**APPENDIX F**

***SUMMER YOUTH WORK EXPERIENCE: SERVICES AND STANDARDS***

In conjunction with the annual Summer Youth Work Experience (SYWE) Training and the VR Fee Schedule service definitions and requirements, the resources in this Appendix are to assist VR staff and providers with planning and carrying out SYWE. While the SYWE services are a collaboration between providers and VR staff, specific responsibilities have been identified for clarity.

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## SYWE Levels 1 and 2

Providers will determine the level(s) they can offer and will note which levels are available for each worksite on the Summer Youth (SY) Site Collection Tool.

The provider may choose to develop:

* separate work sites for Level 1 and Level 2
* work sites to accommodate both Level 1 and Level 2 participants
* the levels for each work site as they consider their own staffing needs; not based upon counselor or participant choice

Providers may recommend a different level than the one that was authorized after meeting with the participant. They should communicate these recommendations to the VR staff with any associated observations. VR staff may agree with the provider and amend the authorization to the other level or VR staff may decide to keep the original level.

## VR Staff: Determining the Appropriate SY Level

VR staff will work with the participant and family to determine the appropriate level. Disability related need should be the primary concern including focus, endurance, and stamina. Complex medical needs should also be considered such as a need for a Personal Care Attendant (PCA). Also consider non-disability related needs such as participant scheduling conflicts due to vacation, summer school, or camp and factors such as maturity level and past work experience.

SYWE services must be scheduled at the Level 1 or Level 2 hours. VR staff may not “waive” the required minimum hours for services. Other services may occur and be considered over the summer that do not match the SYWE hours and/or service definition.

If for one week the minimum hours are not met for Level 1 or Level 2 due to extenuating circumstances, pro-rating will occur. However, if the offered hours are consistently below the required hours, the service should not be considered a SYWE, and it should be authorized as the appropriate service, such as Pre-ETS or a Community Based Assessment.

## Individual SYWE

An individual SYWE should be used in cases where a participant would benefit from a work experience in a specialized industry or when there are disability related reasons.​
​
Examples:

* Participant is in the photography career tech program in school. They would benefit from a work experience in this specific field, like as an assistant in a photography studio or to work in a store that specializes in the sale of photography equipment.​
* There are concerns identified about the participant working with others in a community setting due to severe anxiety or sensory needs.​

## Provider Requirements

Review the Provider Rule and remember that these requirements also apply to seasonal/temporary staff: <https://codes.ohio.gov/ohio-administrative-code/rule-3304-2-53>

* Background checks
* Transportation requirements
* Provider staff age and education requirements

Provider staff must be trained to supervise youth as well as complete VR reports. They must maintain a 1:4 ratio (1 staff:4 participants); teachers, parents, PCAs, etc., do not count toward the ratio. Provider staff must remain on site and supervise the participants for the entire duration of the service. Provider staff must be available to the participants (not in a different building, working on reports in the break room, on cell phone, etc.).

Providers with CARF may accept referrals for any disability population. Providers with DODD certificates and not CARF may only accept referrals for individuals whom are DD eligible. There is a column on the Site Collection Tool for providers to designate their ability to accept DD-only referrals.

## Selecting Appropriate Work Sites

Select work sites that allows for a set schedule​ and has enough work available for the number of individuals scheduled​. Ensure that work tasks are identified ahead of time; you shouldn’t have to make up tasks in the moment in order to stay busy during scheduled hours​. Providers must consider the safety of the work site​ and ensure that participants have the appropriate equipment needed to do the work, e.g. PPE, safety glasses, gloves, etc.​

Work sites should be realistic and viable​. Consider these questions when developing a SYWE work site:

* Does the business pay someone to do this type of work?​
* Is this a typical first job a non-disabled peer could have?​
* Is this a job that could transition into a non-permanent placement?​

Participants are not employees of the host business​ and therefore, host businesses should not rely on the work schedules of summer youth participants​. If some or all participants of a work site cancel, it should not be detrimental to the business​. The Job Coach is the direct supervisor to the participant​, and the coach should not rely on the host business supervisor/manager to train the participant. ​

## Illegal or Inappropriate Work Tasks

Providers must train their job coaches on inappropriate or illegal job tasks. For example, Participants should not be permitted to handle/stock alcoholic beverages. This includes items such as packaged beer or liquor at a grocery store. Only employees of the work site which holds the liquor license is legally permitted to complete these types of tasks.

There may be machines at the work site that can only be operated by individuals who are 18 years old or older, such as a baler. Ensure provider staff understand the age requirements for tasks involving the machines. Consider ahead of the assignment, the provider’s liability should a participant run into difficulty while using the machine, even if they are of age. Another example: if a work site manager asks a participant to drive a golf cart to a secondary location on the property, would this be something provider staff would allow?

## Alternate Work Locations

If the host site closes for inclement weather (e.g. golf course, amusement park, landscaping business) consider having a pre-determined alternate work location. ​Work with the host site to understand under what conditions they would close. Consider if the site had to close in prior years due to weather.​ If alternate work tasks or an alternate location is not used, the service will be prorated if the services are not provided (e.g., rained out on a golf course)​.

## Overnights

In very limited circumstances, OOD may consider and review Overnight Summer Youth requests based on participant need and in conjunction with OOD’s Overnight Standards. The provider maintains full responsibility for participant safety and wellbeing during services and any related overnight stays. ​

Requests shall be made in writing to pcmu@ood.ohio.gov with the subject “Overnight Services Request” by the 1st business day in February. OOD will review provider and/or site safety protocols and materials before authorizing or referring for services connected with overnight stays.​

## Flyers

Providers can submit flyers to pcmu@ood.ohio.gov for approval. Approved flyers will be made available to VR Staff; the OOD logo cannot be utilized for service flyers​.

* Please submit flyers only once​​
* Proofread before sending to OOD
* Flyers should not state that transportation is available
* Email as a PDF

## Summer Youth Open House Guidance

Providers may hold an in-person or virtual open house to provide participants and their families with more information about SY work sites to assist the informed choice process. PCMU will add an additional column on the SY Site Collection Tool so that providers can submit the details of their SY open house at the same time as their site list (including date, location, virtual meeting link, etc.). Providers who choose to hold an open house must adhere to OOD guidelines.

Providers may share:

* finalized dates and times of services
* a list of “secured” summer youth sites including locations and work tasks
* OOD approved provider flyers
* videos of various worksites and work tasks

Providers may not:

* promise or guarantee a worksite
* offer “gifts” or incentives such as free iPads, etc. for selecting them as a provider
* promise transportation
* speak on behalf of OOD as it relates to financial support of ancillary services (clothing, transportation, obtaining state ID)
* contradict OOD service definitions or guidance

VR staff may share open house information with participants, families, schools and community partners as part of informed choice. Providers would be entirely responsible for coordinating and running open houses and to work within the guidelines provided by OOD.

## SY Site Collection Tool

The SY Site Collection Tool is an Excel document that serves two purposes. The providers document their work sites and schedules and then submit it to OOD for approval. OOD then complies all of the submitted work sites and shares the document with VR staff so that staff can communicate available slots and important details to participants for informed choice.

The SY Site Collection Tool will be housed on the Provider Training web page. [www.ood.ohio.gov](http://www.ood.ohio.gov)> Information for Providers> Provider Training> SY Site Collection Tool

Any changes to the service including work site, schedule, requirements, must be approved through pcmu@ood.ohio.gov. Work sites that are scheduled over the entirety of 11:00 A.M. – 1:30 P.M. or 4:30 P.M. – 6:30 P.M. during Summer Youth Work Experience services shall be given a thirty (30) minute unpaid meal period. Unpaid meal periods are not counted as work or as part of a vocational rehabilitation service. If the scheduled hours on the SY Site Collection Tool go over the span of these meal period hours but does not appear to also include time for the meal period, the submission for approval will be denied.

Providers shall begin submitting site lists for approval on the last Monday of January each year. The master list of compiled work sites will be posted to OOD’s Extranet beginning on the second Monday in February.

## Work Permits

* Participants ages 14 or 15 years old must have a Work Permit​
* Participants ages 16 or 17 years old do not need a Work Permit for summer employment; however, if they are working while school is in session, they need to obtain one​
* Work Permit Information:  <https://apps.com.ohio.gov/dico/minorworkpermit/>

## Informed Choice

The informed choice discussion should be about a particular industry. OOD cannot guarantee someone will be placed with a specific business. VR staff will discuss service and provider options within their community. VR staff may not override or waive VR Fee Schedule or OOD guidance.

## Referrals

The SY referral should include known strengths, work history, any behavioral concerns or medical needs (such as required medical treatments that may be needed during the shift), any PCA needs, any required accommodations, and known success strategies (interventions). Review information on Ohio ISP if applicable.

Counselors should clearly discuss the commitment and importance of SY to the participant and family. Consider asking questions such as:

* "Do you have any travel plans this summer?"
* “Are you expecting to attend summer school?”
* “Do you have any day camps you will be attending?”
* “Are you involved in school extracurriculars that meet in the summer (band camp, football practice, etc.)?”

Providers should review referrals with all relevant background information, including any cautions or behavioral history and then discuss any concerns, individual needs, or success strategies with the VR staff. Through this discussion, the provider may suggest that an Individual SYWE would meet the participant’s needs better than a group experience. Providers should ensure they have capability and capacity to accept the referral. Questions to consider:

* Can the participant’s needs be met?
* Does the site meet the accessibility needs of the participant?
* Is there a place for the PCA to care for the needs of the participant?

## Intakes

Providers may charge the Intake fee in conjunction with SYWE at a maximum of once every 12 months since the last date of service provided to the participant. Providers should review all information about the work site, schedule, payroll, dress code, call-off procedures, expectations, and timeframes, with the participant and their family ahead of services.

When completing an Intake, providers should note any discrepancies between the information they have gathered and the information provided in the referral. Sometimes details change or additional information is revealed from the time of referral to the time of the Intake. Providers should contact the VR staff to share the new information and any concerns of the provider.

## Holding a SYWE Slot

OOD Supervisors may provide referral estimates to assist with provider planning for site development. Providers should no longer permit “informal holds” for SYWE slots. Informal holds create situations where providers may be given a false sense of referrals. It also contradicts OOD’s overall authorization guidance, it allows for some “line cutting”, and it takes away from the equity of a consistent starting line. An Intake authorization (or just a referral if an intake occurred due to receiving a previous service) from the VR staff shall hold the slot for the SYWE.

VR staff should NOT send emails as their way to hold a slot. This will reduce the issues of slots being held for participants without their knowledge or agreement. It will also reduce the instances of VR staff requesting multiple informal holds for one participant so that the participant can pick their preferred work site ahead of other referrals.

VR staff work to provide SYWE referrals in a timely manner for planning purposes. If a late referral occurs, the provider can decide if they have the capacity to accept the referral.

## Transportation

Transportation is an auxiliary service that is used in conjunction with SYWE in order to pick up an individual and take them to and/or from work. The service time begins once the participant has been picked up and should end once the participant has been dropped off.​ Providers shall divide the total amount of time for transportation, from the point when the first participant is picked up and until the last participant is dropped off, amongst the total number of participants receiving transportation for the trip regardless of funding sources.​

### Guidelines

Transportation for SYWE shall not exceed 10 UOS (1 Hour) from the start and end of the service.​ Transportation shall be limited to one (1) hour to get the participant from home to worksite and one (1) hour to get participant back home from the worksite. The participants shall not be in the vehicle for more than two (2) hours per day. The date and times of transportation including address of pick-up and drop-off locations, as well as the number of individuals transported are required for billing.​
​

Providers may transport participants from home to one central location (hub) and from there, take the participants to various worksites. Each portion of the trip should be reported separately e.g., from the pick-up of the first participant to the drop off at the staging area is one trip divided amongst all youth in the vehicle and from the staging area to the worksite is reported separately.​The total transportation time from home to staging area to work shall not exceed 10 UOS.​

Discuss transportation options with the referring VR staff such as participant’s family or personal transportation options​, travel training coordinated and delivered ahead of SY services​, outsourced transportation to public transportation or other providers/vendors​. If the VR staff specifically states that other transportation arrangements have been made, do not offer transportation to the participant or their family.

Do not supply transportation without an authorization in hand​. VR staff cannot offer “approval” or “waivers” on transporting participants for longer than an hour​ or anything that might go against ODH or CDC guidance such as not requiring masks while in the car​.

Make sure provider staff have credentials that can be shown to the participant and their parents.  Parents like to know who is transporting their children.​ Have an established pick-up and drop-off time.​ Ahead of the service, discuss various scenarios with the family and how you, as the provider, will handle unexpected issues such as if the participant is not ready at pick-up time, is not dressed appropriately, becomes ill at work, or nobody is home to receive the youth at drop-off.

Transportation shall not be billed on days the participant did not attend the service, on days the service was not offered, and for trips that were provided by another entity.

Examples:

* Mason called off sick, so the transportation was not provided.​
* The service was not scheduled for the observed Independence Day holiday, as the work site was closed.​
* Mom or dad picked up Mason at the worksite for a dentist appointment; the provider did not provide the transportation home.​

### Authorizations

Transportation will remain on its own authorization.​ **OOD recommends that 250 UOS generally be authorized** for the entirety of the SYWE service (i.e., 5 weeks) by VR Staff for SYWE transportation.  Providers will bill for actual time (UOS) transportation was provided.​ If VR staff are aware of more specific needs, please authorize appropriately, which may be more or less than the standard 250 UOS, but under no circumstances, more than 10 UOS (1 hour) per trip.​ Providers should communicate with VR Staff if authorized transportation UOS are not sufficient and request amendments **before** billing.​

Providers should review the transportation authorizations in conjunction with the services delivered and the actual transportation provided.​

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VR staff should review the transportation billings and only approve transportation that aligns with transportation which was provided.  OOD recommends VR staff review transportation reports in conjunction with the SYWE report.​

### Transportation Reports

House numbers are not required on the report; please only document the street and city. This is in order to protect CPI. The Service Area Modifier (SAM) rate may be used depending on the provider service delivery area and where the youth lives.​ If the work site requires youth to be transported during the SYWE service (e.g., parks department goes from one park to another mid-day), transportation would not be billed separately since this is part of the SYWE service time.​ Ensure that the initials of the staff providing the transportation are present and that it matches the invoice section of the report.

## Orientation Day

Orientation day is the first day of the SYWE. It shall be scheduled the same number of hours during the day, at the same time as the rest of the work schedule​. For example, if the work schedule is Monday, Tuesday, Wednesday from 8AM to 12PM, the Orientation Day will be on Monday from 8AM to 12PM.​ It can be held at the worksite or another location in the community​ and it should mimic a real first day of work​. Providers should review the following topics with the participants on this first day: work rules, call-off procedures, work schedule, when and how to receive a paycheck, key contacts, employee responsibilities, work site safety, and soft skills. Providers may use the optional Orientation Day Checklist found at the end of this Appendix.

## OOD Staff Interaction and Monitoring

VR staff are expected to conduct site visits in order to meet with their participants, observe their progress, and note service delivery. Site visits should generally be unannounced; however, VR staff should remember that some advanced notice may be required at places such as childcare facilities. Site visits should only be completed via video call when warranted by a specific circumstance.

Upon arriving to the work site, VRC staff should introduce themselves to the provider staff so as not to generate concerns about strangers watching or talking to the participants. VR staff must have their OOD issued identification badge. After introducing themselves, VR staff should observe staff/student ratio, appropriateness of work activities, and note the strengths and weaknesses of the program.

As always, VR staff should maintain good communication with participants, families, and providers. VR staff should respond to emails and phone calls within one business day. While staffings are expected at the end of the SYWE, VR staff may determine that a meeting is needed sooner to address issues that arise and should invite all relevant parties to the meeting.

## Staffings

The flat weekly service rate includes all meetings related to the SYWE service, including a staffing at the end of the service​. The best practice is to schedule the end of service staffing prior to or at the beginning of the SYWE service​. Families enjoy hearing how services went, and these meetings create a continuity for the students’ successes and help identify areas of improvement​. Providers may bill the SYWE service out prior to the final staffing​ so as not to delay payment. However, staffings should generally be completed by September 30​.

## Billing the SYWE Service

The SYWE authorization must specify Level 1 or Level 2. When the required service hours are not scheduled, offered, or able to be completed, “pro-rating” may occur for payment. Pro-rating is a payment of proportional services based on the flat fee rate of X hours per week.

Pro-rating may occur when:

* A provider chooses not to, or the employer host site does not allow alternate hours on a week crossing a holiday (e.g., July 4) and therefore fewer hours are offered for the week.
* A provider staff calls off, backup staff is not available, and the schedule must be reduced below the originally scheduled hours for the week.
* A work site has an occurrence outside of their control and backup work tasks or an alternate work site is not available.
* The hours scheduled are below 20 hours in a week (Level 1, or Level 2: 18 or 19 hours).

Examples of pro-rating for an Individual Summer Youth Work Experience based on the weekly flat fee:

Level 2

The flat rate is $1,240.80 for a 20-hour work week. No need to pro-rate.

18-hour week: $1,240.80 (flat rate) /20 hours = $62.04 (hourly rate) X 18 (offered hours) = $1,116.72

Level 1

12-hour work week: $1,240.80/20 = $62.04 X 12 = $744.48

10-hour week: $1,240.80/20 = $62.04 X 10 = $620.40

Group rates would be pro-rated following the same proportional number of hours based on the full fee week of 20 hours.

Service rates are not otherwise adjusted for a participant missing days during a week. Due to the SYWE form, group rates, and calculation realities, OOD is not currently adjusting for the payment of the scheduled hours when a participant misses part of a scheduled week. If the participant does not attend any part of a scheduled week, no payment is made.

Example 1: Emily does not show up for Week 1 of SYWE. No payment is made.

Example 2: Mason shows up for the first day (5 hours) of a scheduled 20-hour SYWE. He becomes ill/moves/travels to Florida and does not attend any further days that week. The full amount of scheduled SYWE service hours (20) may be billed for Mason. The VTS would not be billed for missed days.

## SYWE Service Reports

There must be an entry for each day of scheduled service and a corresponding daily narrative summary. Appropriate to note are the details of service delivery or if there was any interruption to the service such as the business was closed due to a holiday, provider staff called off, the participant was absent, etc. If a participant called off work, the provider shall not bill VTS during this time; however, they may bill for the SYWE flat rate without proration. When SYWE services are not provided due to the provider’s or employer’s schedule it, the schedule change must be documented with an explanation in the daily narrative and the SYWE weekly rate must be prorated. ​If a participant needs additional breaks, the breaks should be documented and explained in the daily narrative AND the time the individual is not working must be documented in the “Less Time” column. If it becomes a pattern, then the VRC should be notified. ​

Providers are not required to submit supplemental timesheets.​ If timesheets are submitted, they will be compared to the SY Report to ensure start times, end times, and days worked reconcile.​ Any conflicting information will result in denial of the invoice/report.​ Providers should conduct a final review of all invoices and reports prior to submitting to OOD for payment. Validate that the information reported is correct.​

## Vocational Training Stipend

Providers should pay stipends to the participants in a timely manner just as a traditional employee would expect to be paid soon after the payroll week. For this reason, providers should not wait until they have received payment from OOD before they begin the payroll process for the participants.

**Summer Youth Work Experience**

# Code of Conduct



Provider Name

Contact Information

**Purpose of Service**

**Behavioral Expectations**

**Responsibilities of Provider Staff**

**Responsibilities of Participants**

**Consequences for Violating the Code of Conduct**

**Acknowledgment Statement**

**Signatures/Date (participant and parent or legal guardian, if applicable)**

# Orientation Day Checklist

Welcome

Introductions/Icebreaker

Summer Youth Work Experience overview- what to expect during the service

Work Location

My job coach’s name and contact & provider supervisor name and contact

Explain hours of work

How work times will be recorded

Break times and where they will take a break

What days they will receive paycheck and how they will receive paycheck

Grooming and dress code

How to call off work if sick

Code of conduct

What is a significant incident; what happens when there is a significant incident; how to report it

Training procedures and expectations

What will be reported to OOD staff

Emergency procedures

Safety

Have a concern/complaint about a co-worker or provider staff? What to do

Alternative worksite and when it might be necessary to work there

**Introduction to the worksite**

Key staff

Tour- restrooms, break room, where to meet if getting dropped off to work, emergency exits, general work area

Review work tasks, employer expectations for performance, continuous improvement

**Skills to Pay the Bills (Soft Skills Training)**

<https://www.dol.gov/agencies/odep/program-areas/individuals/youth/transition/soft-skills>