

NEMO Workforce Investment Board, Inc

Workforce Investment Act
Tutoring, Study Skills Training, and Instruction
Scope of Work

The Tutoring, Study Skills Training, and Instruction Activity are conducted one-on-one or in a group setting, and designed to assist youth in completion of secondary education. These activities include dropout prevention programs.

I. PROGRAM STANDARDS

- A. The Tutoring, Study Skills Training and Instruction activity provides basic education skills, general equivalency diploma preparation, remedial reading, writing, mathematics, literacy training, and/or study skills for participants in the Northeast Region, who have verified deficiencies in basic skills and/or have not achieved a high school diploma or GED.
- B. The mission of the program is to provide participants with the opportunity to acquire knowledge and develop skills that will enable them to become effective, functioning members of the workforce, and/or to enroll in post-secondary education.
- C. Participants in need of basic skills preparation may be referred to local educational institutions for instruction or participate in the tutoring programs set up by the contracting agency.
- D. Youth participants shall be assessed for basic skills to include pre-employment/work maturity and job specific.
- E. The contracting agency will refer the participant to other appropriate WIA programs according to the current Individual Service Strategy (ISS) if not entering employment upon completion of the program.
- F. Participants enrolled in the Tutoring, Study Skills Training and Instruction 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 and WIA program services to achieve the participant's goals.

II. PARTICIPANT SERVICES

A. Enrollment

- 1. The Contracting Agency will only enroll applicants in the Tutoring, Study Skills Training and Instruction who have been identified as WIA eligible and

deficient in basic skills, who need assistance in completing their high school diploma or GED, and/or who need assistance in making the transition from secondary school to post-secondary education.

2. Participants will be provided with the Northeast Missouri Workforce Investment Board's Complaint and Grievance procedures if not provided to them at the Intake level.
3. The Contracting Agency will utilize the Northeast Missouri Workforce Investment Board standardized Individual Service Strategy (ISS) or the on-line form in the Missouri Toolbox Case Tracking System.
4. The Contracting Agency will be responsible for maintaining and updating the ISS of all participants to reflect enrollment in the Tutoring, Study Skills Training and Instruction activity. Participants shall sign and receive copies of their ISS updates.
5. The Contracting Agency will provide orientation to each applicant prior to enrollment which will include:
 - a. Purpose of the Tutoring, Study Skills Training and Instruction activity.
 - b. The condition and standards for program activities to include the following:
 1. Hours of participation
 2. Participants responsibilities
 3. Counselors name and telephone number
 4. Additional standards required by the Contracting Agency and/or training facility
 5. Counseling and supportive services available
 6. Participants competency assessment/attainment process
 - c. All participants will sign an orientation check list indicating they have received orientation and are aware of their rights and responsibilities. The statement must be co-signed by a WIA representative of the Contracting Agency. A copy will be retained in the participant's file.

B. Counseling and Supportive Services

1. The Contracting Agency agrees to provide employment related counseling to participants throughout their enrollment in the Tutoring, Study Skills Training and Instruction activity at a minimum of once every month. The focus of these contacts will be to :

- a. assess the participant's progress relative to the ISS and to discuss any concerns with the Tutoring, Study Skills Training and Instruction activity instructors
 - b. assist the participant in adjusting to the educational site and to identify potential problems
 - c. attempt to develop an atmosphere of communication to provide a network for the resolution of problems
 - d. assist participants in adjusting to the Tutoring, Study Skills Training and Instruction activity
 - e. provide appropriate labor market information and monitor development of positive behavior reflecting work maturity skills
 - f. job development and referral of participants to potential employment
 - g. provide appropriate information and counseling regarding post-secondary education opportunities, enrollment requirements, career opportunities, etc
2. Services shall be provided which will assist in successful completion and lead to unsubsidized employment or enrollment in a post-secondary educational facility. Planned and actual services shall be documented in the participant's file.
 3. The Contracting Agency agrees to review during each counseling visits the participants ISS. The ISS shall reflect changes; identify additional service or training needs and record program accomplishments. Participants shall sign and receive copies of all changes reflected on their ISS.
 4. Counseling contacts/case notes must reflect what services were provided to participants in a concise, organized manner.
 5. The Contracting Agency may provide supportive services to Tutoring, Study Skills Training and Instruction activity participants in the form of child care and transportation assistance.

C. Transitional Services

1. The Contracting Agency will place participants into the appropriate activity (follow-up and/or case management services) when they leave assigned activities prior to completion and are anticipated to transition back into training activities or potential unsubsidized employment. These services will include, but not be limited to, the following:

- a. Frequent contact with employers in order to identify job openings and to promote the hiring of participants
- b. Maintaining linkages with other agencies that may have information about available job in the area; such as local DWD staff;
- c. Referrals to other available activities based on the consultant's assessment;
- d. Assistance to the participant to update and/or complete their work registration on Missouri's Great Hires system.

D. Follow-up Services

1. The Contracting Agency agrees to provide follow-up services to all registered participants for a minimum of 12 months after exit from the WIA Title I Youth Program. Follow-up services should be provided at 30 days, 60 days, 90 days, 6 months, 9 months and 12 month after exit from the program. The Contracting Agency agrees to provide regular contact with the participant to ensure a successful transition to employment has been made. All follow-up contact information will be recorded in the Missouri Toolbox Case Management System after each follow-up contact made. Individuals who are found unemployed during follow-up services will be provided additional services to assist them in obtaining employment. Follow up services for youth may include:
 - a. leadership development and supportive services listed in §664.420 and §664.440;
 - b. regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
 - c. assistance in securing better paying jobs, career development and further education
 - d. work related peer support groups;
 - e. adult mentoring ; and
 - f. tracking the progress of youth in employment after training
2. The Contracting Agency shall inform participants enrolled in the WIA Title I Youth program that they will be contacted after completion of the program for follow-up information and are required to participant by providing the requested information.

E. Instructors Orientation

1. The Contracting Agency will provide a standardized orientation to instructors providing educational upgrading services to participants. The orientation shall include:
 - a. an explanation of the Tutoring, Study Skills Training and Instruction activity.
 - b. the instructors responsibilities relative to the Tutoring, Study Skills Training and Instruction activity includes:
 - a detailed description of the time and record keeping requirements;
 - weekly timesheets for those eligible for needs-based payments;
 - providing monthly progress reports;
 - the applicable provisions of the WIA and Northeast Missouri Workforce Investment Board regulations;
 - the requirements of the training planned for each participant;
 - responsibilities of the instructor concerning the youth competencies post-test assessment;
 - the name and phone number of the contracting agencies key contact person for instruction and assistance in resolving any participant/instructor problems
2. Instructors will sign an orientation check list indicating they have received orientation to the relative rules, standard practices and requirements of the Tutoring, Study Skills Training and Instruction activity. The instructor orientation shall be retained in the participant's file.
3. The Contracting Agency will ensure that instructors provide adequate orientation to participants relative to the rules, standard practices and requirements of the training facility and course of instruction.