions.com/Documents/Staff/Work-Based-Learning/Worksite-Monitoring-Visit-Form.docx) to document any issues, concerns, challenges as noted by the supervisor and/or the student during the placement. Provide follow-up and corrective action and document accordingly. Information must be shared with designated individuals.

### Monitoring Sites and Responding to Corrective Actions

Monitoring will be conducted at each worksite. Monitors will meet with both interns and supervisors and ask questions about the internship to ensure both interns and the supervisor have received the required information.

In the event information is obtained that does not meet requirement or a concern is identified, a [corrective action form](https://www.wrksolutions.com/Documents/Staff/Work-Based-Learning/WBL-Corrective-Action-Report.xlsx) will be completed.

The [corrective action form](https://www.wrksolutions.com/Documents/Staff/Work-Based-Learning/WBL-Corrective-Action-Report.xlsx) will be sent to the Lead monitor who will review the information and forward to the contractor designee, Board designee and/or VR designee.

A response is expected to be returned within three (3) working days, if not sooner. If assistance and/or guidance is needed from Board staff, the contractor should request assistance timely to meet the time requirement or request more time from the Lead monitor. The Lead monitor will return the corrective action to all the individuals listed once action is taken resulting in resolution.

## Monitoring Progress

### Required Reporting

All contractors are required to submit weekly youth reports to designated board staff on by 4:30 pm, each Monday. Further details will be provided to your contract management.