YouthWorks Technical User Guide 2025 - 2026

Version 1.0, Release Date: May 2025

The YouthWorks Technical User Guide provides additional technical details regarding data entry, completeness, and quality of YouthWorks program data. This information can be used by regional leads and partners to obtain clarity on expectations regarding data requirements for YouthWorks. The Guide provides information regarding data governance and security in addition to many walkthrough guides and data dictionaries to support complete and high-quality data entry.

Contents

Introduction

Purpose of the document

This user guide is intended as an addendum to the grantee guide, focusing specifically on the technical components of using the CC YouthWorks Hub (“Hub”) and YouthWorks Learning Management System (LMS). It goes on to discuss key components of data governance and expectations surrounding requirements of data reporting.

Audience

This user guide is intended for YouthWorks regional leads and grantee partners utilizing the Hub in Salesforce as well as the LMS. However, it additionally applies and is helpful for anyone responsible for obtaining and documenting information from youth who are participating in the YouthWorks programs using state-appropriated funds for subsidized employment.

When utilizing these database tools, all youth records (including job placement information and Signal Success and Career Readiness learnings) you create are accessible to program staff in your city and at your local WB, as well as YouthWorks program staff at the Commonwealth Corporation (CommCorp). CommCorp staff will be able to analyze data and create the programmatic summaries and reports that are required by the General Court (i.e., the Senate and House Ways and Means committees) and to develop demographic and statistical overview of youth who are employed through the program.

Scope

This user guide will cover: basics of using the YW CC Hub (including user account details and navigation basics within the interface); understanding reports and dashboards within the Salesforce environment; required steps and usage of the LMS; general data governance and security guidelines; best practices for collecting, maintaining, and reporting required data; and troubleshooting and FAQs.

CC YouthWorks Hub: Getting Started

Overview of the YW Hub

The CC YouthWorks Hub (“the Hub”) was created to allow grantee partners to enter and manage the data required as part of participation in the YouthWorks program. The data fields included were selected to meet specific requirements for reporting on outcomes and including basic demographic and employment information for participating youth. These are broken down into various sections, including Youth Profile and Youth Participation, as well as information on partners and grants. Additionally, Worksites and Worksite Job Placements will be stored in the Hub. Assignments and case management hours will be tracked and stored in the Hub as well.

The Hub provides a clean user interface that grantees and partner organizations can access via the web using user-specific log-in information. From there, users can enter and edit their data in an easy and secure way.

User Setup & Basics

Account creation (for new users)

To set up a new account for a MassHire / Regional Lead Staff members:

- Provide your Regional Support Manager with the name, title, and email address of the YouthWorks staff member(s) who should have access to the CC YouthWorks Hub.
- Once entered by your RSM, all staff members will receive an email from YouthWorks with their login credentials.

To set up a new account for a Partner Organization Staff member:

- Regional leads will ensure that all partner organizations and partner staff are lifted in the RFP. Partner information will be entered into the CC YouthWorks Hub by Regional Lead staff. (To see how to enter partner information, please refer to this guide.)
- If a new Parter staff member is onboarded *after* the RFP information is submitted:
  - o Regional Leads can add them to the Hub when staff are onboarded.
  - o Regional Leads will add a new contact and submit for approval. That person will receive an onboarding email once they are approved by the YouthWorks staff. This email will come from youthworks@commcorp.org.
- If a Partner staff member leaves the team during an RFP cycle, Regional Leads are required to alert their RSM as soon as possible so that CommCorp can disable the account of the staff member.

Login process and navigating to the Hub

To access the CC YouthWorks Hub, they should utilize the link that coincides with their role:

- Regional Lead Portal Sign-In: https://commcorp.my.site.com/YWRegionalLeadPortal/s/login
- Partner Portal Sign-In: https://commcorp.my.site.com/YouthWorksPartners/s/login

From there, the user will be prompted to enter their log-in information that was received from their RSM at CommCorp.

Permissioned Access for User Roles

Region Leads and Partner Organizations have specific, intentional access to various functionalities within the Hub. Please see below for the breakdown of what each type of user can do within the Hub.

	Regional Lead Users	Partner Organization Users
Enter and review Youth Applications, Youth Profiles and Youth Participations	X	X
Enter and Review Worksites and Worksite Jobs in the hub	X	X
Connect Youth Profiles to Partner Organizations	X	X
Review and monitor assigned worksites associated with Youth Participations	X	X
Enter Partner Organization and Partner Staff into the Hub	X	
Provide access to the Partner Organization access to the Hub	X	
Pull reports on Youth Participation and Worksite Assignments	X	

CC YouthWorks Hub: Key Features & Functions

Information Workflow

The CC YouthWorks Hub is built using the Salesforce platform, which is a 'relational' database. This means that records are linked or tied together. This functionality is what allows for a youth's application, profile, participation, and worksite information to all link together, even though they appear as different forms/entries within Salesforce.

To that end, there are four main components of the YouthWorks Hub:

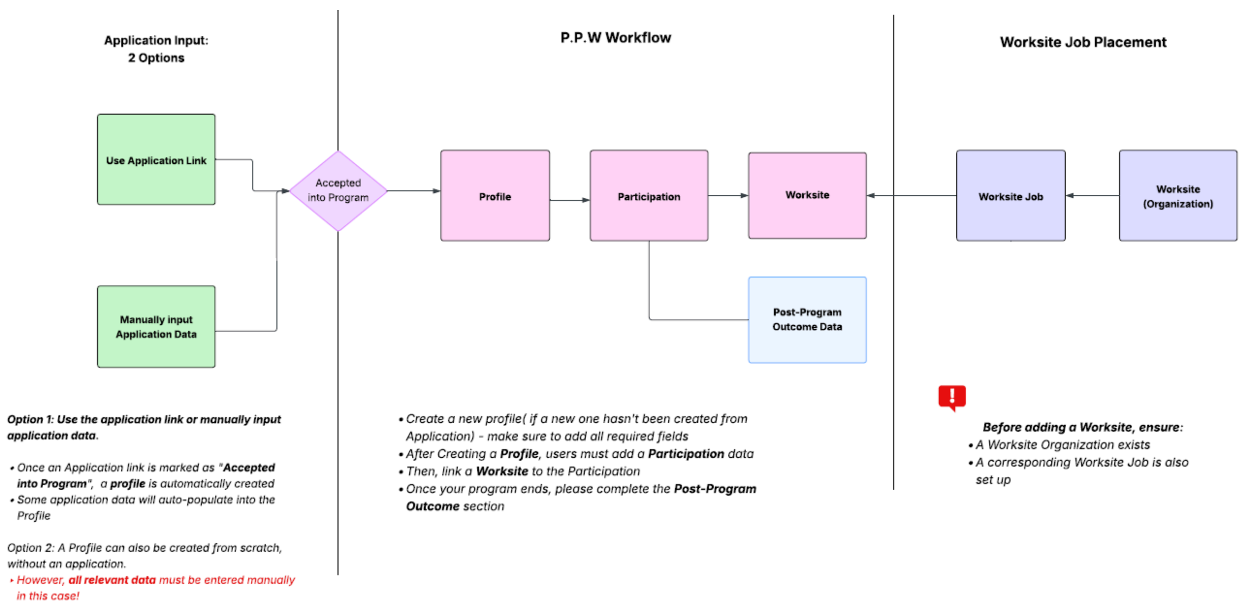
1. Youth Application: This page, accessed via link, is an application to the YouthWorks program that can be completed directly by the youth or by program staff. Because this is only an application to participate, the application does not ask for certain pieces of information, like SSN. The application is focused mainly on eligibility. Regions are strongly encouraged to utilize the CommCorp-created Youth Application, as it connects directly into the Youth Profile.
2. Youth Profile: This page contains all of the most crucial data about participants, including their eligibility and demographic data. Youth Applications can be directly converted into Youth Profiles, if desired, by clicking "Accepted into Program." Please note that additional information will be required to be added at this time. A complete Youth Profile is the most crucial step to a complete record for a participant.
3. Youth Participation: This page contains crucial information on participation hours, including assignment, case management, and training hours completed by the participant. It also notes the start and end dates for the youth's participation, as well as their partner organization, participation tier, and program cycle.
4. Youth Worksite (Organization, Job, Assignment): There are multiple components to the worksite details, including the Worksite Organization, Job, and Assignment. The

Organization page allows grantees to capture the details of the worksite organization that provides placements to youth. Each Organization can give rise to multiple Jobs, which can then be turned into Assignments for participating youth.

5. Youth Post-Program Outcomes: This page captures all of the outcomes of a youth's participation post-completion (or, in the event that they do not complete, the reason). This includes their anticipated next steps for schooling and/or employment that must be reported within 30 days, according to the YW Admin Guide.

CC YouthWorks Hub: Entering Data

Below is a summary of the flow of information within the CC YouthWorks Hub:



Each section below describes how to enter data at each step in the process, and links to a specific how-to guide to walk grantees through each step.

Completing a Youth Application

If a grantee chooses to utilize the Youth Application provided by CommCorp, the application can be accessed via the web. Each region will receive a custom application link from their Regional Support Manager at CommCorp. For a step-by-step guide on how to create a Youth Application, please click here. As mentioned, if a user chooses to convert a Youth Application to a Youth Profile, please view the step-by-step instructions for that here.

Entering a Youth Profile

A Youth Profile can be created via conversion from a Youth Application, or it can be made independently by following the steps outlined in this guide. It is important to note that there are very important pieces of information in the Youth Profile that absolutely must be completed. When converting from a Youth Application to a Youth Profile, many fields will automatically carry over, but there are certain fields that are not required on the Application (e.g. SSN, DOB) that *are* required in the Youth Profile. As such, grantees must be especially attentive in remembering to complete these fields when converting a Profile.

Entering Youth Participation

As soon as a Youth Profile is made, grantee users should go on to create a linked Youth Participation record. This Youth Participation Record be used to document the Partner organization as well as current enrollment status, program tier, and assignment, case management, and training hours. To create a Youth Participation record, follow this step-by-step guide. Note that each Youth Participation is unique to the programming cycle – if a youth participates during both Cycle 1 and Cycle 2 of the same programming year, they should have two separate participation records.

Creating a Worksite and Worksite Job, and Connecting to a Participation Record

The first step in entering the worksite information is creating a new Worksite. After a worksite is created for the first time, grantees may add one or more Worksite Jobs to the worksite. (e.g. one worksite location, like a retail store, can have multiple associated jobs, like a cashier, bagger, greeter, etc.) Once the appropriate Worksite Job has been added to a Worksite, the grantee should then link the Worksite Job Assignment to the Youth Participation record as a Worksite Assignment. A step-by-step of all three of these components can be found in this guide.

Entering Post-Program Outcomes Information

All youth, regardless of whether or not they complete their YouthWorks program or not, must have their post-program outcomes completed. This includes the youth's status as completed or not (and if not, why) as well as information regarding their anticipated next steps after Youthworks, whether that be returning to high school, beginning or continuing secondary education, or beginning or continuing on with unsubsidized employment. Once a youth has finished their programming, each grantee must return to enter the post-program outcomes data elements for their youth. If this is not completed, the youth cannot be counted towards a region's participant totals.

LMS: Set Up and Pre-Programming Needs

To ensure that all required information is set up in the LMS, Region Leads must ensure that all staff information is up to date in the LMS system. This includes the addition of all new staff and the deletion of all old staff, which can be accomplished by following this guide.

Once this is accomplished, staff should ensure that they mark any participants that are *not* participating in the LMS as "Inactive" within their user profiles. After this, staff must ensure that all participants, worksites, and participations are accurately entered into the YouthWorks Hub, as described in the sections above. Once staff have completed this step, they should email Joelle Paolino with the following information:

- Confirmation that all participants are correct within the CC YouthWorks Hub

- Provision of the number of participants that need to be uploaded by the LMS team
- The names of any participants who may be program repeaters and who already have profiles within the LMS system

After CommCorp receives this email, you will receive a confirmation email back when all participants are uploaded to the LMS. Once this confirmation is received by the Region Leads, staff may then proceed with updating participant profiles in the LMS using this guide.

LMS: Programming Actions

During programming, staff must record all in-person Signal Success and career readiness learning activities as "Instructor Led Courses" within the LMS. If staff want their participants to also engage in any virtual Signal Succes learning activities, they must sign up their participants for those as well. As participants complete these activities, staff must continuously track participant progress using the Report features within the LMS. Once programming has completed, staff must assign their participants the "End of Programming" survey to complete within the LMS.

LMS: Post-Programming Action Items

After the conclusion of programming, staff must ensure that all Career Readiness Learning activities have been accurately tracked this includes (1) all virtual Signal Success training, (2) all in-person learning activities, and (3) all Career Readiness learnings. Once this is done, staff must then total up all hours and transfer this number into the corresponding Youth Participation record in the CC YouthWorks Hub under the "Training Hours" section.

Data Quality & Completeness

Minimum Record Standard & Data Dictionary

While the CC YouthWorks Hub contains many data elements, not all elements are required. The fields that *are* required to have a complete data record for a participant are denoted within the Hub with an asterisk (*). Each section has a specific assortment of required fields that allow the CC team to confirm eligibility and comply with required reporting. A complete data dictionary has been developed for your reference; for every component of the Hub, this document lists the data element name, description, response format, notes, and requirement status. This document can be found here; grantees are encouraged to refer to this document to ensure complete and accurate data collection.

Youth Application

Use of the Youth Application is strongly recommended but not required. If Youth Application is not utilized, then no fields are required for a complete record. If Youth Application is used, the following elements will be required:

- Name (Preferred & Legal First Name; Last Name)
- Date of birth

- Age
- Phone number
- Email address
- Full street address (city, state, zip code)
- Demographic questions (race, ethnicity, gender, language)
- School enrollment status, education level, and grade or degree
- Services received in school
- Questions related to the youth, their job skills and interest areas
- Means of transportation to potential placement
- Name of Emergency contact (and parent/guardian if under 18yo)

Youth Profile

The Youth Profile is incredibly important and, as such, has many required fields. When a Youth Application is converted into a Youth Profile, many of the fields that are common to both objects will carry over, but not all. The fields on the Youth Profile serve to identify the youth as well as ensure eligibility for the program. The following elements are required:

- Youth Preferred First Name
- Youth Legal First Name
- Youth Last Name
- Street Address, City, State, Zip Code
- Date of Birth
- Social Security Number
- Email Address
- Program Year
- Program Cycle
- Partner
- Age at Start of Programming
- Race
- Ethnicity
- Gender
- Primary Language Spoken at Home
- School enrollment status
- Current Grade & School
- Low Income (<200% FPL)
- Member of the LGBTQIA+ Community
- From a single income household
- Experiencing housing insecurity
- Identifies as having disability and/or special need
- Had or has an IEP
- Justice-System involved
- Foster youth
- Former foster youth who has aged out
- Parent
- Child of a single parent
- English language learner

Youth Participation

The following fields are required within Youth Participation. Note that some fields, including Assignment Hours and Case Management Hours, will automatically carry over from the Worksite Assignment object, and therefore do not need to be entered in manually.

- Start Date
- Tier
- Partner
- Program Year
- Cycle
- Youth Participation Name

Youth Worksite Organization

The Worksite Organization is created just one time per organization, and then multiple Jobs can be made from the original Organization. The Organization requires address information on the organization and contact information for the contact person. The following fields are required for Worksite Organization:

- Organization Name
- Street, City, State, Zip Code
- Industry Sector
- YW Status
- First Name of Contact
- Last Name of Contact
- Email Address of Contact
- Business Phone of Contact
- Role in YW Program of Contact

Youth Worksite Job

Once a Worksite Organization has been created, a multitude of Jobs can be made in relation to it. These represent different positions at the same employer or organization. Only one field is required on the Worksite Job page: the YW Work Site Job Name. All other fields are optional, although grantees are encouraged to complete them (including title, description of job, and industry).

Youth Worksite Assignment

When a participant is assigned to a job at a worksite organization, a Worksite Assignment can be created for that youth. This is tied to that youth and their specific participation record. Since some youth may withdraw from the program and never move on to a worksite assignment, no data elements can technically be required. However, if a youth does have a Worksite Assignment, grantees are asked to enter the following, as they are pulled into the Youth Participation record:

- Assignment Hours
- Case Management Hours

Youth Post-Program Outcomes

Once a youth has completed their programming (whether it results in a completion or a separation from the program), grantees must return to complete all post-program outcomes information on the youth including their status. These elements are required, and will capture a youth's next anticipated steps, including but not limited to details regarding the school or employer that a youth will be engaging with.

Expectations for Data Entry & Completeness

As outlined in the YouthWorks Request for Proposals document, as well as in the YouthWorks Administration Guide, grantees are required to comply with data entry requirements. These include the entry of data and submission of narrative reports by specific dates. However, grantees are also expected to make all reasonable efforts to update participant data in the CC YouthWorks Hub as soon as it becomes available.

Security Guidelines & Best Practices

Importance of Data Governance

Ensuring robust data governance and security is essential for protecting sensitive personal information and maintaining the integrity of the YouthWorks platform. CommCorp is responsible for effective data governance which establishes clear policies, responsibilities, and controls to ensure that data is accurate, consistent, and accessible only to authorized users. Strong security measures—such as encryption, access controls, and regular audits—help safeguard against unauthorized access, data breaches, and potential misuse. CommCorp has robust internal systems and protocols specifically to ensure data collected for the YouthWorks program adhere to these security measures. YouthWorks grantees have a unique role within the data governance structure and are expected to adhere to best practices in this area.

Defining Roles and Responsibilities

It is important to remember that when it comes to YouthWorks data (collecting, accessing, inputting, viewing, and exporting), grantees are responsible for ensuring compliance with the standards mentioned in the YouthWorks Administration Guide. This includes the following:

- When new staff are added, grantees are responsible for alerting the RSM so that the appropriate level of access for an account can be created.
- When staff leave the team, grantees are responsible for immediately alerting the RSM so that their account can be deactivated and permissions can be revoked.
- When accessing participant data, especially sensitive data like SSNs and other PII, only the absolute minimum amount of users should be involved.

Password Policies

Users are expected to adhere to best practices regarding creating passwords. Passwords should comply with the minimum security requirements imposed by the Salesforce system. Additionally, users are not permitted to share personal account log-ins and passwords.

Use of Multi-Factor Authentication

All users of the CC YouthWorks Hub are required to set up multi-factor authentication to access the Salesforce platform. Multi-Factor Authentication (MFA) is a security measure that requires users to verify their identity through at least two distinct forms of authentication, such as something they know (password), something they have (security token), or something they are (biometric verification). The added layer of protection from MFA reduces the risk of unauthorized access to an account, even if one factor is compromised. MFA is crucial for maintaining data security best practices as it significantly enhances defenses against cyberattacks like phishing and credential theft.

Safeguarding of Participant Information

Grantees may be required to collect documentation related to the attestation of eligibility criteria for applicants. Additionally, once applicants become enrollees, grantees will need to collect sensitive (e.g. SSN, DOB, address, etc.) from participants. As such, grantees must take every measure possible to limit any unnecessary or excessive accessing of participant data by anyone on staff. In addition to the steps outlines above regarding account access, if physical copies of forms are kept or maintained by grantees, all best practices should be followed. This includes maintaining records in compliance with state records retention policies and ensuring that physical copies of forms are maintained in locked file cabinets. Grantees are encouraged to utilize the secure, web-based Youth Application link provided by CommCorp to limit the need for physical application forms as well.

Salesforce, through which the CC YouthWorks Hub is hosted, has established guidelines and documentation regarding security, storage, and data procedures. Salesforce uses multi-tenant architecture, meaning multiple customers share the same infrastructure while keeping their data separate. This includes role-based access controls, two-factor authentication, and IP whitelisting. Additionally, Salesforce offers several encryption options, including at-rest and in-transit encryption. Salesforce maintains various compliance certifications, including ISO 27001, SOC 2 Type, II, and GDPR compliance. Salesforce also provides guidance to user organizations regarding data handling, including how to manage user permissions, audit logs, and data retention policies, which ensure that data is managed in compliance with regulations. Finally, Salesforce emphasizes user education on security best practices, such as maintaining secure passwords as described above. Salesforce's complete Trust and Compliance Documentation can be found on their website here.

Helpful Links & Resources

- Step-by-Step Guide: "How to Create a Partner in the YW Regional Lead Portal"
- Step-by-Step Guide: "How to Create a Youth Application"
- Step-by-Step Guide: "How to Turn a Youth Application into a Youth Profile"
- Step-by-Step Guide: "How to Create a Youth Profile"
- Step-by-Step Guide: "How to Create a Youth Participation"
- Step-by-Step Guide: "How to Create a Worksite Assignment"
- Reference Sheet: "How to Enter Staff Information in the YouthWorks LMS"
- Reference Sheet: "How to Enter Participant Information in the YouthWorks LMS"
- User Guide: LMS User Guide (2024)
- Latest Version of the YW Hub Data Dictionary: "YW Hub – All Data Elements"