



YouthBuild Handbook

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What Is YouthBuild Omaha?

YouthBuild Omaha assists participants ages 16 to 24 who are looking to make a life change and obtain their GED, gain construction skills and, ultimately, become self-sufficient, engaged citizens. The YouthBuild Omaha program allows participants to simultaneously serve their communities while building their own futures.

The YouthBuild Omaha program has four areas of focus:

1. Career Exploration, Planning and Action

- Personalized plan for growth while in the program
- One-on-one case management
- Job shadowing and internship opportunities
- Post-secondary resources

2. Construction Training

- Build houses for Habitat for Humanity
- Learn how to work in a team environment
- Better neighborhoods while doing community service

3. GED Classes

- Attend on site GED classes through Metro Community College
- Personalized academic plan

4. Leadership and Life Skills Classes

- Asset building for participants
- Offering a support system within the program as well as networks to the community
- Speakers and leadership opportunities

How To Become Part of YouthBuild Omaha

The following prescreening steps will be addressed with students prior to their entering the intake process:

Step One: Referral Form

The referral form assists in determining the participant's needs and barriers. Any young person interested in applying for YouthBuild Omaha will need to find a community agency or community member who will support them during their time in the program, and that person must complete the referral form.

Possible agencies that may make referrals include Health and Human Services (HHS), juvenile or adult probation, Workforce Investment Act of 1998 (WIA), and schools.

A referral may also be made by a concerned community member. The organization or concerned community member will be asked to remain involved in the participant's progress throughout the program (*Appendix A*).

Step Two: YouthBuild Omaha Application

YouthBuild Omaha selects candidates who are eligible under the Department of Labor (DOL) regulations, as well as those who show a level of commitment and readiness to change.

Any young person wishing to apply to YouthBuild Omaha must complete a YouthBuild application. This application will assist Goodwill Omaha's YouthBuild team in determining a candidate's eligibility, as well as identify their immediate needs.

The application will also assist in determining if and which preliminary steps will need to be taken prior to the candidate's enrollment in the YouthBuild Omaha program (*Appendix B*).

Step Three: Addressing Basic-Needs Barriers

YouthBuild Omaha believes that participants need stability in their daily lives to begin to make the life changes necessary to become self-sufficient, engaged citizens. For these reasons, we will address basic-needs barriers before accepting a candidate into the YouthBuild Omaha program.

The following are examples of addressing basic-needs barriers:

- Establishing a stable living environment
- Addressing all pending legal issues
- Establishing community support

- Identifying reliable transportation
- Establishing reliable childcare
- Addressing any other issues or concerns that may arise

The YouthBuild Omaha team will address basic-needs barriers individually with each candidate during this phase of the pre-intake process.

One Step Closer to Joining YouthBuild Omaha

The intake process is the next step for a young person interested in joining YouthBuild Omaha. Outlined below are several steps a candidate will be required to complete during the intake process.

Community Service

Young people who wish to enroll in YouthBuild Omaha will be required to complete 50 or more hours of community service. These hours must be unpaid and unlinked to other services. For example, someone who is required by the courts or HHS to complete community service cannot count those hours for YouthBuild Omaha. Community service hours will be logged on time sheets. If additional time sheets are needed, contact the YouthBuild Omaha coordinator.

Community Support

Additional supports are vital to a participant's success in YouthBuild Omaha, and a community referral is required as part of the application process. The concerned party will be listed on the candidate's emergency contact form, and should concerns arise, that person will be contacted.

Eligibility Criteria

Eligibility criteria. Except as provided in Paragraph B of this section, an individual is eligible to participate in a YouthBuild program if they are:

1. Not less than the age of 16 and not more than the age of 24 on the date of enrollment
2. A school dropout or an individual who has dropped out of school and has subsequently reenrolled
3. Is one or more of the following:
 - i. A member of a low-income family
 - ii. A youth in foster care
 - iii. An offender
 - iv. A youth who is an individual with a disability
 - v. The child of a current or formerly incarcerated parent
 - vi. A migrant youth

Exceptions. Under this section, not more than 25% of the participants in a program may be individuals who do not meet the requirements of Paragraph A, Number 2 or 3 of this section, if such individuals:

4. Are basic-skills deficient, as defined in §688.120, despite attainment of a secondary school diploma or its recognized state equivalent, including recognized certificates of attendance or similar documents for individuals with disabilities

5. Have been referred by a local secondary school for participation in a YouthBuild program, leading to attainment of a secondary school diploma if such referral is to a YouthBuild program offering a secondary school diploma

Eligibility Documentation

A candidate must provide required eligibility documentation that proves the following:

- Citizenship (an original birth certificate, a passport, certificate of citizenship, etc.)
- Age (original birth certificate, passport, state-issued photo ID)
- Current residence (state-issued photo ID, a bill or other piece of postmarked mail)
- Disability (IEP and verification forms approved professional)
- Worker status (probation or verification from state social worker)
- Size of family
- Income (pay stub, letter of cash welfare from SSI, SSDI, unemployment, etc.)
- Valid photo ID (school, military or state-issued ID)
- Social Security Number (Social Security card)
- Veterans status (letter from military institution)
- Selective Service compliance (age 18 or older)
- School status (recent TABE scores and educational records)
- Other supporting documentation as requested by YouthBuild Omaha staff

File Documentation

Candidates will need to fully complete the following intake-specific forms:

- Emergency Contact Information Form (*Appendix C*)
- Individual Development Plan (IDP) (*Appendix D*)
- Confidential Release of Information (*Appendix E*)
- Projected Budget Summary (*Appendix F*)
- Community Support Documentation (*Appendix A*)
- Commitment Contract (*Appendix D*)

Individual Development Plan

The individual development plan (IDP) is designed to serve as a guide for a participant's action plan during their time with YouthBuild Omaha. Each participant will develop an IDP with the assistance of Goodwill's YouthBuild Omaha team.

YouthBuild Omaha program goals are outlined in the IDP, and the goals should consist of long- and short-term outcomes. Goodwill's YouthBuild Omaha team will review the IDP regularly and update it as goals are met and the plan needs revision.

Upon completing all necessary paperwork and community service hours, as well as providing all required documentation, the candidate should be considered for enrollment into the YouthBuild Omaha Program (Appendix D).

Service Priority for Individualized Services and Training Services

Priority of service¹ is not an eligibility criterion; rather, it is a means to ensure emphasis on providing services to higher-need populations. However, inclusion in a priority group does not bypass Workforce Innovation and Opportunity Act (WIOA) eligibility requirements.

“Priority of service” means that veterans and their eligible spouses are given priority over noncovered people to receive employment, training and placement services provided under a qualified job training program.

Veterans Priority of Service

Veterans under WIOA § 3 (63)(A) receive priority of service for all USDOL-funded programs as described in the Jobs for Veterans Act (38 U.S.C. 4215 (2)), meaning that priority must be given to veterans and eligible spouses for adult, dislocated worker and youth programs.

According to TEGL 10-09, veterans and eligible spouses, including widows and widowers as defined in the statute and regulations, are eligible for priority of service. The Final Rule requires that the broad definition of “veteran” found in 38 U.S.C. 101(2) be used. Additionally, “eligible spouse” is defined in section 2(a) of the Jobs for Veterans Act.

Implementing Priority of Service in WIOA Adult Programs

Implementing priority means that these individuals receive services earlier in time or instead of nonpriority individuals. Veterans and the eligible spouses of veterans who otherwise meet the eligibility requirements for adult programs must receive the highest priority for services.

For adult programs, WIOA priority and veteran priority categories should be merged and provided in the following order:

1. First, to veterans and eligible spouses who are also recipients of public assistance, low-income individuals or basic-skills-deficient. Military earnings are not to be included as income for veterans and transitioning service members.

¹ **NOTE:** Individuals with disabilities are not automatically included in a priority category solely on the basis of disability. However, individuals with disabilities are considered a family of one for income determination purposes, which usually (but not always) indicates their status as low-income. Additionally, receipt of SSI would qualify an individual as a recipient of public assistance and meets the definition of low-income detailed below, thus placing that individual in a priority category.

2. Second, to individuals who are not veterans or eligible spouses who meet WIOA priority criteria
3. Third, to veterans and eligible spouses who are not included in WIOA's priority groups.
4. Last, to individuals outside the groups given priority under WIOA but who still meet the eligibility criteria.

You're In! How Will YouthBuild Omaha Benefit You?

Incentives and Stipend

YouthBuild Omaha participants are eligible for a biweekly performance-based stipend. This stipend is earned in several different ways and is based on the "Point Tracking Sheet." The following categories will be reviewed:

1. Attendance
2. Peer interactions
3. Conduct
4. Follow-through

As participants advance through the program, they have an opportunity to earn a higher stipend or wage. Below is a chart of daily stipend amounts.

YouthBuild Omaha Stipend Levels			
	LEVEL ONE	LEVEL TWO	LEVEL THREE
Max Earning Per Day	\$18.20	\$20.70	\$23.20
Paycheck Amount	\$182.00	\$207.00	\$232.00

Participants must meet a total of eight points per day to obtain the full daily stipend. Incentives are also earned for perfect attendance (10 consecutive days).

Points System

YouthBuild Omaha uses a behavior modification point system designed to shape behaviors and thought patterns among participants. The point system is designed to reward the behaviors of each participant as they meet program expectations. The rewards focus on individual biweekly, short-term goals rather than long-term goals. The YouthBuild Omaha team completes a biweekly point sheet that documents the progress and completion of each participant's daily goals (*Appendix G*).

The YouthBuild Omaha point system focuses on four basic measures:

1. Attendance
2. Peer interactions
3. Conduct
4. Follow-through

Participants earn anywhere from zero to two points in each listed area, and a total of eight points per day is possible.

Participants are responsible for tracking, updating and providing their completed point sheets to the YouthBuild Omaha team. If a participant's point sheet is incomplete, then they will not be eligible for the biweekly stipend.

2 Points: (Strong Skills)

The participant met all outlined criteria and accomplished desired behaviors.

1 Point: (Average Skills)

The participant met most of the outlined criteria to accomplish desired behaviors.

0 Points: (Weak Skills)

The participant did not meet outlined criteria to accomplish desired behavior, or the participant was not present. Any absence, excused or unexcused, will result in zero daily points.

The following are the behaviors participants will be measured by for performance:

Attendance

- Was on time and ready to work
- Completed all daily activities
- Appropriately dressed and groomed
- Actively participated in daily activities

Peer Interactions

- Asked questions, and contributed to discussions
- Demonstrated positive peer interactions and displayed leadership abilities
- Actively redirected negative peer interaction and promoted team building
- Exhibited positive behavior and built healthy peer relationships

Conduct

- Used professional language and grammar
- Demonstrated positive stance to staff and peers
- Did not use profanities and or use verbal threats
- Conducted self in a confident, positive manner

Follow-Through

- Demonstrated growth and development on IDP
- Sought ways to improve long and short-term goals
- Completed assigned tasks on time
- Worked with integrity and displayed a positive attitude

Points Needed to Obtain Daily Stipend Amounts

- 8 points will earn the full stipend amount
- 3 points will earn 75% of the daily stipend amount
- 2 points will earn 50% of the daily stipend amount
- 1 point will earn 25% of the daily stipend amount
- 0 points will earn no daily stipend

Highest Points Award

The participant with the highest biweekly points total will receive an additional \$25 stipend for the pay period. Participants who do not have perfect attendance will not be eligible for this bonus stipend.

Miscellaneous

Other stipends may be available at the discretion of the YouthBuild Omaha team. These stipends are meant to encourage and promote positive behavior and goal obtainment, and they are based on the same measures as the points system. A minimum of \$200 will be paid to each participant biweekly for a living allowance.

How Can You Earn Level Advancements?

YouthBuild Omaha uses a system of level advancements to assist participants in accomplishing their goals as outlined in their IDP, with the long-term goals of obtaining a GED and finding employment. There are three levels in the system, and, as participants advance levels, so do their responsibilities and incentive opportunities.

For each level, a participant must demonstrate educational advancement, work readiness goals, positive peer interaction and appropriate conduct. The participant is responsible for managing their own level advancement. Once a participant feels they are ready to advance a level, they may request a level-advancement meeting with the YouthBuild Omaha team. Participants may request these meetings at any time.

During the level-advancement meeting, the YouthBuild Omaha team will review with participants their progress toward their IDP goals, biweekly “Point Tracking Sheets” and other documentation. Based on their progress in these areas, participants may be eligible for level advancement (*Appendix H*).

Basic Criteria for Level Advancement ²			
	LEVEL ONE Goals	LEVEL TWO Goals	LEVEL THREE Goals
Attendance	<ul style="list-style-type: none"> Participant displays 90% or better attendance for two or more weeks. Participant demonstrates effort in daily activities. 	<ul style="list-style-type: none"> Participant displays 95% or better attendance for four or more weeks. Participant demonstrates effort in daily activities. 	<ul style="list-style-type: none"> Participant displays 96% or better attendance for six or more weeks. Participant demonstrates effort in daily activities.
Conduct	<ul style="list-style-type: none"> Participant has followed all YouthBuild classroom/ construction site rule. 	<ul style="list-style-type: none"> Participant has followed and addressed all YouthBuild Omaha classroom and construction site rules. 	<ul style="list-style-type: none"> Participant has followed, addressed and understands the purpose of all YouthBuild classroom and construction site rules.
Follow-Through	<ul style="list-style-type: none"> Participant has completed 75% of Level One goals. 	<ul style="list-style-type: none"> Participant has completed 87% of Level Two goals. 	<ul style="list-style-type: none"> Participant has completed all Level Three goals.
Peer Interactions	<ul style="list-style-type: none"> Participant demonstrates positive peer interactions on a daily basis. 	<ul style="list-style-type: none"> Participant demonstrates positive peer interactions and addresses negative peer behavior on a daily basis. 	<ul style="list-style-type: none"> Participant demonstrates positive peer interactions and addresses negative peer behavior on a daily basis.

² Criteria for level advancement are listed in the IDP. The IDP details level goals, projected outcomes, and other pertinent information. It is the participant's responsibility to track their progress in the YouthBuild Omaha program.

What Are YouthBuild Omaha's Rules?

Rules and Regulations

Alcohol, drugs, paraphernalia and weapons are prohibited

If a Goodwill or YouthBuild Omaha team member suspects you are under the influence of drugs or alcohol, you will be immediately dismissed from class. **YouthBuild Omaha is a drug-free workplace.** Failure to comply could result in a participant's dismissal from the program.

Each participant is responsible for self-first

Self-responsibility includes daily attendance and arriving to sites on time and appropriately (including breaks and lunches).

Readiness

- When participants clock in at the site area, they should be ready to work.
- All electronics are turned in to YouthBuild Omaha staff during work hours.
- Sleeping, fighting, loud talking, mocking, intoxication, and foul or derogatory language are prohibited.

Supplies

- Books and computers are supplied.
- **DO NOT** write in books. **DO NOT** tear or rip pages.
- Use computers for designated learning activities.

Group participation

- Each participant possesses a valuable wealth of knowledge to share with other participants.
- Always be courteous and respectful toward each other.
- Allow each participant to speak without interruption.

Dress

- Clothes that are too big, too small, too short, too baggy or too tight diminish the YouthBuild Omaha philosophy.
- Wear appropriate-fitting clothing and footwear.
- Hats are allowed on construction sites only.
- No tank tops, halter tops, Daisy Duke shorts, muscle shirts, ripped/torn clothes.
- No flip flops, slippers or house shoes.
- No do-rags.

Children

- No children, family members or friends are permitted in the classroom or on jobsites.
- Near participants' completion of our program, Goodwill Omaha may host an open campus day when friends and family will be welcome.

Personal belongings and valuables

- Participants are responsible for their personal belongings.
- Do not ask staff members or other participants to watch your materials.
- Cellphones, tablets, pagers, beepers, video games and any other electronic devices must be turned off in the classroom and on the construction site.
- You may use these devices during your break.
- Failure to comply will result in the loss of this privilege for everyone.

Food and drinks

- Goodwill Omaha recommends that each participant has a water bottle.
- If you bring a soft-drink, please have a cap or lid for it.
- You are responsible for cleaning up after yourself. If this becomes a problem, the privilege will be lost for everyone.

Breaks

- Breaks will be determined by the instructor.
- Participants are responsible for taking breaks in the designated areas and cleaning up after themselves.
- Failure to return from a break on time will result in your loss of this privilege.

Use of classroom computers

- Classroom computers are another tool we use for learning.
- Do not abuse your computer privileges.
- No drinks or snacks are permitted on the computer table.

Severe weather

- YouthBuild Omaha will follow [Omaha Public Schools' severe weather policy](#).
- Please watch the news or listen to the radio for late starts or full snow days.

Construction Site Safety Guidelines

Rules at Construction Sites

1. Participants **MUST** wear seatbelts while riding in the YouthBuild Omaha van.
2. Participants **MUST** wear hard hats whenever someone is working above them.
3. Participants **MUST** wear safety glasses at all times when using power tools.
4. If you do not feel comfortable with an assigned task, **STOP!** Let a YouthBuild Omaha supervisor know, and they will resolve the issue.
5. If you are unsure about how to complete a task correctly, ask a YouthBuild Omaha supervisor for clarification
6. **NO** horseplay.
7. **NO** swearing.
8. **NO** alcohol or illegal drugs.
9. **NO** smoking on worksites.

Procedures

1. Pull all nails from pieces scrap of wood immediately.
2. Keep the construction site clean and safe.
3. If you see something you consider unsafe, talk to a YouthBuild Omaha supervisor.
4. Return tools to their proper place.
5. Never enter a ditch or hole without approval from a YouthBuild Omaha construction supervisor.
6. Do not lift beyond your strength. Get a partner. Lift with your legs by squatting and using your legs to stand as you lift, keeping your back straight.
7. Pay attention to what you are carrying to ensure that you do not hit someone or something.
8. If your or another YouthBuild Omaha participant is injured, tell a supervisor immediately.
9. Be sure to concentrate on what you are doing — accidents happen quickly!
10. The first aid kit is located on the shelf just inside the SAM storage container.
11. When working on a ladder, be sure the braces are locked, all four legs are firmly on the ground, and someone is holding the ladder steady while you work from it. Never leave a tool/fastener/material unattended on top of a ladder or roof.
12. In the event of a fire:
 - a. If the fire is in the house, use the nearest exit (door or window) and move directly across the street from the house
 - b. If the fire is in the SAM, get out right away and move behind the house.
13. In the event of dangerous weather, meet with the YouthBuild Omaha supervisor for further instructions.

What Happens if I Break the YouthBuild Omaha Rules While Enrolled?

YouthBuild Omaha rules are reviewed with all participants prior to their enrollment in the program, and these rules maintain a safe and healthy work and learning environment. By becoming a part of YouthBuild Omaha, participants are committing to following the program's rules.

Violation of these rules creates an unsafe environment, and any instance of rule violation (i.e., physical contact, under the influence, threats to staff members or peers, disregard for the safety of others, and all other unsafe instances) will result in dismissal for the day. YouthBuild Omaha staff members and peers will address each violation on a case-by-case basis.

Any negative behavior must be addressed before a participant will be permitted to return to YouthBuild Omaha activities. A behavior assessment contract may be developed as a result of negative behavior.

The behavior assessment contract is a tool to address current behaviors and create a positive plan of action in the future when the same situation arises. The contract outlines negative behavior exhibited by the participant and reviews negative behaviors that led up to questioned events. These behaviors are then listed to identify problems before they become an issue in the future.

Next, the participant will focus on the behavior that needs to be modified and brainstorm ways to appropriately address the problem.

Lastly, the YouthBuild Omaha team and the participant will identify appropriate behaviors and steps to take when handling future situations. (*Appendix I*)

Several behaviors are not tolerated while participating in the YouthBuild Omaha program and may be grounds for immediate dismissal. They are the following:

- **Vandalism** — Willful destruction of personal or YouthBuild Omaha property.
- **Fighting** — Physical contact between two or more participants where physical contact is exchanged.
- **Possession of alcohol or drugs** — Selling, using or possession of drugs or other controlled substances of any kind are NOT permitted on YouthBuild Omaha sites.³
- **Possession of weapons** — Any item that can be used to assault others (e.g., gun, knife, bat, club, etc.)

³ "Sites" are defined as follows: construction sites, Goodwill Omaha property, classrooms, the YouthBuild Omaha van and any and all other places where YouthBuild Omaha-affiliated activities take place.

- **Personal Threats- Personal threats directed towards others.**

Other less severe infractions may result in the implementation of a Behavior Assessment Contract. They are as follows:

- **Gambling** — The playing of any game of chance or skill for money or anything of value is not allowed on YouthBuild Omaha sites or Goodwill Omaha property.
- **Tuancy** — Failure to attend classes every day or accrual of any unexcused absence(s) from class could result in suspension or expulsion from the YouthBuild Omaha program.
- **Tardiness** — Arriving at school or class after the designated start time is not permitted.
- **Insubordination** — Refusal to comply with reasonable requests from trainers and other YouthBuild Omaha authorities could result in suspension or expulsion from the YouthBuild Omaha program.
- **Profanity** — Swearing and cursing or making obscene gestures directed toward others is not permitted on YouthBuild Omaha sites nor on Goodwill Omaha property.
- **Smoking** — No smoking cigarettes, except in designated areas.
- **Theft** — No stealing or attempting to steal any money or property.

YouthBuild Omaha Is an Equal Opportunity Provider

It is the policy of Goodwill Industries, Inc., Serving Eastern Nebraska and Southwest Iowa, to comply with the letter and spirit of the Civil Rights Act of 1964, as amended, Presidential Executive Order #11246 as applicable, the Age Discrimination in Employment Act of 1967, the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, the Civil Rights Act of 1991 and all applicable laws, orders, and regulations on the subject of equal employment opportunity.

As a recipient of federal financial assistance, YouthBuild Omaha is prohibited from discriminating on the grounds of race, color, religion, gender identity, national origin, age, disability, political affiliation or belief, and against any beneficiary of programs on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States.

It is the responsibility of each Goodwill employee to take whatever action is necessary to ensure that all participants are treated equally in all phases of program participation without regard to race, color, religion, sex, sexual orientation, marital status, national origin, disabling conditions, age, or veteran status. Only program-related, nondiscriminatory requirements may be used with regard to recruitment, enrollment, level advancement, stipends, demotions, exits, training and education, and any other term or condition of participation in YouthBuild Omaha.

What if I Have a Problem or Complaint?

YouthBuild Omaha's Rights and Grievances Policy

As a YouthBuild Omaha program participant, you have the right to:

1. Be treated with dignity; respect; and as an individual who has personal needs, feelings, preferences and requirements.
2. Privacy and confidentiality.
3. Consent to or refuse any care or treatment.
4. Discuss with your case manager or other staff the details and implications of your Individual Development Plan.
5. You have the right to exercise any concerns through the grievance procedure.

Grievance Procedure

The Goodwill Industries, Inc., Serving Eastern Nebraska and Southwest Iowa, grievance procedure is used to address a problem you may have with any person is associated with YouthBuild Omaha, staff or participant, that you cannot reach a solution, or you have a complaint that you feel cannot be resolved by the person with whom you are working.

Informal Process

All grievances should be brought to the attention of the YouthBuild Omaha case manager. Every effort will be made to resolve the problem or concern.

If necessary, an informal meeting will be conducted with the member, staff employee, and program coordinator to resolve the grievance.

In the event that the grievance is not resolved through an informal process, members may invoke the established formal procedure for filing grievances.

Filing a Formal Grievance

All grievances must be legible, handwritten or typed, and contain the following information:

6. Concise facts about the situation prompting the grievance. Suspicions or assumptions about the grievance will be rejected.
7. Date and time of incident(s).
8. Individuals involved.
9. Resolution of the complaint that would satisfy complaint.

A copy of the grievance must be handed to the program coordinator within one week following the conclusion of the informal grievance procedure.

The program coordinator will review the grievance and respond in writing within two weeks from the date of the formal submission. This response will contain all pertinent data and reasons for the decision.

If the grievant is not satisfied with the outcome of the program manager's decision, they may file a formal grievance with the YouthBuild Omaha youth services manager.

All meetings will be documented and signed by the attending parties.
AmeriCorps members should also use the AmeriCorps Member Contract.

What Is Hot Wash, and Why Do We Do It?

Hot Wash is a weekly YouthBuild Omaha group activity where participants learn to actively listen to one another. This is important in assisting program participants with developing healthy communication skills.

Hot Wash will be held every Friday and may consist of one large group or several small groups. During Hot Wash, participants will break into groups and address the community issues they've faced during the week. The groups will focus on both positive and negative behaviors of their peers.

Hot Wash is not intended to be an offensive gathering but rather more of a community growth discussion. Sensitive issues will be addressed and handled in a professional manner.

Participants are in control of community topics, but YouthBuild Omaha trainers may redirect them if necessary. Staff regulates these conversations and addresses behaviors that are deemed inappropriate.

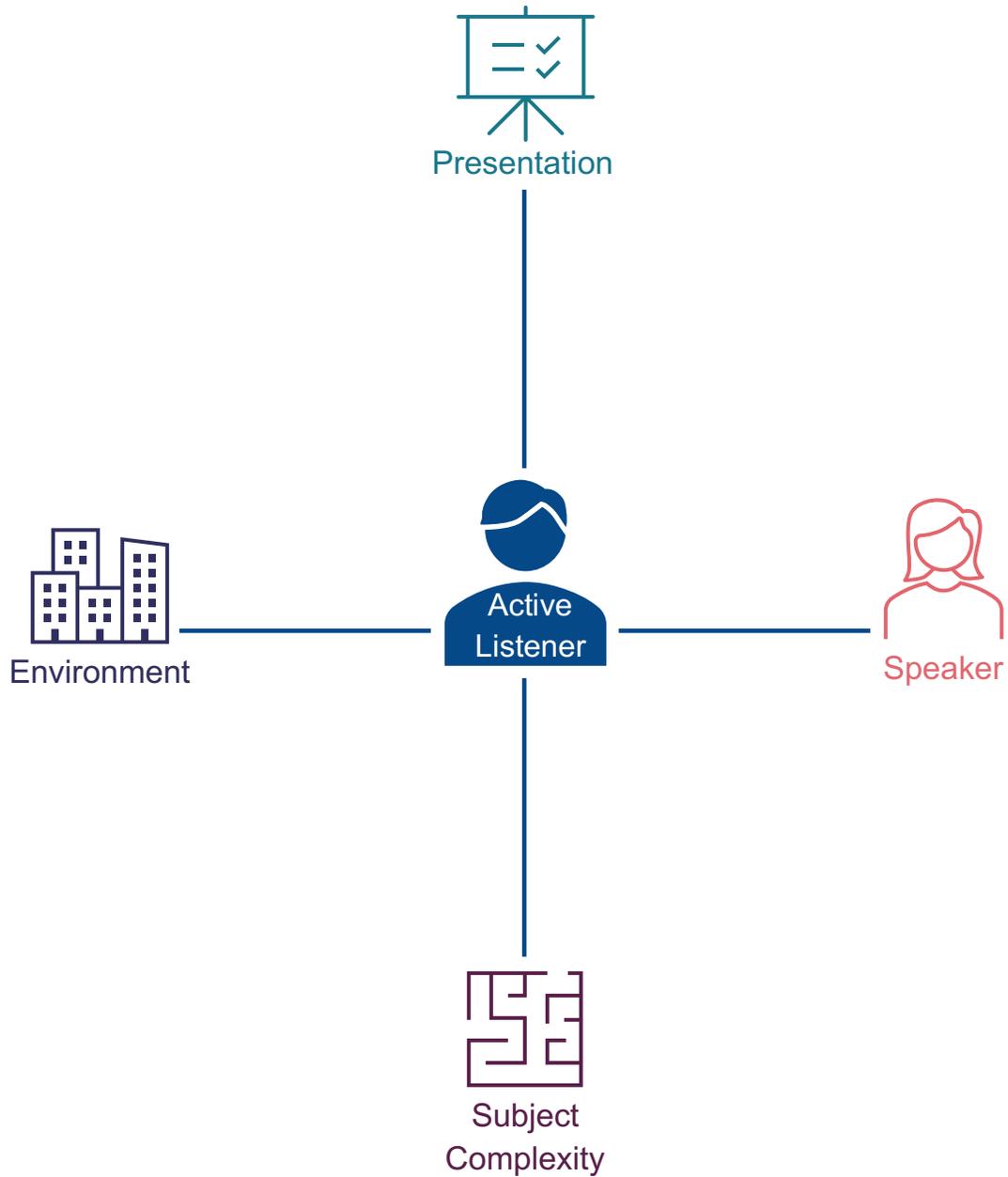
Hot Wash Rules

1. One person speaks at a time.
2. No one speaks twice until everyone speaks.
3. No side talk or snickering — practice active listening.
4. Speak calmly.
5. No profanity or offensive language.
6. No put-downs; this is the oppression-free zone.
7. No lying.
8. Follow the facilitator's guidance.
9. Safe place: What's said here stays here.
10. Don't forget the positives.

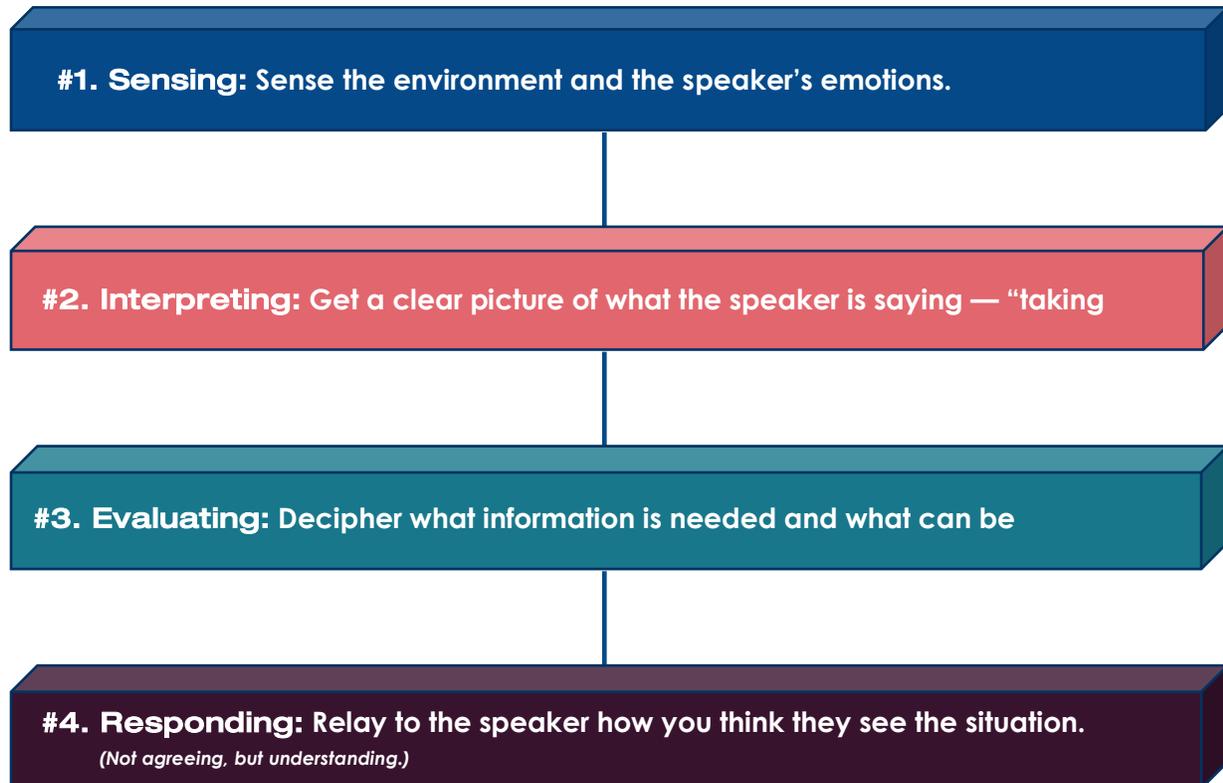
Active Listening: The Foundation of Effective Communication

Active listening intentionally focuses on who you are listening to, whether in a group or one on one, in order to understand what they are saying. As the listener, you should be able to repeat back in your own words what they have said, to their satisfaction.

What Is Active Listening?



Steps for Active Listening



Key Factors for Active Listening

External

1. Give the speaker space to regroup and to debrief after talking
2. Express appreciation
3. Summarize a preliminary point
4. Ask (nonthreatening) questions to build understanding
5. Maintain eye contact with speaker
6. Maintain body language (lean forward, positive posture)
7. Apply what you have learned to a new situation (paraphrase)
8. Reflect on your experience to demonstrate interest (feedback)

Internal

1. What do you think of the subject matter?
2. Is it new or do you have experience with it?
3. Will it be difficult to understand or simple?
4. Is it important to you or just fun?
5. What are the speaker's nonverbal cues?
6. What frame of mind are they in?
7. How personable, threatening, intelligent, etc., are they?

What Does a Day at YouthBuild Omaha Look Like?

Participants will be randomly assigned to either Group 1 or Group 2 to allow for equal time in the classroom and on the construction site. Groups are assessed, and changes may be made as needed. Sample schedules for each group are shown below.

Sample Schedule: Monday – Thursday

GROUP 1

8:30 a.m.–9 a.m.: YouthBuild Omaha participants arrive

9 a.m.: Van departs to YouthBuild Habitat site

9:15 a.m.–11:45 a.m.: Construction training at Habitat

12 p.m.–12:30 p.m.: Lunch

GROUP 2

8:30 a.m.–9 a.m.: YouthBuild Omaha participants arrive

9 a.m.–12 p.m.: GED classes

12 p.m.–12:30 p.m.: Lunch

12:45p.m.–3:15 p.m.: Construction training at Habitat

Sample Schedule: Friday

GROUPS 1 & 2

8:30 a.m.–9 a.m.: YouthBuild Omaha participants arrive

9 a.m.–10:30 a.m.: Community speaker or community growth activity

10:30 a.m.–12 p.m.: Hot Wash

12 p.m.–12:10 p.m.: Incentive checks distributed biweekly.

12:10 p.m.–3 p.m.: Personal Growth — Participants work on short-term goals and

Friday Mornings

Fridays are half-attendance days and will include Hot Wash and a weekly speaker. The speakers address issues within the YouthBuild Omaha community or present a referral

service. All participants are required to attend presentations unless informed otherwise by the YouthBuild Omaha team.

Friday Afternoons

Participants are responsible for increasing their personal growth. This is a time to contact necessary community services (e.g., partnership, Omaha Home for Boys, PALS, Youth Emergency Services, Metropolitan Community College, Vocational Rehabilitation or other services). The YouthBuild Omaha team will assist participants in seeking the services they need.

How Will YouthBuild Omaha Create a Positive Peer Culture?

The Staff's Role

The YouthBuild Omaha team takes an active role in interacting with YouthBuild participants in the program. Our team uses Hot Wash and Community Group to create a safe and prosocial environment where participants can learn to develop a sense of self-worth and a healthy community. The YouthBuild Omaha team values education, as it is a key component of success after completion of the YouthBuild Omaha program.

All Goodwill Omaha YouthBuild team members shall assist in developing participants' academic goals. Goal areas include increasing grade levels, starting and completing GED testing, and learning new skills on the construction site, and the areas are praised and focused on daily.

The YouthBuild Omaha team is mindful not to allow subcultures or cliques to alter the values of the YouthBuild Omaha community.

Lastly, the YouthBuild Omaha team values participants' contribution to the community and will support peer participation by shaping the community model with their input.

The Participant's Role

Goodwill and YouthBuild Omaha understand that peers play a fundamental role in participants' actions and thought patterns. Participants look to peers for guidance and approval, thereby diminishing the ability of adults to influence a participant's development.

The YouthBuild Omaha team will focus on shaping a positive peer culture. When a program develops and shapes a culture that implements healthy individual behaviors, there will also be a similar outcome from the peer group.

These strong peer-to-peer relationships within YouthBuild Omaha will also give program participants a sense of community, as well as the benefits of healthy boundaries.

Creating a Peer-Safe Environment

Part of creating a peer-safe environment is to set the expectation that everyone in the group is responsible for addressing negative behavior — that there is buy-in from each participant that they believe in the program values and norms.

Each participant is pushed to recognize the benefits of positive peer interactions. The levels of intervention are listed below to ensure consistency. Each level must be used in

progression, and all interventions must be accepted in a professional manner (e.g., eye contact, appropriate tone and body language).

Levels of Intervention

- 1. Nonverbal:** This involves a nonverbal cue, such as facial expressions and hand gestures that request an immediate change in behavior.
- 2. Verbal Warning:** This informs the participant that their behavior is not wanted and should be addressed in a concerned, affable manner. This request should state negative behavior observed and address what changes needed to be made.
- 3. Community Support:** This is to let the participant know that their behavior has been deemed unacceptable and the group is supporting this intervention. Community support is displayed by the community, who stop what they're doing and focus on addressing the negative behavior.
- 4. Time Off:** At this level, participants who request time off will be asked to leave the program and rejoin at a later time. The participant will need to meet with

Participants should be focused on their thinking patterns while enrolled in YouthBuild Omaha. YouthBuild Omaha values seven thinking patterns, and we believe these patterns aid in participants' healthy personal growth

Listed below are the seven patterns of thinking addressed and reviewed daily basis with the YouthBuild Omaha team. Participants should understand and be able to process the information below, developing and honing these skills that assist them in improving their daily lives.

Boundaries: The ability to guide, influence and be influenced by others.

Empathy: The ability to understand the feelings and points of view of others.

Learning From Mistakes: The ability to accept responsibility for past destructive behavior and the consequences of personal choices.

Self-Restraint: The ability to practice self-control in situations where emotions or desires may prove difficult.

Responsibly: The ability to see one's own role in their choices and the outcomes.

Conflict Resolution: The ability to solve problems by compromising and taking others feelings and interests into mind.

Emotion: The ability to identify feelings accurately and still have the presence of mind to make sound choices.

Community Group

At the end of each day, the entire YouthBuild Omaha community comes together and discusses issues that affect the group. The group addresses any or all of the issues listed below:

- Classroom or Construction Site Issues — What could or should be done differently to improve the daily routine?
- Shout-outs — Address the positive accomplishments of groups or individuals.
- Individual or Group Conflicts — Issues that need to be tackled to improve the cohesion of the YouthBuild Omaha community.

The purpose of a community group is to provide a predictable group environment where a participant experiences authentic community and personal growth. This group should be free of blame and negativity, but negative behavior should be held accountable. These groups should be a maximum of 10 minutes long and, if necessary, moved into a Hot Wash session. Groups should end with a YouthBuild saying or motto.

'Exited'? ... What Does That Mean?

Can YouthBuild Omaha Help Me Reach My Goals?

Exiting the YouthBuild Omaha Program

Exiting is a necessary part of the YouthBuild Omaha program. This decision is made when the YouthBuild Omaha team and a participant come to an agreement that the participant has met the goals they set for themselves in the program and the participant no longer needs the YouthBuild Omaha program's intensive services.

YouthBuild Omaha Program Follow-up

Once a participant has exited from the YouthBuild Omaha program, they will enter into follow-up, which is conducted for a full year after exit. During follow-up, the YouthBuild Omaha team makes contact monthly to check on the participant's status. This will include follow-up with employer and school, and it might require the collection of documentation.

The YouthBuild Omaha team can assist with additional follow-up services, such as career readiness, vocational/educational placement and referral services. Participants can also receive support services during follow-up.

Please make sure you keep the YouthBuild Omaha team informed of any changes with your employment, education, address and phone numbers. The purpose of follow-up is to provide any support you may need to ensure that you are successful after YouthBuild Omaha. Staff will also be verifying information such as employment, education records, recidivism rates and more. It is critical that you stay in contact with YouthBuild Omaha at this time to ensure that accurate information is being recorded.

Receipt of Handbook

I certify that I have received a copy of the YouthBuild Omaha handbook. I have read and agree to policies and rules outlined within it, and with Goodwill Industries E&T Handbook.

I am committed to making a life change, and I agree to abide by the policies and procedures outlined in this handbook. I also agree to abide by future YouthBuild Omaha rules and regulations that may arise during my time in the program.

Printed Name

Date

Signature

Rev. 2/20
REV 11/23/20