

 <p>ARIZONA @ WORK™ Innovative Workforce Solutions</p> <p><small>A proud partner of the americanjobcenter network</small></p>	Subject	
	Procedure for Virtual/Remote Work Experience/Internship	
	Original Issue Date March 29, 2021	Revision Date
Authorized by: Yuma County Workforce Development Board		

I. Purpose:

The Local Workforce Development Board (LWDB) outlines the procedures and guidelines to be followed by the Yuma County Local Workforce Development Area (LWDA) when enrolling participants into a virtual/remote environment to provide a Work Experience (WEX)/Internship service through the Workforce Innovation Opportunity Act (WIOA) Title 1B Adult, Dislocated Worker, and Youth Programs.

II. Scope:

This procedure applies to all Service Providers/Case Managers delivering Virtual/Remote WEX/Internship services to WIOA Title IB Adult, Dislocated Worker and Youth participants.

III. Definitions:

WEX/Internship-

- Is a planned, structured learning experience that takes place in a workplace for a limited period of time and consistent with the Fair Labor Standards Act.
- Allowable within the private for profit sector, the non-profit, or public sector.
- WEX/Internship for youth is one of the 14 program elements and must include academic and occupational education that includes contextual learning to assist participant learn information about a specific industry or occupation which can occur inside or outside the worksite.

Virtual/Remote Occupational Positions- are very likely to be performed outside of an employer’s office known as remote, work from home, or telecommuting jobs. Such positions may include but not limited to:

- Administrative/Office, Customer Service/Sales Marketing, Computer IT Assistant Technicians (i.e. assisting with live Facebook zoom meetings, workshops, etc.), Assistant Web Designer, Health Care Customer Service Representatives (i.e. call center), Medical Billing and Coding, Payroll Support Clerks, etc.

Positions such as these mentioned have become increasingly common due to the type of technology like telephones, internet, email, and video conference calls, which help to facilitate employer/employee communication.

IV. Authorities/Responsibilities:

- a) Case Managers working directly with WIOA participants providing Virtual/Remote WEX/Internship services as described in this procedure will be required to follow established guidelines.
- b) Management Staff of the Service Provider will ensure case managers abide by the procedure guidelines when establishing and starting a virtual/remote WEX/Internship. Request approval will be required by program director prior to the commencement of a Virtual/Remote WEX/Internship service.
- c) The Compliance Department will review and monitor to verify procedure guidelines are being applied on those participants receiving virtual/remote WEX/Internship services. These Virtual/Remote WEX/Internships will be part of the employer and participant interviews.

V. Background:

Virtual/Remote WEX/Internship services are allowable under the WIOA Title 1B Adult, Dislocated Worker, and Youth Programs when due to the rural nature of a local area or during times of a pandemic (such as COVID-19) where it is not possible to provide WEX/Internship at the worksite.

A Virtual/Remote WEX/Internship can only take place when the employer is requesting the service to be virtual/remote versus onsite due to employer's business extraordinary circumstances (*i.e. business closed for in-person*) posed by current public health conditions and not per the request of the participant. In addition, the employer and case manager must review and identify the essential job functions to determine if the position can be performed, accomplished, and handled virtually/remotely by participant.

VI. Procedure:

A. Participant Assessment/Workshop Requirements.

Participant must be assessed by the case manager to determine participant's preparedness for a Virtual/Remote WEX/Internship service.

- Prior to starting a Virtual/Remote WEX/Internship, participant will require to attend assigned workshop sessions/courses identified by the case manager through Linked In Learning that focus on virtual etiquette, preparing and educating participant for virtual/remote work environment; as well as being emotionally and mentally ready.
- Participant will need to meet the following basic criteria listed below in order to be considered as a candidate for receiving a Virtual/Remote WEX/Internship service;
 - a) Be prepared for a virtual/remote job interview with employer.
 - b) Demonstrates having a work history record of at least 3 months.

- c) Must have basic technology knowledge.
- d) Must be independent, disciplined, and self-motivated.
- e) Able to manage time and stay on task in order to complete job duties.
- f) Must be comfortable with continuous communication with employer that will take place either by via email, phone, chat, or video conference.
- g) Has a designated workstation area at home where job duties will be accomplished and performed on a daily basis.

Note: Participants under the age of 18 are not eligible to be placed in a Virtual/Remote WEX/Internship at this time. Consideration will be evaluated in the future.

B. Participant Responsibilities.

- a) Will report daily and check-in at the start of the working shift with supervisor through via conference call, zoom, text message, email message, or phone call.
- b) Will notify supervisor and case manager by any means of communication ahead of time if ill, and or unable to work. If running late or must leave home workstation early, must provide reason.
- c) Adhere to work schedule and assigned duties listed on training plan.
- d) Complete Daily Work Log Sheet to record start/end time of hours worked and document daily activity performance. Daily Work Log Sheet will be submitted to supervisor and will be an attachment to the Incentive Timesheet.
- e) Participant must present themselves with professional work attire when attending required virtual live/zoom meetings scheduled by employer.
- f) Must be present and available to attend any in-person scheduled meetings as requested by the employer.
- g) Must be willing to transition from virtual/remote to in-person WEX/Internship as requested by the employer.
- h) Be available for any work related calls, meetings, emails, text messages, and direct messaging during assigned work schedule by employer.
- i) Participant must not schedule or provide any face-to-face interactions with any customer at home.
- j) Must comply with responsibilities listed on the WEX/Internship Participant Handbook.
- k) Must follow the set guidelines for receiving incentives.
- l) Participant will report any injury immediately to the case manager and follow the guidelines set by the Service Provider's Worker's Compensation Insurance.
- m) Participant must notify case manager when unable to continue participation on the Virtual/Remote WEX/Internship.
- n) Must comply with all laws, regulations, employer's policies and procedures established to protect customer Personal Identifiable Information (PII). Will follow employer's policy and or procedures to report any violations of PII.

- o) If electronic devices/equipment is being supplied by the employer, participant must follow any established policies and procedures the employer has in place.
- p) If applicable, must follow the terms listed on the Electronic Device Borrowing Agreement. *(This only applies if participant was loaned with any electronic device provided by the Service Provider to perform work tasks related to Virtual/Remote WEX/Internship).*

C. Employer Supervision Responsibilities.

- a) Supervisor must conduct a short virtual/remote interview with participant prior to starting the Virtual/Remote WEX/Internship.
- b) Prior to starting Virtual/Remote WEX/Internship, provide an orientation to the participant informing of the company/business policies and procedures established for remote work.
- c) Supervisor must meet daily with participant at the start of the participant's working shift through via conference call, zoom, text message, email message, or phone call, etc. to effectively communicate with participant regarding work assignments that pertain to skills listed on training plan, deadlines; and clarify participant's performance expectations at the end of each work day.
- d) Provide job specific skills training to the participant according to the training plan.
- e) Must be available for any work related calls, emails, text messages, participant may have during business/work schedule hours.
- f) Must review participant's work and provide feedback on participant's job performance at the end of each work day.
- g) Must review Daily Work Log Sheet to ensure daily activity performance reflect participant's skills outlined on training plan, and complete Incentive Timesheet to evaluate participant on a daily basis as described on the guidelines for receiving incentives. Incentive Timesheet must include and document reason when participant is late or leaving workstation early.
- h) Must comply with responsibilities listed on the WEX/Internship Supervisor Handbook and General Provisions of the worksite agreement contract.
- i) Supervisor must treat participant working virtually/remotely the same way as those who perform the same work as on-site regular employees.
- j) Serve as role model for participant to have a good example of appropriate actions and responses.

D. Home Office/Workspace Environment Evaluation.

Prior to participant beginning a Virtual/Remote WEX/Internship, Case Managers will confirm with participant if he/she has determine to have set in place a particular designated work station area that is:

- a) Safe, quiet, comfortable, and free from distractions at the participant's home to perform their assigned work duties;

- b) Workspace environment is free from recognized hazards likely to cause harm; and
- c) Free from tripping, electrical, or other hazards that might pose a danger to participant.

E. Required Work Equipment.

Case Manager will meet with participant to determine if he/she has the necessary technology/electronic devices to perform the essential job duties prior to the beginning of the Virtual/Remote WEX/Internship.

- a) If participant does not have the required work equipment, case manager will meet with employer to verify if the electronic device (i.e. laptop, tablet, chrome book etc.) can be supplied through the employer's company/business.
- b) In such cases where participant or employer are unable to provide the required work equipment, and the case manager has exhausted all other resources; the Local Workforce Development Board (LWDB) has established a Supportive Services Policy for Adult, Dislocated Worker, and Youth participants to assist individuals with electronic devices. (*Refer to the ARIZONA@WORK-Yuma County Supportive Services Policy*). In cases like this, these instances must be documented in the Arizona Job Connection system (AJC) under participant's program notes and the Individual Employment Plan/Individual Service Strategy (IEP/ISS).

Note: Participant will be accountable for having their own workstation equipment (*i.e. desks, chairs, phone, etc.*)

F. Worksite Posters.

- a) It is the obligation of the employer to inform and make available electronically, or in hard-copy format to participants on the mandatory worksite posters that each employer in the State of Arizona must post at their business location as mandated by the Industrial Commission of Arizona.
- b) Case Manager will ensure participants have received and read the worksite posters when performing Virtual/Remote WEX/Internship by signing/initialing the Contract Signature Sheet.
- c) Case Manager is still required to verify the employer meets the requirements of having worksite posters posted at their business location.

G. Job Related Injuries/Worker's Compensation Insurance.

Injuries sustained by participants doing a Virtual/Remote WEX/Internship will be covered by the Service Provider's Worker's Compensation Insurance.

- a) It is the responsibility of the participant to prove injury taken place at home is work related.

- b) In order to avoid a dispute and determine if injury was work related; case manager is to be informed and know the normal work hours/schedule, and work duties as listed on the training plan of the worksite agreement contract which employer has set for participant.
- c) Participant will report any injury immediately to the case manager and follow the guidelines set by the Service Provider's Worker's Compensation Insurance.
- d) The participant is liable for any injuries sustained by personal visitors to his or her home workspace station.

H. Equal Opportunity/Discrimination.

Employer must treat participant doing a WEX/Internship remotely the same way as those who perform the same work as on-site regular employees. Participant must have the same opportunities for training and mentoring while done remotely to avoid claims of discrimination. If participant experience equal opportunity discrimination, he/she must follow the process described on the Equal Opportunity Is the Law Statement.

I. Request For Reasonable Accommodations.

Participant may request reasonable accommodation when a change in the work environment or in the way things are customarily done that enables an individual with a disability to perform a job.

- a) Case Manager shall provide participant requesting accommodations with the Reasonable Accommodation Request Form.
- b) It is the responsibility of the requester (*participant*) to complete in full and provide verification of the disability by the requester's physician, medical provider, or Vocational Rehabilitation counselor; and submit the form to the case manager.
- c) Documentation for providing reasonable accommodation must be documented in AJC under participant's program notes and the IEP/ISS.
- d) The Reasonable Accommodation Request Form must be kept in a separate sealed confidential folder.

The determination whether to provide an accommodation is made on a case-by-case basis. The service provider and the participant who has disclosed a disability will discuss and arrange for the necessary and reasonable changes. Service Providers will collaborate with any other partner agency that provides any type of reasonable accommodation assistance to individuals with disabilities.

J. Ensuring Security, Privacy, & Confidentiality of Data.

Participants may have access to a wide range of sensitive information in order to accomplish assigned tasks given by the employer.

- a) It is the duty of the participant to properly secure and protect any confidential information. Any documents, files, information, etc. related to participant's duties and pertaining to the employer must not be accessible to other individuals and be placed away in a secure protected area.
- b) Electronic devices being used to perform work related duties related to the participant's WEX/Internship are required to have a password-protected and must be logged-off when unattended or done for that working day.
- c) Participants will follow and abide to employer's policy and procedures regarding security, privacy, and confidentiality of data.

K. Amending Worksite Contract Agreement.

If at any point in time employer decides to revise the WEX/Internship worksite contract agreement from Virtual/Remote to In-Person or the opposite; an amendment to the worksite contract agreement will be required indicating the change, as well as ensuring the skills listed on the training plan can be accomplished/learned in a virtual/remote or in person setting. Amendments to the worksite contract agreement must be documented in AJC under participant's Program Notes and IEP/ISS. The amendment document to the worksite contract agreement must be submitted to the Service Provider's accounting department.

L. AJC Data Entry.

Program notes and IEP/ISS in AJC must indicate participant was assessed, completed assigned workshops, and meets the basic criteria to participate in a Virtual/Remote WEX/Internship service. Case managers must document on program notes continuous follow through on participant's progress, attendance, and status during his/her Virtual/Remote WEX/Internship.

M. Supporting Back-up Documentation.

- a) Worksite Contract Agreement must display the selected option of "Virtual/Remote" to identify the WEX/Internship service will be provided virtual/remote.
- b) Incentive Timesheet must display the selected option of "Virtual/Remote".
- c) Daily Work Log Sheet must be submitted with Incentive Timesheet to the Service Provider's accounting department for payment process.
- d) Handbooks must be provided to supervisors and participant.

- e) If applicable, the Electronic Device Borrowing Agreement Form must be signed if participant receives a loaned Electronic Device from the Service Provider.
- f) Contract Signature Sheet must be signed by participant and supervisors.
- g) Amendment document to the worksite contract agreement must be submitted to the Service Provider's accounting department when contract is being amended.

Attachments

Participant's Name: _____ Participant ID: _____

Name of Work Site Agency: _____

CONTRACT SIGNATURE SHEET

I ACKNOWLEDGE THAT I HAVE READ AND RECEIVED A COPY OF THE INFORMATION LISTED BELOW. I AGREE TO ABIDE BY ALL THE RULES, REGULATIONS, POLICIES AND PROCEDURES SET FORTH BY THE YUMA PRIVATE INDUSTRY COUNCIL, INC.

I also understand that upon enrollment, I am making a commitment to successfully complete training. I understand that while I am in training, I will treat this training as if it is my **JOB**.

I also acknowledge I have received and approve the Training Plan on the Worksite Agreement.

Participant	Supervisor	
_____	_____	Work Experience Contract & Receipt of Handbook/General Provisions
_____	<u>N/A</u>	Guidelines for Receiving Work Experience (WEX) Incentives
_____	_____	Internship Contract & Receipt of Handbook/General Provisions
_____	<u>N/A</u>	Guidelines for Receiving Internship Incentives
_____	_____	On-The-Job Training Contract & Receipt of Handbook/General Provisions
<u>N/A</u>	_____	Child Labor Laws (<i>youth only –if under the age of 18</i>)
_____	_____	Worksite posters required by the State of Arizona as mandated by the Industrial Commission of Arizona.

Trainee/Intern Signature Date

Parent/Guardian Signature Date
(required if individual is under the age of 18)

Supervisor's Signature Date

Supervisor's Signature Date

Supervisor's Signature Date

Supervisor's Signature Date

Career Guidance/Youth Specialist Signature

Date

Yuma Private Industry Council, Inc.

3834 W. 16th Street, Yuma, AZ 85364
(928) 329-0990 (928) 329-6466 TTY

GUIDELINES FOR RECEIVING VIRTUAL/REMOTE INTERNSHIP INCENTIVES

These guidelines are the basis for receiving Incentive Awards by the Yuma Private Industry Council (YPIC) Virtual/Remote Work Based Learning Program. Please read each of the following items carefully.

Punctuality – Intern must be on time when reporting to daily huddle check-ins with employer by email, zoom meeting, conference call, text message, or phone call from their virtual/remote workstation and return from all breaks on time. “On time” is defined as the Intern being at his/her virtual/remote workstation, prepared to work.

Willingness to Learn – Intern must ask pertinent and purposeful questions. Seek out and utilize appropriate resources. Demonstrate initiative and willingness to learn.

Listening and Oral Communication Skills – Intern must be able to listen to others in an active and attentive manner. Participate in virtual/remote meetings or group settings, and In-person as requested by the employer. Demonstrate effective verbal communications skills.

Critical Thinking and Problem Solving Skills – Intern must be capable of breaking down complex tasks/problems into manageable pieces. Brainstorm and develop options and ideas. Demonstrate an analytical capacity.

Professional and Career Development Skills – Intern must have a self-motivated approach to the training. Demonstrate the ability to set appropriate priorities and goals. Show the capacity to be a self-sufficient independent learner.

Interpersonal and Teamwork Skills – Intern must work effectively with others, supporting, and contributing in a virtual/remote team atmosphere. Respond well to training and constructive criticism.

Yuma Private Industry Council, Inc.

300 S. 13th Avenue, Yuma, AZ 85364 (928) 783-9347 TTY: (928) 329-6466

GUIDELINES FOR RECEIVING VIRTUAL/REMOTE WORK EXPERIENCE INCENTIVES

These guidelines are the basis for receiving of Incentive Awards for the Yuma Private Industry Council (YPIC) Virtual/Remote Work Experience. Please read each of the following items carefully.

PUNCTUALITY:

Participant must be on time when reporting to daily huddle check-ins with employer by email, zoom meeting, conference call, text message, or phone call from their virtual/remote workstation and return from all breaks on time. "On time" is defined as the participant being at his/her virtual/remote workstation prepared to work.

WORKSITE PARTICIPATION:

Participant will follow directions, accept roles for "hands-on activities" conducted virtually/remotely, demonstrate proper listening skills through zoom meetings, conference call, etc., volunteer for virtual/remote jobs, be available to be in-person when requested by employer, and complete all assignments.

WORKSITE OBJECTIVES:

Participant will fulfill learning objectives in job specific skills as determined by the Virtual/Remote Training Plan.

INTERPERSONAL RELATIONSHIPS:

Participant displays an understanding of reasonable communication skills through email, text message, zoom meetings, phone call, etc., and understands the proper steps to take when having virtual/remote interpersonal relations problems at the virtual/remote work place.

TASK COMPLETION:

Participant displays initiative and completes tasks in a timely manner.