

New York Youth Works Placement and Training Provider Q&As

BUSINESSES

Q1. How are businesses being recruited into the New York Youth Works (NYYW) program? Will a session be provided to assist Job Developers in getting new businesses certified?

A1. Businesses are aggressively being recruited through New York State's Workforce One-Stop system. In addition, all job developers, business representatives and other interested parties are encouraged to connect with business prospects to become certified. This can be done by providing the business with a NYYW Business Fact Sheet or encouraging them to contact the NYS Department of Labor (NYSDOL) to learn more about the program by email at info@youthworks.ny.gov.

Currently, there are approximately 458 NYYW certified businesses listed on the NY State Job Bank. These businesses represent over 11,856 job opportunities to NYYW certified youth.

Q2. How can certified businesses be identified? Is there a certification number?

A2. Identification of certified businesses is obtained through the NYS One-Stop Operating System (OSOS). The list of certified business names appears in a drop down box on the NY Youth Works Placement Tab in OSOS. They do not have a certification number or code.

Q3. How does a business go about keeping their contact information private?

A3. Once the business is certified, their information is entered centrally by NYSDOL Business Services staff through the development of a job order. Business Service staff can suppress a job order to keep the business name and contact information private. The applicants will be instructed to submit resumes to Business Services. Please contact us at info@youthworks.ny.gov if you have additional questions on suppressing a job order.

Q4. Can we reach out to certified businesses to certify young adults employed with the business that meet the criteria?

A4. Please try to connect with your One-Stop Career Center representative to see if youth have previously been certified for NY Youth Works before you contact a business.

Q5. Can certified businesses be contacted to discuss the specifics of the job and what exactly would best fit their position and company?

A5. Yes. However, please remember that certified businesses submit job orders as part of the certification process. Before contacting the business, please review the content of these job orders as they may contain the information you need to perform a successful placement. The NY Youth Works certified businesses are listed on the NYS Job Bank. If you have a certified youth that would like to apply to a certified business, please use the contact information listed on the NYS Job Bank found at: <http://newyork.us.jobs> –Please enter “NYYW” in the “Keywords” box.

Q6. Can we be provided with a list of the certified businesses once a certified youth has applied to a position?

A6. Yes. The NY Youth Works certified businesses are listed on the NYS Job Bank. If you have a certified youth that would like to apply to a certified business, please use the contact information listed on the NYS Job Bank found at: <http://newyork.us.jobs> –Please enter “NYYW” in the “Keywords” box.

Q7. Some businesses require online applications. Can we let the business know the youth is certified?

A7. Yes. Many businesses have instructed youth to indicate that they are NY Youth Works certified by typing “I am a NY Youth Works certified youth” in an open text box on the business’ online application if a text box is available.

Q8. Can non-profits become certified businesses? How would they benefit from hiring a certified youth?

A8. Non-profit organizations can be certified. However, an organization/business with 501(c) 3 status will not receive a tax credit for hiring a NY Youth Works certified youth. The benefit to non-profits for hiring a NY Youth Works certified youth is that they are hiring a youth who has been assessed as work ready.

Q9. Are staffing agencies able to be certified?

A9. Yes. However, the staffing agency must meet the business eligibility criteria and pass due diligence (e.g. have no outstanding labor standards issues, no outstanding unemployment claims, etc).

Q10. What will happen if a business does not certify before hiring a youth? Many businesses have stated that they do not want the credit or that they do not have time to file the paperwork immediately.

A10. A required activity of NY Youth Works providers is to work with businesses in order to get them certified. An uncertified business may hire a NY Youth Works certified youth but the business will not be eligible for the tax credit, the youth will not earn the post-placement stipend, and the provider will not earn the placement milestone payment. For these reasons, it is in all parties’ best interest to certify the business *before* matching them with a certified youth.

Q11. How can training providers receive a list of certified businesses?

A11. The listing is available online at <http://newyork.us.jobs>. Please type “NYYW” in the “Keyword” box.

Q12. Who submits the application for business certification -- the vendor or the business?

A12. Businesses must apply on their own behalf. Any business that is interested in applying for the certification should visit the Department of Labor’s website at <http://www.jobs.ny.gov/youthworks> for more information. You can submit the form online, or download it for completion and mail it in.

YOUTH CERTIFICATION

Q13. Are high school students, ages 18 and 19, eligible for the NY Youth Works program? How does a high school diploma or equivalent affect eligibility?

A13. Yes. Not having a high school diploma or equivalent is only one eligibility criteria. Youth over age 18 with high school diplomas or equivalent can qualify for the program as long as they meet one of the other eligibility criteria.

Q14. Does the state confirm youth eligibility?

A14. Yes. Central office staff verifies eligibility for the NY Youth Works Program. If a youth is not certified, the Work Opportunity Tax Credit Unit (WOTC) reaches out to the youth to help them certify or to explain why they cannot be certified.

Q15. What would qualify the youth under the “other” box on the certification form?

A15. The “Other” category is meant for youth to provide justification as to why they may qualify for the program beyond the criteria already listed. NYYW is an income and risk-based program. While a strong effort to identify all applicable eligibility criteria was made, there may still be some that were missed. Any circumstance that conveys the youths’ low-income and at-risk status will be considered. Please provide a legitimate rationale with enough information for staff to make a determination of program eligibility.

Q16. Is a youth eligible if their parent is receiving TANF, but the youth is an adult and the TANF case is based on younger siblings?

A16. No. The Temporary and Needy Families (TANF) target group refers to any individual who is a member of a family and is specifically listed on the grant. If the youth is not listed on the parent or guardian’s grant, and they do not have their own case, they are not considered eligible for NY Youth Works. The Work Opportunity Tax Credit (WOTC) unit has a direct link to the Office of Temporary and Disability Assistance’s database to check each youth for TANF eligibility.

Q17. For ages 16 and 17, how is permission from parents confirmed on-line?

A17. Both the online and paper forms of the NY Youth Works applications for youth have a section stating “I am 16 or 17 years old and have the permission of my parent or guardian to submit this application.” If a youth checks this on either application, they are self-attesting that their parent or guardian has provided permission to submit the application. We encourage providers to work with parents or guardians to ensure this permission.

Q18. How can a youth’s certification be confirmed?

A18. To find out if a youth is certified, connect with a One-Stop Career Center representative. When youth are certified, they will receive a NY Youth Works certificate through email or mail (however they choose to receive their certificate) to take to the business to show that they are certified youth.

A youth’s NY Youth Works certification can also be seen in the One Stop Operating System (OSOS). The NY Youth Works Providers OSOS Guide can provide more information on how to access the NY Youth Works certification in OSOS by visiting: <http://labor.ny.gov/workforcenypartners/osos/osos-guide-nyyw.pdf>

Q19. Who can be notified when a youth receives certification?

A19. The youth will receive either an email message or a paper mail message, at the postal or email address they provided on the certification form, with a letter stating they were certified for NY Youth Works as well as a NY Youth Works certificate.

People who are assisting the youth can include their email address as a contact so that the certificate goes to them as long as they have the youth’s consent.

If someone is having difficulty obtaining a copy of the NY Youth Works certificate, please contact info@youthworks.ny.gov to request a copy.

Q20. Is a youth eligible if their parent is unemployed but not receiving unemployment benefits for various reasons?

A20. In a case like this, the youth may be eligible. Please have the youth check the “Other” category and provide an explanation for such an example. These situations will be examined on a case-by-case basis by the Work Opportunity Tax Credit (WOTC) unit.

Q21. Is passing the National Work Readiness Credential (NWRC) test a requirement for certification?

A21. Youth must first be certified for NY Youth Works to participate in any NY Youth Works activities (e.g. job placement, training, NWRC testing).

Q22. Are documents required from the youth to verify eligibility?

A22. A majority of the eligibility criteria are self-attestation (e.g. pregnant or parent). However, the youth can be requested to provide a copy of their records indicating they receive SNAP, TANF, SSI, etc.

Q23. Can youth be certified after July 1, trained, and placed as long as it is within the 6-month contract period?

A23. Yes. However, bear in mind that the milestone payment for successfully placing certified youth with a certified business *after* July 1, 2012, drops from \$400 to \$200.

Q24. What is the impact of immigration status on the ability for youth to participate?

A24. Businesses must have all new hires complete an I-9 form to confirm their authorization to work in the U.S. As such, the youth must have an immigration status that confirms they are authorized to work. The New York Youth Works Program will require the provision of a social security number for each youth being served.

CONTRACTS

Q25. Will there be an advance given on contracts?

A25. Yes. A contract advance can be provided to non-profit organizations that are deemed eligible. There is documentation required. Contact your contract developer. If you are unsure who your contract developer is, please contact the Contract Unit's central number by calling (518) 457-8668.

Q26: How should youth stipends be distributed?

A26. Youth are eligible to receive \$300 per month in training stipends for a maximum of eight weeks of training. The distribution of that monthly \$300 falls to the discretion of the provider although the initial training stipend payment must not exceed \$150. The training provider must assure that the amount of stipend distributed, initial and subsequent, aligns with the youth's level of participation in the program to keep the youth engaged and ensure providers are reimbursed for grant activities.

Youth are eligible to receive \$300 for a job placement stipend. This stipend will cover the costs of transitioning into the workplace (e.g., daycare, clothing and transportation). When a youth obtains a job placement and the provider completes the Confirmation of Hire form in either the One Stop Operating System (OSOS) or online, the youth will receive the first half (\$150) of the job placement stipend. The balance of \$150 should be paid upon the youth providing a paystub or payroll record from the hiring business that demonstrates one full week of employment (employment verification documentation).

Q27. If a youth starts a program but drops out or does not finish, how will this affect the training provider?

A27. These situations will be dealt with on a case-by-case basis. It is difficult to keep youth engaged; all that is required is a good faith effort on the part of the organization to keep the youth engaged in training. Contract developers should be contacted if this happens throughout grant activities. To confirm who your contract developer is, please contact the Contract Unit's central number by calling (518) 457-8668.

Q28. Regarding the Weekly Training Attendance Record, should there be one for each youth?

A28. No. The “Weekly Training Attendance Record” will need to be submitted weekly. All youth in training can be included on one attendance record. Contact the contract developer. To confirm who your contract developer is, please contact the Contract Unit’s central number by calling (518) 457-8668.

Q29. Our training session structure is based on 7 sessions of 5 hours each. They will meet once a week. Will we be able to draw down all \$600 for stipends?

A29. Yes, as long as the full \$600 in training stipends is distributed.

Q30. How often should stipends be paid?

A30. The distribution of stipends is at the provider’s discretion, as long as the initial stipend does not exceed \$150.

Q31. What are the documents are needed in order to prove training?

A31. There are several documents that need to be completed to prove training, including:

- New York Youth Works-Reimbursement Request
- Work Readiness-Occupational Skills Training Completion Milestone (if you are providing work readiness training)
- Training Completion Attestation-which is a back-up document for the Training Completion Milestone.
- Participant Training Stipends
- Weekly Training Attendance Record-which is a back up document for the Participant Training Stipend Payment.

Q32. For billing, what forms need to be submitted? Do we only need to submit the job placement form, placement stipend form and the NYYW reimbursement form?

A32. To request payment of a milestone achieved or reimbursement for youth stipends, fill out and submit the appropriate parts of the Reimbursement Forms package that is provided upon execution of the contract.

Besides the Summary Form, the only pages that need to be filled out are those relating to the payments being applied for. The required backup documentation for the various payments is described in the instructions that are provided with the Reimbursement Forms package.

If there are have any questions on completing the Reimbursement Forms, please either directly call the Contract Unit staff person who assisted in developing the contract, or call the Contract Unit central number at (518) 457-8668 and we will provide you assistance.

Q33. What documents should be kept on file for auditing purposes?

A33. Voucher reimbursement requests with supporting documentation.

Q34. Can billing be submitted electronically?

A34. No.

Q35. What is the turnaround time for payment of the stipends?

A35. Payment occurs within 30 days of receiving the voucher.

Q36. Is there a per capita for number of participants?

A36. There is no set cost per participant. The range of costs will depend upon the level of services provided and the milestone payments set by the program. For example, a work-ready youth who is placed prior to July 1 would have a cost to the grant of \$700 (\$400 for the placement payment and \$300 for the post-placement stipend). A youth who needs training, attains the National Work Readiness Credential (NWRC), and is placed prior to July 1, would have a cost to the grant of \$2,200. \$700 of this would be for work readiness and occupational skill training, \$600 for training stipends to the youth, \$200 for NWRC attainment, \$400 for the placement payment, and \$300 for the post-placement stipend to the youth.

Q37. Is there a minimum number of youth that should be served by each provider in training and/or placement?

A37. There is no minimum/maximum number of youth to be served by each proposer/applicant. However, depending on the grant being applied for and how many youth are under each of the various activities, the funding limitations will result in there being an upper limit to the number of youth which can be served.

Q38. What are the payments training providers will be eligible to receive for successful training, credential attainment, and placement of certified eligible youth with certified businesses?

A38. Training providers awarded contracts will be eligible to receive the following payments for successful placement of a certified youth with a certified business:

- For providing work readiness/occupational skill training: \$700 per participant for delivery of the training (not-for-profits are eligible to receive up to a 25% advance at the start of classes).
- For youth obtaining National Work Readiness Credential: \$200 for each participant that receives a National Work Readiness Credential.
- For placing work-ready youth:
 - \$400 for job placements with certified businesses by July 1, 2012.
 - \$200 for job placements with certified businesses after July 1, 2012.

Q39. Are organizations providing training and/or placement to youth under the NY Youth Works Program eligible for payment advances? Will these advances need to be returned if the milestones are not reached?

A39. Yes. Not-for-profit organizations such as municipalities, school districts, boards of cooperative educational services and community-based organizations may receive an initial advance of funds for

contract disbursements from the Department of Labor in an amount of up to 25% of the annual contract amount, if deemed appropriate by the Department.

If any advanced funds exceeding the amount of milestones earned remain at the end of the contract period, the remaining advance will need to be refunded to DOL.

Q40. Regarding the T-1 award. Does the \$50,000 contract award include the \$300 stipends? Does the \$400 reimbursed to the placement organization include the \$300 stipend?

A40. The \$50,000 limitation does include the payment of stipends. The \$400 placement (by July 1, 2012) payment is in addition to the \$300 stipend payment for youth.

Q41. As the applicant and training provider under the New York Youth Works Training and Placement Program - #T-2, we would be eligible to receive \$700 per participant for delivering training. Should we use these funds for stipend payments to the participants?

A41. No, the \$700 per participant payment is strictly for the delivery of the work readiness and occupational training. It is completely separate from the stipend payments to youth participants (please see Section III of the RFA, as well as number 3 on Attachment 1 for clarification).

Q42. Will it be possible to change the projected milestones during the course of the program, or are providers locked into what they propose?

A42. In some cases, yes. To revise any of service projections under the RFAs upward (i.e., in a positive direction), contact contract development staff to negotiate a modification to the contract. The RFP is a competitive procurement, so contractors are not allowed to make a change to their projected service levels.

Q43. What happens if the youth achieves more than one job related certification?

A43. Organizations can offer multiple trainings leading to job related certifications. However, there is only one milestone payment for work readiness/occupational skill training totaling \$700 per participant. In addition, there is only one milestone payment for each participant who receives an NWRC totaling \$200.

Q44. Is the \$300 stipend for each youth mandatory?

A44. Yes. Providers are required to provide the \$300 placement stipend for each youth placed with a certified business. This is not optional. All applicants must include these stipends when submitting their applications.

Q45. Can the funds from NY Youth Works Program be used as an add-on for youth enrolled in ACCES-VR, Ticket to Work and WIA?

A45. Yes. Youth who are served through existing programs may also be served with NYYW program dollars as long as the services added on are unique and do not duplicate existing services.

DATA

Q46. Is the NYYW custom placement tab in the One Stop Operating System (OSOS)?

A46. Yes. For more information, please access the NY Youth Works Providers OSOS Desk Guide at: <http://labor.ny.gov/workforcenypartners/osos/osos-guide-nyyw.pdf>

Q47. Regarding Confirmation of Hire, are both the form and the OSOS date tab information mandatory?

A47. No. NY Youth Works providers have the option to complete the Confirmation of Hire information on the NY Youth Works website or in the One Stop Operating System (OSOS); it is not mandatory to complete the information in both locations. It is preferable to enter the information directly in OSOS to ensure that certified youth are being placed with certified businesses, which will qualify providers, businesses, and youth for applicable program payments, credits, and stipends. This will help expedite the process and minimize potential for error.

Q48. Is the “Enrollment Date” auto-filled from the database in OSOS?

A48. No. The “Enrollment Date” is the date the organization first begins to provide services to the certified NY Youth Works youth. The “Enrollment Date” field is located on both the “NYYW Placement” and “NYYW Training” tabs.

Q49. When will I receive a login and user name to access OSOS?

A49. Organizations will receive an OSOS login and username after receiving OSOS training. If providers were unable to attend the training webinar given on 5/23 (Training Webinar for NYYW Providers and Contractors on Data Entry Into OSOS), a repeat of this webinar will be given to awardees with executed contracts, and an announcement will be issued to all provider entity staff with executed contracts for New York Youth Works. Providers must attend or have attended a training session in order to receive their login username and temporary password. Questions about OSOS access and accounts can be emailed to: OSOS_WDTD@labor.ny.gov

Q50. If an organization already has an OSOS password for an adult program, will it need a new one for Youth Works?

A50. No. OSOS staff will add the permissions to the account after an organization has attended training. If an organization was unable to attend the webinar given on 5/23 (Training Webinar for NYYW Providers and Contractors on Data Entry Into OSOS), a repeat of this webinar will be given ASAP, and an announcement will be issued to all provider entity staff with executed contracts for New York Youth Works.

Q51. Should placement stipends (under the Work Readiness Training program) be entered on the NYYW Placement tab in One Stop Operating System (OSOS)?

A51. Yes. The OSOS tabs were designed so that all placement-related stipends would be recorded on the NYYW Placement tab and all training or credential related stipends would be recorded on the NYYW

Training tab. Therefore, if the placement related stipend payments are being recorded, they should be recorded on the NYYW Placement tab.

TRAINING

Q52. Is there a minimum number of hours youth must attend training?

A52. Please review the contract proposal. Per the guidelines outlined in the RFAs/RFP, work readiness training is recommended to align with the Work Readiness Pacing Guide totaling 48 hours in lesson time.

Q53. If staff in one target area assist youth from another target area with placement, who will receive the credit?

A53. The reimbursement process will be based on when the voucher for the NY Youth Works activity was submitted. Please use the One Stop Operating System (OSOS) to see if other organizations are working with a youth to provide NY Youth Works services to prevent duplication. This is a critical step as only one provider will be paid for these services.

Q 54. Can training occur during or after job placement?

A54: Yes. Typically the expectation would be for participants to complete their training before being placed in employment. However, there may be situations where, in the judgment of a training provider, a participant has mastered sufficient work readiness or occupational skills—before completing their formal training—to meet the demands of a business for job placement. Under these circumstances the participant may be placed in employment with the expectation that the participant will also complete the work readiness or occupational skills training program offered by the training provider.

Q55. If participants in the program already have a National Work Readiness Credential (perhaps from a former DOL program), do they need to be recertified to be placed in employment under this grant?

A55. If youth participants already have a National Work Readiness Credential, they should not be served under the Training and Placement RFA (#T-2) nor the Training and Placement (#T-3), as they are *already* work-ready. They should be served under the Placement RFA (#T-1) if possible.

Youth will still need to be certified through the NYYW certification process. All youth must be certified to participate in the NYYW program.

JOB PLACEMENT

Q56. Is Summer Youth Employment an acceptable placement?

A56. Yes, if the employment does not involve government-subsidized wages. As part of NY Youth Works, businesses are to pay the wages of the youth that are hired through the program. If Summer Youth Employment involves government-subsidized wages, then Summer Youth Employment is not acceptable for job placement as part of NY Youth Works. However, if the wages paid during Summer Youth Employment are not subsidized by the government and are paid by a business, then the Summer Youth Employment opportunity would be acceptable for a job placement as part of NY Youth Works.

In addition, the job opening(s) must meet one the following conditions: Considered an in-demand occupation; is in a regional growth sector; is deemed a priority for the area's REDC (e.g., clean energy, healthcare, advanced manufacturing and conservation).

Q57. The deadline for businesses to certify has been pushed back, allowing more time for businesses to qualify for a tax break. Will the job placement deadline of July 1 be extended?

A57. No. The job placement date for which placement payments will be provided (\$400 prior to July 1, 2012 or \$200 after July 1, 2012) will not be extended. However, the legislation did allow for an extension to the job placement date for youth (December 31, 2012). However, in reference to the placement date for placement payments, we have to adhere to how the solicitations (RFAs and the RFP) were written.

Q58. If the business hiring the youth is not eligible to receive a tax credit, can the provider still receive the placement payment? For example, a hospital, healthcare facility, non-profit organization, or government agency?

A58. Yes. The provider is eligible for the job placement milestone payment even if the business or organization hiring the youth is not eligible for the tax credit.

The only way a hospital or other organization can receive a tax credit is if they are subject to New York State Tax under Article 9-A (Franchise Tax on Business Corporations) or Article 22 (Personal Income Tax).

Q59. Should Confirmation of Hire form be completed after the first stipend payment is given out or before?

A59. The Confirmation of Hire form should be complete before the stipend payment is distributed, in order to ensure the provider is credited with job placement activities.

Q60. When submitting the Confirmation of Hire form online, should the form itself be printed before it is submitted, or should the information that comes up after submittal be printed?

A60. If submitting the Confirmation of Hire form online, please print the page that appears after submitting.

Q61. Will the earnings affect individuals' benefits (SSI, SSDI, Public Assistance) once they become employed?

A61. The answer to that question depends on the age of the youth being served. Please see the information the Office of Temporary and Disability Assistance (OTDA) has shared for the NYYW program below:

- Public Assistance Eligibility:
 - Wages – Wages earned by dependent children under age 21 are exempt as income for families receiving public assistance (PA), and do not affect the family's PA eligibility. However, the wages earned by youth age 21 or older and living on their own will count as income and may affect the youth's PA eligibility.
 - Stipends are paid to reimburse the youth for the costs they incur to participate in the program, and are excluded from income determinations. For more information contact the local Department of Social Services (by county)
http://www.health.ny.gov/health_care/medicaid/ldss.htm

- Food Stamp (Supplemental Nutrition Assistance Program – SNAP) Eligibility:
 - Wages – Wages earned by a youth 16 to 17 years old who is in school or working toward a GED are excluded as income and are not included in determining a household’s SNAP eligibility or benefit amount. Wages of any household member age 18 or older will be included in determining a household’s SNAP eligibility or benefit amount.
 - Stipends – Stipends to a youth 16 to 17 years old who is in school or working toward a GED would not affect SNAP eligibility. Stipends to out-of-school (not in HS or pursuing GED) youth 18 and older are included in the family income calculation used to determine SNAP eligibility, and therefore could affect the youth’s SNAP eligibility. Out-of-school youth 18 and older receiving SNAP benefits should contact their Local Department of Social Services (by county) to determine if the stipend affects their eligibility. http://www.health.ny.gov/health_care/medicaid/ldss.htm

TAX CREDIT

Q62. Are the tax credits available through NY Youth Works "in addition" to WOTC and WETC tax credits?

A62. Yes.

Q63. If a youth is hired initially for part-time employment and is then offered full-time employment, would the certified business receive a part-time tax credit or a full-time tax credit?

A63. The business would receive a credit for the amount shown on their certificate issued by the NYS Department of Labor. If a business should decide to change their status of the youth’s employment opportunity, they would need to contact the NYS Department of Labor to update their NY Youth Works business certificate reflect the appropriate employment periods.

Q64. Can 501(c)6 organizations become certified and receive a tax credit?

A64. Yes. As the provider, the organization is eligible for the job placement milestone payment if it places a youth with a 501(c)6. However, the only way a 501(c)6 can claim the credit is if they are subject to New York State Tax under Article 9-A (Franchise Tax on Business Corporations) or Article 22 (Personal Income Tax). Exempt organizations not subject to tax under Article 9-A or Article 22 cannot claim the credit.

OTHER

Q65. Are the One Stop Career Centers you refer to, the same as Workforce One Centers?

A65. Yes. A list of the One Stop Career Centers is available at <http://www.labor.ny.gov/workforcenypartners/osview.asp>.