

14. Intern & Earn

14.1 Background

The Santa Clara County Board of Supervisors approved implementation of an Intern & Earn Program. The program is available year-round during designated cohorts with each cohort duration being up to 8 weeks. The first week of each cohort will provide an on-boarding workshop, followed by seven weeks of On the Job Training (OJT). The initiative is designed to reduce the effects of generational poverty by providing low-income and disadvantaged youth with employment-based opportunities that foster safety, career exploration and exposure to public service. The program serves CalWORKs, CalFresh and Foster Care youth.

14.1.1 CalWIN and ECA Enrollment & Attendance

ECA

All youth participating in Intern & Earn must be enrolled in the Employment Connection Application (ECA), of which the enrollment is an initial one-time process. When enrolling youth, the Employment Counselor (EC) adds the youth's phone number and email address to the ECA record. On an annual basis, the designated EC updates the grade level, school, phone number and email address when there is a change.

Attendance for ALL youth is recorded in the ECA. [Refer to Intern & Earn procedures for detail ECA steps.](#)

Note - Path to Miscellaneous Reference Materials to above hyperlink:

https://ssaconnect.sccgov.org/ssa_departments/debs_program/Pages/reference_materials.aspx

CalWIN

CalWORKs youth participating in the workshops and internship need to be registered in CalWIN. Attendance is recorded in CalWIN. [*Refer to Intern & Earn for detailed CalWIN Steps.](#)

Note - Path to Miscellaneous Reference Materials to above hyperlink:

https://ssaconnect.sccgov.org/ssa_departments/debs_program/Pages/reference_materials.aspx

14.2 Youth Workshops

A pivotal component of the Intern & Earn Program includes the one week on-boarding workshop, which includes life skills, career development, and other job ready skills. On-boarding workshops may include:

- Career exploration and aptitude
- Educational interest
- Social norms and expectations as they relate to employment
- Financial literacy
- Public service

**Note:**

Employment events that focus on emerging job opportunities are presented at specialized youth job fairs and recruitments.

14.2.1 Outreach

Eligible youth are recruited via:

- Designated mailers
- Text messaging
- Phone, email and social media
- Referrals

Information is also provided to youths' parents/guardians. To maximize youth participation, workshops are scheduled during accessible hours after school and school breaks at the North, South and Central Employment Connection Centers.

Workshop information and schedules are available at the Employment Connection website: <https://www.sccgov.org/sites/ec/internandearn/Pages/home.aspx>

14.3 Year-Round Internship

Through engagement in annual recruitment efforts, youth may opt to participate in the annual Intern & Earn Program that is available in designated cohorts. Funding for these positions is through the Subsidized Employment Program for CalWORKs. Other funding is leveraged for non-CalWORKs youth. When youth do not meet eligibility criteria, youth are referred to community programs offered by the City of San Jose, Year Up, work2future, NOVA, or other youth program providers.

14.3.1 Employer of Record

The County of Santa Clara Social Services Agency is the employer of record and is responsible for all job development, job placement and payroll responsibilities. Positions provide up to 30 hours of work each week for up to 8 weeks at a pre-approved hourly rate.

14.3.2 Eligibility Criteria

The following aided youth are eligible:

- CalWORKs recipients: ages 16 - 18
- CalFresh recipients: ages 16 - 22
- Foster Care or former Foster Care: ages 16 - 24



Note:

ALL youth must be on aid at the time of the internship period.

14.3.3 Earnings

Earnings from Intern & Earn program are exempt from CalWORKs and CalFresh budgets as follows:

CalWORKs

[Refer to CalWORKs Handbook, "[Student Exemption \[EAS 44-111.22\]](#)" on page 27-2] for detailed policy information.

CalFresh

[Refer to CalFresh Handbook, "[Exempt Income \[63-502.2\]](#)" on page 19-12] for detailed policy information.

Non-SSA Programs

Questions not related to SSA administered programs should be referred to the appropriate agency (such as federal housing related programs).

14.3.4 Foster Care Youth

Designated staff from the Department of Family and Children's Services (DFCS) are responsible for providing ongoing case management and placement for current and former foster care youth. Under certain circumstances, collaboration between departments may be needed to resolve employment related issues.

14.3.5 Employer Relations Unit

Employer Relations (ER) staff network and build relationships with local employers including county government, private non-profit organizations and for profit employers. ER staff provide orientations to employers regarding program objectives and expectations for the paid internship. As part of the worksite development process, ER staff provide overview of program requirements to potential employers.

14.3.6 Worksite Development Process

The ER staff follows the process below for worksite development:

Step	Action
1.	Creation of Internship Worksite: <ul style="list-style-type: none"> A. Identifies potential internship employers in the private, nonprofit and government industries. B. Schedules meetings with employers to review Intern & Earn Program. C. Reviews program policies, procedures and agreements with interested employers.
2.	Worksite Agreement: <ul style="list-style-type: none"> A. Explains program objectives/guidelines and presents Intern & Earn Worksite Agreement to potential private and non-profit employers. B. Obtains signed agreement from appropriate signatory within the agency. C. Obtains certificate of insurance to verify liability and workers compensation. D. Obtains "EC Works Program Authorized Representative" SCD 2538 of authorized representative(s) who will oversee youth and sign timesheets. E. Obtains agreement and required documents in person or via DocuSign.

Step	Action
3.	Approval: A. Forwards signed agreement packet to the designated Agency Representative for approval. B. Supervisor forwards to APU.
4.	Worksite Job Order ECA Entry: A. Obtains a Worksite Request Form (job order) which includes: <ul style="list-style-type: none"> • Youth learning objectives during the internship • Plan to implement the learning experience • Job duties B. Updates ECA with Worksite Job Order information C. Opens available positions in ECA when placement begins. D. Obtains information on background check, TB testing and/or other pre-hire requirements needed. E. Creates an employer background information list.
5.	Employer Orientation: A. Compiles employer orientation binder. B. Invites all internship “site” supervisors/managers to a group orientation C. Conducts one-on-one orientation if worksite supervisor/manager cannot attend the corporate orientation
6.	Assists with Employer related issues/concerns as appropriate.

14.3.7 Employment Connection EC Staff

The ECC EC Staff provide program support for the workshops and paid internship. Program support includes program recruitment, enrollment and placement; facilitating group and/or individual orientations to inform of program requirements; curriculum development and lesson plans in a wide array of employment and life skills topics; workshop facilitation and general support to parents and employers participating in the internship.

The ECs are responsible to update and manage case records by documenting all actions, including recording attendance in ECA for ALL youth; and in CalWIN for CalWORKs youth for the internship program. Staff assists parents and youth with completing job applications and right to work documents; ensuring completion and reviewing for accuracy. Subsequently, the ECs will work with youth to determine their work interests, career goals and assist with barrier removal services (ie: providing transportation resources, job matching and placement. After internships commence, staff provides

ongoing support to interns and employers serving as liaison to maximize intern’s success, and to assists with conflict resolution and ensuring program requirements/compliance are met.

14.3.8 Intern and Earn Enrollment Placement Process

The EC follows the process below to enroll youth:

Action
<p>A. Assists youth in filling out new enrollee packet and job application documents, using “Intern & Earn checklist” (SCD 2521).</p> <p>B. Verifies authenticity of right to work documents and forwards to supervisor for review before submitting to APU.</p> <p>C. Enrolls all youth in ECA.*</p> <p>D. For CalWORKs youth, adds and schedules appropriate activity in CalWIN.**</p> <ul style="list-style-type: none"> • “Public_Youth Paid Internship”, OR • “Private_Youth Paid Internship.”
<p>E. Following orientation and sign-up, enters youth attendance in ECA with “Show” or “No Show” status.</p> <ul style="list-style-type: none"> • When youth is placed at a worksite, enters placement information. <p>F. For CalWORKs youth, Updates CalWIN Display Employment Services Participation, [Registration] status to Exempt Mandatory and Registered Volunteer.</p> <p>G. For CalWORKs youth, enters “First Day Attendance” followed by weekly “Satisfactory Progress” or “Unsatisfactory Progress” for duration of the program.</p> <p>H. Provides ongoing support to youth, employer and Admin Payroll Unit.</p> <p>I. At final week of internship, for CalWORKs youth, in CalWIN:</p> <ul style="list-style-type: none"> • Ends activity with “Completed” status, AND • Updates Registration status to status youth was in prior to Intern & Earn. <p>J. At final week, in ECA, ends internship with “Complete.”</p> <p>*Refer to Intern & Earn for detailed CalWIN Steps.</p> <p>**Refer to Intern & Earn Procedures for detailed ECA steps.</p>

14.3.9 Administrative Payroll Unit (APU)

The APU supports the Intern & Earn Program through the review and processing of enrollment applications and right to work documents; time card distribution and processing; and pay card and transportation issuances. The unit also provides support to youth and employers that require technical assistance and wage inquiries. All on-boarding and wage payments are a collaborative effort between the APU and Financial Management Services (FMS).

14.3.10 New Enrollee Packet Review Procedures

APU coordinates with FMS to enroll youth in Intern & Earn program as follows:

Step	Who	Action
1.	APU Staff	<p>A. Receives new enrollee packet from appointed supervisor and adds client information to Intern & Earn Master spreadsheet located in the S-Drive.</p> <p>B. Reviews for completeness and accuracy.</p> <p>C. If not approved, states reason(s) and returns placement paperwork to EC Supervisor to be corrected. Or If approved, forwards to other Payroll Unit staff for crosschecking.</p> <p>D. Adds client information to Intern & Earn master spreadsheet located in the S-Drive.</p> <p>E. Scans forms and forwards to FMS.</p> <p>F. Forwards Intern & Earn packets (W-4, DE-4, I-9, Aline Enrollment) to clerical to scan into IDM.</p> <p>G. Forwards original documents to ECC Clerical to create a file.</p>
2.	FMS	<p>A. Adds client in ADP Workforce Now and ADP PAT for ALINE Card.</p> <p>B. Enters Employee File Number into Master Excel spreadsheet.</p> <p>C. Notifies Administrative Payroll Unit when ALINE Cards are ready for distribution.</p>

Step	Who	Action
3.	APU Staff	<p>A. Creates timesheet template for each client and saves under assigned Administrative Payroll Staff folder in the S-drive.</p> <p>B. Facilitates DocuSign Timesheet Tutorial Workshop, which includes:</p> <ul style="list-style-type: none"> • Survey Monkey • Overview of timesheets expectations, deadlines and paydays • DocuSign Timesheet Instructional Tutorial • Give overview, distribute and assist in activating Aline Card • Distribute buss pass <p>C. Designated Bus Pass Analyst issues bus pass and obtains signed receipt.</p> <p>D. Designated Aline Card Analyst organizes and issues cards to respective Employment Counselors, ensuring that all cards have a signed receipt.</p>

14.3.11 DocuSign Timesheets

Youth time capture is managed through DocuSign by the APU unit. Each youth has a designated timesheet with individual employee information recorded on it. Payroll will run on a bi-weekly basis and timesheets will be distributed during the second week of the pay period. All youth will be provided with calendar due dates and pay dates.

Below are APU procedures for sending and receiving timesheets.

Step	Action
1.	<p>Prepare Timesheet for DocuSign:</p> <p>A. Verify correct file number, employee name, start/end dates and CalWIN case number.</p> <p>B. Enter correct pay period date.</p> <p>C. Verify Aid Code in CalWIN and enter the Aid Code on timesheet.</p> <p>D. Save in corresponding pay period folder on S-Drive.</p>

Step	Action
2.	<p>Send Timesheet via DocuSign:</p> <p>A. Select “Start A New Envelope.”</p> <p>B. Upload youth’s pre-saved timesheet and complete routing information with youth, supervisor, Associate Management Analyst (AMA) and EC email addresses. Note: Include sick leave balance, if applicable.</p> <p>C. Send and check client name off log sheet.* *Note: AMA will maintain a caseload log of all assigned interns.</p>
3.	<p>If Received by Wednesday as required:</p> <p>A. Review for accuracy.</p> <p>B. Forward to counterpart for secondary review.</p> <p>C. If approved, forward to FMS on Friday.</p> <p>D. If corrections are needed, contact Intern or Supervisor to discuss and revise as needed.</p> <p>If Not Received:</p> <p>A. Follow up with intern or supervisor to provide technical assistance or notify EC that timesheet has not been completed and signed by all signatories to seek assistance.</p>
4.	<p>A. Ensure all approved timesheets are signed in DocuSign.</p> <p>B. Forward timesheets to FMS for review and for wage payment.</p>

14.4 Forms

14.4.1 SCD 2521

The “Intern & Earn checklist” (SCD 2521) is used as a guideline to ensure that all appropriate documents are obtained.

14.4.2 SCD 2526

The “Intern & Earn Participant Application” (SCD 2526) is completed by the youth.

14.4.3 SCD 2527

“Intern & Earn Time Sheet” (SCD 2527) is completed bi-weekly by the youth and worksite supervisor.

14.4.4 SCD 2528

The youth is required to complete the “Intern & Earn Payday Acknowledgment of Pay Schedule” (SCD 2528) to acknowledge accurate the requirement to accurately track and complete work hours on the timesheet.

14.4.5 SCD 197

The “Confidentiality Agreement” (SCD 197) is required to be completed by the youth to acknowledge that any confidential information encountered in the course of the job assignment must be kept confidential.

14.4.6 SCD 2529

The “Client Emergency Information Card” (SCD 2529) is used to collect youth’s emergency contact information.

14.4.7 SCD 2538

“EC Works Program Authorized Representative” (SCD 2538) is used to obtain name, title and email address of authorized representative(s) who will oversee youth and sign timesheets.

14.4.8 Pre-designation of Personal Physician form

Refer to [Workers Compensation Predesignation form](#).

Note: Path to SSA form’s Library:

<https://ssaconnect.sccgov.org/ssaforms/Pages/default.aspx>

14.4.9 Media Release form

Refer to [Media Release form](#).

Note: Path to Agency Office (AO) policy/form’s:

<https://ssaconnect.sccgov.org/AO/Pages/home.aspx>

14.5 Supportive Services

Eligibility for supportive services is as follows:

- Youth who are active on CalWORKs cash aid are eligible for ancillary payments to support their participation in Youth Employment Services.
- Youth are eligible for Transportation payments.

