



NEMO Workforce Development Board, Inc.

Scholars at Work Program

Scope of Work
(March 13, 2020)

- I. The Scholars at Work Program is for out-of-school youth and young adults (ages 17-24). It is designed to attract youth who have chosen or might otherwise choose working over pursuing their education. The intent of the program is to allow youth and young adults to complete their HSE in conjunction with earning income and learning important soft skills to apply in their future employment. The program provides them a way to avoid financial hardship while achieving their academic goals and supporting their career goals. The program will operate similar to a traditional work experience; however, the job will be attending AEL classes while learning and being evaluated on workplace readiness soft skills. Level 1 Scholars will be paid the MO State minimum wage rate for up to 20 hours per week. Level 2 Scholars will be paid a starting wage of \$1.40 over MO State minimum wage, per hour for up to 20 hours per week. Wage increases of \$0.25 increments can be awarded to Level 2 Scholars based on successful evaluation progress outlined on the evaluation form with a wage cap of \$12.00 per hour. Case managers will work with participants needing full-time wages to find additional job placements to supplement their income.

Target candidates are WIOA eligible Out-of-School youth who meet the following standards:
(*Level 1 Scholars and Level 2 Scholars*)

- 17 thru 24
- High School drop-out lacking a HS diploma or HSE
- Currently desiring to work on their HSE (currently attending AEL classes as schedule allows, studying online or at home, or have a strong desire to work on their HSE but have barriers to do so)

(*Level 2 Scholars only*)

- Have adult responsibilities such as currently working, parenting, living on their own or with others but required to provide financial support, caretaking for parents or other family member
- Can complete HSE in an average of 12 weeks or less with focused hard work

NOT Target Candidates: Youth who do NOT have:

- Adult responsibilities (no financial or care taking responsibilities)
- Motivation or desire to complete HSE (parent or guardian has desire for youth to obtain HSE, but youth does not display the same desire)

II. PROGRAM STANDARDS

1. Costs for participants who are enrolled in the Scholars at Work program and work experience component are considered to be 100% training. The NEMO WDB contracting agency (subcontractor) will be the employer of record and pay subsidized employment wages to participants in program.
2. Participants can engage in up to 20 hours a week of AEL supervised activity (AEL classes, online classes with supervision at Job Center or satellite office, workplace readiness training)
3. The length of participation in the program and work experience component shall be based upon the needs of the participant, but in general shall not exceed:
 - *Level 1 Scholars* will be provided a maximum of 360 hours
 - *Level 2 Scholars* will be provided a maximum of 240 hours*(In extenuating circumstances, a waiver may be submitted to the NEMO WDB to allow continuation in the program.)*
4. Scholars at Work and work experience component shall be accompanied, either concurrently or sequentially, by other services designed to increase the basic education and/or occupational skills of the participant. Additionally, qualifying incentives and needed supportive services are encouraged to award and aid in the successful completion of this program. The planned service strategy is to be included on the participant's Individual Service Strategy.
5. Scholars at Work participants must be referred to the program by subcontractor staff or AEL staff following initial screening of eligibility and completion of 12 hrs. AEL orientation. Scholars at Work participants must undergo the application, interview, and selection process.
6. Participants must have a training plan which outlines the participant's job duties and skills to be learned. Workplace readiness training must be included as a component of the work experience component.
7. Participants will be encouraged to complete the Workkeys test upon attainment of their HSE.
8. Level 1 Scholars will be paid the MO State minimum wage rate. Wage increases will be based on Proficiency Levels – See Section V(1) for more detail.
9. Starting wage for Level 2 Scholars will be \$1.40 above Missouri State Minimum Wage. Wage increases of \$0.25 increments can be awarded based on successful evaluation progress outlined on the evaluation form with wage cap of \$12.00 per hour.

10. Level 2 Scholar participants will adhere to a dress code in order to participate in Scholars at Work Program. The required dress code consists of polo style shirt and khaki pants or nice jeans with no holes or substantial distressing. Refer to handbook for additional provisions.
11. Participants will adhere to program requirements or will be subject to discipline and termination. Provisions for the warning discipline process and termination, which will be followed, are outlined in the handbook.
12. All Fair Labor Standards Act (29 U.S.C. 201, et. Seq) regulations, WIOA Section 181 (b), Equal Opportunity (WIOA Section 188) guidance, and, where applicable, Child Labor Laws apply must be adhered to.
13. Participants shall be covered by workers compensation.

III. PARTICIPANT SERVICES

1. *Level 2 Scholars Only*: Recruitment

- Recruitment to the Scholars at Work Level 2 program may be through a variety of sources. AEL instructors and WIOA case managers will likely be the primary recruitment source, however other youth may likely be another recruitment source. Additionally, other service agencies and programs may refer a potential candidate to AEL provider or WIOA contracting agency. Official referral to the Scholars at Work program must originate from AEL provider or WIOA representative following TABE testing, completion of 12 hours AEL orientation, and determination of eligibility/appropriateness for the Scholars at Work program. If not already enrolled into WIOA youth program, eligibility for WIOA youth program must be determined by WIOA case manager before enrollment into WIOA Youth or Scholars at Work program.

2. *Level 2 Scholars Only*: Application, Interview and Selection Process

- All referred candidates must complete application, interview, and selection process before being enrolled into the Scholars at Work program/work experience component.
 - a. Potential candidates must complete Scholars at Work application and questionnaire;
 - b. Selection panel will conduct an interview. Interview panel will consist of WIOA case manager, AEL instructor, and WIOA supervisor or AEL director or other similar personnel as available and appropriate.
 - c. Selection will be based on the panel's evaluation of each candidate considering all criteria (testing and ability to progress, interview, needs, and ability to benefit from program, etc.)

3. Enrollment

- The Contracting Agency will only enroll youth applicants in the Scholars at Work program and work experience component that have been certified as WIOA eligible and whose objective assessment indicates appropriateness for the Scholars at Work program and work experience component.
- Participants will be provided with the NEMO WDB Complaint and Grievance procedures if not provided to them at the Intake level.
- The Contracting Agency will utilize the NEMO WDB standardized Individual Service Strategy or the on-line form in the State Case Management System.
- The Contracting Agency will be responsible for maintaining and updating the ISS of all participants to reflect enrollment in the Scholars at Work program and work experience component. Participants shall sign and receive copies of their ISS updates.

4. Orientation Plan

- The Contracting Agency will provide an orientation to each participant upon enrollment into Work Experience/Scholars at Work Program which will include:
 - a. Purpose of the work experience program.
 - b. The condition and standards for work experience activities to include the following:
 1. Hours of work/participation in AEL
 2. Pay provisions
 3. Length of work experience, the planned starting date and completion date
 4. Job duties, responsibilities, and training plan.
 5. Counselors name and telephone number
 6. Indirect/Direct supervisors name (AEL instructor, director or WIOA case manager if participating in online AEL)
 7. Job title (AEL Attendee)
 8. Additional standards required by contracting agency and/or worksite/AEL
 9. Counseling and supportive services available
 - c. All participants will sign an orientation summary indicating they have received orientation and are aware of their rights and responsibilities. The statement must be co-signed by a WIOA representative of the contracting agency. A copy will be retained in the participant's file.
 - d. The Contracting Agency will ensure that the worksite provides orientation to work experience participants relative to the rules, standard practices, and requirements of the job.

5. Training Plan

- The Contracting Agency will ensure that the work experience/worksite assignment is consistent with the participant’s occupational interest, abilities, and aptitudes as determined in the participant’s assessment and documented on the ISS.
- The Contracting Agency will complete the MO State Case Management System WIOA Registration form enrolling the individual in the proper activity(ies).
- Work readiness skills will be evaluated on the Scholars at Work General Workplace Competencies Evaluation form. This completed and signed form will be retained in the Participant File. This evaluation will be performed at a minimum of every two weeks by the Worksite Supervisor.

6. Counseling and Supportive Services

- The Contracting Agency agrees to provide employment related counseling to participants throughout their enrollment in Scholars at Work/work experience component at a minimum of once every two weeks. The primary focus of these contacts will be assisting each participant in attaining basic work competencies.
- Supportive Services for Work Experience participants may include transportation cost, child care assistance, and appropriate clothing and grooming for participation in education and training activities, if eligible and deemed appropriate and unavailable through other sources.
- The Contracting Agency will ensure that all participants develop and demonstrate basic work competencies to include at a minimum:
 - a. Participant’s progress relative to any employment barriers identified earlier on the Individuals Service Strategy.
 - b. Participant progress towards demonstrating basic work competencies to include:
 - Acceptable work habits; i.e. attendance, punctuality, appearance and adherence to dress code, use of time, use of privileges, and use of property;
 - Acceptable work attitude to include cooperation, relationship to other employees, dependability, initiative and attitude towards directions and instruction;
 - Acceptable work quality and quantity to include accuracy, learning speed, application of instruction to work, communication skills, and progression towards academic goals.

Counseling should also include:

- Ensuring that participants and employers are adjusting to and progressing in the Scholars at Work/work experience training activity.
- Assistance towards identifying and resolving any potential problems
- Job seeking skills training

- Employment transition planning
 - Job development and referral
- c. Participants will be informed of their deficiencies in basic work competencies after each review and counseling activity. Work competency results, observations and/or recommendations will be documented and become a part of the participant's file.
 - d. The Contracting Agency will update the participant's ISS. The ISS shall reflect changes, identify additional service or training needs and record program accomplishments. Participants shall receive copies of all changes reflected on their ISS.
 - e. Counseling contacts must reflect what services were provided to participants in a concise organized manner and be documented in the State Case Management System.

7. Transitional Services

- 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 jobs in the area;
 - 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 jobs.mo.gov system.

8. Follow-up Services

- The Contracting Agency agrees to provide follow-up services to all registered participants for a minimum of 12 months after exit from the WIOA 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 State Case Management System after each follow-up contact is 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;

- 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
- The Contracting Agency shall inform participants enrolled in the WIOA Title I Youth program that they will be contacted after completion of the program for follow-up information and that they are required to participate by providing the requested information.

IV. AEL WORKSITE

1. Worksite Agreements and Supervisors Orientation

- The Contracting Agency agrees to complete a standardized Worksite Agreement for each worksite utilized. The Worksite Agreement will be negotiated between the contracting agency and authorized worksite representative prior to placing participants at the worksite. Worksites shall be informed of WIOA requirements to include:
 - a. Proper supervision
 - b. Regulations of WIOA
 - c. Responsibilities of the worksite and worksite supervisor
 - 1. Agree to participate on interview panel and in selection process
 - 2. Adhere to work experience standards (treat it like a “job” instead of a class, supervise and evaluate staying on task, following directions, etc.)
 - 3. Evaluate participants every two weeks on workplace readiness soft skills to include adherence to dress code and strict monitoring of timesheets to include start/end time, scheduled breaks, etc.
 - 4. Maintain close and regular contact with WIOA case manager regarding educational progress and work related issues
 - d. Other applicable rules and regulations
- An authorized individual of the AEL worksite and the worker’s immediate supervisor shall sign the worksite agreements 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.
- A detailed participant training plan shall be developed between the contracting agency and the work experience worksite to include at least six (6) core competencies related to academic goals and workplace readiness soft skills

(acceptable work habits, attitude, quality, and quantity) written in a competency statement structure. A copy of the training plan shall be maintained at the worksite and in the participant's file.

- The Contracting Agency will provide all worksite personnel having direct and indirect participant supervisor responsibilities, orientation prior to placing the participant at the worksite. The orientation will include:
 - a. Purpose, rules and regulations of the Scholars at Work/work experience component
 - b. Provision of the worksite agreement
 - c. Maintaining adequate supervision
 - d. Maintaining attendance records
 - e. Proper payroll procedures
 - f. Workers compensation
 - g. Participant grievance procedures
 - h. Emergency contact phone numbers
 - i. Worksite monitoring responsibilities
 - j. Participant training plan
 - k. Orientation to worksite rules and standard practices
- AEL Worksite supervisor (s) will sign an orientation form indicating they have received an orientation to the relative rules, standard practices and requirements of the Work Experience Program. It shall be co-signed by the appropriate WIOA Representative. The orientation shall be provided to the AEL worksite and the orientation form shall become a part of the participant's file.

V. MANAGEMENT AND ADMINISTRATION

1. Payment of Wages

- Level 1 Scholar participants will be paid the MO State minimum wage.
- Level 2 Scholar participants will be paid a starting wage of \$1.40 over MO State Minimum Wage per hour. The Proficiency will be based on the overall average percentage. The method of calculation will be: Add all percentages together then divide by the number of line items. This will give you the average % and the wage increase will be based on the average rate. Wage will be increased to \$.25 at 70% Proficiency, an additional \$.25 at 80% Proficiency, an additional \$.25 at 90% Proficiency, and to \$12.00 at 100% Proficiency. The wage cap will be \$12.00 per hour. This must be stated in the Training Plan and the completed and signed *Scholars at Work General Workplace Competencies Evaluation* form(s) will be retained in the participant file. The sub-contractor supervisor will be responsible to verify and instruct the fiscal officer to change the rate of pay.
- Participants shall be paid for all hours worked, not to exceed 20 hours per week.
- Participants will be entitled to Worker's Compensation and FICA.

- Participants under the work experience shall be subject to federal and state withholding tax.
- Participants will not be paid for annual leave, sick leave, holidays or fringe benefits.
- Timesheets will be maintained daily for each participant to report and document actual hours of work. All timesheets must be signed by the participant and work-site supervisor to verify the hours reported at the end of each pay period.

2. Program Operational Provisions

- The Contracting Agency will enter case notes in the State Case Management System, which will provide management tracking of the participant's status and services rendered, and fiscal expenditures and obligations as applicable to the Scholars at Work/work experience program.
- The Contracting Agency agrees to establish and maintain individual applicant/participant files as required by the NEMO WDB in order to permit proper auditing and monitoring.
 - a. All participant files shall contain at a minimum:
 - WIOA eligibility assessment
 - Supportive documentation of eligibility
 - Certificate of Independence, if applicable
 - State Case Management System Change Request forms, if applicable
 - Follow-up information
 - Signed Complaint and Grievance form
 - Signed participant orientation form
 - MoJobs eligibility documentation form, signed and dated
 - U.S. Citizenship documents
 - 1-9 Form
 - E-verify
 - Individual Service Strategy (ISS)
 - Worksite Agreement
 - Participant Training Plan
 - Timesheet (Attachment 1)
 - Eligibility Verification record
 - Signed worksite supervisor orientation form
 - MoJobs Objective Assessment, signed and dated
 - Applicable pre-test and post-test material
 - Participation agreement; and any other documents pertinent to participation in program
 - *For Level 2 Only:* Scholars at Work Program application, interview form and participation agreement; and any other documents pertinent to participation in the program

- The Contracting Agency shall take care that all personal information of participants is handled in such a manner as to protect the privacy and confidentiality of participants, to the extent that such privacy and confidentiality of participants is protected by Federal and State law.
- The NEMO WDB and/or an independent monitoring unit will at least annually monitor participant files and worksites. A written monitoring report will be sent to the Contracting Agency and a written corrective action plan will be required from the Contracting Agency within 30 days receipt of the monitoring report.
- The Contracting Agency will ensure that all participant worksites are aware of and receive a copy of the Child Labor Laws.
- The Contracting Agency shall not place any participant at any AEL worksite where adequate supervision cannot be maintained.
- The Contracting Agency shall not place participants at worksites that is used or to be used for sectarian instruction or religious worship.
- The Contracting Agency shall ensure that work experience worksites provide participants adequate orientation to worksite rules and standard practices.

4/2/19 - Revised Scope to include two levels of the Scholars at Work. The change includes:

Page 1: Added Level 1 Scholars and Level 2 Scholars

Page 2: #3 - Added Level 1 Scholars

Page 2: #8 – Added Level 1 Scholars

Page 8: #1 – Added description to explain wages for Level 1 and Level 2 and how the increases will be determined for Level 2 Scholars.

