SYEP 2011

Mayor Vincent C. Gray's One City Summer Youth Employment Program

Supervisor's Handbook

Government of the District of Columbia
Vincent C. Gray, Mayor

Department of Employment Services
Lisa Mallory, Acting Director

District of Columbia Department of EMPLOYMENT SERVICES

June 2011

Dear 2011 Summer Youth Employment Program Supervisor:

Welcome to Mayor Vincent C. Gray's 2011 One City Summer Youth Employment Program. The District of Columbia Department of Employment Services (DOES) is excited to partner with you to provide a meaningful work experience for District youth this summer.

As a supervisor, you are in a unique position to provide guidance and training for youth in our community. Your participation will enable young people the opportunity to develop positive work habits, attitudes and the valuable job skills necessary to enter the workforce prepared and qualified to be productive employees.

The enclosed manual was prepared to help guide you through the process of employing District youth. In this manual you will find important information related to payroll, the role of partners and staff, working with youth and the necessary paperwork required by DOES.

I look forward to working with you throughout the summer and hope this experience will be rewarding for both your organization and the youth participants.

On behalf of the 12,000 District youth who will be working this summer, thank you for working with the Department of Employment Services to provide them with a quality work experience.

Sincerely,

Gerren Price
Acting Associate Director
Office of Youth Programs
Department of Employment Services

General Information

The Summer Youth Employment Program (SYEP) is a locally funded initiative administered by the Department of Employment Services (DOES) that provides District youth ages 14 to 21 with enriching and constructive summer work experiences through subsidized placements in the private and government sectors.

Through SYEP, we strive to provide young people with the opportunity to:

- Earn money and gain meaningful work experience;
- Learn and develop the skills, attitudes, and commitment necessary to succeed in today's world of work;
- Gain exposure to various exciting career industries; and
- Interact with dynamic working professionals in a positive work environment.

Though SYEP is a short-term employment and training program, our goal is to introduce our youth to employers who will positively impact their futures.

Employers in the Washington, DC metropolitan area make this annual program possible by volunteering to serve as Host Employers and providing structured job opportunities for youth during the summer.

Program Dates

This year, SYEP will start on Monday, June 27, 2011 and will end by Friday, August 5, 2011 (Monday, July 4 is observed as a holiday and youth will not be paid for this day).

Responsibilities of SYEP Staff

The SYEP Team

DOES has a team in place to assist you throughout the program. This team consists of:

- Program Liaison - An SYEP employee who serves each sector (e.g.: private sector, community-based organization) as the primary contact for the Employer/Host Coordinator.

- SYEP Monitor - An SYEP employee assigned to worksites to monitor the environment, advocate for youth and support supervisors with any issues they are experiencing.

Contact information for these SYEP team members can be found at the SYEP website
www.summerjobs.dc.gov

For communication on a daily basis, supervisors and payroll coordinators should contact their Employer/Host Coordinator who should then work directly with the Program Liaison to resolve any issues they are experiencing.

A Program Liaison will be assigned to each of the sectors participating in the 2011 SYEP.

Program Liaisons will be responsible for:

- Providing support and guidance to Employer Coordinators.
- Communicating pertinent information about the program to Employer Coordinators to be shared with worksite supervisors.
- Facilitating the process for transfers, terminations, resolving pay disputes, and other program issues.

The SYEP Monitors will be responsible for the following:

- Monitoring the site to ensure youth are receiving a quality work experience and that supervisors are receiving adequate assistance and resources from DOES.
- Tracking the submission of necessary paperwork and following-up with Worksite Supervisors when documents have not been submitted as requested.
- Assist youth and support supervisors with any issues they are experiencing.

Responsibilities of Employer/Host Staff

Each worksite has identified a team to ensure a positive experience for both employers and youth. This team consists of:

- Employer/Host Coordinator - The Coordinator of all worksites for the entire organization
- Payroll Coordinators - Persons identified to do payroll only for each worksite
- Worksite Supervisors - Persons identified to work directly with youth at the worksite

Employer/Host Coordinator are responsible for:

- Serving as the primary point of contact between the worksite and DOES
- Communicating problems or questions regarding the program to the Program Liaison
- Ensuring Worksite Supervisors are collecting all required documentation

Payroll Coordinators are responsible for:

- Entering time on behalf of youth every Friday by 5:00PM
- Maintaining copies of all timesheets and providing these copies to the SYEP Program Monitor at the end of the program

Worksite Supervisors are responsible for:

- Ensuring that youth are properly supervised at all times
- Ensuring youth time and attendance procedures are followed and that time is reported to the Payroll Coordinators
- Keeping the Employer/Host Coordinator informed of all issues and following up on their resolution
- Administering Performance Evaluation for each youth under their direct supervision

The First Day of SYEP 2011

The first day that youth report to work will set the tone for the entire summer. The following should be done on day one:

- Check youth in using the roster provided to you by DOES
- Ask to see identification or a copy of the job assignment letter sent to the youth participant
- Have the youth sign in and out on the time/roster sheet
- Conduct a worksite orientation

The Worksite Orientation should include the following:

- Youth required hours of work
- Regulations of the worksite as they apply to the youth worker
- Time and length of lunch breaks (see the lunch break policy) and addresses of meal sites near the job site
- At least 2 emergency contact people to notify when the youth may be late or absent
- Safety procedures and steps to take in case of accidents
- Appropriate attire for the work place
- A clear explanation of the youth worker's duties and responsibilities including the criteria by which his/her work performance will be evaluated

NOTE: Youth must sign in and out daily and provide their signature on the timesheet at the end of the week.

WHAT TO DO IF YOUTH ARRIVE AT YOUR SITE WHO ARE NOT ON YOUR ROSTER

Some youth may go to your worksite even though they are not assigned there this summer. This could include youth that never registered, were ineligible, mistakenly reported to a previous years' site or are just confused about their job assignment.

IF YOUTH ARRIVE AT YOUR SITE AND ARE NOT ON YOUR ROSTER please have them contact our SYEP Support Center by calling 202-698-3492 or emailing summerjobs@dc.gov.

Youth may also check their SYEP Youth Portal at www.summerjobs.dc.gov to see their job assignment and first day instructions.

NOTE: Allowing a youth to continue working at your worksite that is not on your roster and not approved by DOES will result in your organization being responsible for paying the youth directly.

Time, Attendance, and Payroll

All participants in the 2011 Summer Youth Employment Program will be paid the federal minimum wage of $7.25/hour. Participants will only be compensated for time worked up to the maximum allowable hours permitted by the program.

Maximum Hours

- 14- 15 year olds will be compensated for up to 20 hours per week.
- 16-21 year olds will be compensated for up to 25 hours per week.

Overview of Time and Attendance Process

All youth time will be entered on weekly timesheets provided by SYEP. That time will then be entered each week by worksite supervisors or payroll coordinators into the SYEP Time Management System (TMS) by no later than Friday at 5:00pm.

Weekly Timesheets

All youth time will be recorded daily on a paper timesheet/roster which must be printed from the SYEP website www.summerjobs.dc.gov.

- Supervisors are responsible for ensuring recording time in and time out for each youth daily.
- Youth will sign the weekly timesheets before they are entered into the online TMS system to confirm accuracy.
- All timesheets will be retained in a secure central location by the supervisor as a record to resolve any pay disputes with your youth.

Supervisors are required to print a pre-populated timesheet/roster for each week. This timesheet will be available weekly through www.summerjobs.dc.gov. Youth will always record time on the printed timesheet/roster at the beginning and end of their shift. Youth that are on your roster but do not show up at your site should be recorded as NS (no-show) and record 0 daily hours.

NOTE: Youth will not enter time electronically.

Recording Time

At the end of each week, the supervisor should calculate the weekly total for each participant. That total should be recorded in the appropriate box on the timesheet and each participant will sign the sheet to verify accuracy.

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- After Supervisors complete the timesheets, the Payroll Coordinator or supervisor must enter those hours into the SYEP Time Management System.
- The payroll coordinator and Employer/Host Coordinator will receive a link and login information for the TMS system by email.
- After entering the time for all the participants, the Payroll Coordinator will approve the electronic time for payroll processing.
- All time must be entered by COB on Friday of each week.
- The paper timesheets should be kept in a secure central location as a record in the case of future disputes over pay and hours worked.

How do Supervisors log into SYEP Time Management System?

All supervisors and payroll coordinators will receive an email with a link to the SYEP TMS online payroll system and log-in instructions so that you can enter the weekly time information for the youth you supervise.

Debit Cards/Direct Deposit

All youth will be paid via a Debit Card issued through the payroll vendor, ADP. This card will be mailed directly to the youth. Please remind your youth to open this letter and activate their Debit Cards. All youth will receive an earning statement for each pay period in the mail.

NOTE: Youth over the age of 18 have the option to use direct deposit into their own existing or newly created bank account through a partnership with BankOn DC. Even if the youth opts to use the direct deposit option they will receive a debit card in case they have a pay dispute. Please remind your over 18 youth to retain this card for the duration of the summer.

If your youth has an issue with their Debit Card please direct them to call ADP directly at 1-877-237-4321.

NOTE: All time should be entered into SYEP Time Management System on a weekly basis by no later than Friday at 5:00pm.

2011 Pay Dates:

- Pay Period 1 (June 27 – July 1) – **Wednesday, July 13**
- Pay Period 2 (July 2 – July 15)* – **Wednesday, July 27**
- Pay Period 3 (July 16 – July 30) – **Wednesday, August 10**
- Pay Period 4 (July 31 – August 5) – **Wednesday, August 17**

*** Pay Period 2 consists of a holiday. Youth will not be permitted to work on Monday, July 4 and youth will not be permitted to make up the hours during that week.**

Payroll Problem Resolution

In the event that a participant is paid incorrectly or does not receive their pay on the proper day, they should first report that issue to the worksite supervisor. Supervisors should check to make sure the hours reported match what was paid to the youth.

If needed, youth may call SYEP by dialing 202-698-3492 to report the issue. Youth may also report the issue directly through their SYEP Youth Portal at www.summerjobs.dc.gov.

Supervisors must report payroll issues by visiting www.summerjobs.dc.gov (or calling SYEP by dialing 202-698-3492 if you don't have computer access). The online pay resolution SYEP website can be used to report instances in which a youth has not received timely pay or believe they were paid for less than the total hours they worked. There will be an icon for payroll resolution in order for this information to be provided.

Supervisors should attempt to enter as much accurate information as possible to make the resolution process run smoothly and quickly. You should seek to enter information into as many fields as possible so that the youth is correctly indentified by SYEP staff and their problem is dealt with accordingly.

Supervisors will be contacted to verify (using your paper record) how many hours a participant has worked if they have reported a pay issue. You should always be prepared to reference the paper timesheets from each week.

While you can log roster issues at www.summerjobs.dc.gov, you may run into other payroll related problems. Please attempt to use the SYEP website first and then, if you cannot report your problem in a satisfactory manner, contact your Employer/Host Coordinator so that they may work with your Program Liaison to resolve the issue. Time and attendance issues, including any questions regarding the SYEP TMS should be reported to the Program Liaison just like other program issues that arise during the summer.

Once a pay dispute is confirmed by the supervisor, DOES will resolve the pay issue within 24-48 hours.

Program Policies and Procedures

When working with youth in a new environment, problems sometimes arise. The goal of SYEP is to introduce youth to various work environments and provide supervisors with the resources necessary to train youth to become productive and helpful employees. When problems arise that necessitate DOES involvement, please work with your Program Liaison.

Below are some issues that may arise on the worksite and general procedures that can be followed when it occurs:

Participant Absenteeism

As a worksite supervisor, it is important that you are knowledgeable of the following procedures as they relate to the youth worker's attendance and that you reaffirm these procedures with your youth worker.

The youth worker is required to give advance notice of his/her intent to be absent from work, regardless of the reason. If this cannot be done in person, the participant should telephone the worksite supervisor as soon as she/he knows that she/he will be unable to report to work that day.

If the absence continues beyond one day, the participant is to notify the worksite supervisor each day that she/he will be absent. The worksite supervisor should ensure that the participant has the phone number and name of two persons to whom the absence can be reported.

The supervisor must notify their Employer/Host Coordinator who will then notify the Program Liaison about the youth worker's absenteeism when:

- The participant is absent more than three consecutive days, without communicating with the supervisor that they will be out.
- The worksite supervisor determines that the youth worker has been absent too frequently or is establishing a pattern of absenteeism. Youth may be terminated for missing three (3) consecutive workdays without notification of supervisor.

Participants will not be paid for any absences. If you would like to schedule youth for makeup hours, you must get approval from your Employer/Host Coordinator before scheduling them.

Transfers

All requests to transfer a youth worker from his/her worksite must first be communicated to your Employer/Host Coordinator. The Employer/Host Coordinator will then communicate this request to the Program Liaison. You will be required to fill out a Transfer Request Form stating the reason for transfer from the worksite. Your Program Liaison is available to answer any questions/concerns relating to the transfer of your youth worker. Do not dismiss youth or send them to another program or site until the transfer process is complete.
The SYEP staff will not transfer participants unless one of the following circumstances apply:

- Safety issue (youth must provide a police report when applicable)
- Health concerns (youth must provide a written doctor's statement supporting their transfer request)
- Site closure
- Other approved extenuating circumstances

Terminations

Youth workers may face termination from the worksite for any of the following reasons:

- Drugs—the possession, sale, or use of illegal drugs or alcohol while on the job.
- Excessive Absenteeism—Failure to report to work on three consecutive work days without prior approval.
- Disruptive Behavior—Fighting, physical or verbal assaults, or any act that endangers the well-being of co-workers.
- Theft—stealing property from the worksite, employees, or other youth workers.
- Falsifying Documents—Falsifying his/her time records or those of other youth employees; signing another youth worker's time record; attempting to pick-up or use another youth worker's debit card or personal identification number (PIN).
- Insubordination—Refusal to adhere to the program's or the worksite's rules and regulations.
- Harassment—Verbal, sexual, or physical— these could lead to legal action.

Termination Procedure

Worksite Supervisors may request that a youth worker be terminated from his/her worksite; however they must ensure that all incidents leading to termination are documented and have been submitted to the SYEP staff and provide this to the Employer/Host Coordinator.

If the Employer/Host Coordinator feels termination is appropriate, they must make an official request to the Program Liaison by filling out a Termination Request Form. The SYEP staff will send out an Official Termination Letter to the youth worker.

In the event of a termination for violent or illegal behavior, the youth should be dismissed from the site pending an official dismissal from the Office of Youth Program.

If a SYEP participant believes they have been wrongfully terminated from a worksite, the youth worker may contact the SYEP office at 202-698-3492 to schedule an appointment with a representative.

Reporting Accidents

If an accident should occur on or near the worksite, you must follow the procedures listed below:

1. Call 911 for medical emergencies

2. Notify the youth worker's parent or guardian

3. Call by calling the SYEP Support Center at 202-698-3492 (report the call as an emergency so that your call can be expedited)

4. Fill out an incident report and forward a copy to the Program Liaison

DO NOT SEND AN INJURED YOUTH WORKER HOME WITHOUT MEDICAL ATTENTION.

Grievance Procedure Policy

Participants in the Summer Youth Employment Program are protected from any kind of discrimination on the job.

The program provides a process by which the complaints or grievances of youth workers may be impartially aired and addressed. Summer Youth Employment Program participants are protected by the D.C. Human Rights Act of 1977. Youth workers who believe that their Equal Employment Opportunity (EEO) rights have been violated or that they have been unfairly treated should be advised to follow the procedures outlined below:

1. Discuss the issue with the Worksite Supervisor or Employer/Host Coordinator.
2. If the issue is not resolved or if the issue involves the supervisor contact the DOES SYEP directly by directly by dialing 202-698-3492.
3. The Program Liaison and SYEP Monitor will work to resolve the grievance. If the grievance is not resolved proceed to the next step
4. Because the grievance has not been resolved the youth participant will be given the opportunity to request an informal hearing with the Department of Employment Services' EEO Officer.

Sexual Harassment Policy

Sexual harassment is an unwelcome attention of a sexual nature. Sexual harassment is harmful and illegal. Sexual touching, grabbing, pinching or intentionally brushing up against someone in a sexual way can be considered harassing behavior. Obscene comments, looks, teasing, and rumors are considered forms of harassment.

Participants in the Summer Youth Employment Program are advised to be assertive and let people know when their behavior makes them uncomfortable.

If a SYEP Participant believes that he/she has been sexually harassed, the following steps must be taken to rectify the situation:

1. Instruct the Youth Participant to immediately report the incident to the SYEP office. If under the age of 18 years, the report may be made by the parent or guardian.
2. The Participant Service Specialist will be dispatched to complete a preliminary report and assist in the transfer of the youth participant to a new worksite.
3. The SYEP staff will notify the appropriate EEO official.
4. The appropriate EEO official will begin an investigation. At the end of the investigation, the EEO official will prepare an investigative report for the Agency Director.
5. If the Agency's EEO official cannot resolve the conflict within 60 days of the initial complaint, the agency shall refer it to the Office of Human Rights (OHR).

Gender Identity & Expression Policy

The DC Human Rights Act prohibits discrimination against a person in employment, housing, public accommodations, or educational institutions on the basis of that person's actual or perceived gender identity or expression. The DC Human Rights Act defines gender identity or expression as "Gender-related identity, appearance, expression, or behavior of an individual, regardless of the individual's assigned sex at birth".

As it relates to employment the Human Rights Act bars such unlawful discriminatory practices including but not limited to the following:

- Failing to hire or promote;
- Engaging in disparate treatment;
- Engaging in unlawful termination and transfers;
- Engaging in verbal or physical harassment;
- Creation of a hostile environment;
- Failing to make a reasonable accommodation when requested by the employee;
- Denying access to restrooms and other gender specific facilities that are consistent with the employee's gender identity or expression.

Harassment and Hostile Work Environments

All harassment and actions that create a hostile environment based on gender identity or expression shall be prohibited. The following behaviors may constitute evidence of unlawful harassment and hostile environment:

(a) Deliberately misusing an individual's preferred name form of address or gender-related pronoun;
(b) Asking personal questions about an individual's body, gender identity or expression, or gender transition;
(c) Causing distress to an individual by disclosing to others that the individual is transgender; and
(d) Posting offensive pictures, or sending offensive electronic or other communications.

Creating Welcoming Spaces

- Include language in materials that says "We do not discriminate on the basis of age, race, sex, sexual orientation, gender identity, religion, language, or disability."
- Ensure that everyone on staff knows of the Human Rights Acts and laws pertaining to discrimination.
- When you don't have the answers seek out the expertise of another organization, agency or person that does.
- Be familiar with appropriate GLBT community referrals. (visit www.glbt.dc.gov for a copy of the GLBT resource directory.)

Lunch Break Policy

Youth workers are permitted to take one 30-minute lunch break. The lunch break will be considered unpaid. It is the responsibility of the Worksite Supervisor to implement a break/lunch break policy for their respective sites. This policy should be communicated to all youth workers during their orientation session on the first day of work.

For example, a 14 year old could work from 9:00am until 1:30pm and would be paid for 4 hours of work.

Inclement Weather Policy

The worksite supervisor will be required to monitor the weather reports from qualified sources (e.g. newspaper, radio station, and television news or weather service). When outdoor temperatures are reported to be 95 degrees Fahrenheit or higher, the supervisor is required to make special allowances for SYEP participants working outdoors.

Any time the temperature reaches 95 degrees Fahrenheit or higher, youth will be allotted ten (10) minutes per work hour for a rest period. The rest site must be shaded with adequate water supply. The participant will be compensated for this time. It should not be represented/reflected in the time keeping system.

In the event that the District is experiencing a Code Red day as determined by the appropriate authorities, outdoor work and activities must be cancelled. If there are not suitable indoor work activities, consult with your Program Liaison for further instructions. It is possible that youth may be dismissed from the worksite for the day with compensation. Youth would still be required to report to work to check-in so that they can be compensated for the day. If a youth does not report to work on a Code Red day and activities are subsequently cancelled due to inclement, that youth would not be compensated for the day.

Child Labor Laws

All worksites must comply with the applicable Department of Labor Child Labor Laws. For more information regarding the Child Labor Laws, please visit http://www.youthrules.dol.gov/index.htm.

The DOL regulations on child labor laws include the following:

Youth, ages 14 – 15, cannot operate in the following job types/areas:

- Communications or public utilities jobs;
- Construction or repair jobs;
- Driving a motor vehicle or helping a driver;
- Manufacturing and mining occupations;
- Power-driven machinery or hoisting apparatus other than typical office machines;
- Processing occupations;
- Public messenger jobs;
- Transporting of persons or property;
- Workrooms where products are manufactured, mined or processed, or
- Warehousing and storage

Youth, ages 16 – 17, generally may not work in any of the following hazardous occupations:

- Manufacturing and storing of explosives;
- Driving a motor vehicle and being an outside helper on a motor vehicle;
- Coal mining;
- Logging and sawmilling;
- Power-driven woodworking machines;
- Exposure to radioactive substances;
- Power-driven hoisting apparatus;
- Power-driven metal-forming, punching, and shearing machines;
- Mining, other than coal mining;
- Meat packing or processing (including the use of power-driven meat slicing machines);
- Power-driven bakery machines;
- Power-driven paper-product machines;
- Manufacturing brick, tile, and related products;
- Power-driven circular saws, band saws, and guillotine shears;
- Wrecking, demolition, and ship breaking operations;
- Roofing operations and all work on or about a roof, or
- Excavation operations

Youth ages 18 years or older are no longer affected by the Child Labor Laws. Please contact your Program Liaison if you are in doubt or have questions.

Worker's Compensation

What is Worker's Compensation?

An employee with a work-related illness or injury can apply for workers' compensation benefits regardless of who was at fault -- the employee, the employer, a coworker, a customer, or some other third party. In exchange for these benefits, employees usually do not have the right to sue the employer in court for damages related to the injury or illness.

How are our employees covered?

Workers' compensation covers most, but not all, on-the-job injuries. The workers' compensation system is designed to provide benefits to injured workers, even if an injury is caused by the employer's or employee's carelessness.

- The injury or illness must arise out of and during the course of performing job duties.
- The injury or illness must occur during required work hours while operating in the normal course of business.

**Injuries that occur while an employee is intoxicated or using illegal drugs are not covered by workers' compensation.*

Other situations generally not covered by workers' compensation include:

- Injuries suffered while an employee was not on the job, and
- Injuries suffered when an employee's conduct violated company policy.

How to file a Claim

- Document the facts and cause of the accident or medical emergency.
- Report the claim to the TPA by calling (888) 832-2524 and follow the instructions.
- In the event of injury, please select medical care from a PPO Physician by calling (800) 368-8002 ext. 5944 or you can search for medical care online at http://online.compmgt.com/occunet
- In addition to forms the employee must file (listed on the back page), the Supervisor must complete Form 2 (Supervisor's Report) and submit it to the TPA.

Claim Reporting should be completed within 24 hours of the accident or occurrence.