



WS 10-16

June 10, 2010

To: Summer Jobs Contractors
Career Office Contractors
Financial Aid Payment Office

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DATE: June 10, 2010

SUBJECT: 2010 Summer Jobs - Reporting Customer Data and Requesting Financial Aid

Purpose

Provide instructions to Summer Jobs Managing Contractors for reporting data about summer jobs customers and requesting financial aid

Background

To make sure we provide the best service possible, we must report accurate data about summer jobs customers to each other in an expeditious and timely manner.

- Career offices must provide accurate information about young people eligible for summer jobs so that managing contractors can place them in summer jobs.
- Managing contractors must request to remove or drop applicants from the list of eligible applicants referred to them for summer jobs – and career offices must be sure to remove the referred applicant from the list of eligible applicants.
- Managing contractors must provide accurate and complete information about the young people who start work in a summer job to career offices in a timely manner.
- Managing contractors must provide accurate and complete information about young workers when they stop working to both career offices in a timely manner.

Eligible Applicant List (Referrals)

H-GAC emails a detailed spreadsheet of youth eligible for summer jobs every day to managing contractors. The spreadsheet includes youth who are registered in TWIST and eligible for summer jobs.

- *Managing contractors must use only this list to select youth for summer jobs.*

To make sure each managing contractor receives an adequate number of applicants, career office contractors will refer eligible applicants until reaching a total of approximately 10% more than the target number of applicants for each managing contractor.

Note: The Eligible Applicant List is also known as the “Referrals” list.

Reporting Customer Data

Follow the procedures below for reporting customer data. Use the Eligible Applicants List to request to remove applicants for your list. Use the Customer Status Report to report summer workers starting and stopping work.

- **Dropping.** Managing contractors contact each applicant listed on the Eligible Applicant List and offer him or her summer job. Managing contractors notify their career office liaisons when an applicant can't participate this summer.

To drop an applicant, enter the reported drop date and drop reason in the columns provided on the *Eligible Applicant List*. Submit your drop request to the career office liaison. The career office will remove the managing contractor from the customer's record. The customer will not show up on future lists of eligible applicants provided to the managing contractor.

- **Starting.** Managing contractors notify the appropriate career office liaison when a young worker starts a summer job assignment.

Use the Customer Status Report and send to the appropriate career office liaison by email:

- Name
- TWIST Identification Number
- Employment Start Date
- Worksite Name and Code
- ONET Code
- Public/Private designation
- Hourly Wage
- Worksite County

- **Stopping.** Managing contractors notify the appropriate career office liaison when a young worker stops or ends a summer job assignment.

Use the Customer Status Report and send to the appropriate career office liaison by email:

- Name
- TWIST Identification Number
- End Date – Last Date of Work
- Total Hours Worked
- Total Training Cost
- Completion Reason

Financial Aid for Work-Related items

Workforce Solutions will provide financial aid to help customers get and keep a summer job. Financial aid dollars can be used to pay for following items:

- pre-hire items such as drug screening and background checks
- required safety equipment
- required safety training
- work clothes (including uniforms)
- required work tools
- transportation assistance such as bus passes or a gas card to help the young worker get to the job until the worker gets his or her first paycheck
- other items – request approval from H-GAC contractor liaison before purchasing other goods and services.

Follow the instructions below for requesting financial aid. Email your request for financial aid to both Kayoko Takahashi at kayoko.takahashi@wrksolutions.com and Neil Hanson at Neil.Hanson@wrksolutions.com. Contact Kayoko by calling 713-975-7409 ext. 1038 and Neil by calling 713-975-7409 ext. 1049.

Managing Contractors can request financial aid for young workers using one of the following methods.

- **Method 1: Managing Contractor Pays for Items and requests reimbursement.** Reimbursement is the preferred method for requesting financial aid for drug screening, background checks, required safety training and work uniforms. The managing contractor purchases the items for eligible applicants and workers, then submits a request for reimbursement to the Workforce Solutions Financial Aid Payment Office.
- **Method 2: Financial Aid Payment Office purchases items on behalf of the Managing Contractor.** Ask the Financial Aid Payment Office to contact a vendor and purchase the needed items.

Send to the Financial Aid Payment Office by email:

- Name

- TWIST Identification Number
- Financial Aid – Description of Need
- Financial Aid Amount
- Fund Source

Managing Contractors must keep records of purchases of items and records of the items distributed to customer and signatures to confirm receipt of the item.

Actions Required

1. Managing Contractors must be sure to use only the official list provided by H-GAC as their source of eligible youth.
2. Managing Contractors must provide information to career offices when dropping a youth from the list of eligible applicants.
3. Managing Contractors must provide information to career offices when a youth starts and ends working at her worksite.
4. Managing Contractors must work with the Financial Aid Payment Office to arrange for financial aid for summer workers.

Questions

Direct questions for the Board staff to David Baggerly david.baggerly@wrksolutions.com or Ginger Rogers ginger.rogers@wrksolutions.com 713.627.3200.

Attachments

- Workforce Solutions Office Summer Jobs Contacts
- Summer Jobs Customer Status Report form
- Eligible Applicant List (Referrals List)