To access the recorded webinar: Go to https://dews.webex.com. In the upper right corner, go to “View Session Recordings.” Select: April Youth Issues Webinar – Making Work Experience Work for Your Youth, Select “View” for the recording to begin. **When prompted, enter “Careers” for the password**
We have lot of content to cover so let us get started.
You were requested to review TEGL 21-16. The TEGL has provided us lot more guidance that we have been looking for. We are going to get started with what work experience really is in the TEGL. It is quoted as Work Experiences provide the youth participant with opportunities for career exploration and skill development. Work experience is a critical component of preparing youth for transition to adulthood.

**Potential benefits of youth participating in work experience includes:** gain of work readiness skills, including the soft skills that businesses are looking for and knowledge of specific occupations and work place settings; establishing work history and connections with businesses that can aid in future job searches, and of course developing understanding of different occupations to make informed career decisions.
**Paid & Unpaid Work Experience**

20 CFR 681.600

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

Right away we will jump into the TEGL and the regulations. Work experience is a planned, structured learning experience that takes place in the workplace for a limited period of time. Work experience may be paid or unpaid as appropriate. It may take place in the private for-profit sector, the not-for-profit sector, or the public sector.

Work experience is a critical WIOA element and I just wanted to quickly mention regarding the supportive services. I know that a lot of you have considered supportive services within the work experience. Please note supportive services is a separate element and cannot be counted towards 20% work experience expenditure requirement, even if the supportive services help youth to participate in the work experience.
Work experience must include academic and occupational component. It may occur concurrently or sequentially, can take place at the worksite or outside of the worksite. It can be provided or in a classroom. There is lot of flexibility in providing these educational components. We are going to give you some examples that we received from the survey. Many of you discussed e-learning, online classes, metrix learning options for the educational components. The local program have the flexibility to decide the kind of occupational and academic component for the specific work experience you are providing.

What is meant by the educational components is not just sort of general work readiness training, it is contextual learning, and providing necessary information to understand how is it to work in specific industry or occupation. The local programs have flexibility to decide the appropriate academic and occupational components that is necessary for each work experience they develop.
Which brings me to the big one does not equals to others. It was brought us at the NYATEP conference. There is confusion in element 5 and element 3. Element 5 is education offered concurrently with or in the same context with work preparation activities and training for specific occupation. In the work experience element, there is more flexibility in terms of where and when the educational components may occur. Program element number 5, is really what we consider integrated education as it reflects that model. This element 5 describes how workforce preparation activities, academic skills, basic academic skills, and hands-on occupational skills training needs are to be taught within the same time frame and connected to a specific occupation, occupational cluster or career pathways. This program element refers to the concurrent delivery of services which makes the element 3, integrated education.

So unlike Integrated education element 3, the work experiences element allows flexibility in identifying learning opportunities and allowing them to occur within a work place setting or outside and they can occur sequentially or concurrently. I hope that clears up the confusion and if not feel free to ask questions. We want to give you more examples.
Our first example is Elena who is a 19 year old out-of-school youth, with a barrier. She is completing a work experience at a hospital.
What we could consider occupational education is that she is learning different duties and different types of occupations, for example she is learning about nursing, CNA, radiology tech, or physical therapist those are all different occupations in hospital setting that she is learning.

For the academic component she is learning some of the information those occupations need to know for example, why blood type matters, names of specific bones in the body or the function of specific ligaments. These are the examples of how to cover the two components.
Example #2 – IT Work Experience

- James is 20 year old, Out-of-School Youth
- Is interested in Computer Technology
- James is completing his Work Experience at a local Non-For Profit at the help desk
### Example # 2- IT Work Experience

<table>
<thead>
<tr>
<th>Occupational Education</th>
<th>Academic Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning about:</td>
<td>Learning programming languages, software and how to trouble shoot</td>
</tr>
<tr>
<td>- Different duties at a help desk</td>
<td></td>
</tr>
<tr>
<td>- Programmer, database specialist, customer service specialist</td>
<td>Completing Program Certifications in online courses</td>
</tr>
</tbody>
</table>
From the field…

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

70.5% responded yes, 29.4% no.
<table>
<thead>
<tr>
<th>Work</th>
<th>Occupational</th>
<th>Academic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Law office</td>
<td>Professions at a law office and responsibilities</td>
<td>Notary Test</td>
</tr>
<tr>
<td>Culinary Position</td>
<td>Learning about culinary professions on CareerZone</td>
<td>National Restaurant Assoc. Certification</td>
</tr>
<tr>
<td>House of History</td>
<td>History and tourism professions</td>
<td>Metrix and online Microsoft classes</td>
</tr>
<tr>
<td>Work</td>
<td>Occupational</td>
<td>Academic</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-------------------------------------------</td>
<td>------------------------------------</td>
</tr>
<tr>
<td>Sheet Metal Facility</td>
<td>Use of equipment in different occupations</td>
<td>Post-secondary Education</td>
</tr>
<tr>
<td>Non-profit Social Media Internship</td>
<td>Developing Marketing and Communications portfolio</td>
<td>Media classes at a Community College</td>
</tr>
<tr>
<td>Lumber Business</td>
<td>Fork lift operator related occupations</td>
<td>OSHA and Safe Lift</td>
</tr>
</tbody>
</table>
Work Readiness Trainings ≠ Academic & occupational education of Work Experience
Based on 20 CFR 681.460, types or categories of Work Experience (Element 3) may include Summer Youth Employment, other employment opportunities available throughout the year, internships, job shadowing, pre-apprenticeship, and on-the-job training. The TEGL 21-16 applies Registered Apprenticeship to Element 14 Postsecondary Preparation and Transition Activities and are not included in the categories of Work Experience.
Pre-Apprenticeships & Apprenticeships

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

Youth

Provider

Business

Training/Planning

Permit/Support

Brokering/Collaboration
Video - https://www.youtube.com/watch?v=qoFPG3LNzg
Quality Work Experience
Quality Work Experience

**Youth**
- Helps youth develop/envision a career pathway
- Aligns with youth’s career interests
- Facilitates learning about transferrable skills

**Business**
- A variety of benefits to the business

**Provider**
- Creates a pipeline for work experiences
- Strengthens relationships with business
- Meets WIOA requirements
Before Work Experience

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

(Select all that apply in the Poll)

Before Work poll can be accessed by clicking the orange Polling Panel sign from the upper right corner of the webinar recording. These polls mention the successful practices implemented by providers to implement quality work experience. (Not available on this document)
Multi-Tiered Strategic Planning
Youth Tiers

Based on:
• OSY or ISY
• Age
### Youth Tiers ≈ Types of WE

<table>
<thead>
<tr>
<th>Work Experiences</th>
<th>Anticipate the types and # of WE you will need to develop</th>
</tr>
</thead>
<tbody>
<tr>
<td># Apprenticeships</td>
<td></td>
</tr>
<tr>
<td># Paid Internships</td>
<td></td>
</tr>
<tr>
<td># On-the-Job Trainings</td>
<td></td>
</tr>
<tr>
<td># Unpaid Internships</td>
<td></td>
</tr>
<tr>
<td># Job Shadowing</td>
<td></td>
</tr>
<tr>
<td># Summer Youth Employment</td>
<td></td>
</tr>
</tbody>
</table>
Based on:
• Industries in the area/region
• Growing Industries
<table>
<thead>
<tr>
<th>Business Engagement Avenues</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Paid</td>
</tr>
<tr>
<td>• Unpaid</td>
</tr>
<tr>
<td>• Job Shadowing</td>
</tr>
<tr>
<td>• Participation with</td>
</tr>
<tr>
<td>• mock interviews</td>
</tr>
<tr>
<td>• lecture</td>
</tr>
<tr>
<td>• interaction with youth</td>
</tr>
<tr>
<td>• Field trip</td>
</tr>
<tr>
<td>• Youth Standing Committee</td>
</tr>
</tbody>
</table>

Provide Options!
Multi-Tiered Strategic Planning

Youth
OSY/ ISY
Age
Career Interests

Provider

Business
Local Industries
Growing Industries
Business Engagement
LMI

Brokering/Collaboration
## Work Experiences

### Business Relations

- >20% expenditure
- # staff time

### Youth Business Provider

- OSY/ ISY
- Age
- Career Interests

### Local Industries
- Growing Industries
- Business
- Engagement
- LMI

### Youth Tiers ≈ Types of WE ≈ Business Tiers

<table>
<thead>
<tr>
<th>Youth</th>
<th>Provider</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>OSY/ ISY</td>
<td># Work Experiences</td>
<td>Local Industries</td>
</tr>
<tr>
<td>Age</td>
<td># Business Relations</td>
<td>Growing Industries</td>
</tr>
<tr>
<td>Career Interests</td>
<td>&gt;20% expenditure</td>
<td>Business</td>
</tr>
<tr>
<td></td>
<td># staff time</td>
<td>Engagement</td>
</tr>
<tr>
<td></td>
<td></td>
<td>LMI</td>
</tr>
<tr>
<td>Business Engagement Levels and Plan</td>
<td>1: Outreach</td>
<td>2: Relationship Development</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>------------</td>
<td>----------------------------</td>
</tr>
<tr>
<td>Definition of level</td>
<td>Initial contact</td>
<td>Assess business needs and what the program can offer</td>
</tr>
<tr>
<td>Business Time Commitment</td>
<td>30 mins or less</td>
<td>1-5 hours</td>
</tr>
<tr>
<td>Program Staff Activities and Roles</td>
<td>Share outreach materials</td>
<td>Site visit</td>
</tr>
<tr>
<td></td>
<td>Face-to-face discussions</td>
<td>On-site youth outreach</td>
</tr>
<tr>
<td>On-Going Activities</td>
<td>On-going communication, Continuous business</td>
<td>On-going communication, Continuous business</td>
</tr>
<tr>
<td>Indicators of success</td>
<td>Business will be made aware of the program</td>
<td>Business will understand the value add of the program</td>
</tr>
</tbody>
</table>

At the end of the month, staff will conduct outreach to 5-10 businesses per week.
During Work Experience poll can be accessed by clicking the orange Polling Panel sign from the upper right corner of the webinar recording. These polls mention the successful practices implemented by providers to implement quality work experience. (Not available on this document)
NYSDOL business services staff are a resource for you.

We work directly with business customers every day – about 500 businesses per week and many times more than that.

We are a conduit for you to the business community.

Our staff can be a valuable resource for you as you look to connect with businesses to develop work based opportunities for your youth.

The contacts you’ve been provided will be able to provide you with business intelligence, that is information on what businesses are youth friendly, what ones are hiring, what ones have used OJT, and would be receptive to work based opportunities – short and long term; advise you who would be good to outreach to.

We also have established contacts with businesses and we can connect you with those.

We can also help you learn how to identify what services from our menu would support what you are doing . . . E.g. a tax credit or an OJT program, etcetera.
The mission of New York Works Business Services is to provide business customers with a competitive advantage in the labor market. NYSDOL deploys a number of services and a network of partnerships to enable businesses to meet their needs.

Business Services staff to engage five businesses each day with the goal of providing a quality service.

Jobs Express is our main lead source. Each day, staff reviews the new job openings on Jobs Express to identify which hiring business have not recently been serviced. This has proven to be an effective way for staff to foster positive relationships with businesses, and connect job-seekers to employment opportunities.
Jobs Express is a subset of the New York State Job Bank. It sorts all of the jobs on the job bank that are work locations in New York State – sorts them by region; then by occupation. And you can drill down by zip code and tighten up the locality.

Right now we are averaging 130,000 jobs on Jobs Express – so this will be a great lead source for you.
As you look forward and focus efforts on developing work opportunities for your youth, the business services contacts can be of great assistance.

This can be a mutually beneficial undertaking as well when we know one of our business customers will get a qualified worker that is vouched for in advance and has the soft skills and aptitude to be able to do the work and can save money in the process when packaging with hiring or training incentives. We can provide the technical assistance to help the business take advantage of the tax credit or the OJT.
Menu of Services for Businesses

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

For emerging, growing and stable businesses, Business Services provides a number of no cost Job Development services such as customized recruitment assistance, hiring and training incentives and/or other services in the Business Services toolkit.

We can help businesses:
Find qualified candidates
Help with training costs
Provide technical assistance on a variety of labor and human resources issues

Jobs Express is New York’s premier job board with thousands of listings.

Customized Recruitments are our “biggest bang for the buck” service.
Utilize DOL offices to host an event
Staff will review potential candidates and only advance the most qualified for an interview
Package them with training monies or tax credits

In the last five years, DOL has hosted over 6,000 customized recruitments events and helped more than 61,000 people find jobs.
Career Fairs – large scale events with many businesses meeting job seekers in one setting. These events can be open to everyone or can be targeted to a specific sector or industry.
NYS Talent Bank
- staff review resumes from hundreds of candidates
- only most qualified are referred to businesses for review
Since 2011, DOL Business Services has worked with more than 97,500 businesses. In 2016 – 7,245 businesses
You only have a small amount of time to pique a business’ interest (10-12 seconds), so it is imperative to be strategic in your conversation to convey as quickly and concisely as possible what you are looking for and to emphasize how it will benefit them, e.g. their bottom line by saving on cost and time, how the candidate has the necessary skills and aptitude.

We execute our outreach through a business-centric understanding of the business customer.

Before we engage a business, we research the company to build an understanding of where they are at - history, vision, values and goals. We study OSOS our case management system to review what services they’ve utilized in the past, if any.

Based on this research, we then target them with a few select services that best align with their needs. We don’t want to overwhelm a business with the whole ‘kitchen sink.”

Once they are interested, advocate on behalf of your customer. Have at the ready three bullet points of their best qualities and how they are a good fit for the business. Couple with one or two products that directly support the hire such as New York Youth Jobs program, WOTC or an OJT.

It is also beneficial to describe your commitment to providing quality assistance for their hiring needs. People do business with those they know, like and trust. It is also a good idea to follow-up strategically – send the thank you email, follow-up to see how things are working out, show the business that they matter; this will emphasize your commitment to quality, provide you with valuable feedback and ultimately yield stronger relationships with the potential for future referrals to other businesses.
In the follow up materials that we will provide with this webinar we will include links to the websites we have talked about today. Fact sheets on the apprenticeship programs that can be used with your youth and also provide you with a listing of apprenticeship field offices. These resources explain the programs in greater detail, posts current apprenticeship opportunities and give a complete listing of apprenticeship occupations.
During questions, we erroneously answered that CNA can be a work experience. However, it is considered an occupational skills training elements and NOT a work experience.
Let's make Work Experience work...

YouthOffice@labor.ny.gov