



January 5, 2023

EASTERN CAROLINA LOCAL AREA ISSUANCE NO. 2022-07

SUBJECT: Job Shadow Policy for WIOA Title I Youth/Young Adult Participants

PURPOSE: To transmit policy on Work Experience (WEX) Job Shadowing category under Workforce Innovation and Opportunity Act (WIOA) and rescind Eastern Carolina Local Area Issuance No. 2021-09 dated December 17, 2021.

BACKGROUND: WIOA identifies four categories of work experience: (1) summer employment opportunities and other employment opportunities available throughout the school year; (2) pre-apprenticeship programs; (3) internships and job shadowing; and (4) on-the-job training (OJT) opportunities as defined in WIOA Section 3(44) and in 20 CFR § 680.700. This policy will focus on the job shadowing category.

Job shadowing is a work experience option where youth/young adults learn about a job by walking through the workday as a shadow to a competent worker. The job shadowing work experience is a temporary, unpaid exposure to the workplace in an occupational area of interest to the participant. Youth/Young Adults witness firsthand the work environment, employability and occupational skills in practice, the value of professional training, and potential career options. A job-shadowing experience can be anywhere from a few hours to a day, to a week or more.

Job shadowing is designed to increase career awareness, help model youth behavior through examples, and reinforce in the youth/young adult the link between academic classroom learning and occupational work requirements. It provides an opportunity for youth/young adults to conduct short interviews with people in their prospective professions to learn more about those fields. Job shadowing can be thought of as an expanded informational interview. By experiencing a workplace first-hand, youth/young adults can learn a great deal more about a career than through research in print publications and on the Internet.

ACTION: **All WIOA Title I Service Providers are to comply with the attached WIOA Job Shadow Policy (Attachment A) for all WIOA Title I Youth/Young Adult participants. All job shadow documents must be uploaded into NCWorks Online and the job shadow and any awarded incentives must be part of the Individual Service Strategy (ISS).**

EFFECTIVE DATE: Immediately

EXPIRATION DATE: Indefinite

CONTACT: Executive Director

DISTRIBUTION: All WIOA Title I Youth Service Providers

Tammy L. Childers, Executive Director

Attachments: A-Job Shadow Policy B-Host Employer Enrollment Form C-Participant Job Shadow Handbook

1341 South Glenburnie Road • New Bern, NC 28562
(252)636-6901 voice (252)638-3569 fax email:admin@ecwdb.org
An Equal Opportunity/Affirmative Action Employer

Job Shadow Policy

General

All job shadow work experience activities within the Eastern Carolina Local Area (LA) will follow the guidelines as outlined in these procedures.

Work experience is a planned, structured learning activity that takes place in a workplace setting for a limited period of time. Work experience is paid or unpaid and may include but is not limited to internship and job shadowing. Job shadows are a career exploration and one of the fourteen required elements made available to youth/young adult participants providing one-on-one time with an employee. The participant will observe daily activities and can ask questions about the job and the industry. The job shadow allows the participant to determine career compatibility and responsibilities.

All WIOA Title I eligible youth/young adult participants, based on identified needs by an objective and comprehensive assessment, including, but not limited to assessments of basic skills, prior work experience, employability, occupational skills, supportive service needs, interest and aptitudes may participate in a job shadow work experience, if it is determined that a participant would benefit from this service. Individuals that may be determined to have a need may include but is not limited to those with little to no work experience, individuals with occupational skills training but no work experience in a specific occupation/career, and individuals that need career exploration. All information including assessment information and goals must be included in the Individual Services Strategy (ISS) and all documents related to the job shadow activity must be uploaded in NCWorks Online.

WIOA Title I Youth/Young Adult participants are allowed to do up to two job shadow activities. These job shadow activities may be done as an in-person job shadow or a virtual job shadow.

Incentives may be awarded to youth/young adults that successfully complete job shadow activities (*please refer to the youth incentive policy*). WIOA Title I Youth programs are required to allocate 35 percent of funds for providing work experience. Job shadowing is an unpaid work experience, but the awarded incentive and staff time spent developing and monitoring this activity does count toward the work experience expenditure requirement. These opportunities should be related to the participant's career pathway and/or interest based on assessment results. WIOA Title I Youth Service Providers must track the time they spend on job shadow work experience the same way it is tracked for subsidized work experience.

Host Employer Enrollment

WIOA Title I service providers will recruit employers to serve as host employers for job shadowing activities. Employers will complete a host employer enrollment form (**Attachment B**) that provides company and contact information as well as availability for job shadowing activities. As with all work experience activities, the WIOA Title I service provider will provide the necessary insurance coverage for participants engaged in work experience activities.

In-Person Job Shadowing

In-person job shadows should be arranged by the career advisor in conjunction with a business in the community. The career advisor must have the business complete the host employer enrollment form. The host employer may have questions regarding their responsibility as a host employer. Host employers are being asked to provide the wisdom of their experience and share valuable knowledge that they have gained over time in their position. Examples of talking points to share with the host employer are: *What you do (task, equipment/tools used, typical day, what they like most/least about job); What your work day is like (hours/overtime, licensing/certification/education requirements, communication skills, history of industry, why they chose this field); Earnings (salary range, fringe benefits, retirement); How it affects your personal life (family time, leisure time, health, transferrable skills)*. These talking points will help the host employer prepare for the job shadow. Career advisors should make every effort to match participants with job shadows that are driven by the participant and their personal employment/career goals.

Virtual Job Shadowing

Virtual job shadows may be done using the virtual job shadow software. Career advisors should work with participants to ensure that the virtual job shadow matches their personal employment/career goals. Participants must complete all assignments associated with the virtual job shadow.

Job Shadow Program – Host Employer Enrollment Form

The WIOA Title I Job Shadow Program provides Youth/Young Adult participants the opportunity to explore career paths and options, experience a professional work environment, connect with professionals in their career field of interest, and observe skills and job tasks related to their career field of interest. Employers interested and willing to participate in the WIOA Title I Job Shadow Program can register by completing the following form.

Please provide your contact information:

Company Name: _____
 Company Address: _____
 Contact Person: _____
 Job/Position Title: _____
 Phone Number: _____
 Email: _____

Industry: ☐ Aerospace & Aviation ☐ Hospitality & Tourism
☐ Construction & Skilled Labor ☐ Manufacturing
☐ Health Science ☐ Transportation, Distribution & Logistics
☐ Other (please indicate) _____

AVAILABILITY:

Do you have any particular restrictions that would make certain days of the week less ideal to host a participant for job shadowing?

Are you interested in hosting more than one participant? ☐ Yes ☐ No

If so, would you prefer to host the participants ☐ together or ☐ on different days?

Please indicate the career interest of participants you would like to host?

Please Read the following and sign at the end.

General Information:

1. This job shadowing program requires no program fees from host employers.
2. The host employer will inform the WIOA Title I service provider if they require a background check for participants.
3. The WIOA Title I youth/young adult participant will be responsible for their own transportation and food.
4. This is not an internship or co-op, which indicate college credit or pay.
5. The primary goal is to match participants with host employers for career exploration.

Process:

1. Participant/Host Employer matches will be made based on availability of host employers and based on participant career path/goals/interest.
2. Participants only receive host employer information after a match has been made.
3. Matched participants are encouraged to research the business with which they have been matched.
4. Participant(s) will receive the point of contact's information for the host employer so they can call the host employer by phone to clarify any details of the schedule and job shadowing logistics (such as parking, attire, etc.) prior to the day.
5. Participants are provided information about expectations and norms of a professional work environment (communication, attendance, appropriate behaviors, etc.) prior to matching process.

Please sign below indicating you have read the above information.

Host Employer Signature: _____
 Host Employer Name Printed: _____
 Date: _____

Please return document to:

PARTICIPANT JOB SHADOW HANDBOOK

Participant Name: _____

Participant Employment Goal/Career Pathway: _____

Job Shadow #1

☐ In Person *For in person job shadow please complete host employer information* ☐ Virtual

Host Employer Name: _____
 Host Employer Address: _____
 Host Employer Point of Contact: _____
 Host Alternate Contact: *if applicable* _____
 Host Employer Telephone Number: _____
 Date(s) of Job Shadow: _____
 Time(s) of Job Shadow: _____
 Position/Career Shadowed: _____

Job Shadow #2

☐ In Person *For in person job shadow please complete host employer information* ☐ Virtual

Has your employment/career goal changed since your first job shadow? ☐ Yes ☐ No

If yes, what is your employment/career goal now? _____

Host Employer Name: _____
 Host Employer Address: _____
 Host Employer Point of Contact: _____
 Host Alternate Contact: *if applicable* _____
 Host Employer Telephone Number: _____
 Date(s) of Job Shadow: _____
 Time(s) of Job Shadow: _____
 Position/Career Shadowed: _____

Contents

What is a Job Shadow?	2
Tips for the Workplace	2
Developing Questions for Host Employer	2
Job Shadowing Journal	3
Evaluating the Job Shadow	4
Job Shadow Verification Sheet	5
Thank you to Host Employer	5

What is a Job Shadow?

Job shadowing is a work experience where an individual observes and learns about a job by walking through the workday as a shadow to a skilled and competent employee. The experience is planned for and structured with the goal of observing behavior and situations, engaging in interactive questions and answers, and experiencing the link between learning and practice. Job shadowing may be anywhere from a few hours to a day depending on the job or activity.

Tips for the Workplace

Whether you are participating in a job shadow or you are seeking employment, appropriate behavior is important in the workplace. The following tips will help you to be successful in the workplace.

- Be punctual
- Address personal hygiene: cleanliness, fresh breath, etc.
- Dress for success
- Have a positive attitude (smiling is contagious)
- Honesty is the best policy
- Be dependable
- If you do not understand something, ASK questions, or ASK for help
- Take initiative
- Put forth your best effort at all times
- Challenge yourself
- Be dependable
- Be self-disciplined
- Welcome constructive criticism

Developing Questions for Host Employer (in person job shadow)

The career advisor should work with the participant to develop questions to ask the host employer. Below are a few examples of questions to ask the host employer.

- What type of education and training prepared you for this career field?
- What type of education and training would you recommend for someone just starting out in this career?
- What types of skills are necessary for succeeding in this career?
- How has this career field changed since you started?
- How did you know this was the right career for you?
- What other careers or industries could you work in with your education and experience?
- What do you see as the biggest changes that have happened in this career field?
- How has technology changed this career?
- What kind of technology do you use to do your job?
- How did you get your current job?
- What is your exact job title, and how long have you been in the job?
- What do you like most about your job?
- Can you describe a typical day at your job?
- How much are you required to work outside normal business hours?
- What are some of the biggest challenges you face in your job?
- How is your work-life balance with your job?
- What is the most valuable reward you receive from working in this industry?
- What is the most valuable lesson you have learned in this job?
- What advice do you have for someone considering this career?
- What types of summer jobs or internships should I seek out as I continue my education?
- What does your employer or employers in general in this field look for in jobseekers?
- What is the employment outlook for this career field?
- How much demand is there for entry-level jobseekers?
- Is there anything else that I have not seen today, or that we have not talked about, that you think is important for me to know as I continue my quest for the ideal career?

Job Shadowing Journal

Participants must complete this journal sheet and return it to the career advisor within three (3) business days following the completion of the job shadowing activity. A separate job shadowing journal must be completed for each job shadow.

☐ In Person ☐ Virtual

Host Employer Name: _____

Host Employer Address: _____

Host Employer Point of Contact: _____

Host Alternate Contact: *if applicable* _____

Host Employer Telephone Number: _____

Date(s) of Job Shadow: _____

Time(s) of Job Shadow: _____

Position/Career Shadowed: _____

Please complete this journal to describe your visit to the job shadowing location. Add a separate sheet of paper if additional space is needed.

Describe what you observed, include interesting things you learned, your overall thoughts and feelings

1. during your job shadowing experience.

2. Is this still a career you are considering or would consider pursuing and why or why not?

3. Aside from your host employer contact, what other individuals did you work with during your job shadow experience?

4. What did you find out about the education and/or training necessary to enter this career?

5. What are the dress code expectations/requirements in this type of job?

6. For success on this job, the employer would look for someone with what type of:

Attitude/Personality: _____

Interests: _____

Abilities/Skills: _____

7. What is the customary starting salary for someone in this position?

8. What did you like most about this career?

9. What did you like least about this career?

Evaluating the Job Shadow

Job Shadow Evaluation

Thank you for participating in the job shadow component of the WIOA Title I Youth Program. Please help us evaluate the experience by responding to the following items. The information you provide will be helpful in improving our program. Indicate by checkmark (✓), Low, Fair or High for each of the comments/questions below.

(Low = Strongly Disagree Fair = Somewhat Agree High = Strongly Agree NA = Not Applicable)

<input type="checkbox"/> In-Person Job Shadow <input type="checkbox"/> Virtual Job Shadow

Comment/Question	Low	Fair	High	NA
Able to observe occupation that interested you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Had enough time to ask appropriate questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The entire worksite was toured	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job shadowing experience was helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate your experience?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gained basic understanding of qualifications for industry/position	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Host employer was welcoming and helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend others participate in job shadowing activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Virtual job shadow was easy to access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Virtual job shadow provided valuable career information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional comments:				

Job Shadow Verification Sheet

Job Shadow Verification Sheet

Please Record Dates and Hours

☐ In Person

Date	Time In	Time Out	Hours
Total Hours:			

By signing this form, I verify that the above documented hours are accurate and that I have completed the job shadowing requirements.

Participant Signature: _____ Date: _____

By signing this form, I verify that the youth/young adult observed daily activities and learned about a particular occupation during the date(s) and time(s) indicated above.

Host Signature: _____ Date: _____

☐ Virtual

Date	Time In	Time Out	Hours
Total Hours:			

By signing this form, I verify that the above documented hours are accurate and that I have completed the job shadowing assignments and requirements.

Participant Signature: _____ Date: _____

By signing this form, I verify that the youth/young adult has completed all job shadowing assignments as required.

Career Advisor Signature: _____ Date: _____

Thank you to Host Employer (in person job shadow)

After you complete the job shadow, please show your appreciation by writing a thank you card/letter to the host employer. Career advisor should work with participant to write a thank you card/letter to the host employer. Below are some suggestions of things that should be included in the thank you card/letter to the host employer.

The thank you card/letter should include the following:

- Host name and title.
- Thank your host for the opportunity to do the job shadow.
- Describe some of the things you learned as a result of the shadow experience.
- Add any additional comments you have.
- Your name