

Scope of Work Title I WIA Work Experience/Internships for WIA Adults and Dislocated Workers

NEMO Workforce Investment Board

The Work Experience program is a short-term or part-time work assignment with a public or not-for-profit worksite or in the form of internship with a private or for profit worksite for an individual who needs assistance in becoming accustomed to basic work requirements. A work experience/internship is a planned, structured, learning experience that takes place in a workplace for a limited period of time and may be paid or unpaid, as appropriate. Many times employers have internship programs which pay for a portion or 100% of the costs of the training. When possible, these and other resources should be utilized.

Participants may be referred for full or part-time Work Experience/Internships depending on the participant's assessed needs.

I. Program Standards

- A. The length of participation in the Work Experience/Limited Internship Component shall be based upon the needs of the participant, but in general, should not exceed the later of 6 months, or 499 hours for those working part-time.
- B. Work Experience/Internships may be accompanied, either concurrently or sequentially, by other services designed to increase the basic education and/or skills of the participant. The planned service strategy is to be included on the participant's Individual Employment Plan (IEP).
 1. The Skills Team will only enroll applicants in the Work Experience/Internship Training Program who have been certified as WIA Adult or Dislocated Worker eligible and who through a comprehensive assessment and Individual Employment Plan indicate appropriateness for the Work Experience Program.
 2. The Priority of Order for the Title I WIA Adult Program, as identified in the NEMO Workforce Investment Board Local Plan, will be followed.
 3. The Toolbox standardized Individual Employment Plan (IEP) will be utilized to identify customer needs for services, additional services and/or training needs and plans to overcome the identified barriers to employment. Customer shall receive a copy of updates to the Individual Employment Plan (IEP).
 4. The Toolbox Case Management System will be utilized for identifying WIA enrollments, tracking services and activities, and tracking the progress of the customer in the Workforce System.

- C. Once a participant completes this Work Experience Program, they are no longer eligible to participate in any other Work Experience Program component funded with WIA funds.
- D. For paid Work Experience/Internships, participants shall be paid a wage that is at the same rate as similarly situated employees or trainees but shall not be less than minimum wage.
- E. Payments shall be made for all hours worked; not to exceed 40 hours per week. Participants will not be paid for annual leave, sick leave, holidays, or fringe benefits.
- F. Participants shall be covered by Workers Compensation. This is the responsibility of the employing agency which is the fiscal agent.
- G. Participants enrolled in the Work Experience Program/Internship Component will be tested and interviewed to ascertain the individual's need for services not available through this program, and a maximum effort will be made to utilize other agencies, partners and WIA Program services to achieve the participant's goals.

II. PARTICIPANT SERVICES

A. Enrollment

1. Only participants who have been certified as eligible for WIA Intensive Services and whose initial assessment indicates appropriateness for the Work Experience Program will be enrolled into the Work Experience Program. A review of WIA eligibility will require a review of a designated WIA staff to ensure all eligibility documentation has been obtained and verification that the individual does meet income eligibility.
2. Participants will be provided with the NEMO Workforce Investment Board's Complaint and Grievance procedures if not provided at intake.
3. An Individual Employment Plan must be developed with all WIA Adults and Dislocated workers that will be participating in a work experience activity and entered into the Toolbox Case Management System.
4. An Initial interview must be completed and any barriers identified. A plan to address those barriers should be developed to address those barriers and details of the plan entered into the Initial Interview tab in Toolbox.
5. An assessment of the individual's employment, education, support system, financial needs, legal situation (if any), health assessment (top portion of screen only) and basic skills will be conducted prior to considering a Work Experience/Internship service. The results of the assessment will be entered into Toolbox on the assessment tab screens.
6. The Skills Team will be responsible for maintaining and updating the Individual Employment Plan of all participants to reflect enrollment in the Work Experience Program. Participants shall receive copies of their Individual Employment Plan

and updates.

7. The Skills Team will provide an orientation to each applicant prior to enrollment in Work Experience which will include:
 - A. Purpose of the Work Experience/Internship Program
 - B. The condition and standards for Work Experience/Internship activities to include the following:
 1. Hours of work
 2. Pay provisions
 3. Length of Work Experience, including the planned starting date and completion date
 4. Job duties, responsibilities, and training plan
 5. Career Consultant's name and telephone number
 6. Indirect/Direct supervisors name(s)
 7. Job Title as it relates to the Work Experience position
 8. Supportive services available, if needed
 9. Participant work competency assessment process
 8. All participants will be given a copy of the orientation.
 9. All participants will be given a copy of the training plan. The training plan must be co-signed by a designated WIA representative who will review for accuracy and appropriateness in accordance with all WIA rules and regulations. The original training plan will be retained in the participant's file.
 10. Career Center staff will ensure that worksites provide adequate orientation to Work Experience/Internship Program participants relative to the rules, standard practices, and requirements of the job.
 11. Career Center staff will ensure that Work Experience/Internships assignments are geared to the participant's interest, abilities and aptitudes as demonstrated on the Individual Employment Plan (IEP). Whenever possible, participants concurrently enrolled in Occupational Skills Training will be referred to Work Experience/Internship positions which complement their field of vocational study. Other resources should be explored to fund these positions when possible.
 12. The Contracting Agency will update the Toolbox Case Management System on a real time basis to include the beginning date, estimated end date, Employer FEIN number, and wages.
- B. Counseling and Supportive Services
1. Contact will be made within the first week the individual is on the worksite, and at least every 30 days thereafter to ensure success. For individuals that require more attention, more frequent contacts should be made.
 2. Participants completing the program may be placed in unsubsidized employment

by their Work Experience/Internship employer or another employer referred by job search assistance services or depending on the extent of the participant's barriers, placed in other training elements.

3. Work Experience/Internship participants may receive short term transportation assistance until such time as they receive their first paycheck unless they are working in an unpaid site. Part-time Work Experience/Internship participants who are concurrently enrolled in basic skills training or occupational skills training may receive transportation assistance for those days they are attending classroom activities. In addition, one-time expenses for items such as special clothing or uniforms may also be paid. Payments will be in accordance with most recent NEMO WIB Support Service Policy for Title I WIA Adult and Dislocated Worker and programs. Support services will require approval of the Functional Leader.

C. Post-Employment Follow-up

1. If needed, follow-up services can be provided at 30 day, 60 day, 90 day, 6 month and 12 month intervals on adult participants after a positive outcome of entering unsubsidized employment. If follow-up services are provided, they must be documented by entering the proper activity in the Toolbox Case Management System including a service note.
2. Career Center staff will provide additional job placement services to individuals that are no longer employed at post employment follow-up; this should include a service note containing information about the efforts made and results.

III. WORKSITE DEVELOPMENT

A. Recruitment and Selection of Worksites

1. The Missouri Career Center staff, primarily Business Service team members, will be responsible to recruit and select worksites to sufficiently meet the needs of the Work Experience participant.
2. Work Experience worksites will be recruited and selected from public or private not-for-profit employers, while private for-profit worksites will be recruited and selected for limited internships.
3. The Skills and Business Services Team staff will evaluate the worksite's potential for providing good participant supervision and sufficient, meaningful Work Experience by:
 - A. Assessing the worksites ability in assisting the participant in overcoming specific barriers to employment identified on their Individual Employment Plan
 - B. Identifying the types of occupations or jobs that would be available to Work Experience/Internship participants

- C. Determining the prospects for permanent unsubsidized placement of the participant at the assigned worksite
- B. Worksite Agreements and Supervisors Orientation
 - 1. The Skills Team will be responsible to complete a standardized Worksite Agreement for each worksite utilized. The Worksite Agreement will be negotiated between a member of the Skills Training Team or Business Service team and an authorized worksite representative prior to placing participants at the worksite. Worksites shall be informed of WIA requirements to include:
 - A. Proper supervision
 - B. Regulations of WIA
 - C. Responsibilities of the worksite and worksite supervisor
 - D. Other applicable rules and regulations
 - 2. Worksite Agreements shall be signed by an authorized individual at the worksite and the workers immediate supervisor, if the immediate supervisor is not authorized to sign for the worksite. A copy of the Worksite Agreement shall be maintained at the worksite and in the participant's file.
 - 3. A detailed participant training plan shall be developed between the Skills Team and the Work Experience/Internship worksite to include at least six (6) core competencies written in a competency statement structure. A copy of the training plan shall be maintained at the worksite and in the participant's file.
 - 4. The Skills Team will provide all worksite personnel having direct or indirect participant supervisory responsibilities, orientation prior to placing the participant at the worksite. The orientation will include:
 - A. Purpose, rules, and regulations of the Work Experience Program
 - B. Provision of the Worksite Agreement
 - C. Maintaining adequate supervision
 - D. Maintaining attendance records
 - E. Proper payroll procedures
 - F. Workers Compensation
 - G. Prohibition against sectarian activities
 - H. Layoffs or hiring freezes
 - I. Participant grievance procedures
 - J. Emergency contact phone numbers
 - K. Worksite monitoring responsibilities
 - L. Participant training plan
 - M. Orientation to worksite rules and standard practices

Implementation

IV. MANAGEMENT AND ADMINISTRATION

A. Program Operational Provisions

1. The Work Experience training plan will be approved by designated WIA staff.
2. Agreements to commit WIA funds for any Work Experience/Internship activity will require approval of designated WIA staff and the Functional Leader.
3. Participant files will be maintained at the local career center in order to permit proper auditing and monitoring.
4. Fiscal Agent will serve as employer of record and be responsible for FICA taxes and Workman's Compensation insurance.
5. Timesheets will be maintained daily for each participant to report and document actual hours of work in Work Experience.
6. All timesheets will be signed by the participant and site supervisor to verify the hours reported at the end of each pay period.
7. The Worksite will submit time sheets to the career center which will be reviewed by a member of the skills team staff for accuracy before forwarding onto the Functional Leader for approval of payment. Once Functional leader approves the time sheet it will then be forward to the fiscal agent for payment. Time sheets will be submitted to the fiscal agent no later than seven (7) days after pay period ends.
8. Checks will be mailed to participants.
9. All participant files shall contain at a minimum:
 - A. Eligibility Verification (if hard documentation is needed)
 - B. Eligibility documentation (if hard documentation is needed)
 - C. I-9 form
 - D. Comprehensive Assessment Instruments (if scores cannot be entered into Toolbox)
 - E. Signed Individual Employment Plan (IEP)
 - F. Supportive Service form, if applicable
 - G. Participant Training Plan
 - H. Worksite Standards Agreement
 - I. Timesheets
 - J. Union Concurrence (if applicable)
 - K. W-4 form