



“Developing Tomorrow’s Workforce Today”

SUMMER YOUTH EMPLOYMENT & LEARNING PROGRAM

TIER I & II

OPERATIONS MANUAL

The purpose of this Capital Workforce Partners (CWP) employment and learning program is to provide eligible, in-school youth assistance in achieving academic and employment successes with comprehensive activities that include **skill improvement, career exploration, connection to employers, employment opportunities, and career readiness**. Through the employment and learning process, youths are provided opportunities for **leadership, decision making, and citizenship development**. Program providers facilitate positive social behaviors and reinforce academic skills complementary to those offered in the school system and encourage students to begin thinking about post-secondary education, including two- and four-year colleges and/or other advanced training opportunities related to their career goals.

The 2010 *Summer Youth Employment and Learning Program (SYELP)* will be based on a programming theme of **“Careers in Our Community.”** The north central region of Connecticut has four growth clusters, or targeted industries. These include insurance and finance; retail and hospitality; health care, particularly allied health; and advanced manufacturing. “Careers in Our Community” can be incorporated into programming in several ways including:

- Dedicating a day or week of programming for research, guest speakers and tours in each of the targeted industries;
- Have youth identify a person of interest who has a career in one of the targeted industries. Ask them to interview and/or research this person and write a short biography on what this person does and how they achieved this point in their career;
- Hold a scavenger hunt based on information about the targeted industries; and/or
- Hold a mock career fair with employers from these industries.

CWP will not delineate or limit how your organization incorporates the “Careers in Our Community” theme. However, how this theme will be incorporated into your programming must be described in your scope of service.

Participants in our Tiers I and II programs will create a “Dream Resume” as part of their summer experience based on a specific career development plans and goals. Dream resumes will incorporate steps on a career ladder, including educational requirements, salary, and any additional education needed to assume greater responsibilities toward moving up the career ladder.

In total, six (6) SYELP participants and their respective Dream Resumes will be recognized. Voting for the most interesting, comprehensive, and realistic Dream Resume will take place on or around the fifth week of programming. Votes will be cast by the Capital Workforce Partners’ Youth Committee and community-elected officials who are involved in the *Summer Youth Employment and Learning Program*. Prizes will be awarded to the winners and Capital Workforce Partners will notify the press to encourage publicity for winning youths. In addition, program providers will be recognized for their achievement in supporting the Dream Resume project and for their exemplary involvement in the summer learning and employment program.

Tier I: Project-based Learning and Career Exploration

Basic, developmentally appropriate career exposure activities, introduction to employability skills, and academic reinforcement program designed to provide youths (ages 14 to16) the knowledge and ability to demonstrate basic social responsibility, critical thinking, and an understanding of various careers, related educational pathways, and the labor market. All services are provided onsite at the location of the contracted provider except where pre-approved program relevant field trips and/or other activities are arranged. Individual aptitude tests and interest survey tools as well as team-building exercises are required.

The Career Competency System tier appropriate assessments are required. At the conclusion of programming, all participating youths should have a portfolio of their work and should be able to identify what they have learned to take with them to school and/or further learning and employment programming. Portfolios should include a narrative account of the overall summer experience written by each youth. This Tier Level should incorporate activities leading to the Dream Resume. The Dream Resume should be viewed as a pathway to a youth’s ultimate career goal, a realistic career plan that incorporates related educational requirements and steps on the career ladder.

Tier II: Supported Work Environments and Career Exploration.

For youths ages 15 to 17, this Tier is designed to continue employability and academic skills training through direct, onsite programming with approved curriculum and close supervision. Youths will participate in a simulated work environment onsite with the contracted provider and may spend time off-site in job shadowing and/or sector-related field trips. Programs will reinforce the youths’ ability to demonstrate social responsibility, critical thinking, communication, professional behavior, and interpersonal and analytical skills. Youths will deepen their understanding of various careers and related educational pathways and the labor market.

The Career Competency System tier appropriate assessments as well as team-building exercises are required. At the conclusion of programming, all participating youths should have a portfolio of their work including what they have learned to take with them to school and/or to future employment and learning programming. Portfolios should include a narrative account of the overall summer experience written by the youth. This Tier Level should incorporate activities leading to the Dream Resume. The Dream Resume should be viewed as a pathway to a youth’s

ultimate career goal, a realistic career plan that incorporates related educational requirements and steps on the career ladder.

Job Seeking Portfolio

This tier level incorporates activities leading to a **Real Time Resume** to include their SYELP and other workforce development, community service, and real work experiences. **This resume should be included in a portfolio of the following:**

- Tier III CWP Competency Learning Plan;
- Evidence of participation in interviewing exercises including copy of critique(s) and a sample list of appropriate questions;
- A completed hardcopy *and* online job application printed out;
- List of up-to-date professional references including at least one from work experience obtained through internship (paid or unpaid) or a job; and
- Sample Cover Letter.

Program Goals and Objectives:

Capital Workforce Partners Short-Term Program Outcomes for In-School Youth:

- Youth will gain in Career Competencies;
- Youth will gain insight into career interests, various careers and related educational pathways;
- Youth will identify personal development assets and how external and internal factors affect both learning and working; and
- Youth will remain in school and progress to the next appropriate Tier Level.

Capital Workforce Partners Long-Term Program Outcomes for In-School Youth:

- Youth will graduate from high school on time;
- Youth will a enter post-secondary career education program; and
- Youth will demonstrate their ability to enter the workforce and/or post-secondary career education by becoming Workforce Certified (the achievement of CWP Career Competencies).

Role of the Supervisor:

Link the activities of your group with the expectations and activities of employment skills training.

Orient participants to the program, the worksite, the work to be performed and the expected behavior.

Provide Career Competency Training to add to the professional development of each participant. Help them obtain strong work ethics along with the skills and abilities needed to be successful on the job.

Assign youths to specific tasks relating to their respective interests, capabilities and professional development.

Plan, schedule and direct job assignments as part of your operational activity and include the development of a Dream Resume.

Motivate participants to seek and achieve excellence.

Certify participants' time and attendance records for accuracy.

Communicate effectively with participants and others who impact the success of the program. Consider both your verbal and non verbal methods of communication.

Evaluate participants' performance based on the competency-based learning plan.

Resolve problems as they arise.

Tools for Success:

Being a successful supervisor requires that you:

- ❖ continually demonstrate professionalism
- ❖ are able to demonstrate the tasks listed above
- ❖ provide program feedback
- ❖ continuously provide positive reinforcement to participants
- ❖ reward individuals for a job well done
- ❖ communicate clear, concise, messages and observe body language
- ❖ explain the tasks assigned (clearly, completely, patiently) and ensure each youth understands what is being requested.
- ❖ continually observe performance and competency levels
- ❖ serve as an exemplary role model especially as someone who demonstrates Career Competencies

YOUTH ORIENTATION

IT IS IMPORTANT TO ORIENT EACH YOUTH WITH RESPECT TO YOUR EXPECTATIONS AND THE SPECIFIC NATURE OF THE WORK TO BE PERFORMED. ORIENTATION SHOULD INCLUDE:

- Introduction to you and others;

- Explanation of assessment and evaluation tools;
- CASAS appraisal for reading and math
- Description of project objectives and expected outcomes;
- Description of the CWP Career Competency System and the Competency-based Learning Plan;
- Description of the Portfolio and Dream Resume;
- Explanation of expected behavior, rules of conduct and safety;
- Description of vendor staff role;
- Discussion of what participants can expect to gain from the program, including program goals and services;
- Grievance procedures;
- Participant rights and responsibilities; and
- Stipend or wage policy.

INFORMATION FOR SUPERVISORS

TIME RECORD/ PAYROLL PROCESS

Employees must sign in and out at the designated site announced at orientation. Only hours actually worked are to be recorded for both you and the participants. Failure to record times accurately may result in dismissal. Youths are responsible for checking their time records for accuracy and completeness. Your signature certifies the accurateness of the entries and is necessary for payment. Intentional misrepresentation on the time records is grounds for immediate termination. (Refer to form payroll forms – EXHIBIT 1))

PUBLICITY FOR YOUR SYELP PROGRAM

All contractors **should make every effort to obtain prior approval of any publicity efforts relating to the 2010 Summer Youth Employment and Learning Program, including** without limitation, the development and distribution of posters, invitations to events, publications, brochures, news releases, etc. All such material for release must be submitted to Sandra Rodriguez, CWP Communications Director or Dennis C. Mink, SYELP Program Coordinator, at least **five (5) working days** in advance of the intended date of publication.

All materials should include the Capital Workforce Partners logo:



and MUST include the following statement: This program is made possible, in part, by Capital Workforce Partners, *the region's Workforce Investment Board*.

If you need the logo electronically, it will be made available to you in the Service Partners and Providers Section of Capital Workforce Partners' website: www.capitalworkforce.org.

RELEASE AND CONSENT FORMS:

Every program participant must sign the attached Release and Consent Form, unless there are extenuating circumstances that limit the appropriateness of public exposure for a participating youths' program involvement (See Forms Section). This form enables Capital Workforce Partners to publicize photographs and youth experiences in various media that may include websites, publications, presentations, posters, press releases, or information that is shared with the Department of Labor or any other such interested parties.

YOUTH TERMINATIONS AND TRANSFERS

If you terminate a youth from your programs for disciplinary or voluntary reasons, the termination must be reported to Capital Workforce Partners immediately, in writing using the enclosed form provided in the Payroll Section of this manual (EXHIBIT 2).

PARTICIPANT ENROLLMENT / SELECTION

Capital Workforce Partners (or its designee) is responsible for the recruitment of program participants. Participating providers will be expected to work in coordination with CWP in the recruitment effort by using the *2010 Summer Youth Employment and Learning Application* for youth (available during enrollment periods at www.capitalworkforce.org), by providing general outreach to youth, by collecting data and documentation of eligibility (for funding purposes) and by participating in other related activities.

Eligible participants will be placed in a selection pool and matched with a participating provider. Providers will be sent a list of all program-certified youth and they will have the opportunity to request specific student placements at their site. Capital Workforce Partners will review all rosters and send the program provider a list of selected youths. The program provider will then send a letter of hire to each youth on their list that includes the **name of the provider**, the **program contact information**, the **start date, time and location**. If there are duplications among providers, Capital Workforce Partners will attempt to mediate. Capital Workforce Partners reserves the right to make final decisions.

No youth shall be enrolled prior to having been certified by Capital Workforce Partners.

GETTING STARTED – WEEK 1

During the first week of the summer program, Program Providers shall provide participants with a description of the purpose and goals of the program, program duration, wages, rights and responsibilities of participants, grievance procedures, and distribution of the *Summer Youth Employment and Learning Program Participant Handbook*. Participant signature sheets verifying that orientation has been completed must be submitted to CWP by **July 16, 2010**.

PROCESS AND PROCEDURES

PARTICIPANT CODE OF CONDUCT

Every SYELP participant has signed a code of conduct and this signed form is now part of each application file. (See Sample – EXHIBIT 3)

PROBLEMS

Youths are instructed to discuss any problems that may arise at their worksite with you, the program supervisor / coordinator. If you cannot resolve a problem, seek guidance from your supervisor. If there is still no resolution to the problem, do not let it escalate. Contact Dennis Mink at Capital Workforce Partners at 899-3447 Ext. 3447.

RECORDS AND REPORTS

Supervisors are expected to complete required reports in an efficient and timely manner. A CWP Program Monitor will be assigned to each worksite. Be sure to cooperate with the Program Monitor and answer any questions he/she may have. Supervisors are required to maintain records for each program participant under supervision (attendance, performance and job description).

ACCIDENTS:

All youths must complete and sign an emergency contact form if an accident occurs (even if minor) the attached medical form must be completed by the participant and must be kept in the participant's file. (See Attached – EXHIBIT 5). If an accident occurs during program/work hours, contact Capital Workforce Partners immediately after all emergency related activities are complete. Remember at all times that the safety of the youth in our programs remains our number one priority!

WORKER'S COMPENSATION

Participants are covered under worker's compensation. If an accident should occur during work hours that results in the loss of work for an extended period of time and medical expenses are incurred, worker's compensation should help defray the costs. Contact Capital Workforce Partners immediately.

POLITICAL ACTIVITY

According to the Hatch Act, supervisors and participants may not take part in any partisan political activity during work hours. This includes lobbying, political fundraising, making speeches, assisting at meetings, distributing pamphlets or engaging in voter registration activities.

RAIN SITES

Many projects may involve outside activities. Therefore, if it rains during working hours, you and your participants should retreat to an alternate rain site. If no rain site has been identified, participants are paid up until the time it started to rain.

GRIEVANCE PROCEDURES

Capital Workforce Partners and program agents assure that participants and staff employed under SYELP shall not be discriminated against on the grounds of race, creed, color, disability, national origin, sex, political affiliation, or beliefs. If a person feels that he/she has been discriminated, please contact your immediate supervisor or Capital Workforce Partners.

EVALUATING THE PARTICIPANT – USING THE CWP COMPETENCY-BASED LEARNING PLAN

As a supervisor, you are expected to observe and evaluate the competency, behavior, and performance of each individual working for you. You must complete the attached CWP **Competency-Based Learning Plan** for each participant (EXHIBIT 6). It is important that the evaluation be systematic and planned. There are basic steps in completing each learning plan. Please see attached instructions for more information. It is important that youth understand the Career Competencies and why these competencies are important; that staff clearly communicate the competencies and the use of the plan to youth; that staff observe performance and note daily observations that will assist you in each overall evaluation; and at the end of the program describe to the youth how and why they have developed in their competencies.

PROGRAM MONITORING

The *Summer Youth Learning and Employment Program* is constantly under review to make it more valuable to the community and the program participants. SYELP Program Monitors will visit your worksite. You will need to present a copy of your Worksite Agreement and answer a few questions. Participants will be interviewed as well. You are expected to cooperate and provide accurate information for the monitor. Monitors will assess:

1. That participants and supervisor are paid for actual hours worked.
2. That there is enough work at the worksite to keep participants busy.
3. The supervision and work experience at each job site.
4. Whether or not the program goals and objectives are operationally achieved.

ABOUT THE PROGRAM MONITORING

Monitoring is the systematic review and comparison of current Program operations and performance with established standards, goals, objectives and management requirements. It is a non-negotiable component of all Youth Programs. In order to ensure compliance with applicable rules and regulations, and to confirm that contracted services are being provided adequately, the monitoring process will include record reviews, interviews with program staff, participants and worksite supervisors.

CORRECTIVE ACTION REPORTS

If any discrepancies are found during the monitoring process, a corrective action report will be issued, identifying deficiencies. A summary of the corrective action required to rectify the program area(s) is also included in the report. The Program Provider / Contractor must complete a corrective action plan and return it to the CWP within five working days. Office hours are Monday through Friday, 8:30–5:00 PM.

Contractual monitoring will be scheduled by CWP with the Program Provider / Contractor. Worksite monitoring will be conducted on a drop-in basis. The monitoring tool is attached for your information (See EXHIBIT 7).

OVERALL LEARNING / WORK EXPERIENCE EVALUATION

Just as it is part of your job to evaluate the performance of youth, your performance, as a supervisor will be evaluated during the program and at its conclusion by CWP Program Monitors. These performance elements will be evaluated using the following criteria:

- ❖ Supervisory responsiveness
- ❖ Quality of verbal/non verbal ongoing communication with staff
- ❖ Accuracy and completeness of records
- ❖ Adherence to safe working conditions
- ❖ Ability to plan and schedule daily operations
- ❖ Quality of youth supervision

CERTIFICATION:

I acknowledge the receipt of the 2010 Operations Manual for use with the Summer Youth Employment & Learning Program (SYELP), as administered by Capital Workforce Partners.

ACKNOWLEDGED BY:

Name & Address of Program Operator

Printed Name & Title

Telephone

Date

Signature of Program Supervisor

Return This Certification form to:
Dennis C. Mink, Capital Workforce Partners
One Union Place
Hartford, CT 06105