NDA Opportunity Youth:
Supported Work Experience

A refresher for providers

Department of Youth & Community Development

June 2017

Agenda

- Introductions
- Program facts for 2nd year
- Revisiting program overview & expectations, with updates
- Promising practices
- Peer consultation group discussions
- Questions, comments, and concerns

Year two facts

- 735 participants enrolled
- Over 59,000 hours worked

Key averages

- Approximately 95 hours per participant
- Approximately 7 hours worked per week per participants

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The basics

- ✓Two 14-week cohorts –**cohort 1: September 5 – December 8; cohort 2: March 5 – June 8. These dates apply to all providers**
- ✓Hours missed may be made-up only within the week
- ✓Cannot over enroll; waitlist can be created for the next cohort
- ✓Participants must be out of school **AND** not working at the time of **enrollment**
- ✓Agencies must visit worksites on a weekly basis
- ✓DYCD will visit worksites – announced or unannounced
- ✓Case management must be done on an ongoing basis; data must be entered in a timely manner; SMART goals and SOAP-D should be used
- ✓Timesheets are collected and entered by provider; DYCD administers payment; original timesheets must be collected and kept by provider; must contain all appropriate signature in ink. **Providers are responsible for ensuring timely payroll.**

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The basics, cont.

You must be notified of *any* incident that the worksite deems appropriate to report. An incident may include any of the following:

- All injuries;
- Fighting involving participants;
- Leaving the work site without permission or prior notice;
- Any inappropriate behavior towards the supervisor or staff; such threats, or assault;
- Property theft;
- Any suspected incident of abuse

If the incident requires the involvement of the police or paramedics, OY Provider must be notified immediately so that both the Participant's guardians and DYCD can also be notified.

The basics, cont.

If a situation cannot be resolved by the worksite supervisor, then the participant must be referred to the OY Provider for further assistance.

If the worksite has determined that they no longer wish to have the participant at their site, the worksite supervisor must do the following:

- ✓ Contact the OY provider to notify them of the situation and await their instructions;
- ✓ Arrange for the participant to return to the OY Provider upon receiving instructions from the OY provider;
- ✓ Prepare a written report supporting this determination

Under no circumstance is the worksite authorized to send the participant home before having completed his/her work day or personally terminating the participant from the worksite without notifying and receiving consent of the OY Provider.

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Key documents/resources

- ✓Curriculum for weekly workshops – must be used, but can be used with other materials of provider’s choosing
- ✓Program manual for providers and worksites – It is very important that providers become familiar with this entire manual. The manual includes all of the key documents that are required
- ✓Worksite application
- ✓CSBG Intake Form

Payroll dates

3/5/2018	FIRST DAY OF WORK
3/13/2018	Hours Entry and Approval
3/20/2018	Hours Entry, Approval and Commitment
3/23/2018	Pay Date
3/27/2018	Hours Entry and Approval
4/3/2018	Hours Entry, Approval and Commitment
4/6/2018	Pay Date
4/10/2018	Hours Entry and Approval
4/17/2018	Hours Entry, Approval and Commitment
4/20/2018	Pay Date
4/24/2018	Hours Entry and Approval
5/1/2018	Hours Entry, Approval and Commitment
5/4/2018	Pay Date
5/8/2018	Hours Entry and Approval
5/15/2018	Hours Entry, Approval and Commitment
5/18/2018	Pay Date
5/22/2018	Hours Entry and Approval
5/29/2018	Hours Entry, Approval and Commitment
6/1/2018	Pay Date
6/5/2018	Hours Entry and Approval
6/12/2018	Hours Entry, Approval and Commitment
6/15/2018	Pay Date

Performance Measures

- **Enrollment-** number of participants who have registered to attend program activities who meet the income and NDA residency requirement.
  - All programs must maintain a signed copy of the CSBG Intake form (found in Capricorn) in the participant's file.

- **Outcomes-**Participants create career plans; gain work readiness skills; enter employment, an education program, advanced training program, or military service
  - Program must obtain the validating documentation.
  - All validating documentation is subject to DYCD approval.
  - If a participant does not receive the identified service and outcome, it will not be counted towards programs outcome achievement rate.
  - However, other outcomes allows DYCD to track all services provided to participants.

Indicators

- Participants identify career and education goals and complete a written resume that must include the worksite
- Participants show gains as evidenced by work-readiness assessment administered at the beginning and end of the program.
- Copy of paystub or letter from employer or proof of enrollment in education or training program or the military.

Achieving Outcome

- Outcomes will only be counted if participant receives identified benefits and services that have been validated via documentation.
- DYCD expects programs to meet 100% of projected enrollment and outcomes.
- **REMEMBER – If there is no validating proof, outcome will not be approved.**

Required outcomes:

- **Participants will demonstrate gains in work-readiness skills**

  Note: CBO must possess the 3rd week and 10th week participant worksite evaluations (must be uploaded into Capricorn), entering the data including the associated score

- **Participants exit with career plans for continuing with employment, education, occupational training, or military service and an updated resume**

  Note: as the participant concludes the program, staff will review with the participant, a career plan, as well as assist in updating her/his resume

- **Participants enter employment, an education program, advanced training program, or military service**

  Note: submission of validated proof of employment, admission in education/training program, or notice of military enrollment would substantiate achievement of this outcome.

- Each of these outcomes is independent of each other. In order to complete the program, participants must complete 140 hours of work experience (14 weeks x 10 hours/week) as well as 70 hours of job readiness skills (14 weeks x 5 hours/week). A participant must complete a minimum of 100 hours (10 weeks) to attain any outcome.

- Attendance records and progress notes must be up to date and would demonstrate that the participant indeed completed the requisite hours.

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The 3 benchmarks

1st Benchmark - Start Work Assignment

2nd Benchmark - Week 3 Evaluation – 3rd Week

3rd Benchmark - Week 10 Evaluation – 10th Week

Benchmarks and outcomes must be entered into Capricorn for all participants that achieve those milestones. **These must be entered within two weeks after each cohort ends**.

Supporting documentation including pre and post evaluations must be on file and uploaded into Capricorn for any benchmarks and outcomes that are claimed.

Capricorn Database

- Program is responsible for entering accurate data into Capricorn on a timely and consistent basis.

- Follow-up (in person, phone, or email) must be documented in the progress notes. Follow-up is contextual and based on the participant's need. Case managers must discuss progress with participants on a bi-weekly basis or as needed. **Supervisors are strongly advised to check progress notes to ensure quality.**

- Participant data should remain open and participants should not be exited until the end of the fiscal year in case the participant has additional needs to address.

- Track your agency's performance periodically via reports
  - Program Summary Report (displays projections vs. actual enrollment, benchmarks, and outcome numbers)
  - Participant Registration Report (PDF and Excel)

- New Capricorn feature is the ability to scan validating documents and it is highly recommended that programs use this feature.

Attendance

- Programs are required to maintain attendance records and enter into Capricorn within two weeks.

- **Sign-in sheets are required for every day of programming**; but participants do not have to sign-in for each activity they attend on any given day. A roster with check marks representing each activity attended by the participant can be used for attendance and the participant can sign once for that day. The sign-in sheet should display agency name, contract number, program activities, date, as well as printed name and signature. **Sign-in sheets must be neat and legible and kept on file**.

Program Monitoring

- At least 3 site visits/desk reviews will be conducted. Additional sites visits if required.
- For announced visits/desk review, agency will receive notification prior visit indicating documents to prepare, and time period to be validated for enrollment and outcomes, etc.
- Pre-site visit/desk review preparation include reviewing data entered in Capricorn, please ensure the system is updated prior to the site visit/desk review.

Site Visit - visit to the program and may include any or all of the following but not limited to:

- program observation
- participant/ staff interview
- administrative review
- facility review
- case management review
- enrollment and outcome validation
- Announced and unannounced

Desk Review – in-office review and may include any or all of the following but not limited to:

- administrative review
- enrollment and outcome validation via Capricorn or email
- case management review
- Report cards
- Announced and unannounced

Program Monitoring

- **Administrative Review-** include Corporate by-laws, board meetings minutes, board listing. Documents should not be redacted.
- **Personnel Review**- include resume, credentials, timesheets, fingerprinting clearance letters, job description, staff evaluations and other documents determined by DYCD Audit Unit.
- **Participant File Review-** include signed CSBG intake form, document showing the action taking to accessing services and benefits (application, registration form, etc.) copy of participant case notes including assessment, goals, individual service plan, outcome achieve progress note, documentation to validate outcome.
- **Program Review-** include a program observation and interview. Program should make activities available for full inspection, concerns and requests should be directed to Program Manager before the site visit.
- **Facility Review**- walk through of facility to assess cleanliness and safety of facility, 311 DYCD sign is placed in view of participants, equipment purchased with DYCD funds should be tagged with DYCD label, facility is within NDA or half a mile, facility adheres to local fire, health and safety standards.

❖ Additional documents or inspection may be required.

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Program Evaluation

- **Program Quality Monitoring Tool** - The PQMT is a monitoring tool used by DYCD to collect reliable and consistent information on program quality. It also enables DYCD to increase transparency of its expectations for programs and providers, and to promote improved program quality. The following grading system describes what was reviewed/monitored during the visit:

- **Excellent** –*exemplary program*
- **Good** –*program consistent with expectations*
- **Fair** –*adequate program*
- **Poor** – *improvement needed, limited program expectations demonstrated*
- **Unsatisfactory** – *needs substantial work, program expectations was not demonstrated.*

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Program Evaluation

- **Work Improvement Plan (WIP**)- program has challenges meeting contractual obligations. A plan is requested from the program to present strategies and timelines that will be implemented to improve performance.
- **Corrective Action Plan (CAP)**- programs have significant challenges meeting contractual obligations. A plan is requested from the program to present strategies and timelines that will be implemented to improve performance.
- **Technical Assistance (TA)**- provided on site by program manager or referred to DYCD Capacity Building Unit.
- **Administrative Meetings or Conference Call-** scheduled meetings with DYCD program management with program director, executive and/or Board Chairperson to discuss programmatic concerns and issues.

- Copies of Program Quality Monitoring Tool will be emailed to program with findings and ratings, it is the expectation that this information is shared with all staff working on the program to ensure continuous program quality improvement.

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Compliance and high-quality

How does my program maintain compliance while striving for high-quality?

- Compliance is doing what is sufficient to meet the minimum
- For example:
  - ✓ Ending outreach efforts as soon as projected enrollment is met.
  - ✓ If you are only thinking about compliance, you might think: “we enrolled 100% for this cohort, and will outreach for the next cohort when we get closer to the cohort start date”.
  - ✓ Using the same recruitment sources over and over and over and over.

- High-quality shows an intentional approach to continuous improvement in all aspects of the program (e.g. administration and programming)
- For example:
  - ✓ Continuous plans for outreach; establishing a waitlist if necessary.
  - ✓ If you are thinking about high-quality, you might think: “we met our enrollment and now we need to generate a waitlist to contact during this cohort to enroll for the next cohort”.
  - ✓ Continuously strategizing outreach sources to maximize pool of potential participants.

Striving for high-quality

- How to do it? – services, linkages, very strong file and data management systems, activities + staff and strong leadership
  - ✓ Self-evaluate the quality of services and the abilities of staff (i.e. regularly checking progress notes)
  - ✓ Model a culture of striving for quality

- Communication – **early, often, and clearly**
  - ✓ through data by effectively managing the Capricorn and YEPS Online database.
  - ✓ via phone/e-mail to proactively raise concerns/questions about quality of program – anticipate needs and potential issues
  - ✓ In-person during site visits – let us know about strong aspects of program, ways that you've adapted to enhance quality
  - ✓ Ask us for support when you need it or anticipate a need for it.

Promising practices

- Early Outreach & recruitment
- Ongoing communication with worksite supervisors
- Managing payroll
- Orientation Workshops
- Managing retention in work readiness workshops
- CBO and Employer worksite collaboration

Group activity

Two volunteers needed (one to play the worksite supervisor, one to play provider representative). After viewing role play, identify if this is a best practice. Why? Why not?

Role play #1

- Dress Code

Role play #2

- Worksite Supervisor Interview

Role play #3

- Marketing Program to a Potential Participant
- Role play, discuss in groups, share-out

- Questions?
- Comments?
- Concerns?

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