WORK EXPERIENCE HANDBOOK
WORKFORCE INNOVATION AND OPPORTUNITY ACT

Equal Opportunity Employer/ Program.
SUPERVISOR’S MANUAL

THANK YOU FOR PARTICIPATING IN THE WIOA WORK EXPERIENCE!

INTRODUCTION TO THE WIOA YOUNG ADULT (INSPIRE) PROGRAM

Through funding provided by the Workforce Innovation and Opportunity Act (WIOA), NCWorks Career Center – INSPIRE Young Adult Services is coordinating work experiences for young people between the ages of 16 and 24 who reside in Guilford County. Work experiences are planned, structured short-term learning experiences designed to expose youth to the working world and its requirements. Work experience workplaces may be in the private, for-profit sector; the non-profit sector; or the public sector, but should be organizations willing to help youth acquire the personal attributes, knowledge, and skills needed to obtain a job through career exploration and skill development. Young adult customers are compensated by ResCare Workforce Services, Inc. (WIOA Young Adult Services Provider) $8 per hour and paid only for the hours worked. Total training hours per customer shall not exceed 150 hours.

The Workforce Innovation and Opportunity Act (WIOA) Youth Program is intended to provide young adults with meaningful work experience that will increase the youth employability skill while supplying employment support to the business community during this challenging economic time. Other benefits include:

- Young adults develop a thorough understanding of employer expectations.
- Young adults increase their employability and work readiness skills.
- Young adults experience workplace success and build their self-esteem.

This manual will help you, as a Worksite Supervisor in the WIOA Young Adult program, understand how the program operates and what is expected of you. As the Worksite Supervisor, it is your responsibility to provide the supervision and guidance to make this experience meaningful and safe for both the young adult and your organization. Every effort was made to match the customer with a work assignment in which they expressed an interest. For some young adults, this is their first work experience. We count on businesses like yours to ensure the experience is successful. This manual will guide you through the rules and requirements applicable to the work experience and address the situations and questions common to most worksites.

Each work experience customer is assigned a WIOA Young Adult Employer Consultant who will monitor the progress of the young adult while at the worksite and provide you with assistance. The assignment of young adult(s) to the worksite, the day-to-day operation of the program, the processing of payroll, and monitoring is performed by ResCare Workforce Services, Inc. (WIOA Young Adult Service Provider)ResCare Workforce Services, Inc. (WIOA Young Adult Service Provider) will also maintain workers’ compensation for the young adult. A copy of the worksite agreement is included in this manual. Please familiarize yourself with the agreement and keep a copy of the completed agreement on file at the worksite. Do not hesitate to call us directly.

Thank you for your participation in the program.

We look forward to a rewarding work experience for you and the youth assigned to your company or organization!
PROGRAM OVERVIEW
Young adults complete a career interest inventory during the work readiness program and whenever possible are matched with a business that compliments that interest and also the needs of the business. We also attempt to place them in a business that is close to their home to ease transportation issues.

No young adult will be placed at a worksite until the worksite has had an orientation and the WIOA Young Adult Service Provider has received a signed worksite agreement. Total work experience hours per customer shall not exceed 150 hours. The start date of the work experience will occur on the actual start date(s) and will depend on the youth’s completion of the work readiness training. Supervision is provided by the staff of the worksite provider.

EMPLOYER RESPONSIBILITIES
Supervisors participating in the Work Experience program must have superior leadership abilities. They must be willing to exhibit and encourage good work habits and they must be able to reach and inspire confidence in young adults. To create a valuable experience, supervisors must hold the participants to strict standards for attendance, punctuality, and performance while motivating them to be part of a work team. A superior supervisor must:

- Clearly define expectations and hold young adults to the standards.
- Possess an understanding of and tolerance for teenage behavior.
- Possess a positive, friendly manner with an expectation of mutual respect.
- Establish a comfortable working relationship so participants feel comfortable asking questions and discussing problems.
- Possess the ability to organize and assign appropriate duties and projects for participants. The work experience will be more meaningful if the young adults are assigned work that keeps them occupied for the hours they are at work and allows them to grow professionally.

The WIOA Young Adult Program – INSPIRE is designed to provide eligible young adults with meaningful work and assist them in developing work skills. A WIOA employer should be committed to creating:

- Structured, safe, and well supervised work.
- Opportunities to explore vocational interests.
- Acquisition of workplace success skills.

WORKSITE SUPERVISOR RESPONSIBILITIES
Your role as a worksite supervisor is to oversee the customer’s work and ensure the job is being done correctly and give the customer feedback on all work. This may be your young adults’ first work experience and he/she may be unaware of work behaviors you take for granted. The first day on the job may be uncomfortable for the participant. To put them at ease, it is recommended that supervisors provide an orientation session that includes the following information:

- Introductions to other employees they will work with.
- A description of the worksite activities and objectives.
- A job description.
- A demonstration of the tasks to be performed.
- A supervised tryout for the participant to perform the task, explaining each key point and observing their performance and competency.
- The need for safe work habits including explaining the safety rules of your organization.
- The procedure for reporting to and leaving the worksite.
- The work schedule and breaks.
- The location of the restroom, drinking fountains, cafeteria, or other key areas.
• An explanation of work rules, dress code, and expected behavior.
• Directions regarding whom the participant should go to for assistance.
• Emergency procedures.
• Injury reporting procedures.

Explaining what you do as a supervisor and the things you have to consider in making decisions will help the youth understand more clearly how the chain of command works in your organization. The customer may not understand chain of command, time management or other important workforce skills/knowledge. Please assist them as much as possible if they have difficulties.

The worksite supervisor is also responsible for signing the participant’s timesheet and evaluations.

TIMESHEET AND PAYROLL INSTRUCTIONS
Youth may work up to 20 - 32 hours each week depending their school status. Minors are not permitted to work more than six (6) consecutive days in one week. Timesheets will be provided by the WIOA Young Adult Services Provider, but each young adult is responsible for completing his/her timesheet. It is vital that the timesheet forms are completed correctly in black or blue ink. A pencil may not be used nor whiteout. The young adult completes the timesheet daily. Any participant that claims time not actually worked is subject to suspension or termination. Unexcused tardiness and absences may also result in suspension and termination from the program. Participants are paid on the basis of the information on the timesheets.

This is a work experience training program and the participants are only paid for hours they actually work. There are no paid vacation days, sick days or holidays. If participant(s) cannot report to work or must be late, he/she must notify his/her Worksite Supervisor and the WIOA Young Adult Development Consultant. Young adults should call prior to the regular starting time, if possible.
• If the participant is sick and does not work, the youth will not get paid.
• When the worksite is closed for a holiday (example Independence Day/July 4th), the participant will not get paid.
• If the participant finishes an assignment early and leaves the worksite, they will only get paid for hours worked that day.

The worksite supervisor is required to sign off on the timesheet verifying the scheduled and attended hours. It is important to double check, just as you would for any employee to make sure it is correct. Changes and corrections must be approved and initialed by the worksite supervisor. Whiteout (correction fluid) and scratching out are not allowed on the timesheets. A line may be drawn through the error or mistake and the supervisor initials placed next to the lined out portion. Then place the correct information directly to the right of the lined out information.

BREAKS/LUNCH
The length of time allowed for breaks should be the same allowed for other employees. Child Labor Laws require that the youth have at least one unpaid thirty (30) minute lunch break for each four (4) continuous hours of work.

PAY PERIODS
Participants are paid based on the timesheets that will be collected every two weeks by the WIOA Program Representative. If a participant has a question or problem with their paycheck, they should contact their WIOA Representative. The WIOA Young Adult Services Provider will work to correct
any concern your customer may have. If the problem is caused by an incomplete or late timesheet, it will be corrected at the next pay period.

**MONITORING**
The WIOA Young Adult Services Provider is responsible for ensuring the work experience complies with all state and federal regulations. The monitor will conduct a review of the worksite prior to the participant’s placement to ensure it is a safe work environment and provides a meaningful work experience. After the young adult is placed, the WIOA Young Adult Representative will make occasional site visits to evaluate the work activities and ensure program compliance. Examples of the Worksite Review and Monitoring Tool are included in the back of the manual.

**NEPOTISM**
Worksite Supervisors should immediately inform the WIOA Representative if a family member is assigned to work for them. If the family member is eligible and certified by WIOA Representative, they will be placed at another training site.

**POLITICAL ACTIVITIES**
Young Adults cannot become involved in any political activities during working hours. This includes making speeches, assisting at meetings, distributing pamphlets, or other information. Participants are not spokespersons for WIOA Young Adult Program-INSPIRE.

**SUPERVISOR CHANGES**
If during the course of the program, there is a change of worksite supervisors, please notify your WIOA Representative and participants immediately and pass this handbook onto your successor.

**INJURY REPORTING PROCEDURES**
Worksite supervisors should maintain emergency contact information on each customer assigned to their worksite. The worksite WIOA Representative will provide a copy of the participants Emergency Contact Information Form.

Participants should be informed during the worksite orientation that when an accident occurs the young adult must report the accident directly to the worksite supervisor immediately.

All job related injuries, however minor, must be reported immediately to the WIOA Representative and the participant’s emergency contact, in addition to the Worksite Supervisor. Participants under the age of 18 require parental permission for treatment.

Ambulance and severe emergency cases are to be taken to the nearest available hospital.

**DISCIPLINARY/POOR PERFORMANCE/EARLY TERMINATION**
Whenever the actions of a customer are deemed to be not life-threatening to him/her, to other customers, the WIOA Representative or Work Supervisor should attempt to counsel the customer about proper behavior and attitudes. This corrective counseling should be carried out in such a way that the participant is able to learn from the “mistake”, and be given an opportunity to correct the behavior or attitudes.

The counseling may be informal or formal, as the situation demands. A record of the results of this counseling should be made part of the participants file, along with documentation of the behavior or attitude, which necessitated the counseling.
When counseling is not successful, then the WIOA Representative should be contacted immediately for intervention. Disciplinary action will consist of any one or a combination of the following:

- Verbal discussion and a warning to the participant.
- If the participant has less than an acceptable performance, the young adult will be counseled and receive a reprimand notification from the WIOA Representative.
- If the behavior does not improve, there may be an early termination of the participant from the program.

**Notwithstanding the above, the Worksite shall, at its discretion, terminate a customer or program participant with the Worksite if for any reason the Worksite deems the termination necessary.**

**EVALUATION**

As a supervisor, you are requested to observe and evaluate the behavior, competency, and performance of the young adult you supervise. The purpose is to help young adults improve their workplace skills. Participants should know what is expected of them and if they are meeting the expectations. All supervisors should discuss job performance with customers and suggest corrective measures.

In addition, at the conclusion of the work experience, we request you complete the Program Evaluation located at the back of this manual. Your input will assist the WIOA Representative with continuous program improvement. All evaluations should be submitted to the WIOA Representative.
EMPLOYER FAQ’s

1. **Who do I call if I have a concern?**
   Your WIOA Young Adult Services Representative

2. **What do I do in an emergency situation?**
   **IN CASE OF MEDICAL EMERGENCY**
   1. Call 911
   2. Contact your WIOA Young Adult Services Representative
   3. Complete the Injury Incident Form in this manual and submit it within 24 hours to WIOA Young Adult Services Staff.

   **IN CASE OF A NON-MEDICAL EMERGENCY**
   1. Provide counseling to customer.
   2. Contact your WIOA Youth Services Representative
   3. Complete the Injury Incident Form in this manual and submit it within 24 hours to WIOA Staff.

3. **What is the role of the WIOA Youth Services Representative?**
   A WIOA Young Adult Services Representative is a liaison between the participating worksite and the participant and to advocate for the worksite and customer to ensure both parties are receiving a meaningful work experience.

4. **How long will I have the work experience employee?**
   Total training hours per customer shall not exceed 150 hours.

5. **Can I change my worker’s schedule?**
   You may change your worker’s schedule as long as it accommodates both parties and is within the following: a normal work week should not exceed 20 hours per week for students who are in secondary school and those pursuing their GED and no more than 32 hours per week for out of school youth.

6. **How much will customers get paid an hour?**
   Youth will be paid a rate of $8.00. These wages will be paid by the WIOA Young Adult Services Provider.

7. **Will they receive a check?**
   Yes. Young adults receive a paycheck from the WIOA Young Adults Service Provider according to the provider’s scheduled pay periods.

8. **What is the process of assigning customers to job sites?**
   There are a number of factors taken into account. First and foremost, the job must provide meaningful work. Next, the skills needed on the job are compared to the skills of the youth, their expressed interests are considered, and then location and transportation are reviewed to make sure the young adult can reliably get to the job.

9. **Can I hire the young adult for a permanent job at the end of the work experience?**
   Yes! We encourage employers who have an employment opportunity to first consider hiring their work experience participant if the young adult is capable of handling their permanent job. Please notify the WIOA Young Adult Services Representative if you plan to hire the young adult following the work experience.
HANDBOOK RECEIPT VERIFICATION

I acknowledge I have received the Workforce Innovation and Opportunity Act (WIOA) Work Experience Program Worksite Supervisor Manual. I have reviewed its contents and am acquainted with the responsibilities of a worksite supervisor. I have had the opportunity to review the WIOA Young Adult Program Work Experience Manual with the WIOA Young Adult Services Representative and understand the expectations and duties required of a worksite. I have reviewed the Worksite Agreement and will ensure a signed copy is on file. I agreed to comply with the rules and regulations of this program and provide a meaningful work experience for the youth assigned to my organization.

______________________________
Organization/Company

______________________________
Supervisor Signature

______________________________
Printed Name of Supervisor

______________________________
Title

______________________________
Alternate Worksite Supervisor Signature

______________________________
Printed Name Alternate Worksite Supervisor

______________________________
Date
Workforce Innovation and Opportunity Act (WIOA)

WORK EXPERIENCE WORKSITE AGREEMENT

This establishes an agreement between __

NCWorks Career Center – Guilford County, operated by ResCare Workforce Services, Inc. and

(WIOA Young Adult Services Provider)

___________________________________________________
(Name of Worksite)

Please select:      Public ☐ Non-Profit ☐ Private for Profit ☐

herein after referred to as “Worksite” "to provide employment and training services to customers in the WIOA Work Experience Program, authorized and funded under the Workforce Innovation and Opportunity Act of 2014. The WIOA Young Adult Services Provider and the “Worksite “will work together to enhance the employability of the Work Experience customers by:

- Providing well supervised, well structured, and meaningful work experience,
- Increasing customer knowledge of work readiness skills and experience with proper work habits,
- Where possible, work experience will be consistent with each enrollee’s capabilities and interests
- Work experience should also aid in the development of skills and work habits that will assist each enrollee in obtaining self-sufficient unsubsidized employment in the future.

ASSURANCES – The WORKSITE Agrees to:

1. Host only those customers referred to and declared eligible to the Worksite by the WIOA Young Adult Services Provider as WORK EXPERIENCE customers.
2. Comply with rules and regulations governing the INSPIRE Program and WIOA.
4. All rules and regulations governing the work experience program under WIOA will be upheld.
5. All work activities will be in compliance with current child labor laws.
6. The worksite activities will be in compliance with ADA and OSHA regulations.
7. Inform customers of supervisor's name, role and responsibilities and provide the young adult the opportunity to relate any problems that might arise to that supervisor.
8. Assign tasks to the young adult on a daily basis.
9. Provide contingency plans for inclement weather when regular Worksite is designated as out-of-doors.
10. Provide adequate supervision to customers at all times. When the regular Worksite Supervisor is unavailable, an alternate supervisor will be designated. There will be adequate full-time supervision of each enrollee by qualified supervisors.
11. Assure that sufficient equipment and/or materials are available to carry out work assignments.
12. Provide enough meaningful work experience to keep enrollees fully occupied and busy during work hours.
13. Work will be conducted in a safe and sanitary work environment.
14. Maintain and certify as accurate, records of customer's time and attendance, as determined by the WIOA Young Adult Services Provider. All time recorded on time sheets will be verified with the supervisor's signature.

15. Assure that customers will not be paid for unexcused absences, lunch breaks, hours not worked or recreational activities not approved by the WIOA Youth Services Provider.

16. Notify the WIOA Youth Services Provider within 24 hours of any accidents, special situations or unusual occurrences.

17. Evaluate each customer as agreed upon and required by the WIOA Young Adult Services Provider.

18. Comply with assurances, reporting, monitoring and evaluation systems required by the WIOA Young Adult Services Provider.

19. Provide young adult workers with appropriate breaks and lunch hour.

20. Ensure that placement of youth at the worksite will not result in a reduction of existing services or staffing with the organization/company, that it will not impair collective bargaining agreements, and that it will not impact the profit margin for a for-profit company.

ASSURANCES – The WIOA Young Adult Services Provider Agrees To:

1. Provide orientation to the work experience customers on program purposes and policies and procedures.

2. Provide Worksite with a list of eligible customers who are available to work at the Worksite.

3. Provide the Worksite with instructions and procedure forms as may be required.

4. Assure that immediate Worksite Supervisors and their alternates will receive orientation as to their duties and responsibilities.

5. Ensure customers are eligible for the program and that each customer has proper working papers as required.

6. Notify Worksite in case of any change in any customer's status and availability to work.

7. Provide labor market information, career exposure activities, counseling and supportive services to the participants as determined to enhance the program for the participant and necessary to meet state and federal guidelines.

8. Be considered the employer of record and provide worker's compensation in statutory limits to any customers volunteering with Worksite. All customer wages shall be the sole responsibility of WIOA Young Adult Services Provider and will be paid by check/or direct deposit and checks will be distributed/delivered on a bi-weekly basis.

9. The Worksite shall, at its discretion, terminate any customer or program participant with the Worksite if, for any reason, the Worksite deems the termination necessary.

10. Monitor the program according to WIOA Guidelines.

11. Provide technical assistance in programmatic aspects.

This agreement will be maintained at the worksite and available for review by the WIOA Young Adult Services Provider, federal, state, and local area monitors.

TERM: This agreement will take effect on _______________________ and terminate no later than _______________________. Total training hours per customer shall not exceed 150 hours.
DRUG FREE WORKPLACE:
The worksite and the WIOA Young Adult Services Provider shall maintain a policy of a drug free workplace. All enrollees shall sign a certification during the application process acknowledging that they understand the WIOA Young Adult Services Provider’s drug free policy and agree to abide by the provisions of that policy.

SUPERVISION:
All worksite supervisors must be experienced in the job to be performed and provide training to the customers. Worksite supervisors will encourage good working habits, positive attitudes about work, and will encourage enrollee(s) to return to or continue in school. Worksite supervisors will complete customer evaluations and assist the WIOA Young Adult Services Provider in documenting work readiness indicators.

TIME, ATTENDANCE AND COMPENSATION:
Accurate time and attendance records will be kept by the supervisor on each customer and will reflect the time actually worked. **Participants will not be paid for absences, recreational activities, or hours not worked, with the exception of pre-arranged release time for job development, motivational or educational programs or assessment. Under no circumstances should any customer work over 40 hours in a week.** Using time sheets provided by the program operator, participants shall sign in when reporting to work each day, sign out for lunch, and sign in when returned from lunch and sign out at the completion of the specified number of hours each day as described in this agreement. No one else is allowed to sign a customer in or out. Time and attendance records will be signed at the end of each week by the customer and the supervisor, whose signature is to certify the accuracy of the time sheet.

The participant(s) will be paid $___________ per hour. Young Adult participants will be paid by check. The check will be (please choose one):

1. Mailed to the customer’s home address _________
2. Received (signed for) by the customer with proper identification ______

All references to payment to customers or any program participants shall be the sole responsibility of the WIOA Young Adult Services Provider. Any customer or program participant under this agreement is a volunteer of the Worksite and has no expectation of compensation from the Worksite.

PROPERTY DAMAGE AND GENERAL LIABILITY:
The NCWorks Career Center – Guilford County, operated by ResCare Workforce Services, Inc. (WIOA Young Adult Services Provider) shall indemnify, hold harmless and defend the Worksite, its employees, agents and representatives from and against any and all claims or damages directly or indirectly arising out of or resulting from or related to this agreement.

CAREER COUNSELING:
Each work experience participant will receive career counseling and work readiness skills. The worksite supervisor will cooperate fully to assure that each youth receives the required amount of worksite skills.

MONITORING:
Each work experience worksite will be monitored by the WIOA Young Adult Services Provider staff and the local area staff. The Worksite supervisor shall maintain current and accurate time and attendance records, as well as, a list of current worksite activities and will cooperate fully to provide monitors and other program operator staff with worksite information as required in a timely fashion. The WIOA Young Adult Services Provider shall also perform and document monitoring visits on a weekly or monthly basis depending on length of work experience.

WORK EXPERIENCE WORKSITE AGREEMENT – Page 4

JOB TITLES/SUPERVISORS:

Work activities will be performed under the supervision of the person(s) listed below:

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<th>Supervisor</th>
<th>Job Title</th>
<th>Alternate Supervisor</th>
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The activities will be performed according to a scheduled work plan. Each participant must have a clearly defined job description. If the activities of the worksite change, the worksite supervisor agrees to notify the WIOA Young Adult Services Provider immediately so that this agreement may be modified. In the event of a temporary or permanent change in the worksite supervisor or the alternate supervisor, please contact the WIOA Youth Services Provider.

The workdays and hours for the worksite are:

________________________________________________________________________

________________________________________________________________________

AUTHORIZED SIGNATURES:

__________________________________  __________________________________
ResCare Workforce Services, Inc.       Worksite Name

__________________________________  __________________________________
WIOA Young Adult Services Provider Name Worksite Name

__________________________________  __________________________________
WIOA Young Adult Services Provider Signature Worksite Authorized Signature

Address: ___________________________  Address: ___________________________

Greensboro, NC 27407

Telephone Number: __336-297-9444____  Telephone Number: ________________

Fax Number: ________________          Fax Number: ________________

Email: __crystal.zellous@rescare.com__  Email: ___________________________

Cell Phone Number: __336-847-1368____  Cell Phone Number: ________________
Address of Actual Worksite if Different From Worksite Name Listed Above:

Worksite Name: ________________________________________________________________

Address: _____________________________________________________________________

Telephone Number : ____________ Fax Number: _________________ Email: _____________
WIOA Young Adult Work Experience Participant(s) Assigned:

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<tr>
<th>Customer’s Name</th>
<th>Age</th>
<th>Job Title</th>
<th>Telephone #</th>
<th>Start Date</th>
<th>End Date</th>
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Out of Doors Worksite

If this is an out-of-doors worksite, the following rainy-day activities will be conducted:

Funds provided by the Workforce Innovation and Opportunity Act to the State of North Carolina
Equal Opportunity Employer/Program
Auxiliary aids and services available upon request to individuals with disabilities.
WIOA WORK EXPERIENCE JOB ASSIGNMENT FORM

NAME: ________________________________________________

Last 5 of SS#: ______________________________________

WORKSITE: __________________________________________

WORKSITE PHONE #: (____) __________________________

WORKSITE SUPERVISOR: _________________________________________

START DATE: _______________________________

WORK HOURS: ______________________________________

HOURS PER WEEK: ___________________________

HOURLY PAY RATE: ___________________________

WIOA CAREER CONSULTANT: _________________________________________

WIOA CAREER CONSULTANT PHONE #: (____) __________________________

WORKER’S COMPENSATION OR COMPARABLE COVERAGE IS HELD BY THE GUILFORD COUNTY WORKFORCE DEVELOPMENT BOARD YOUNG ADULT PROGRAM CONTRACTOR. In case of injury on the job, contact the WIOA STAFF immediately. If necessary in judgment of worksite supervisor, call an ambulance first.

JOB TITLE AND DESCRIPTION: _______________________________________

__________________________________________

__________________________________________

__________________________________________

__________________________________________

__________________________________________

SPECIAL INSTRUCTIONS: ______________________________________

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WORK EXPERIENCE TIMESHEET

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<th>Last Name</th>
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TOTAL HOURS WORKED DURING PAY PERIOD  _____________

WIOA CUSTOMER CERTIFICATION: I Certify that the above is a true statement of my hours of participation in the work experience program for the pay period indicated.

_________________________  __________________
WIOA Young Adult Signature  Date

WORKSITE SUPERVISOR: I have reviewed the Customer Time Sheet and concur that the above named customer actually worked for the number of hours for the pay period indicated.

_________________________  __________________
Worksite Supervisor’s Signature  Date

WIOA STAFF CERTIFICATION: I have reviewed the Work Experience Program Participants Time Sheet and conclude that the hours and totals for the pay period indicated are correct and accurately represent hours worked.

_________________________  __________________
WIOA Program Staff  Date
WORK READINESS GOALS

Required Documentation

1. **Entry Assessment** - The entry assessment is an investigation of the customer’s skill level at the time of registration, used to show the need for service. The entry assessment must clearly identify the tools/criteria to be used in determining the participant’s skill level. This information is then utilized to determine the most appropriate training plan for the individual. Work Readiness Job Keeping Skills initially will be assessed through an interviewing strategy, using the presumptive need documentation.

2. **Identified Work Readiness Skills** - The Work Readiness Skills form will be used to document the specific skills in which training intervention will be provided.

3. **IEP** - The work readiness goal will be documented on the IEP and in NCWorks. Progress notes toward goal attainment will be documented in NCWorks case notes.

4. **Training curricula** - Work-based training instruction will be provided on the skills the young adult needs to develop.

5. **Final Assessment/Performance Evaluation** – The worksite supervisor will provide skills evaluation and feedback from the work-based training site. Skills must be demonstrated and evaluated by the worksite supervisor. A participant must receive a “meets expectations” or exceeds expectations” rating on a minimum of 8 of the 10 skills to attain the work readiness skills goal (or 80% of total goals). Additionally, the young adult needs to have at least 75 hours of worksite training.

Employability Skills

39 skills identified, sub-divided into:

- Resources - 4 skills.
- Interpersonal - 10 skills.
- Information - 6 skills.
- Systems - 3 skills.
- Technology - 3 skills.
- Thinking - 3 skills.
- Personal Qualities - 10 skills.

Resources

1. Understand organization’s expectations for attendance and adhere to work schedules (at work when scheduled, notifies when absent, arranges time off in advance and completes appropriate vacation/day off forms).
2. Understand organization’s expectations for punctuality and adhere to them (arrives on time for work, takes and returns from breaks as scheduled, and calls prior to being late to notify appropriate person).

3. Understand organization’s expectations of timeliness for task completion or product delivery and manage time accordingly.

4. Manage multiple tasks or responsibilities, prioritize work activities and schedule work accordingly.

### Interpersonal

5. Demonstrate understanding, friendliness, adaptability, empathy, and politeness in new and on-going group settings.

6. Assert self and present ideas in familiar and unfamiliar work settings.

7. Demonstrate speaking, listening, writing, and social skills to participate as an effective team member.

8. Communicate thoughts, feelings, and ideas to justify decisions or support position on workplace issues.

9. Ask for feedback on performance or input for task completion.

10. Interact appropriately with persons of authority and respond appropriately to workplace requests.

11. Interact with co-workers in a professional manner.

12. Respond appropriately to customer requests.

13. Resolve conflicts with persons of authority, co-workers, and customers in the appropriate manner.

14. Understand the impact of one’s work on others and the final outcome.

### Information

15. Select the appropriate information sources, analyze the information for meaning, and communicate the results accordingly in order to accomplish work tasks.

16. Choose appropriate language/manners of expression and engage in appropriate conversations in the workplace.

17. Research issues and situations at the workplace to form own opinion, action plans, and make recommendations for completing work tasks.
18. Ask appropriate questions to clarify intent, understand outcomes, or solve problems.
19. Respond appropriately to written and oral instructions in the workplace.
20. Complete necessary forms, reports, and documents accurately.

Systems
21. Follow workplace procedures for use of machinery and equipment.
22. Follow workplace safety procedures and develop safe working behaviors.
23. Know where and to whom to go within the workplace when a problem or specific situation arises.

Technology
24. Select appropriate tools, equipment, and parts to accomplish task most efficiently.
25. Maintain equipment and technology in proper working order.
26. Use workplace equipment, tools, and technology for the ways in which they were intended.

Thinking
27. Recognize problems that exist (discrepancy between what is and what should be or could be), identify possible causes of the problem and create plans to solve the problems.
28. Recognize and apply new knowledge and skills in both familiar and unfamiliar situations.
29. Specify goals to achieve, generate alternatives to accomplish the goals, consider risks, evaluate possible solutions, and choose the best plan of action.

Personal Qualities
30. Exert a high level of effort and perseverance toward goal completion, work hard to learn new tasks.
31. Seek out information to improve skills and performance.
32. Believe in own self-worth and maintain positive view of self in order to contribute to workplace.
33. Be a self-starter/initiate work activities and complete tasks without being told.
34. Demonstrate self-control by responding unemotionally and non-defensively to workplace requests and situations (even when they may be unpleasant).
35. Demonstrate trustworthiness by adhering to workplace policies, expectations, and values.

36. Understand the impact of violating organizational values and choose an ethical course of action.

37. Demonstrate honesty when faced with critical decisions at the workplace.

38. Select appropriate and clean clothing or uniform and maintain personal hygiene (washed and styled hair, clean hands, absence of offensive body odors and fragrances) in accordance with industry/company standards.

39. Stick to the task and complete projects fully even when undesirable or unpleasant.
 Identified Employability Skills

Based on pre-assessment outcomes, the young person has been determined in need of training in the following skills:

1. 

2. 

3. 

4. 

5. 

6. 

7. 

8. 

9. 

10. 

Worksite Training Plan and Performance Evaluation

Trainee Information

Training plan for ___________________________________________ ___________________

Job/Occupation ___________________________________________

Evaluation Period: From ___________ to ________________ Evaluation #________

Purpose of Evaluation

This worksite performance evaluation is to provide feedback on your current performance and ways in which you can continue to improve upon your skills.

You have agreed to learn, practice and demonstrate the skill areas listed. For each skill area, there is a rating of your current performance with comments on how you have demonstrated use of the skill and/or how you can continue to improve on that skill.

Definitions of Ratings

<table>
<thead>
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<th>Exceeds Expectations</th>
<th>Meets Expectations</th>
<th>Doesn’t Meet Expectations</th>
</tr>
</thead>
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<td>Consistently exceeds job requirements and workplace expectations; nearly ideal employee; job very well done.</td>
<td>Usually meets job requirements and workplace expectations; good employee; job generally well done.</td>
<td>Frequently fails to meet job requirements and workplace expectations; potentially good employee with additional training; much room for improvement.</td>
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Goal #1

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<tr>
<th>Resources Learning Objective</th>
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Comments
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**Comments**

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**Comments**

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**Comments**

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Additional Goals may be attached in separate document and should be evaluated using the same scale as above.

**Overall observations and comments**

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This performance evaluation has been discussed with me and I certify that I have received training in the skills listed.

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<th>Young Adult Signature</th>
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I have discussed this performance evaluation with the intern and certify that I have evaluated the skills objectively.

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<th>Supervisor Signature</th>
<th>Date</th>
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