



## Workshop Recording | Resources | Slides

|                    |  |
|--------------------|--|
| <b>Topic</b>       | <b>Making Work Experience Work for Your Youth</b>  |
| <b>Presenters</b>  | Juie Deo & Denise Landy, Youth & Young Adults Team, NYSDOL   |
| <b>Length</b>      | 1 hour 6 minutes   |
| <b>Recording</b>   | At <a href="https://dews.webex.com">dews.webex.com</a> choose "Webex Training" from the triple bar icon. In the upper left corner, go to "View session recordings." Search the workshop topic. Select "View" for the recording. When prompted, enter "Careers" for the password.   |
| <b>Description</b> | Work experiences encompass a flow of activities that can start early in the youth's career development and can last a lifetime. Under WIOA, local workforce areas are required to spend 20% of their youth formula funds on work experience. This webinar will focus on WIOA requirements, best practices and the foundations that must be put in place to ensure a successful work experiences for the youth, the businesses and the providers.   |
| <b>Note</b>        | <p>Slide 15: Based on 20 CFR 681.460, types or categories of Work Experience <u>may</u> include Summer Youth Employment, other employment opportunities available throughout the year, internships, job shadowing, pre-apprenticeship, and on-the-job training. The TEGL 21-16 applies Registered Apprenticeship to Element 14 Postsecondary Preparation and Transition Activities and are not included in the categories of Work Experience.</p> <p>Slide 23 and 32, titled Before Work Experience and After Work Experience have polls that can be accessed by clicking the orange Polling Panel sign from the upper right corner of the webinar recording. These polls mention the successful practices implemented by providers to implement quality work experience.</p> <p>On Slide 40 Questions at the 46-minute mark, we erroneously answered that CNA can be a work experience. However, it is NOT a work experience; it is considered an occupational skills training element.</p> |
| <b>Contact Us</b>  | <a href="mailto:YouthTeam@labor.ny.gov">YouthTeam@labor.ny.gov</a>   |
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## Work Experience Workshop Resources

### USDOL Guidance

- [TEGL WIOA No. 21-16 Title I Youth Formula Program Guidance](#) (March, 2017): Guidance and planning information to states, local area, and other recipients of Title I youth formula funds on activities associated with the implementation of WIOA. Read about allowed expenditures under work experience element.
- [TEN No. 31-16 Framework on Registered Apprenticeship for High School Students](#) (Jan, 2017): Provides recommendations on key elements of Registered Apprenticeship programs for high school students and to encourage greater use of Registered Apprenticeship programs for in-school youth at least 16 years old, enrolled in secondary schools.
- [TEGL WIOA No. 08-15 Second Title 1 WIOA Program Transition Guidance](#) (Nov, 2015):
- [USDOL Youth Connections Resources on paid and unpaid work experience](#): This page has a variety of resources available regarding WIOA and Youth. It is designed for youth workforce practitioners, stakeholder partners, and others to discuss and share promising practices, access technical assistance tools, and share your own knowledge and expertise with your peers across the nation.
- [Enough is Known for Action: Implementing Effective Work Experience Models for Youth WorkforceGPS Webinar](#): As you prepare to deliver expanded services to youth under WIOA, this webinar lets you hear from a few of your peers who will share work experience models that are outcome-driven and evidence-based solutions for your possible replication.

### Business Engagement

- [Services for Businesses by NYSDOL Fact Sheet](#): This fact sheet provides a variety of resources that are available through the Business Engagement unit at NYSDOL.
- [Business Engagement Point of Contact for Youth Providers](#): Business Engagement unit staff across the State can help you with your workforce needs. Your point of contact can collaborate and assist you with business intelligence, identifying youth friendly businesses, internship and on-the-job training programs, The New York State Job Bank and NY Talent and business recruitment.
- [Jobs Express \(Job Openings in NY State by region\)](#) : You can view the region a youth lives in, see which industries are growing and find out what jobs are available in that economic sector.
- [Business Engagement unit webpage](#)

## **Apprenticeship**

- [NYS DOL Apprenticeship webpage](#)
- [Apprenticeship Fact Sheet](#): This fact sheet is a general overview of the NYS Apprenticeship program. It highlights the benefits of the program as well as the Apprenticeship Program contacts for each region.
- [Earn While You Learn: Become an Apprentice Fact Sheet](#): This fact sheet can be used as an informational handout to your youth services recipients as well as to businesses you are working with to learn more about the apprenticeship opportunities in NY State.
- [Direct Entry Program](#): Direct Entry may be used by sponsors of Registered Apprenticeship programs as another way to bring apprentices into their programs. It is a tool to help sponsors reach underrepresented populations.

## **Internships/Jobs Program**

- [New York Youth Jobs Program](#) (Formerly Urban Youth Jobs Program): Business tax credit program for hiring youth with barriers to employment.
- [Grads of Life](#): This website features tools that can help businesses develop sources of talent needs and build employment pathways, such as training, mentoring, internships and hiring initiatives.
- [New New York Leaders Program](#): This program matches youth with internships in NYS government.

## **Attached**

- [Business Services Contact List for Youth Providers](#)
- Example- [Business Engagement Levels and Plan](#)

## Business Engagement Unit – Point of Contact for Youth Providers

Business Engagement unit staff across the State can help you with your workforce needs. Your point of contact can collaborate and assist you with business intelligence, identifying youth friendly businesses, internship and on-the-job training programs, The New York State Job Bank and NY Talent and business recruitment.

| Region        | Name                  | Email  | Phone              |
|---------------|-----------------------|--|--------------------|
| Capital       | Cathy Bucci           | <a href="mailto:Cathy.Bucci@labor.ny.gov">Cathy.Bucci@labor.ny.gov</a>                     | 518-549-0067       |
| Central       | Dominick DiFulvio     | <a href="mailto:Dominick.DiFulvio@labor.ny.gov">Dominick.DiFulvio@labor.ny.gov</a>         | 315-479-3290       |
| Finger Lakes  | Regenna Darrah        | <a href="mailto:Regenna.Darrah@labor.ny.gov">Regenna.Darrah@labor.ny.gov</a>               | 585-258-8815       |
| Hudson Valley | Sheila Davis          | <a href="mailto:Sheila.Davis@labor.ny.gov">Sheila.Davis@labor.ny.gov</a>                   | 914-737-3490 x 326 |
| Long Island   | Pamela Bedford        | <a href="mailto:Pamela.Bedford@labor.ny.gov">Pamela.Bedford@labor.ny.gov</a>               | 516-934-8521       |
| Mohawk Valley | Maria Abraham         | <a href="mailto:Maria.Abraham@labor.ny.gov">Maria.Abraham@labor.ny.gov</a>                 | 315-793-2271       |
| New York City | Ingrid Gonzalez       | <a href="mailto:Ingrid.Gonzalez@labor.ny.gov">Ingrid.Gonzalez@labor.ny.gov</a>             | 718-613-3657       |
| North Country | Melissa Johnston      | <a href="mailto:Melissa.Johnston@labor.ny.gov">Melissa.Johnston@labor.ny.gov</a>           | 315-393-4600 x 106 |
| Southern Tier | David Croston         | <a href="mailto:David.Croston@labor.ny.gov">David.Croston@labor.ny.gov</a>                 | 607-778-3004       |
| Western       | Laverne Hillman-Adams | <a href="mailto:Laverne.Hillman-Adams@labor.ny.gov">Laverne.Hillman-Adams@labor.ny.gov</a> | 716-851-2692       |

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## Example – Business Engagement Levels and Plan

| Engagement levels (1)                          | Outreach  | Relationship Development   | Early Engagement  | Engaged   | Maintenance  |
|--|---|--|---|---|--|
| <b>Definition of level (2):</b>                | Initial contact   | Assess business needs and what the program can offer   | Business expresses interest in participation  | Established relationship  | Continual communication  |
| <b>Business Time Commitment (3):</b>           | 30 mins or less   | 1-5 hours  | 1-5 hours   | 1-5 hours   | 1 hour per month   |
| <b>Program Staff Activities and Roles (4):</b> | <ul style="list-style-type: none"> <li>·Share outreach materials</li> <li>·Phone and on-site discussions</li> <li>·Social media outreach</li> <li>·Use of Labor Market Information</li> </ul>                           | <ul style="list-style-type: none"> <li>·Site visit</li> <li>·Share your value addition</li> <li>·Stress work-ready youth</li> <li>·Offer workshops/training to business</li> </ul> | <ul style="list-style-type: none"> <li>·Continue to focus on value added</li> <li>·Stress the benefits to the business</li> <li>·Manage expectations</li> </ul> | Allow flexibility to the business to participate in a variety of ways. Ex: <ul style="list-style-type: none"> <li>·Workshops</li> <li>·Site interviews</li> <li>·Field trips</li> <li>·Job shadowing</li> <li>·Mentoring</li> </ul> | <ul style="list-style-type: none"> <li>·On-going site visits</li> <li>·Youth evaluation and progress</li> <li>·Formal commitment from business</li> <li>·Monthly check-in/evaluations</li> </ul>             |
| <b>On-Going Activities (5):</b>                | On-going communication, Appreciate the business participation formally (via website, forums, roundtables, ceremonies)   |  |   |   |  |
| <b>Indicators of success (6):</b>              | Business will: <ul style="list-style-type: none"> <li>·Be made aware of the program</li> </ul>  | Business will: <ul style="list-style-type: none"> <li>·Understand the value add of the program</li> </ul>  | Business will: <ul style="list-style-type: none"> <li>·Explore ways to participate in the program</li> </ul>  | Business will: <ul style="list-style-type: none"> <li>·Commit to some way of participating in the program</li> <li>·Seek technical assistance from program staff</li> </ul>   | Business will: <ul style="list-style-type: none"> <li>·Participate in youth evaluations</li> <li>·Focus on strengths of youth</li> <li>·Explore other options with engaging with the organization</li> </ul> |
| <b>Time bound Outcomes (7):</b>                | <ul style="list-style-type: none"> <li>·Staff will conduct outreach to 5-10 businesses per week</li> <li>·At the end of the month, staff will have established working relationships with up to 4 businesses</li> </ul> |  |   |   |  |

(1) Name each level. You may want to add number of levels as appropriate; (2) Briefly define each level; (3) State approximate time commitment per month from business for each level; (4) List activities and roles of program staff regarding interaction with businesses in each level; (5) List the on-going business engagement activities; (6) Note indicators of success for businesses at each level; (7) List the business engagement outcomes expected from program staff on a regularly scheduled basis. [Back to page one of this document.](#)



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## Making Work Experience Work For Your Youth

Presented by: Julie Deo  
Youth Program Development Office

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## Work Experience And WIOA



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“Work Experiences provide the youth participant with opportunities for **career exploration** and **skill development**”



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### **Paid & Unpaid Work Experience** **20 CFR 681.600**

- Work experience is a planned, structured learning experience that takes place in the workplace for a limited period of time
- May be paid or unpaid
- May take place in the private for-profit sector, the not-for-profit sector, or the public sector




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**Work Experience MUST include:**

- **Educational component** refers to contextual learning, with necessary information to understand and work in specific industries and occupations
- **Academic and Occupational Education Components**
  - this may occur concurrently or sequentially
  - can take place both inside & outside of the worksite
  - can be provided by the business or in a classroom
  - flexible




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Element 5:  
“Education concurrently..”  
Or  
Integrated Education

≠



Element 3:  
“Paid and unpaid work experience”  
with academic & occupational education components



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**Example #1- Health Care Work Experience**


- Elena is a 19 year old, Out-of-School Youth
- Is interested in the health care field
- Elena is completing her Work Experience at a hospital

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**Example #1- Health Care Work Experience**



|   |   |
|---|---|
| <p><b>Occupational Education</b></p> <p>Learning different duties of different types of hospital occupations</p> <p>Such as: Nursing, CNA, Radiology Tech or Physical Therapist</p> | <p><b>Academic Education</b></p> <p>Learning some of the information that those occupations need to know</p> <p>Such as: blood types, the names of bones in the body or the function of a ligament.</p> |
|---|---|



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### Example #2 – IT Work Experience


- James is 20 year old, Out-of-School Youth
- Is interested in Computer Technology
- James is completing his Work Experience at a local Not-for Profit at the help desk

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### Example # 2- IT Work Experience


|   |  |
|---|--|
| <p><b>Occupational Education</b></p> <p>Learning about:</p> <ul style="list-style-type: none"> <li>- Different duties at a help desk</li> <li>- Programmer, database specialist, customer service specialist</li> </ul> | <p><b>Academic Education</b></p> <p>Learning programming languages, software and how to trouble shoot</p> <p>Completing Program Certifications in online courses</p> |
|---|--|



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### From the field...


Have you found Work Experiences that can clearly demonstrate the **academic and occupational education** components of the WIOA Work Experience element?



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### From the survey...

| Work              | Occupational                                      | Academic                                 |
|-------------------|---|--|
| Law office        | Professions at a law office and responsibilities  | Notary Test                              |
| Culinary Position | Learning about culinary professions on CareerZone | National Restaurant Assoc. Certification |
| House of History  | History and tourism professions                   | Metrix and online Microsoft classes      |





### From the survey...

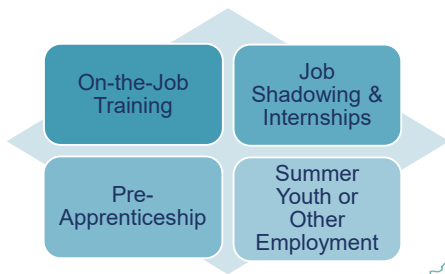
| Work                               | Occupational                                      | Academic                             |
|------------------------------------|---|--------------------------------------|
| Sheet Metal Facility               | Use of equipment in different occupations         | Post-secondary Education             |
| Non-profit Social Media Internship | Developing Marketing and Communications portfolio | Media classes at a Community College |
| Lumber Business                    | Fork lift operator related occupations            | OSHA and Safe Lift                   |

Work Readiness Trainings



Academic & occupational education of Work Experience

### Types of Work Experiences

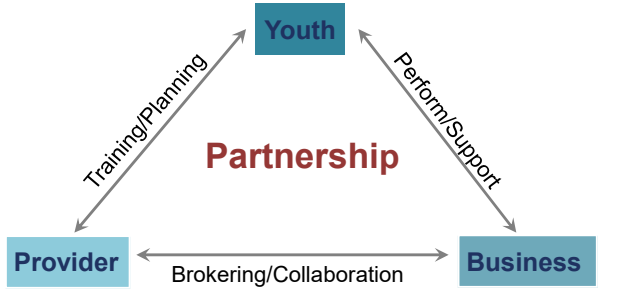


### Pre-Apprenticeships & Apprenticeships

- Advanced Manufacturing
- Commercial Printing
- Bio-Based Industrials
- Product Design
- Energy Solutions
- Construction Trades



# Partnership



Video - <https://www.youtube.com/watch?v=qoFPGG3LNzg>

# Quality Work Experience



## Work Experience

## Quality Work Experience

### Youth

Helps youth develop/envision a career pathway  
Aligns with youth's career interests  
Facilitates learning about transferrable skills

### Business

A variety of benefits to the business

### Provider

Creates a pipeline for work experiences  
Strengthens relationships with business  
Meets WIOA requirements

## Before Work Experience

Before signing up a youth for work experience which of the following aspects do you do?

(Select all that apply in the Poll)

## Multi-Tiered Strategic Planning

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## Youth Tiers

Based on:

- OSY or ISY
- Age

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## Youth Tiers ≈ Types of WE

**Work Experiences**

- # Apprenticeships
- # Paid Internships
- # On-the-Job Trainings
- # Unpaid Internships
- # Job Shadowing
- # Summer Youth Employment

Anticipate the **types** and **#** of WE you will need to develop

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## Business Tiers

Based on:

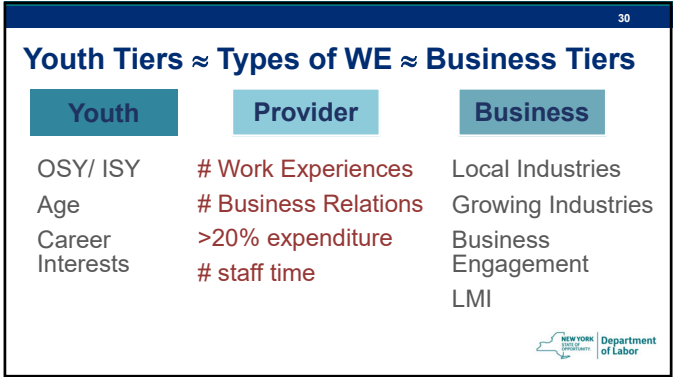
- Industries in the area/region
- Growing Industries

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## Business Engagement Avenues

- Paid
- Unpaid
- Job Shadowing
- Participation with
  - mock interviews
  - lecture
  - interaction with youth
- Field trip
- Youth Standing Committee

**Provide Options!**



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### Business Engagement Levels and Plan

|   | 1: Outreach   | 2: Relationship Development  | 3: Early Engagement  | 4: Engaged  | 5: Maintenance  |
|---|---|--|--|---|---|
| <b>Definition of level:</b>               | Initial contact   | Assess business needs and what the program can offer   | Business expresses interest in participation   | Established relationship  | Continual communication   |
| <b>Business Time Commitment:</b>          | 30 mins or less   | 1-5 hours  | 1-5 hours  | 1-5 hours   | 1 hour per month  |
| <b>Program Staff Activities and Roles</b> | <ul style="list-style-type: none"> <li>· Share outreach materials</li> <li>· Phone and on-site discussions</li> <li>· Social media outreach</li> <li>· Use of Labor Market Information</li> </ul> | <ul style="list-style-type: none"> <li>· Site visit</li> <li>· Share your value addition</li> <li>· Stress work-ready youth</li> <li>· Offer workshops/training to business</li> </ul> | <ul style="list-style-type: none"> <li>· Continue to focus on value added</li> <li>· Stress the benefits to the business</li> <li>· Manage expectations</li> </ul> | <ul style="list-style-type: none"> <li>· Allow flexibility to the business to participate in a variety of ways. Ex:               <ul style="list-style-type: none"> <li>· Workshops</li> <li>· Site</li> <li>· Field</li> <li>· Job</li> <li>· ment</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>· On-going site visits</li> <li>· Youth evaluation and progress</li> <li>· Formal commitment</li> </ul>  |
| <b>On-Going Activities</b>                | On-going communication, Continual business a  |  |  |   |   |
| <b>Indicators of success</b>              | Business will: <ul style="list-style-type: none"> <li>· Be made aware of the program</li> </ul>   | Business will: <ul style="list-style-type: none"> <li>· Understand the value add of the program</li> </ul>   | Business will: <ul style="list-style-type: none"> <li>· Explore ways to participate in the program</li> </ul>  | Business will: <ul style="list-style-type: none"> <li>· Complete program</li> <li>· Seek assistance</li> </ul>  | <b>Outcomes</b> <ul style="list-style-type: none"> <li>· Staff will conduct outreach to 5-10 businesses per week</li> <li>· At the end of the month, staff will have established working relationships with up to 4 businesses</li> </ul> |

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### During Work Experience

During the work experience which of the following aspects do you do?

(Select all that apply in the Poll)

## Business Services

- A Conduit to the Business Community
- Valuable Business Intelligence
- Technical Assistance with Available Business Services that Support Your Work Based Needs



## Business Services

- Daily outreach to businesses
- Promoting available services



### Jobs Express: Job Openings in New York State

Below are current job openings in New York's 10 regional economies. New Yorkers can view the region they live in, see which industries are growing and find out what jobs are available in that economic sector. Job opening numbers are updated frequently.

[Post Jobs Here](#)

Take our [short survey now](#) about your social media and technology use to help improve our programs.

View [videos](#) that offer information and advice to job seekers, including about an electronic job-matching technology tool known as SMART.

#### April 2017 Current Job Openings

**Capital Region**  
 Counties: Albany, Columbia, Greene, Rensselaer, Saratoga, Schenectady, Warren, and Washington

**Central Region**  
 Counties: Cayuga, Cortland, Madison, Onondaga, and Oswego

**Finger Lakes Region**  
 Counties: Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming, and Yates

**Hudson Valley Region**  
 Counties: Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster, and Westchester



## Collaboration - Partnering for shared success

### Business Services Point of Contact for Youth Staff

| Region        | Name                  | Email  | Phone              |
|---------------|-----------------------|--|--------------------|
| Capital       | Cathy Bucci           | <a href="mailto:Cathy.Bucci@labor.ny.gov">Cathy.Bucci@labor.ny.gov</a>                     | 518-549-0067       |
| Central       | Dominick DiFulvio     | <a href="mailto:Dominick.DiFulvio@labor.ny.gov">Dominick.DiFulvio@labor.ny.gov</a>         | 315-479-3290       |
| Finger Lakes  | Regenna Darrah        | <a href="mailto:Regenna.Darrah@labor.ny.gov">Regenna.Darrah@labor.ny.gov</a>               | 585-258-8815       |
| Hudson Valley | Sheila Davis          | <a href="mailto:Sheila.Davis@labor.ny.gov">Sheila.Davis@labor.ny.gov</a>                   | 914-737-3490 x 326 |
| Long Island   | Pamela Bedford        | <a href="mailto:Pamela.Bedford@labor.ny.gov">Pamela.Bedford@labor.ny.gov</a>               | 516-934-8521       |
| Mohawk Valley | Maria Abraham         | <a href="mailto:Maria.Abraham@labor.ny.gov">Maria.Abraham@labor.ny.gov</a>                 | 315-793-2271       |
| New York City | Ingrid Gonzalez       | <a href="mailto:Ingrid.Gonzalez@labor.ny.gov">Ingrid.Gonzalez@labor.ny.gov</a>             | 718-613-3657       |
| North Country | Melissa Johnston      | <a href="mailto:Melissa.Johnston@labor.ny.gov">Melissa.Johnston@labor.ny.gov</a>           | 315-393-4600 x 106 |
| Southern Tier | David Croston         | <a href="mailto:David.Croston@labor.ny.gov">David.Croston@labor.ny.gov</a>                 | 607-778-3004       |
| Western       | Laverne Hillman-Adams | <a href="mailto:Laverne.Hillman-Adams@labor.ny.gov">Laverne.Hillman-Adams@labor.ny.gov</a> | 716-851-2692       |

### Menu of Services for Businesses

- No-Cost Recruitment Services
  - JobsExpress
  - Recruitments / Career Fairs
  - Talent Bank
- Hiring Incentives
  - OJT
  - Tax Credits
- Technical Assistance
- Shared Work
- Rapid Response



### Knowing Your Value

- How to approach a business and develop a positive reciprocal relationship
- Advocating on behalf of job seeking customers
- Promoting the work readiness of your youth
- Promoting the Services that best align with your youth



### Resources



### Questions



Let's make Work Experience work...



[YouthTeam@labor.ny.gov](mailto:YouthTeam@labor.ny.gov)