

Policy Name.	Work Experience Policy
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Owner	Workforce Manager
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Policy:

An internship or work experience for eligible Workforce Innovation and Opportunity Act (WIOA) Adults and Dislocated Workers is an individualized career service within Career Services and is defined as a planned structured learning experience that takes place in the workplace for a limited period. An internship or work experience may be paid or unpaid and is designed to help individuals establish a work history, demonstrate success in the workplace, and develop the skills that lead to entry into and retention in unsubsidized employment.

For the WIOA Youth Program or any other federal or state grant funded program including the New York State Office of Temporary and Disability Assistance (OTDA) Temporary Assistance to Needy Families (TANF) Summer Youth Employment Program (SYEP) or New York State Gun Violence Prevention Initiative, work experience is similarly defined, noting that the WIOA Youth Program includes an additional requirement that paid and unpaid work experience must include academic and occupational education. The WIOA places a priority on providing youth with occupational learning priorities and requires local areas to spend at least 20 percent (20%) of their WIOA youth formula allocation on work experience, which may include wages and staffing costs for the development and management of work experiences. (NOTE: Please reference U.S. Department of Labor (USDOL) Training and Employment Guidance Letter (TEGL) No. 21-16, page 15 for allowable WIOA youth work experience expenditures.)

Work experience will be defined as a formal training program with a public, non-profit, or private employer (the “Work Site”) to provide practical experience for individuals who have never worked, have extremely limited occupational exposure or have been out of the labor force for an extended period. The program will provide opportunities for participants to observe and perform skills under the supervision of experienced professionals in the career, trade, occupation, or job of interest to the participant.

Participants will be employees of CNY Works, Inc. and wages will be paid at an hourly rate not less than the State minimum or the required prevailing wage for the work assignment. Employers acting as the Work Site will not be compensated. Labor standards apply in any work experience where an employee/employer relationship exists, as defined by the Fair Labor Standards Act and/or New York State Child Labor Law (<https://dol.ny.gov/hours-work-minors>). The maximum number of hours for all Youth will be capped at 40 hours per week. Participants shall not be paid for: vacation breaks, meal breaks, breaks of more than twenty (20) minutes, or a holiday recognized by the service provider as a “paid holiday.”

A work experience is not designed to replace an existing employee or position nor is it intended to provide employers with temporary employees, work experience is NOT a subsidized employee placement program for employers. The work a participant performs must complement, rather than displace the work of a paid employee while providing significant work experience, work skills development, or educational benefits to a participant. Funds provided for work experiences may not be used to aid in the filling of a job opening directly or indirectly that is vacant because the former occupant is on strike or is

being locked out during a labor dispute, or the filling of a position of which is otherwise an issue in a labor dispute involving a work stoppage.

Work experiences for WIOA-eligible Youth must include academic and occupational education to enhance a participant's long-term labor market attachment and encourage socio-economic self-sufficiency. The educational component may occur concurrently or sequentially with the work experience. Further academic and occupational education may occur inside or outside the Work Site.

Work experiences include, but are not limited to pre-apprenticeship programs, internships, and job shadowing. Work experiences/internships are to provide exposure to work situations, they are not intended to provide occupational training services that would be provided through an On-the-Job Training (OJT) placement. Participants who are placed in on-the-job training (hired by an employer) instead of a work experience placement will follow CNY Works' OJT policy. Internships will mirror the OJT contract format, but reimbursement will be 100 percent (100%) of the training cost.

Participant Eligibility:

All work experience participants must meet WIOA program eligibility requirements, be enrolled in the respective WIOA program, and have received an assessment resulting in the development of an Individual Service Strategy (ISS) (for Youth) or Individual Employment Plan (IEP) (for Adults and Dislocated Workers) that documents the participant's need and benefit for work experience. An average training placement of twenty-six (26) weeks may be sufficient for most participants, however, based on objective assessments and ongoing evaluations, and other factors such as physical, emotional, psychological, and intellectual capacities of individual participants, the duration and scope of individual work experiences may vary. Youth work experiences must comply with the maximum daily and hours worked for minors in accordance with New York State Child Labor Law (<https://dol.ny.gov/hours-work-minors>).

Monitoring:

Workforce Advisors must ensure bi-weekly monitoring and oversight of the work experience. Monitoring may include on-site visits and phone and email communications with the employer/trainer. Complete evaluations with the participant and work site supervisor to track progress in meeting the training plan objectives is required. Any deviations from the Work Site agreement should be dealt with promptly. Work experience participant's training and payroll records may be reviewed by federal, state and CNY Works' fiscal and program monitors. These entities have the right to access, examine and inspect any Work Site where any phase of the work experience program is be conducted.

Incentive payments to youth participants are permitted for recognition and achievement directly tied to training activities and work experiences. The payment for any such incentive will follow CNY Works' Incentive Payment Policy.

Business Engagement:

Work experience opportunities will be developed with public, non-profit, and private employers willing to provide Youth and/or Adults/Dislocated Workers with career exploration and skill development to establish a connection to the labor market and encourage the development of work readiness and occupational skills necessary for socio-economic self-sufficiency. The employers will enter into a Work Site Agreement with CNY Works, outlining requirements and expectations for the duration of the Work Experience.

The Executive Director or his/her designee has authority to make exceptions to the policy but must report such actions, along with the rationale used to make the exception, to the Program Committee.

Procedure:

Preparation for Work Experience:

Prior to a Work Experience placement, CNY Works Career Center staff will:

1. Assess eligibility of participant under WIOA and/or other discretionary grant eligibility requirements.
2. Create an ISS (Youth) or IEP (Adult and Dislocated Worker), which can be created using the Job/Career Zone assessment tool.
3. Complete the Assessment and ISS or IEP documenting the employment goal, the need for work experience, and how the academic (i.e.; High School Equivalency (HSE) class-required for Youth) and occupational (i.e., Career Zone) components, including digital literacy proficiency are in relation to the work experience placement.
4. Individuals may complete a work readiness training prior to starting work experience.
5. Identify an appropriate placement based on participant needs as outline in the ISS or IEP.
6. Prepare a Work Site Agreement outlining roles, responsibilities and expectations for the worksite supervisor, the participant and agency staff. The worksite agreement will include a job description along with the work readiness and occupational/job specific skills the participant will learn.
7. Participant will complete ALL required CNY Works, Inc. payroll documents, as well as the required New York State Mandatory Sexual Harassment Training, Work Experience Employee Handbook, CNY Works Sexual Harassment Policy and other work-related policy reviews prior to work experience referral and placement.
8. Participant work site referrals may include interviews prior to placement, noting that the work site may request an interview with the youth prior to accepting them for a work experience.
9. Work Sites via the designated Work Site supervisor must ensure that all work experience participants' time sheets are submitted timely with appropriate documentation of hours worked and SIGNED by the participant and supervisor prior to payroll processing.
10. Enter the service into OSOS, including a comment as to where the participant is placed and tentative schedule to include the date when the participant will receive an Evaluation Report. Evaluation Reports should be completed at least once every three months that a participant is on a work experience.
11. Bi-weekly Monitoring/Time Sheet Collection, including updates to participants ISS and IEP as needed. CNY Works staff will monitor work sites throughout the work experience training period, provide Work

Experience Training Plan updates as necessary, and document the monitoring visits as OSOS “SMART” case notes.

12. Within two months of the conclusion of a work experience, the participant will meet with a Workforce Advisor to update their resume and start applying for unsubsidized employment or explore further training opportunities.
13. Follow Up Services will take place for one year, post exit from the date of the last service entered in OSOS.