



## Policy

<b>SECTION: WIOA</b>	<b>POLICY#019-C0016</b>	<b>PAGE: 1 of 10</b>
<b>TITLE: CSTB Paid Work Experience (PWE)</b>	<b>EFFECTIVE DATE: 7.18.19; Rev. 9.19.19; Rev. 10.01.21; Rev. 9.09.22</b>	
<b>REPLACES: Prior version dated 10.01.21</b>	<b>DATED: Rev. Date 9.19.2019, Rev. 7.16.20, Rev. 11.21.20, Rev. 1.08.21, Rev. 1.22.21, Rev. 9.21.2021; Rev. 10.1.2021; Rev. 9.09.2022</b>	

### **DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF**

**PURPOSE:** To provide a policy that clearly delineates the processes and procedures associated with the Paid Internship & Work Experience Training Services funded under the Workforce Innovation and Opportunity Act (WIOA).

**BACKGROUND:** CareerSource Tampa Bay (CSTB) connects businesses and applicants around the notion that businesses need skilled workers; people need good jobs; and communities need strong economies. Internship/work experience participation is a viable option to resolve the barriers of “lack of experience” and “workplace essential soft skills” that exist between employers, applicants, and employment.

WIOA section 129(c)(4) prioritizes work experiences with the requirement that local areas must spend a minimum of 20 percent of non-administrative local area funds on work experience. Under WIOA, paid and unpaid work experiences that include as a component academic and occupational education may have the following four categories: summer employment opportunities and other employment opportunities available throughout the school year; pre-apprenticeship programs; internships and job shadowing; and on-the-job training opportunities.

Local Workforce Development Boards (LWDBs) must spend at least 20 percent of their Title I Youth funds for work experience. Funds spent for Summer Youth Employment Programs (SYEP) work experiences may be included in the required minimum 20 percent of youth funds on work experience. LWDBs must track program funds spent on youth program paid and unpaid work experiences, including wages and staff costs for the development and management of work experiences, and report such expenditures as part of the local WIOA youth financial reporting. The percentage of funds spent on work experience is calculated based on the total local area youth funds expended for work experience rather than calculated separately for in-school and out-of-school youth. LWDB administrative costs are not subject to the 20 percent minimum work experience expenditure requirement.

Work-based training provides WIOA-eligible participants an opportunity to engage in work experiences where they develop employability skills, acquire job-specific knowledge and gain work experience in an area that helps prepare them for self-sufficient employment. LWDBs must ensure that work-based training is only offered for occupations that are in demand in the local area in which the participant receives training.

## **PROCEDURE:**

A Work experience/internship is not intended for long-term skill building within an occupation but rather as an entry step for the participant to explore the occupation, develop their skills, and gain work history and references. Work experience/internship opportunities are planned, structured training and learning experiences that take place at a worksite for a limited period of time and expose the participant to a specific career path or practical workplace experience. Both are a work-based training component of WIOA. The primary purpose of an internship is to provide an individual that has received occupational training the opportunity to gain practical and occupationally focused work experience through work-based training at a host worksite. Work experience is dedicated to individuals who may have worked in the past, have limited to no work experience, or are actively seeking re-employment but whose skills are outdated or not relevant. The terms internship and work experience may be used interchangeably throughout this policy and are defined by the focus of the training and bears no difference in execution of the agreement or other forms. In determining the appropriate length of time, consideration should be given to the skills requirements of the position, the academic and occupational skills level of the participant, prior work experience, and the participant's **Employment Plan**. Work experiences may be subsidized or unsubsidized, and may include the following elements:

- Instruction in employability skills or generic workplace skills
- Exposure to various aspects of an industry / occupation
- Progressively more complex tasks
- Internships and job shadowing
- Integration of basic academic skills into work activities
- Supported work, work adjustment, and other transition activities
- Entrepreneurship
- Service learning
- Paid and unpaid community service
- Other elements designed to achieve the goals of work experience

Work experience worksites may be businesses or organizations that are private-for-profit, not-for-profit and government organizations in Hillsborough County. Priority will be placed on the current focus industry sectors of Manufacturing/Construction/Building Trades, Hospitality/Travel Tourism, Transportation & Logistics and Retail, Financial Shared Services, Healthcare, and Information Technologies (IT).

Under certain circumstances, remote or virtual work experience, including academic and occupational learning activities, may be provided to appropriate participants. The work experience must be a structured learning experience and provide participants with meaningful work activities. Participants must have the necessary technology and equipment to perform their work experience training successfully. All remote or virtual work experience assignments require management approval.

Work experience trainees will be paid, at minimum, an hourly wage rate of \$13.00 per hour. Generally, work experience services are intended for **eligible** individuals **who have been identified as being a suitable candidate for this type of activity and** fit the following categories:

- Have little or no prior experience in the workplace;
- Have experienced difficulty in maintaining employment in the past due to barriers that can best be addressed and overcome through work experience enrollment;
- Have a need to experience the fundamentals of maintaining consistent employment;
- In most cases, have little or no previous experience in a new occupation of choice;
- Can be placed at a worksite that will provide occupation specific knowledge and experience in their area of occupational choice toward meeting their specific career goals
- **In need of additional assistance with placement within their field of occupational skills training**

The work experience agreement must be in place prior to the internship or work experience trainee **starting worksite training**. The agreement must contain all of the applicable provisions and a copy must be maintained in the trainee and employer file. The agreement must also contain the specific dates of enrollment (beginning and ending dates); a complete job description including specific skills to be obtained; a training plan agreed upon by the employer and the CSTB representative; a statement as to the amount of wage to be paid; and be signed by the employer and CSTB **designated representative**. Labor standards apply in any work experience where an employee/employer relationship exists, defined by the Fair Labor Standards Act.

Academic and occupational education components are a requirement for WIOA Youth **under work experience/internship**. It is not a requirement for WIOA Adults and Dislocated Workers. The academic and occupational education components refer to contextual learning that accompanies a work experience. It includes the information necessary to understand and work in specific industries and/or occupations. For example, if a youth is in a work experience in a hospital, the occupational education could be learning about the duties of different types of hospital occupations such as a phlebotomist, radiology tech, or physical therapist. Whereas academic education could be learning some of the information individuals in those occupations need to know such as why blood type matters, the name of a specific bone in the body, or the function of a specific ligament. CSTB program staff have the flexibility to determine the appropriate type of academic and occupational education necessary for a specific **youth** work experience. Additionally, the educational component may occur concurrently or sequentially with the **youth** work experience. This is documented through the training plan.

For youth, work experiences may also include:

- a. Pre-apprenticeship programs;
- b. Summer employment and other employment activities available throughout the school year;
- c. Internships and job shadowing; and
- d. On-the-job training.

## **Youth Employment**

Youth who participate in work experience programs gain numerous skills which have a positive impact on their future and lifelong employment opportunities. Youth with employment experience are more likely to see the connection between school and career success, in addition to increasing their employability skills. Among low-income youth, higher employment rates have been associated with higher rates of high school graduation and lower teen pregnancy rates.

One of the primary focuses of the WIOA youth program is helping youth gain skills from work experience which can assist them in transitioning into full-time, unsubsidized employment with benefits. The advantages that the work experience program brings to the community is the provision of youth who are mature and work-ready to employers. The community benefits further as money earned by the youth is put back into the local economy.

The intent of the WIOA Youth PWE program is to assist unemployed youth (ages 16-24) in gaining skills for their first job, enhancing skills they already possess, and preparing them with job retention skills in order to maintain employment. Job retention skills include punctuality, career seeker service, and work ethics. If participants develop all of the skills needed by employers through their work experience, there is an increased potential to gain unsubsidized employment with their current employer or be connected to another employer who is seeking to hire workers. Regardless of employment outcomes following participation, youth will be able to identify paid work experience on their resume. Another goal of the program is to create a pipeline of skilled workers who will be ready to join the workforce as the economy continues to improve.

### **Engaging the Community and Employers**

Employers and the general public throughout Hillsborough County will be made aware of the CSTB Work experience program through a variety of methods. Primary outreach will be conducted by the Business Services and Program Department staff. The CareerSource Tampa Bay website will be used to engage the community and employers with specific information about the program and the opportunities offered.

### **Eligibility and Intake System**

CSTB Career Coaches will be responsible for completing WIOA Youth, **Adult or Dislocated Worker** eligibility on all participants. Enrollment will be scheduled after the **approved designated program staff** has reviewed all documents.

MIS Department shall be responsible for inputting data into the state's Employ Florida (EF) Management Information System (MIS) within applicable timeframes to meet CSTB standard of acceptance.

### **Worksite Training Program Rules and Regulations:**

Each perspective trainee will be provided with worksite training program rules and regulations that will include all pertinent information regarding work experience training services. The trainee will be required to sign and date the document attesting they have received, read, and understand all the rules and regulations.

### **Perspective Trainee Suitability**

CSTB will conduct standard CSTB intake practice of reviewing Hillsborough County Sheriff's Office (<http://webapps.hcso.tampa.fl.us/ArrestInquiry>) for each perspective trainee and any information that is discovered must be placed in the perspective trainee's intake electronic file. If a prior background is discovered, or if the perspective trainee identified as having a prior background, then CSTB must counsel/coach the individual on how to discuss and address their prior record with any potential **work experience** employer/host worksite.

If the **work experience** employer/host worksite wants to conduct a formal background screening, then they can do so at their own cost.

### **Employer Selection**

CSTB is responsible for providing interested employers with eligible and suitable interns and/or work experience prospects. The employer is responsible for interviewing and making the final selection of the trainee they would like to select for their worksite.

Businesses that meet the following criteria are considered eligible and may, subject to available funding, enter into a **work experience** agreement:

1. Physical company is located in Hillsborough County;
2. Business must legally have operated at current location for at least 120 days.
3. Hold valid business tax receipt (formally an occupational license) and/or zoning permit; (google search and printout included)
4. Active business as verified by Florida Department of State Division of Corporations ([www.sunbiz.org](http://www.sunbiz.org)) and provide W-9.
5. Hasn't experienced any layoffs in the past six months verified by DEO WARN site.
6. Must develop a detailed work experience training plan outline that identifies the specific occupation, educational, job specific skills that will be learned and estimated time required for each skill.
7. Agrees to routine monitoring and communication with the CSTB work-based learning program staff regarding the progress of the program participant relating to the work experience training plan, progress reports, midpoint in training and completion of the work experience to capture measurable skills gained during participation.

A work experience must not be entered into with an employer who has received payments under previous work-based services if the employer has exhibited a pattern of failing to provide a positive work experience. This includes those employers for On-the-Job trainings where a participant was not provided continued long-term employment, wages, benefits, and working conditions that are not equal to those provided to similarly situated employees.

### **Occupation Eligibility**

All **work experiences** must be for occupations that are in demand in the local area and are appropriate for the program. Occupations not suitable for **work experience** are:

- Less than part-time
- Principle source of income is tips, commissions or piecework;
- Intermittent or seasonal in nature;
- Shown as in decline on the Hillsborough County Demand/Decline List.

### **Assurances Required for All Contracts**

1. Participants shall not be employed to carry out the construction, operation, or maintenance of any part of any facility that is used or to be used for sectarian instruction or as a place for religious worship (except with respect to the maintenance of a facility that is not primarily or inherently devoted to sectarian instruction or religious worship, in a case in which the organization operating the facility is part of a program or activity providing services to participants).
2. A participant in a program or activity authorized under Title I of WIOA must not displace (including a partial displacement, such as a reduction in the hours of non-overtime work, wages, or employment benefits) any currently employed employee (as of the date of the participation).
3. A **work experience** funded agreement must not impair existing contracts for services or collective bargaining agreements. When a program or activity authorized under Title I of WIOA would be inconsistent with a collective bargaining agreement, the appropriate labor organization and employer must provide written concurrence before the agreement is initiated.

4. A **work experience** participant may not be employed in or assigned to a job if:
  - a) Any other individual is on layoff from the same or any substantially equivalent job;
  - b) The employer has terminated the employment of any regular, unsubsidized employee or otherwise caused an involuntary reduction in its workforce with the intention of filling the vacancy so created with the **work experience** participant;
  - c) The job is created in a promotional line that infringes in any way on the promotional opportunities of currently employed workers;
  - d) The job opening that is vacant because the former occupant is on strike **or is being locked out in the course of a labor dispute, or the filling of which is otherwise an issue in a labor dispute involving a work stoppage.**
5. **Work experience** funds shall not be used for any political activity, lobbying of federal, state, or local legislators, or to promote or oppose unionization.
6. **Work experience** funds may not be used to directly or indirectly assist, promote, or deter union organizing.
7. **Work experience funds will not be used to encourage or induce relocation.**
8. **Work experience** participants shall not be placed in a home-based business.

### **Conflict of Interest**

1. The CSTB will not favor a referral from or to a member of the CSTB Board over another business in the community. **Work experience** placements shall be made based upon what will be most beneficial to the participant.
2. The CSTB CEO and **Vice President of Fiscal and Administrative Compliance** shall be notified whenever the **work experience** agreement is connected to a CSTB Board member or employee. **Work experience agreements that are connected to a CSTB Board member are considered Related Party and always require CSTB Board of Director approval prior to commencement of services. If the estimated cost of the work experience agreement is \$10,000 or higher, DEO and CareerSource Florida approval are also required. The Vice President shall oversee the board action item and submission of applicable documents to DEO and CareerSource Florida, as required.**
3. CSTB is prohibited from recommending an agreement or making **work experience** referrals to businesses who are members of their immediate family or members of families of other CSTB staff.
4. The contracted **work experience** business shall not hire a participant who is a relative (member of the family) of the business. Relative is defined as: father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister. (Section 112.3135, Florida Statutes).

### **Individual Employment Plan (IEP)**

CSTB must develop an individual service strategy for each participant. A service strategy is a document created jointly by the participant and case manager and is based on career planning and the results of the objective assessment. The service strategy includes a summary of the jobseeker's strengths, barriers, services needed, education and employment goals, and services provided. The IEP will be updated during a one-on-one appointment between the trainee and a CSTB **staff member**. This process will also define the short- and long-term goals of the work experience/**internship** opportunity as well as

future employment plans of the trainee. The trainee's IEP must identify their internship/work experience field of training while outlining goals and objectives with defined timelines and projected completion dates.

When selecting work-based training for a participant, the **CSTB staff member** must include the following in the service strategy:

1. A determination that a work-based training activity is appropriate to meet the participant's needs;
2. The specific work-based training most appropriate for the participant based on an assessment of the participant's needs, skill set, and other characteristics necessary to determine the best activity for the participant;
3. The specific short and long-term goals for the work-based training activity, by identifying the purpose of the activity and outcomes expected;
4. The employer with whom the activity will be done and other information relevant to the work-based training activities;
5. Responsibilities of the CSTB, employer and participant; and
6. Other activities necessary to support the work-based training activity.

### **Employment Wages**

Paid work experiences/**internships** will be limited to a maximum of **29** hours per week and **up to a** 12-week duration per **eligible individual**. **Work experience** trainees who actively engage in work experience activities will earn a **minimum** wage rate of \$13.00 per hour. Wages may be issued using direct deposit or check and will be issued on a bi-weekly basis by the contracted staffing agency, if CSTB exercises this option, or internally by CSTB's agreed upon practices/policies.

### **Worksite Agreement**

Work Experience activities require a worksite agreement in the customer file. The worksite agreement will establish the parameters wherein a customer will gain the job- readiness skills necessary to obtain unsubsidized employment and must be secured prior to the participant beginning their work experience assignment.

Each employer participating in work-based training must develop a CSTB **work experience** agreement. The worksite agreement must include:

1. A job description and/or training outline
2. Contact information for the supervisor
3. Record-keeping and payroll information,
4. Process to monitor the participant's worksite activities and ensure adherence to the records retention requirements, as applicable.
5. Worksite agreements for work-based training. For agreements with a staffing agency, the worksite agreements must include signatures of both the worksite employer and the staffing agency.

CSTB will maintain information on each job placement in the form of an agreement signed by all parties. Each employer partner will receive a copy of the fully executed **work experience** agreement.

### **Employer of Record**

CSTB is the employer of record and participants will be paid a **minimum** wage **rate** of \$13.00 per hour, and payroll taxes will be deducted. The employer of record will be responsible for paying all taxes.

## Supportive Services

Support Services provide a safety net to trainees as they enter or re-enter the labor market. Limited support services may be made available to trainees on an individualized case-by-case basis. The trainee must verify that a need exists and cannot be met by other community resources. The provision of such support services must be documented in the individual service strategy. Support service needs are identified through the assessment process and outlined in the service strategy. Support services may be provided pursuant to ***CSTB Supportive Service and Incentive Policy - ##018-C0012b***.

## Workers' Compensation

In accordance with Section 445.009, Florida Statutes (F.S.), a participant in an adult or youth work experience activity administered under this section will be deemed an employee of the state for purposes of workers' compensation coverage. In determining the average weekly wage, all remuneration received from the employer shall be considered a gratuity, and the participant shall not be entitled to any benefits otherwise payable under s. 440.15, F.S., regardless of whether the participant may be receiving wages and remuneration from other employment with another employer and regardless of his or her future wage-earning capacity.

**AmeriSys** is the state's Workers' Compensation Provider and should be contacted using the toll free #1-800-455-2079, in case of a work-related injury.

## Incident Reports

CSTB will provide employers with an Incident Report Form to document all injuries or other incidents which need to be reported, such as loss of property, etc. CSTB will maintain Incident Reporting Forms and notify the CEO and/or their designee immediately of any incident. CSTB will notify the HR Director immediately of any incident or accident involving a **work experience participant**.

## Recording of Worksite, Provider and O\*Net Code Information

When a participant is enrolled into a **work experience** training activity, staff must record in Employ Florida, the address and location of the worksite where the participant will work.

- For other work-based training activities, such as work experiences, temporary jobs (including temporary disaster-relief jobs), registered apprenticeships, and pre-apprenticeships (when applicable), the actual location where the participant will report for work worksite must be recorded as part of the enrollment process.

When a participant is enrolled in a work-based training activity, the provider and O\*Net Code for the occupation in which the participant will engage or receive training must be entered into Employ Florida as part of the enrollment process.

## Participant Evaluations

To ensure that participants gain the required skills for their assigned work experience activity, formal evaluations must be conducted using the work experience activity training plan. These evaluations are used to assess the participant's skill level at the beginning of the training period and to evaluate the participant's skill progression at the mid-point of the training period and upon completion of the training period. The evaluation should be reviewed by the supervisor with the participant by the designated due dates. Feedback will also be collected from the participant regarding their experience. **Work experience progress reports should be added to the participant's record as Measurable Skills Gains where gains have been documented.**

## Worksite Supervisory Evaluations of Participants

The worksite supervisor will complete an evaluation which assesses critical work readiness topics. The employer, or the employer's designee, will discuss the result of the evaluation with the participant. The **designated CSTB staff member** will distribute evaluation forms to the employers. Evaluations can be



included as part of the time records or separately with the most efficient method to be determined by the provider. CSTB will collect the evaluation forms and include them in the participant hard copy case record. All employer **work experience** evaluations will be documented in Employ Florida case notes.

## **Monitoring**

Monitoring and evaluation of the program plays a critical role in insuring that the goals of the **work experience** are achieved. The on-site monitoring is essential and must include documenting information received directly from the **work experience** trainee and should capture the trainee's supervisor's perspective about how the training is progressing. In addition to this, the monitoring should examine the process of compliance with the **work experience** agreement, training plan, the regulations, payment of wages, and the maintenance of records and working conditions in keeping with Federal requirements.

Any Agreement deviations noted should be dealt with promptly, either with a corrective action plan or by suspension or termination of the agreement if serious violations have occurred. All visits to the business should be documented in the business EF account file and electronic file. The entry should identify when the visit was made, what was observed, who was interviewed, a synopsis of the content of the conversation, and any items of concern that need to be addressed.

Additional programmatic monitoring will be conducted throughout the program year by the internal **MIS department and/or an independent, third-party monitoring firm** under the direction of the **Vice President** of MIS & Data Services. Financial monitoring will be conducted by the **Vice President** of Fiscal **and Administrative** Compliance, **or an independent, third-party monitoring firm**.

## **Post-Exit Follow-up**

Closed and exited **participants** will receive follow-up support for a minimum of 12 months to sustain engagement. CSTB WIOA program staff must provide participants with at least 12 months of follow-up support. Follow-up services should be intensive enough to provide the support necessary to enable participants to achieve their educational goals or gain unsubsidized employment. CSTB will serve as a resource in identifying and addressing issues which arise for participants, employers, and educators in those placement settings. CSTB staff will be required to report on the follow-up services participants receive and enter all results into Employ Florida (EF).

## **Terminations**

The occasion may occur when a trainee is not satisfied with an employer location, or an employer may be dissatisfied by a trainee's progress or ability. Terminations may result in suspension of trainees and participating employers from the receipt of internship/work experience services for a period of time or indefinitely based on the situation.

The duration of suspension is at the discretion of CSTB management. Each case will be reviewed before a determination is made. The CSTB **approved designated program staff** should make all efforts to salvage a work experience assignment and location when possible. Suspension may be caused by several factors as listed below:

### **Trainee suspension may occur due to factors such as:**

- An established pattern of tardiness or absenteeism
- Termination from a worksite due to negligent, malicious, or unethical behavior
- Failure to comply with an employer's rules and regulations
- Substandard performance
- Failure to comply with CSTB rules and regulations
- Any action that could jeopardize the employer worksite or CSTB in any manner

### **Employer Suspension may occur due to factors such as:**

- Failure to adhere to the developed training plan
- Termination of a trainee without good cause
- Failure to comply with applicable labor laws
- Failure to comply with contracted staffing agency's employment practices, if CSTB utilizes this option; or CSTB employment practices and/or other traditional employment practices
- Any action that could jeopardize the trainee or CSTB in any manner

### **Modifications**

Modifications to the **work experience** contract and **work experience** work-based training plan outline may be needed. The work-based learning program staff would be required to submit a CSTB agreement modification **work experience** agreement and specify the purpose of the modification, total training hours and maximum reimbursement. This requires the CSTB CEO or designee signature approval before any agreement modifications can be fully executed.

### **Policy Exceptions**

CSTB may receive federal, state, and local grant awards that may not be subject to the requirements outlined above. Those awards will be governed by the rules and guidelines set forth as defined in the grant document(s). **Local operating procedures** or other internal documents will be established to outline the processes specific to the award(s).

### **Authorized Signatories**

- The Chief Executive Officer, and designee are hereby authorized to execute **work experience** agreements.
- If necessary, during the **work experience** process, CSTB will accept electronically submitted scanned or faxed documents with signatures of the representatives that have legal authority to contract and bind the respective organization in their capacity as a signatory official.

### **References**

- [Workforce Innovation & Opportunity Act \(WIOA\) Section 129\(C\)\(2\)\(C\):](#)
- [20 Code of Federal Regulation \(CFR\) 681.600 – 681.630, 20 CFR 680-700, 20 CFR 681.480:](#)
- [TEGL 15-10 Increasing Credential, Degree, and Certificate Attainment by Participants of the Public Workforce System:](#)
- [TEGL 17-05, Change 2 Common Measures Policy for the ETA's Performance Accountability System and Related Performance Issues:](#)
- [TEGL 21-16: WIOA Youth Formula Program Guidance:](#)
- [TEGL 23-14: WIOA Youth Program Transition:](#)
- [DEO Administrative Policy 100: Work-Based Learning and Work-Based Training for Adults and Dislocated Workers](#)

**INQUIRIES:** Any questions about this policy should be directed to the **Vice President of Policy and Programs**, or their designee.