

Ministry of Children and Youth Services

JOBS FOR YOUTH

Program Guidelines

Note: These program guidelines replace Summer Jobs for Youth program material provided in May 2012. These supplement the annual service contract and service description schedule.

CONTEXT

Ministry Vision, Objectives and Goals

The Ministry of Children and Youth Services envisions an Ontario where all children and youth have the best opportunity to succeed and reach their full potential.

The Ministry's strategic framework – *Realizing Potential: Our Children, Our Youth, Our Future* – guides the ministry and its partners to achieve this vision.

The strategic framework is grounded in the objectives of fostering better outcomes and enhancing the experiences of young people and their families in receiving services. Five strategic goals support these objectives:

1. Every Child and Youth has a Voice;
2. Every Child and Youth Receives Personalized Services;
3. Everyone Involved in Service Delivery Contributes to Achieving Common Outcomes;
4. Every Child and Youth is Resilient; and
5. Every Young Person Graduates from Secondary School.

PROGRAM DESCRIPTION

Jobs for Youth (JFY) is an employment program that gives disadvantaged youth who reside in identified communities a paid employment placement supported by Youth Worker Leaders.

The program is delivered by lead agencies that are funded to provide youth participants with pre-employment training, an employment placement with a local employer, post-employment support and the dedicated support of Youth Worker Leaders. Each lead agency is funded to provide each youth participant with up to 280 fully-subsidized hours in the program (equivalent to eight weeks full-time). Part time placements are permitted.

PEOPLE SERVED

Identified Priority Communities

JFY is available in large urban areas of Ontario and communities identified using the YOS risk-index. This measure consists of 2006 Statistics Canada census data indicators (equally weighted) for:

- % Aboriginal identity;
- Median family income;
- % of lone parent families;
- Prevalence of low income before tax in 2005 (%);
- Unemployment rate age 15+;
- % with no knowledge of English or French;
- % no high school education;
- % of recent immigrants (2001-2006);
- % tenants spending >30% of income on housing;
- Youth (age 15-24) unemployment rate; and
- % visible minorities.

Eligibility

JFY is for youth who reside in an identified priority community and:

- Are 15 to 18 years old;
- Are considered “disadvantaged” because they face identified barriers to employment. This includes youth who:
 - Reside in an identified high-needs neighbourhood;
 - Have unemployed parents and/or have parents on social assistance;
 - Have been, or are, in the care of a Children’s Aid Society (CAS);
 - Have been, or are, at risk of being in conflict with the law; and/or
 - Have been, or are, at risk of dropping out of school.
- Require life/employment training and support;
- Commit to participating in the program; and
- Have not successfully completed JFY in the past.

OBJECTIVES AND OUTCOMES

1. Provide youth participants with a supported employment experience.
Outcome: Youth participants obtain employment experience.
Outcome: Youth participants maintain their employment placement.
2. Provide youth participants with an understanding of, and opportunity to, develop positive attitudes, skills and behaviours required for employment.
Outcome: Youth participants develop necessary employment attitudes, skills and behaviours.
3. Provide youth participants with a supported transition from the program.
Outcome: Youth participants return to school, secure paid employment and/or undertake further skill development or training that will increase employability.
4. Deliver an effectively managed program.
Outcome: The program meets approved budget and funded placement targets.

PERFORMANCE MEASURES AND DATA INDICATORS

Performance measures and data indicators have been established to provide an understanding of how the program is achieving its identified outcomes and what program adjustments (if any) may be required.

Appendix A outlines the performance measures and data indicators associated with JFY objectives and outcomes.

For the JFY program, each lead agency is required to:

- Collect and report aggregate data to the Ministry based on the data indicators outlined in Appendix A;
- Monitor and evaluate program performance based on the performance measures outlined in Appendix A;
- Provide a final report of the key successes, challenges and recommendations for the program based on the template provided in Appendix B; and
- Participate in additional data requests and/or evaluation initiatives relating to program performance as requested by the Ministry.

PROGRAM ELEMENTS

Recruitment

Lead agencies are required to recruit youth and employers for the program.

Lead agencies are required to consider youth recommended by a variety of sources (e.g. children’s aid society staff, regional office staff, probation officers, school guidance counsellors) for the program. It is expected that lead agencies ensure that all recommendations are made with the consent of youth and that the youth meet the criteria for acceptance into the program.

Lead agencies are also required to recruit and hire Youth Worker Leaders for the program.

Paid Program Period

Lead agencies are funded to pay each youth participant a maximum of 280 hours (equivalent to eight weeks full-time) across the three phases of the program period (refer to each program phase below for breakdown). This funding includes statutory benefits.

Youth participants are paid by the lead agency at the current general (adult) minimum wage for hours completed in addition to statutory benefits. As of March 31, 2010, the general (adult) minimum wage is \$10.25 per hour.

Lead agencies are also funded to provide program supports and a minimum of one Youth Worker Leader per 30 youth participants (based on the funded placement target in the service description schedule portion of the signed service contract).

Program supports can include program administration (e.g. training, travel, accommodation, cell phone, laptop rental, office supplies) and/or program incidentals (e.g. uniforms, bus tickets).

Youth Worker Leaders are required to provide the following employment related support to youth participants and employers for the duration of the paid program period (see Appendix C for sample job description):

- Employment coaching (e.g. helping youth participants to find an employment placement that matches their career interests);
- Links to additional supports if necessary (e.g. personal counselling);
- Placement support (e.g. monitoring on-the-job activity, facilitating problem solving); and
- Transition support (e.g. assisting youth participants to plan for future employment).

Phase 1: Pre-Employment Training

Lead agencies are funded to provide paid pre-employment training up to a maximum of 35 hours (equivalent to one week full-time) per youth participant.

Lead agencies are required to provide youth participants with a minimum of 20 hours of pre-employment training. Pre-employment training must *begin* prior to the start of the employment placement but may continue throughout the employment placement (Phase 2).

Pre-employment training is required to include the following components:

- Workplace health and safety training;
- Job performance skills training (e.g. customer service, team work, communication, punctuality, time management, appropriate work clothing, problem-solving/conflict resolution); and
- Additional training components tailored to the needs of the youth participants.

Additional training components of the pre-employment phase such as:

- Job search skills (e.g. searches, applications, interviews);
- Career planning (e.g. interests, options, goals); and
- Life skills (e.g. financial management).

If fewer than 35 hours (but not fewer than 20 hours) are used to complete the pre-employment phase, the remaining unused hours can be applied to Phase 2 to add or extend work placements, including work placements that have reached the maximum 210 hours.

Phase 2: Employment Placement

Lead agencies are funded to provide a paid employment placement up to a maximum of 210 hours (equivalent to six weeks full-time) per youth participant with a local employer.

Lead agencies are required to provide youth participants with an employment placement that:

- Is part-time (less than 30 hours per week) or full-time (30 to 35 hours per week);
- Begins on or before the last day of August and ends prior to the last day of March of the same fiscal year;
- Matches the youth's career interests, where possible;

- Is with an employer that meets the requirements outlined in the “Roles and Responsibility” section of the program guidelines; and
- Involves providing placement support (e.g. monitoring on-the-job activity, facilitating problem solving).

Phase 3: Post-Employment Support

Lead agencies are funded to provide paid post-employment support up to a maximum of 35 hours (equivalent to one week full-time) per youth participant.

Lead agencies are required to provide youth participants with a minimum of 7 hours of post-employment support. Post employment support:

- Should not exceed the 35 hour allotment;
- Involves helping youth participants to update their resume and/or other job search materials (e.g. portfolio);
- Involves providing transition support (e.g. assisting youth participants to plan for future employment);
- Includes a formal recognition of successful completion (e.g. certificate of completion, graduation ceremony); and
- Includes administering the JFY exit survey (see Appendix D and E for templates)

If fewer than 35 hours (but not fewer than 7 hours) are used to complete the post-employment phase of the program, the remaining unused hours can be applied to Phase 2 to add or extend work placements, including work placements that have reached the maximum 210 hours.

WORKPLACE SAFETY INSURANCE

In addition to providing workplace health and safety training as part of the pre-employment phase, lead agencies are required to obtain and maintain workplace safety insurance during the term of the service contract. As agencies are responsible for payroll, screening and matching youth to an appropriate work placement, accountability for Workplace Safety Insurance lies with the lead agency.

Lead agencies are eligible to receive funding for workplace safety insurance based on the current Workplace Safety and Insurance Board (WSIB) premium rates and JFY payroll for funded placement targets. Lead agencies are required to submit a certificate of workplace safety insurance in good-standing to the Ministry in order to be eligible for this funding.

GENERAL LIABILITY INSURANCE

During the term of the contract, lead agencies are required to obtain and maintain general liability insurance as outlined in the terms and conditions of the service contract.

SERIOUS OCCURANCE POLICIES AND PROCEDURES

All transfer payment agencies that are funded or licensed by the Ministry of Children and Youth Services are responsible for the delivery of services that promote the health, safety and welfare of clients.

Service providers must comply with the ministry’s Serious Occurrence Reporting Procedures for Service Providers in reporting and responding to serious occurrences. This includes the requirement to have in place written internal serious occurrence policies and procedures for staff that must address how to identify, respond to and report a serious occurrence. Please contact your Program Supervisor for details.

YOUTH CRIMINAL JUSTICE ACT

The Youth Criminal Justice Act contains provisions which protect the privacy of young persons who have been dealt with under the Act, whether the young person is charged, found guilty, sentenced or diverted from the criminal justice system. *The Youth Criminal Justice Act* also contains provisions that protect the privacy of minor victims and witnesses of youth crime.

Under the *Youth Criminal Justice Act*, it is an offence to publish or otherwise disclose the identity of young persons in conflict with the law or any information relating to the offence or alleged offence unless the publication or disclosure is made in accordance with the provisions of the Act. As some JFY participants may be, or have been, in conflict with the law, lead agencies are expected to comply with the provisions of the YCJA in keeping the information about those youth confidential.

COMMUNICATIONS AND MARKETING

Lead agencies are required to contact the Communications and Marketing Branch of the Ministry in the early stages of developing any public documents, information, events, announcements or other public activities related to the JFY program. The branch will advise and provide guidance on the required public information protocols for the program.

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ROLES AND RESPONSIBILITY

Lead Agency

The lead agency receives funds to administer and coordinate the JFY program according to the program guidelines through a service contract with the Ministry. The terms and conditions of the service contract may change from year to year.

The lead agency is required to:

- Recruit youth and employers for the program.
- Consider youth recommended by a variety of sources (e.g. children's aid society staff, regional office staff, probation officers, school guidance counsellors) for the program.
- Recruit and hire Youth Worker Leaders to provide employment related support according to the requirements outlined by the Ministry.
- Develop and deliver pre-employment training according to the requirements outlined by the Ministry.
- Screen and match youth to placements based on their career interests, where possible.
- Manage payroll.
- Facilitate employee accommodation as necessary.
- Provide and promote a positive, supported learning environment.
- Develop and deliver post-employment supports according to the requirements outlined by the Ministry.
- Collect and report data according to the requirements outlined by the Ministry.
- Prepare and submit the final report according to the requirements outlined by the Ministry.
- Obtain and maintain workplace safety insurance and general liability insurance for the term of the service contract.
- Comply with the *Occupational Health and Safety Act*, the *Employment Standards Act* and all other applicable federal and provincial legislation, regulations and any other relevant standards.
- Comply with the *Youth Criminal Justice Act* in protecting the disclosure of information that in any way could identify a young person in conflict with the law
- Comply with the Serious Occurrence Reporting Procedures for Service Providers in reporting and responding to serious occurrences.
- Deliver the programs and services in accordance with the requirements as outlined in:
 - The legal, financial and service target data portions of the service contract;
 - The Agency Governance (formerly Board of Directors' Capacity) service description schedule;

- *Governance and Accountability: Transfer Payments to Community Agencies* framework;
- Any service/program specific guidelines provided; and
- In keeping with best practices for the delivery of services.
- Provide services that are:
 - Reflective and responsive to individual, and community strengths and needs;
 - Accountable to the individual and community;
 - Sensitive to the social, linguistic and cultural diversity of youth and aboriginal communities;
 - Staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of community partners, youth, and their families; and
 - Supported based on the individual's assessed needs and preferences, and available individual, agency, community and contracted Ministry resources.

Employer

Employers provide the employment placements for youth in the JFY program.

The employer is required to:

- Provide and promote a safe work environment.
- Provide adequate training, orientation, guidance and supervision.
- Assign meaningful tasks and promote a positive learning environment.
- Establish a protocol with the lead agency regarding visits by Youth Worker Leaders for monitoring youth on-the-job and youth/employer support purposes.
- Contact the Youth Worker Leader regarding any placement related problems or concerns.
- Maintain accurate attendance records and complete timesheets.
- Inform lead agency if a youth participant is dismissed from, or has terminated, their employment placement.
- Comply with lead agency protocols for workplace health and safety.
- Comply with the *Occupational Health and Safety Act*, the *Employment Standards Act* and all other applicable federal and provincial legislation, regulations and any other relevant standards.
- Comply with the Ministry's protocols for Serious Occurrence Reporting.
- Comply with program guidelines provided by the Ministry.

Ministry of Children and Youth Services

The Ministry establishes the program and service delivery requirements for the JFY program and provides the funding to each lead agency.

The Ministry will:

- Negotiate annual service contracts.
- Monitor program implementation and performance based on performance measures and program guidelines.
- Identify priority communities.
- Establish program guidelines.
- Establish the distribution of program funding based on placement targets among identified priority communities.
- Promote the program on Youthconnect.ca.
- Undertake program evaluation and related data collection.