

If you have general DYCD C19 questions, please contact: DYCDCovid19@dycd.nyc.gov

For Workforce Connect specific questions, please contact: Andre White AnWhite@dycd.nyc.gov

Issue Date: March 17th, 2020

Educational & Occupational Training: For programs that involve an educational or occupational training component DYCD suggests limiting in-person trainings in order to comply with the [COVID-19 Guidance for Congregate Settings](#) issued by DOHMH.

- Programs are encouraged to deliver instruction via online resources such as Google Classrooms, Google Hangouts, livestream, WebX, Zoom, among others until in-person instruction can resume
- Programs should survey participants access to technology and provide alternative options for those without including handouts and other printed materials
- Providers will continue to document the number of hours participants spend receiving online instructions. When an educational component is tied to a stipend (Advance & Earn Pre-HSE), participants will continue to be eligible for the stipend as long as they meet their required hours and those hours are documented.

Internships: We understand that with many businesses closing, worksites in impacted industries no longer accepting interns and New Yorkers asked to work remotely, internship placement is extremely challenging.

- Internships may continue at worksites contingent on both supervisors and participants being comfortable with their continuation.
- Providers may move participants to alternate worksites including in-house placements if the participants are comfortable interning at this time.
- Participants who have not started their internships or are uncomfortable working at this time, may complete their internship hours after current restrictions are lifted.
- DYCD may approve interns working remotely where appropriate on a case by case basis as long as timesheets continue to be filled out and employers and providers can document participants hours.
- DYCD cannot pay wages to participants not actively working at sites but all participants who miss internship hours due to the current situation will be given the opportunity to make them up.

Enrollment and Document Collection: Providers may collect electronic copies of enrollment documents and timesheets but will be asked to collect physical copies at a later time. Providers must remain vigilant of respecting all rules regarding PII.



COVID-19 (C19) DYCD PROGRAM AREA CHECK IN

PROGRAM AREA: Workforce Connect

March 24, 2020

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Workforce Program: Summer Youth Employment Program (SYEP)

Program Contact: Daphne Montanez, DMontanez@dycd.nyc.gov

Issue Date: March 20th,2020

Application Recruitment

Providers are encouraged to continue on-line application recruitment. The application site remains open and we suggest using flyers, mailings, social media etc.

Enrollment and Document Collection

We are in the process of developing a way to support participant upload of documents. This site will ensure all

required PII rules and regulations are adhered to and allow for providers to have direct access without the transfer of paper. All documents must be later filed in a participant file for auditing purposes.

Orientation

Participant:

Youth will participate in a fully web-based platform for the program orientation. The on-line curriculum will be administered via Hats & Ladders app. (Mobile access available)

Worksite:

Providers should consider utilizing any of the various on-line services creating a virtual experience for worksite participation. Attendance must be tracked to ensure participation.

Program Trainings/Meetings

All program trainings and meetings will be moved to a web-based platform. Details will be shared via Eventbrite to allow providers to register. DYCD will offer the following trainings: Evaluation and Monitoring System (EMS), YEPS Payroll, Hats & Ladders On-Line Curriculum, Project Based Learning, Monthly Provider Meetings



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Project Based Learning (PBL)

Providers are encouraged to consider delivering instruction via online resources such as Google Classroom, Google

Hangouts, Livestream, WebEx, and Zoom until in-person instruction can resume. Consideration should be given to confirm youth access to technology. Participant hours must be documented. Weekly Minimum is 12 hours

Internships - Worksite Placements

Worksite development may be challenging; therefore, larger site placements allowing social distancing would be ideal placements. i.e.: Parks, and Outdoor activities etc.

Providers should continue to actively recruit sites and contact DYCD if there are substantial issues and concerns.

Contracts, Funding and Budgets

Please visit www.nyc.gov/coronavirus to access the Nonprofit Contract, Budget and Finance Guidance document found under Guidance for Schools, Businesses and Facilities. We encourage you to read the document in its entirety. We have also sent prior messaging regarding contract funds for this program year.

SYEP related budget questions can be sent to SYEPOperations@dycd.nyc.gov

Remote office Access

If offices are closed and staff is working remotely, they should create and share the plan with DYCD for applicant/participant recruitment.

DYCD highly encourages, due to these circumstances; providers are vigilant to the needs of youth and offer support in various platforms depending on participant needs.

Program planning has been steadily shifting; we will continue to provide updates as information is shared.



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Workforce Program: Learn & Earn

Program Contact: Megan Keenan, mkeenan-berryman@dycd.nyc.gov

Issue Date: March 20th,2020

Weekly Conference Calls

At the DYCD Commissioner's direction, we will be hosting a weekly conference call with Learn & Earn providers to share policy updates, hear your questions and concerns, and learn from each other during this unprecedented time. An email will be sent out with call in details.

Rate of Participation and Activity Tracking

At this time DYCD is suspending Rate of Participation (ROP) requirements for all Learn & Earn programs. Programs will still need to keep careful track of activities and participation. Contractors should continue to track interactions with participants and participant activities in Capricorn if they have secure access, or in another secure format, until data entry into Capricorn is available to them. It is critical for services rendered during this challenging time to be captured and tracked. Programs will need share their activity and case notes tracking with their program manager for DYCD approval to ensure that all activities and participation is being captured and tracked.

Development of Distance Learning and Service Provision Strategies

During this time, contractors should develop strategies to provide as much training as is feasible to youth who have enrolled and who have access to remote learning platforms. Contractors should, whenever possible, consult with their host schools if applicable to determine what assistance and activities will be most helpful to participants. In addition, some activities, such as work readiness training, financial literacy training, labor market information, guidance and counseling, and referrals to supportive services can take place remotely. These activities mentioned above do not constitute an exhaustive list and contractors should explore and implement to the extent possible distance learning and service provision. If participant access because of the lack on a personal electronic device is a barrier, please let your program manager know.



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Summer Internship Program (SIP)

At this time, we still anticipate operating SIP this summer; however this is subject to change. Remote work opportunities will certainly be considered.

Work Experience Trackers and Monthly Financial Reports (MFRs)

In order to process payments, we will accept work experience trackers without signatures and dates due to COVID-19. When submitting MFRs, providers should submit a note with the unsigned trackers stating the following "Due to COVID-19, staff signatures are not available at this time." The note should also state the Provider Name, PB Number, Quarter and Month in alignment with the submission Quarter and Month.

Stipend and Incentive Plans

Contractors may consider resubmitting stipend and incentive plans that are based on completion of distance learning modules or other activities that can be done remotely. As always, incentive payments must be tied to specific outcomes that are available to all participants and documentation must be maintained for each participant.

At this time, please do not mail any stipend checks, MetroCard, or incentive payments to participants. The distribution of these items requires a system of accountability through staff and participant signatures, which is currently limited if not impossible. If in-person distribution of stipends and incentives remains limited or impossible for a long period of time, DYCD will work to consider other methods of stipend and incentive payment.

Capricorn Access/Security of PII

Keeping participants' personally identifying information (PII) secure continues to be a high priority. As such:

- No WIOA provider staff should log into Capricorn unless it is on a secure contractor agency device.
- Providers should not collect electronic documentation on their own personal devices.
- Provider staff and participants should adhere to mayoral directives on social distancing when collecting hard copy documentation or processing outcomes.



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- Documents with participants' sensitive personally identifying information must not be taken home by contractor staff. All guidelines regarding the secure storage of hard copy documents remain in place.
- For claims submittal, DYCD is currently developing a remote option for Learn & Earn providers to submit claims. At this time, please do not attempt to bring in any performance outcome claims to CVU in person or forward them electronically to CVU staff.
- There will be time to submit performance outcome claims for Program Year 18/19 and 19/20 when regular business operations resume.



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Workforce Program: Train & Earn

Program Contact: Megan Keenan, mkeenan-berryman@dycd.nyc.gov

Weekly Conference Calls

At the DYCD Commissioner's direction, we will be hosting a weekly conference call with Train & Earn providers to share policy updates, hear your questions and concerns, and learn from each other during this unprecedented time. An email will be sent out with call in details.

Recruitment and Enrollment

At this time, contractors should not attempt to recruit any additional participants, or enroll any additional participants that have not taken a TABE test and for whom additional documents are still needed. It is understood that this will impact contractors' ability to meet contractual enrollment goals, and contractors will not be penalized for not meeting enrollment goals.

Internships

With the health and safety of our participants and the greater public in mind, internships should be suspended at this time, with the exception of internships that can be performed remotely with a current work site. These steps are being taken based on the recommendations by government health officials and social distancing guidelines.

As this situation evolves, if additional remote work internship opportunities become available, or internships can otherwise be performed safely and in keeping with City directives around social distancing and hygiene, please reach out to DYCD so we can discuss your situation in more detail.

Development of Distance Learning and Service Provision Strategies

During this time, contractors should develop strategies to provide as much training as is feasible to youth who have enrolled and who have access to remote learning platforms. DYCD understands that there is some occupational training that simply cannot be provided in this way. However, some activities, such as work readiness training, financial literacy training, labor market information, guidance and counseling, and referrals to supportive services can still take place. Those activities mentioned above do not constitute an exhaustive list and contractors should explore and implement to the extent



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possible distance learning and service provision. If participant access because of the lack on a personal electronic device is a barrier, please let your program manager know.

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Tracking Participant Activities

Contractors should continue to track interactions with participants and participant activities in Capricorn if they have secure access, or in another secure format, until data entry into Capricorn is available to them. It is critical for services rendered during this challenging time to be captured and tracked.

Stipend and Incentive Plans

Contractors may consider resubmitting stipend and incentive plans that are based on completion of distance learning modules or other activities that can be done remotely. As always, incentive payments must be tied to specific outcomes that are available to all participants and documentation must be maintained for each participant.

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- For claims submittal, DYCD is currently developing a remote option for Train & Earn providers to submit claims. At this time, please do not attempt to bring in any performance outcome claims to CVU in person or forward them electronically to CVU staff
- There will be time to submit performance outcome claims for Program Year 18/19 and 19/20 when regular business operations resume

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Workforce Program: Advance & Earn

Program Contact: Julia Breitman, JBreitman@dycd.nyc.gov

Weekly Conference Calls

DYCD will continue to host weekly conference calls with Advance & Earn providers to share policy updates, hear questions and concerns, share best practices and learn from each other during this unprecedented time.

Recruitment and Enrollment

Providers who have begun enrolling participants and have already administered the TABE exam for potential Pre-HSE/HSE participants, should continue to collect eligibility paperwork and enroll as possible. Because there is currently no online TABE administration, enrolling youth who have not recently taken the 11/12 TABE exam will not be possible at this time. Providers may also continue to enroll participants into the Advanced Training track until capacity is reached. It is understood that this current circumstance will impact contractors' ability to actively recruit and enroll.

Development of Distance Learning and Service Provision Strategies

During this time, providers should develop strategies to deliver instruction via online resources such as Google Classrooms, Google Hangouts, Khan Academy, Webex, Zoom, among others. Providers should ensure that all participants have access to remote learning platforms and where necessary provide access to a device.

Case Management services that cannot be provided face-to-face should be provided through a video conferencing medium as well. Zoom, Google Hangouts, Microsoft Teams and WebEx have all been used successfully. DYCD understands that there is some instruction that simply cannot be provided in this way. However, some activities, such as work readiness training, financial literacy training, guidance and counseling, and referrals to supportive services can still take place. Those activities mentioned above do not constitute an exhaustive list and providers should explore and implement to the extent possible distance learning and service provision.

Stipends

- Participants in the Pre-HSE component will continue to receive a stipend for the completion of instructional hours/activities, as tracked and committed by providers.

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Internships

- Internships may continue at approved worksites that have remained open and align with the DOHMH guidance on social distancing, hygiene, etc.
- Where appropriate, providers can develop remote internship opportunities with employer partners that will engage participants and ensure timekeeping and supervision as per the policies and standards of the program.
- HSE and Advanced Training participants, in lieu of an internship, can participate in project-based learning for ten hours a week to be paid at the minimum wage. Providers will submit project proposals outlining the project plan, platform on which it will be held, attendance, outcomes and other performance trackers.

Timesheets

Providers should continue to input and commit hours for participants (both internship & instructional hours) via DYCD Advance on Tuesdays by 4pm. Due to COVID-19, timesheets can be submitted with an electronic signature and should be filed for review. Providers should ensure the accuracy of the recorded hours before submission.

Tracking Participant Activities

Until further notice, providers should track participant attendance and participant interactions via their remote learning platform and in the Case Note section of DYCD Advance. It is critical for services rendered during this challenging time to be captured and tracked.

Questions/Follow Up

The guidance herein is subject to change and you will be notified of any changes as we continue to manage this ever-changing situation. As always, we welcome your questions and suggestions. Feel free to reach out to the Advance & Earn team as necessary.