

YOUTH SERVICES WORK EXPERIENCE HANDBOOK

SUPERVISOR/TRAINEE

**This handbook is provided to both Supervisors and Trainees
to outline responsibilities related to the Youth Services
Providers monitored work experience program.*

INTRODUCTION

As a youth participant, you are on the road to success that leads to professional goals. You are, receiving this Handbook, which will be a potential lead to greater success and fulfillment over the long arch of your professional life. If you are a Trainee in the Work experience program (WEX), you are gaining exposure to the working world and its requirements from a professional or “pro”. This person has overcome many obstacles in life and excels in the workforce and willing to share his or her knowledge and wisdom about accomplishments and success with you as a trainee. It will be your responsibility to take advantage of this opportunity to actively stay in engage, not only by cooperating with your Work Experience Supervisor but by demonstrating you are determined and have the desire to achieve your goals.

If you are a Supervisor, you have, as stated above, committed to serving as a role model for one or more youth in the program. With your guidance, the trainee(s) will learn personal attributes, knowledge, and basic job skills. They will have the opportunity to experience; see positive decision-making, problem-solving techniques, the importance of teamwork, time management and initiative at work by being exposed to the different work techniques this will allow the trainee(s) to understand what it takes to succeed in the workplace. With your reassurance, trainees will be motivated eager to learn and become successful.

There are guidelines and requirements for all participants (Supervisors, Trainees, and Program employees) in the Work Experience program. This Handbook outlines those guidelines and requirements, which will better help you understand the paperwork and procedures for WEX.

As a supervisor, you will gain an overview of qualifications and expectations, standards for conduct, *evaluation procedures, and documentation* important to the successful completion of the program.

In this Handbook, you will notice there are three main sections. The first outlines the Expectations and Guidelines for Trainees; the second section describes the Qualifications, Responsibilities, and Strategies for Work Experience Supervisors. There are several forms and documents that have been provided for your use (optional) be sure to read, complete, and display (if applicable) each one, as required. The third section, the Appendix, contains the **Work Experience Agreement**. All parties must sign the WEX agreement **prior** to the start date.

Note - The following documents are to be posted at the worksite in a location accessible to Trainees for the duration of the Work Experience Program:

- Trainee Job Description** for each Trainee at the Work Site (page 8).
- Injury Procedure Incident Report** (page 14).
- Work Experience Agreement** (page 28).
- Child Labor Laws** specific to your state (examples on page 11; official posters available from Dept. of Labor).

SUPERVISOR / TRAINEE HANDBOOK

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I. PROGRAM OVERVIEW

_____ has developed the Work Experience program to be in compliance with the Workforce Innovation and Opportunity Act of 2016. The purpose as defined as **20CFR 681.600** which states work experiences is a planned, structured learning experience that takes place in a workplace for a limited period of time. Also, the work experience may be paid or unpaid, as appropriate. WEX should focus on assisting youth participants to establish employment skills and demonstrate success in the workplace that lead to Trainee in obtaining unsubsidized employment.

As a participating employer, the employer has the opportunity to acquire a quality employee at no cost, *and* they pleasure preparing youth for the world of work. The youth involved have the opportunity to gain employment skills and work experience encouraged by the support of Youth Services Providers and business partners who are committed to helping them to fulfill their goals.

The _____ Work Experience Program highlights the following:

- Trainees motivated and ready for an employment opportunity
- Development of Employability Skills
- Enhancement of “soft skills” necessary for future employment
- Parental Involvement
- Support and supervision, along with regularly-scheduled formal evaluations
- Career Coaching

A. Trainee Eligibility

All Trainees in the Work Experience Program must be the age of 16 and have been determined eligible for this Work Experience component prior to the referral and interview process. All WEX participants must meet program eligibility requirements, be enrolled in the WIOA Youth program, and the need for WEX must be documented on the Individual Employment Plan. Trainees who may have received funding through an Individual Training Account or other WIOA funding training are also eligible for WEX.

Trainees will receive a thorough orientation Youth WEX component, through their participation in a youth program. This orientation prepares trainees to succeed in the WEX component by establishing guidelines and expectations for professional conduct. In addition, case managers will maintain regular contact with Trainees to ensure they receive appropriate training and support.

B. Supervisor Eligibility

Supervisors participating in the Work Experience Program must have excellent leadership skills. They must be willing to show and encourage good work habits; they must be able to teach and encourage confidence in each Trainee. To enhance the value of the program, Supervisors must hold Trainees to a strict standard of attendance, punctuality, and performance while motivating them to be part of a work team. The WEX Supervisor must:

- Be understanding of, and tolerance for, youth behavior.
- Keep a positive, friendly manner, as well as an expectation of mutual respect.

- Maintain the expectation that Supervisors be addressed by title (Mr., Mrs. or Miss) rather than by first names. It is imperative that Trainees comprehend the difference between a Supervisor and a friend.
- Lead by example.
- Have the ability to establish a relaxed working relationship. Trainees must feel comfortable to ask questions and discuss any problems he/she may be experiencing.
- Clearly, define expectations hold Trainees accountable to these standards.
- Possess the ability to organize and assign appropriate duties for Trainees.

II. EXPECTATIONS AND GUIDELINES FOR TRAINEES

Trainees are expected to conduct themselves in a professional manner at all times while employed. They are to adhere to the policies and procedures of the Work Experience Program, as well as of the business in which they are employed. Violations of the professional code of conduct will result in appropriate disciplinary action.

A. Standards of Professional Conduct

The following policies must be observed as part of the employment experience. These policies are not to suggest other policies at the worksite should not be developed and upheld, if deemed necessary.

SMOKING POLICY

It is the policy of this program to protect the health, comfort, and environment of Trainees by establishing a *no smoking policy*.

WEAPONS CONTROL POLICY

It is the policy of this program that the possession, use, or sale of firearms, ammunition, fireworks or other dangerous weapons is prohibited. Violation of this code will result in immediate termination from the program. *Offenders will be prosecuted to the fullest extent of the law.*

DRUG-FREE POLICY

It is the policy of this program that Trainees *shall not be involved* in the unlawful use, possession, sale or transfer of drugs or narcotics in any manner. This includes the off-property abuse of alcohol, illegal drugs, controlled substances or prescription drugs that impair the Trainees' ability to perform.

SEXUAL MISCONDUCT POLICY

It is the policy of this program to prohibit all sexual contact. *Violation will result in immediate termination.*

DRESS CODE POLICY

It is the policy of this program that all Trainees have good grooming habits and appropriate

attire and will comply with the dress code policy defined by the worksite employer.

VISITOR POLICY

It is the policy of this program that Trainees will not be allowed to have visitors or receive non-emergency personal telephone calls during work hours.

If at any time, the Trainee violates any of the above policies, or if the worksite Supervisor has other challenges with the Trainee, the Case Manager will intervene as the official employer and determine any personnel action and/or continued program participation.

B. Work Experience Expectations

Weekly Schedule

Trainee schedules shall be determined by the worksite location and follow the schedule defined in the **Work Experience Agreement** located at the back of this Handbook. Changes to the schedule *must be approved by the Project Director.*

Job Responsibilities

A job title and clearly defined job responsibilities will be recorded on the **Trainee Job Description** (page 8). The trainee will perform such duties as noted, with necessary direction and supervision from the worksite Supervisor. The **Trainee Job Description** should at all times, be posted in the Trainee's work area.

Punctuality

A Trainee is required to be punctual, which includes returning from breaks and lunch periods on time. If a Trainee is late, there must be an acceptable reason for the tardiness. In the event of chronic tardiness, a **Poor Work Performance Notification** (page 20) will be issued.

Absenteeism

Regular attendance is required of all Trainees. In the event an emergency should arise, Trainees *must call their worksite Supervisor and _____ Case Manager* at least 30 minutes prior to their designated work start time. Failure to call within the prescribed 30-minute period, or failure to report an absence, will result in a **Poor Work Performance Notification** (page 20), which precedes an **Employment Termination Notification** (page 21). Trainees will be given an opportunity to improve in the area of concern in order to prevent termination from the program. (*See **Unsatisfactory Job Performance Overview** on page 19 for more information.)

Holidays

There are no provisions for Trainees to be paid for legal holidays. All legal holidays that fall within the program period should be recognized as days off.

Inclement Weather (if applicable to job responsibilities)

If completion of Trainee's job duties is contingent on the weather, it is the obligation of the worksite Supervisor to assign secondary job duties and list them on the **Trainee's Job Description**.

Undue Harassment

It is the expectation of the program that neither Trainees nor the worksite staff shall conduct themselves in a manner definable as harassment. Reports of harassment shall be viewed as significant by and shall be reviewed with serious consideration.

Grievance Procedures

It is the policy of this program that no Trainee will be discriminated against because of race, religion, color, handicap, sex, age, national origin, beliefs or political affiliation. A positive, goal-oriented program has been established to achieve this objective. All Trainees will receive a copy of the **Grievance Procedures** form (pages 9-10). This form outlines the steps that must be taken in order to file a grievance or a complaint. It should be completed and filed in each Trainee's file.

Child Labor Laws

The Child Labor Laws are designed to protect and benefit each Trainee. Employers must comply with both federal and state laws. When federal and state standards are different, the rules that provide the most protection to youth workers will apply. You are required to post the Child Labor Laws in the work site area. Posters of said laws are available from the U.S. Department of Labor as well as from your state DOL. (See **Child Labor Laws**, pages 11-12, for more information.)

Worker's Compensation

The program provides Workers' Compensation payment for medical expenses for Trainees injured on the job. If time is lost from the job due to injury, supervisors will indicate as such on the timesheet. **A Trainee is not eligible for any compensation when not at work.**

Injury Instruction

Injuries must be reported to the Trainee's Worksite Supervisor and Youth Services Case Manager as soon as possible. An **Injury Procedure Form** (14) must be posted in the worksite area, along with **Emergency Contact Information Form** (13).

Payday

All payroll processing will be managed by _____. The _____ Case Manager/ Outreach Specialist will collect timesheets on specified days, and Trainees' compensation will reflect the time recorded at the worksite location. All timesheets must be uploaded in the State's MIS system i.e. Jobs4TN/VOS.

Payroll Deductions

Standard deductions such as FICA (Social Security), Medicare and, if applicable, federal taxes, will be withheld from Trainee checks.

TRAINEE JOB DESCRIPTION

The Job Description is a broad, general and written statement of a specific job. It generally includes the duties and responsibilities required in a job, and the necessary skills, knowledge, and abilities needed to perform the job. It is used to develop selection and training programs, classify jobs for pay purposes, and improve performance appraisals.

Name of Company

Worksite Location

Department

Supervisor

Assistant Supervisor (must name)

Scheduled work hours per week _____ a.m. _____ p.m. _____ Minutes
Workday begins Workday ends Lunch Break

JOB TITLE: _____

Job Duties/Responsibilities for this Position

1. _____
2. _____
3. _____
4. _____
5. _____

Will there be different job responsibilities in the event of inclement weather? YES NO
If yes, please continue.

Job Responsibilities in Case of Inclement Weather

1. _____
2. _____
3. _____
4. _____
5. _____

**GRIEVANCE & COMPLAINT PROCEDURES FOR
WIOA Youth Services Work Experience Trainees**

GRIEVANCE PROCEDURES:

If you have a programmatic grievance, you should discuss the matter with your Youth Services Provider's Case Manager. If the problem cannot be resolved, submit a letter of grievance to:

**Greater Memphis Local Workforce Development Board
ATTN: GMLWDB Executive
Director
Memphis, Tennessee 38103
901.543.3500**

If you do not receive a decision at this level within 30 calendar days of filing the grievance, or if you are dissatisfied with the decision, or if a written decision is not provided to you, you may file a review with the Executive Director of your regional workforce board, Greater Memphis Local Workforce Development Board

If a written decision is not provided to you within 60 days of filing, you may appeal to the:

**Director of Civil Rights Center
U.S. Department of Labor
200 Constitution Avenue NW, Room N-4123
Washington, D.C. 20210**

A grievance must be filed within one year of the alleged violation. Appeals to the Secretary of Labor must be made within 10 days of receipt of a decision or failure to receive a written decision.

COMPLAINT PROCEDURES:

If you, as a Workforce Innovation and Opportunity Act (WIOA) program participant or applicant, believe that your rights are being violated due to an act of discrimination based on race, color, sex, national origin, religion, age, political affiliation, citizenship or belief, you may file a complaint of discrimination with the United States Department of Labor, 200 Constitution Avenue NW, Washington, DC 20210 within 180 days of the alleged occurrence.

Complaints of discrimination based on handicap must be file locally with Workforce Investment Network.

If dissatisfied with the local decision, you may appeal to the U.S. Department of Labor at the address above, within 180 days of the decision, or 90 days from the filing of the complaint, whichever is earlier.

It is understood that no WIOA recipient, or other person, shall intimidate, threaten, coerce or discriminate against any individual for the purpose of interfering with any right or privilege secured by Title VI of the Civil Rights Act of 1964 and Section 34.8 of the Federal Regulations or because the person has made a complaint, testified, assisted, or participated in any manner in an investigation, proceedings, or hearing.

As a WIOA participant enrolled with _____, I certify that I have read and/or understand my rights and responsibilities as listed in this statement.

CHILD LABOR LAWS

Overview

Federal child labor rules are established by the Fair Labor Standards Act (FLSA). This act establishes minimum wage, overtime pay, record keeping, and child labor rules affecting full- and part-time workers. The rules vary depending upon the age of the worker and the occupation. In addition, all states have child labor standards. When Federal and State standards differ; the rules that provide the most protection to young workers will apply.

Some specifics of the Federal Child Labor Laws include:

Hours

Minors ages 14 and 15 may work

- Outside of school hours
- After 7 a.m. and until 7 p.m.
(until 9 p.m. during summer vacation - June 1-Labor Day)

No more than

- 3 hours on a school day
- 18 hours during a school week
- 8 hours on a non-school day
- 40 hours in a non-school week

- ◆ There are no federal restrictions on the work hours for youth ages 16 or older, however many states do have more strict regulations.
- ◆ In Florida, for example, minors ages 16 & 17 are allowed to work 30 hours a week when school is in session and 8 hours per day between 6:30 a.m. and 11 p.m., if school is scheduled the following day. There are no limitations on hours worked when school is not scheduled the following day, or during holidays and summer vacation.
- ◆ Minors are NOT permitted to work during normal school hours unless they are enrolled in a school-to-work experience program, career education or other program declared exempt by the state, or have a partial waiver.

Days

Minors in most states are not permitted to work more than six consecutive days in one week. This applies throughout the year

Breaks

The Federal child labor provisions do not regulate such things as breaks or meal periods. In some states, however, minors are not permitted to work for more than four hours without a 30-minute, uninterrupted meal break.

Partial Waivers

Most state labor laws are designed to serve and protect minors while encouraging them to remain in school. At times, minors may feel that the law conflicts with their best interest, therefore they have the right to request exemption from parts of the law. Many states, (Florida, for example) have provisions by which waivers may be granted on a case-by-case basis, when it clearly appears in the best interest of the minor.

Exemptions

In many states, minors are exempt from the hour restrictions of the Child Labor Law in the following instances: if they have been married; have graduated from an accredited high school or hold a high school equivalency diploma; have served in the military; have been authorized by a court order; or have been issued a partial waiver by the public school or Child Labor Section.

Jobs Youth Can and Cannot Perform

Child Labor Laws regulate jobs that minors can and cannot perform. For example, minors **ages 13** or younger can babysit, deliver newspapers, work as an actor or performer, or work in a business or on a farm solely owned (or operated) by their parents.

At **ages 14 and 15**, minors may *also* work in an office, a grocery store, retail store, restaurant, movie theater, ballpark, amusement park, or at a gasoline service station. Youth **ages 14 and 15** may *not* work in (or with) the following:

- Communications or public utilities jobs,
- Construction or repair jobs,
- driving a motor vehicle/helping a driver,
- manufacturing and mining occupations,
- power-driven machinery or hoisting apparatus other than typical office machines,
- processing occupations, public messenger jobs,
- transporting persons or property, workrooms where products are manufactured, mined or processed, *or*
- warehousing and storage.

At **age 16** a youth can work in any job that has not been declared hazardous by the Secretary of Labor. Hazardous occupations include:

- manufacturing and storing of explosives,
- driving a motor vehicle or 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, related products,
- power-driven circular saws, band saws, and guillotine shears,
- wrecking, demolition, and shipbreaking operations,
- roofing operations, *or*
- excavation operations.

When a youth turns **18**, he/she can work at any job for any number of hours. The child labor rules no longer apply.

Work Permit/Age Certification

Some states require minors to obtain work permits prior to getting a job. **Examples:** California, Indiana, and Michigan all require an Employment Certificate (issued by the school) for minors under the age of **18**. Maine, Illinois, and Missouri require Employment Certificates only for employed minors under the age of **16**. Other states (Florida, South Carolina, and Texas, to name a few) require an Age Certification, issued by either the school or the labor department. Employers should keep proof of age on all minor employees, as well as any document that exempts the minor from the law. **Note:** the above are only examples. Check with your state or local labor department to find out what permits or certifications are required in your state.

Additional Employer Responsibilities

Employers are required to post in a conspicuous place, on the property or place of employment, where it may be easily read, a poster which notifies minors of the Child Labor Law. Posters are available from the U.S. Department of Labor Wage and Hour Division.

For More Information

Find out about the Child Labor Laws in your state by accessing your State Department of Labor, or go to the U.S. Department of Labor at <http://www.dol.gov/elaws/esa/flsa/>, then link to State Child Labor Laws. Another good source of information is the Department of Labor website **YouthRules!** This site is designed to promote positive and safe work experiences for teens. The site outlines federal child labor guidelines and highlights resources for teens, parents, educators, and employers. Some resources include downloadable bookmarks to provide to employees and warning stickers to use on hazardous equipment and machinery, posters to display in the workplace, and self-assessment tools for employers. Go to www.youthrules.dol.gov to view the resources available.

EMERGENCY CONTACT INFORMATION SHEET

YOUTH SERVICES EMPLOYMENT TRAINING PROGRAM

Trainee's Name

Trainee's Home Address

Trainee's Phone Number

Name of Person to Contact at Home

Emergency Information:

Person to Contact in Emergency

Relationship to Employee (Trainee)

Phone Number (must be different than home #)

Check if phone number is: Work Home
 Cell

TRAINEE INJURY PROCEDURES/EMERGENCY INCIDENT

In case of an EMERGENCY, call 911 and coordinate immediate assistance. Contact Youth Services Provider staff to communicate details of the accident and location of Trainee.

Staff Name

Phone #

Additional Staff Name

Phone #

Non-Emergency Incident

Contact the above named _____ staff to determine need for medical services and location of services if required.

_____ will take youth to medical service location if immediate service is not required.

_____ staff and supervisor will jointly complete the incident report.

**** Workers' compensation coverage (medical coverage only) is provided by _____.**

INJURY PROCEDURE INCIDENT REPORT

YOUTH SERVICES EMPLOYMENT TRAINING PROGRAM

Employer/Training Locations

Supervisor/Team Leader

Site Representative

Name of Trainee

Age

Home Telephone #

Level of Injury:

Emergency

Non-Emergency

Date of Worksite/Program Incident

Time

Witnesses

YES

NO

Name

Title

Name

Title

Name

Title

Action taken to provide attention to injury

Location of Service Provider, if appropriate

Worksite Representative Statement (explain nature of incident)

(Use additional sheets if necessary)

Contact with Parents

Date

Time

Need for _____ Workers' Compensation Coordination:

YES

NO

Copy of Injury Report provided to Employer/Training Site:

YES

NO

C. Instructions for Timesheet

A Trainee's timesheet is the basis for calculating wages; therefore, it is very important that it be completed accurately. Your Youth Services Trainee(s) may have received monies through payroll in earlier segments of the employment-training program. In that case, the Trainee(s) should be 100% prepared to complete an error-free timesheet. It is then the responsibility of the Supervisor, along with the Trainee, to verify all information recorded on the timesheets.

If the timesheet is completed incorrectly, a Trainee will not be paid on time. It is important for each Trainee to be aware that standard deductions, which include FICA and Social Security, are withdrawn from each paycheck. Guidelines for accurate completion of the timesheet are as follows:

- Timesheets must be completed in blue or black ink pen.
- Timesheets must be completed without smudges, scratch outs or whiteout correction fluid.
- Timesheets must contain the Trainee's correct name - exactly as it appears on the social security card or state-issued ID.
- Timesheets must contain the correct dates of each pay period.
- Trainees must sign in and out for lunch break.
- Trainees must complete the timesheet by reporting hours worked on the quarter-hour only [every fifteen (15) minutes]. If a Trainee arrives five (5) minutes after any quarter-hour begins, the Trainee must sign in at the beginning of the next quarter-hour. For example, if a Trainee arrives at 8:05 a.m., the form must be signed at 8:15 a.m.
- Trainees must sign each timesheet with an official, full signature (**NO INITIALS PLEASE**).
- Supervisors must verify and complete the timesheet during the pay period with an official, full signature (**NO INITIALS PLEASE**).

*See attached **Trainee Timesheet** for guidance.

Youth Services Time Sheet

Worksite:

Supervisor Contact:

Employee Information

Full Name

Beginning Payroll Period

| Week 1 | Date | Time In | Time Out | Time In | Time Out | Total |
|-----------|------|---------|----------|---------|----------|-------|
| Saturday | | | | | | |
| Sunday | | | | | | |
| Monday | | | | | | |
| Tuesday | | | | | | |
| Wednesday | | | | | | |
| Thursday | | | | | | |
| Friday | | | | | | |

Week 1: Total Hours Worked

| Week 2 | Date | Time In | Time Out | Time In | Time Out | Total |
|-----------|------|---------|----------|---------|----------|-------|
| Saturday | | | | | | |
| Sunday | | | | | | |
| Monday | | | | | | |
| Tuesday | | | | | | |
| Wednesday | | | | | | |
| Thursday | | | | | | |
| Friday | | | | | | |

Week 2: Total Hours Worked

Employee's Signature/Date

Worksite Supervisor's Signature/Date

D. Performance Evaluations

Though the Supervisor should routinely observe and offer constructive feedback to each Trainee, it is necessary for Supervisors to conduct formal bi-weekly evaluations on work competencies and job performance. (See copy of **Bi-weekly Evaluation**). The following areas of performance shall be covered:

- The Trainee consistently demonstrates . . .
 - a positive attitude
 - positive behavior
 - professional conduct
 - personal maturity.
- The Trainee demonstrates an appropriate worksite personal appearance.
- The Trainee is consistently punctual.
- The Trainee maintains regular attendance.
- The Trainee demonstrates good interpersonal skills with supervisors.
- The Trainee demonstrates good interpersonal skills with co-workers.
- The Trainee completes assigned tasks effectively.

After completing the **Bi-Weekly Performance Evaluation** form, the Supervisor should schedule a time to sit down with the youth to go over the evaluation. Offering regular, constructive feedback is necessary for the professional growth and success of any new employee.

Additionally, the Youth Services Case Manager will conduct continuous case management with an on-site visit to the Worksite Supervisors bi-weekly.

The Case Manager will conduct:

- An individual Performance Evaluation of each trainee
- Obtain and upload timesheets of the trainees and
- Review the progress of the Supervisor's **Bi-Weekly Performance Evaluation**.
- This regular contact is necessary in order to adequately serve the Trainees (as well as the worksite employer) and to address any developing problems or needs.

GREATER MEMPHIS LOCAL WORKFORCE DEVELOPMENT AREA

BI-WEEKLY PERFORMANCE EVALUATION

Trainee's Name _____

Evaluation Period _____

Supervisor's Name _____

Work Site _____

Instructions: Rate the Trainee on the following listed items. Provide notes, based on your objective observation that will aid the Trainee in improving his/her performance. A meeting to discuss the Trainees' **Bi-weekly Evaluation** should immediately follow the evaluation.

- RATING SCALE:
- 3 - Strong demonstration of appropriate behavior
 - 2 - Adequate demonstration of appropriate behavior
 - 1 - Poor demonstration of appropriate behavior
 - 0 - Unacceptable demonstration of appropriate behavior

| Skill | Worksite Supervisor Rating | | | |
|--|----------------------------|---|---|---|
| Demonstrates positive work attitude and work behavior | 0 | 1 | 2 | 3 |
| Demonstrates appropriate personal grooming and appearance | 0 | 1 | 2 | 3 |
| Demonstrates professional conduct and personal maturity | 0 | 1 | 2 | 3 |
| Is consistently punctual | 0 | 1 | 2 | 3 |
| Maintains regular attendance | 0 | 1 | 2 | 3 |
| Exhibits good interpersonal skills interacting with supervisor | 0 | 1 | 2 | 3 |
| Exhibits good interpersonal skills interacting with Co-Workers | 0 | 1 | 2 | 3 |
| Completes assigned tasks effectively | 0 | 1 | 2 | 3 |

Additional Comments and Coaching Notes (observations, accomplishments, completed activities, or suggestions given to Trainee during rating period):

Please review, then sign and date this evaluation:

Evaluation Completed By Date _____
Trainee Date

Case Manager Date

GREATER MEMPHIS LOCAL WORKFORCE DEVELOPMENT AREA

E. Unsatisfactory Job Performance Overview

If a Trainee demonstrates unsatisfactory behavior/performance, it is the Supervisor's responsibility to report it to the Youth Services Case Manager as soon as possible. The Case Manager will take immediate action to address the situation. In a meeting with the Trainee, the Case Manager will discuss the performance issue to get a complete understanding of the situation. If the concern cannot be resolved through communication between the Case Manager, Supervisor, and Trainee, the Case Manager will take the next step, which is to contact the _____ Youth Service Project Director to receive permission to administer disciplinary action.

Disciplinary action will consist of any one (or combination) of the following:

- **Verbal discussion and warning to Trainee.**
- **Issuance of a Poor Work Performance Notification (page 20) to Trainee.** This notification will outline the problem(s), recommend positive action steps to resolve the problem(s), and establish a time frame within which the corrective action should take place.
- **Termination of the Trainee from the Program** (see the **Employment Termination Notice** on page 21). Final termination rests with the Youth Services Project Director. Neither the permanent personnel at the worksite nor the Youth Services Case Manager has the authority to implement final termination. The worksite supervisor may request that a Trainee not return to work if he /she deems the situation critical.

The final decision regarding the disciplinary action must be the result of consultation between the Supervisor, the Youth Services Case Manager, and in some cases, the Youth Services Project Director. The Supervisor may give warnings for unsatisfactory performance, but, if further formal action is needed, the Case Manager must be notified.

**GREATER MEMPHIS LOCAL WORKFORCE DEVELOPMENT
BOARD (GMLWDB)**

POOR WORK PERFORMANCE NOTIFICATION

YOUTH SERVICES EMPLOYMENT TRAINING PROGRAM

Trainee's Name: _____

_____ Date

Employer

Supervisor's Name

As a Trainee enrolled in the _____ Youth Work Experience Program, you are aware of your work-related responsibilities. During the past week, you have shown *less than acceptable* performance in the following area(s):

- Work attitude and behavior
- Appearance and grooming
- Conduct and personal maturity
- Punctuality
- Attendance
- Interpersonal skills:
- Interactions with Supervisor Interactions with Co-workers
- Completion of work tasks
- Other _____

Based on the above, the following changes must occur:

If you do not improve your work behavior over the next week to an acceptable level of performance, you will be terminated from participation in the Work Experience component of the Youth Services Program.

Signature of Trainee

Signature of Youth Services Representative

Signature of Supervisor

**GREATER MEMPHIS LOCAL WORKFORCE DEVELOPMENT
BOARD (GMLWDB)**

EMPLOYMENT TERMINATION NOTIFICATION

YOUTH SERVICES EMPLOYMENT TRAINING PROGRAM

Trainee's Name

Date

Employer

Supervisor's Name

Your work performance has not improved to an adequate level over the past number of days. In our last meeting, held on _____ (Date), you were informed of the importance of improving your performance and the possible consequences:

_____ regrets to inform you that you have been terminated from further participation in the Youth Services Work Experience Program as of today's date.

You will be paid in full for the hours worked up to and through this date, in accordance with the normal payroll schedule.

Your next activity in the program shall be _____

You have been terminated for the following reason(s):

- | | |
|---|--|
| <input type="checkbox"/> Negative work attitude and behavior | <input type="checkbox"/> Inappropriate appearance/grooming |
| <input type="checkbox"/> Unprofessional conduct/maturity | <input type="checkbox"/> Problems with punctuality |
| <input type="checkbox"/> Poor attendance record | <input type="checkbox"/> Inadequate completion of work tasks |
| <input type="checkbox"/> Not exhibiting good interpersonal skills: <input type="checkbox"/> Problems with Supervisor | <input type="checkbox"/> Problems with Co-worker(s) |
| <input type="checkbox"/> Other _____ | |

If you feel you have been wrongly terminated, you have the right to appeal this decision with the Project Director, and/or follow the procedures outlined by the Youth Services **Grievance Form** (pages 9-10).

Signature of Trainee

Signature of Representative

Signature of Supervisor

List details regarding REQUIRED parent notification: _____.
Note: Action must be approved by _____ Project Director.

III. SUPERVISOR RESPONSIBILITIES AND STRATEGIES

A Supervisor of a _____ Work Experience Trainee has an opportunity to make a difference – not only on the youth but also in the workplace and in the community.

A. GUIDELINES AND EXPECTATIONS

The responsibilities of a Supervisor include, but are not limited to, the following:

- Assist in the development of a job description for each position Trainees will hold within your worksite.
- Orientate Trainees to the job as outlined in the job description, and to the workplace itself.
- Introduce Trainees to co-workers; help them understand the policies and procedures.
- Help Trainees understand their role within the organization.
- Explain and show Trainees how the various tasks are to be performed.
- Help Trainees recognize the importance of routine tasks. Understanding that each task is critical to the success of the department/organization will help them appreciate the contribution they are making.
- Assign tasks that are challenging to the Trainees; help them develop their skills and confidence in their abilities.
- Help Trainees understand the importance of time management.
- Assign an adequate number of projects to fill the hours of the workday.
- Provide adequate one-on-one supervision of Trainee activities.
- Assist Trainees in identifying daily and/or weekly work objectives.
- Provide Trainees appropriate feedback on their performance through Bi-weekly Evaluations.
- Monitor the completion of all timesheets on a daily basis.

Above all, recognize that all people want to reach their potential and that all people need recognition for their efforts. You can be a catalyst that will instill a positive change in the youth in your workplace.

B. Tools to Assist with Supervisor Responsibilities

In addition to the forms and documents featured in the previous section, **Expectations and Guidelines for Trainees**, there are several additional forms that will require your attention:

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- 1) **Worksite Inspection** – a form to use as a brief reminder of several of the essential expectations of Youth Services Provider;
- 2) **Post-Program Evaluation** – a way to evaluate the Work Experience program at the conclusion of the program;
- 3) **Orientation Attendance Verification** – a form you will sign after participating in the orientation to the Work Experience program.

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WORKSITE INSPECTION

To ensure compliance with the Worksite Agreement and a quality experience for the youth trainees at the worksite, the _____ Case manager and/or _____ Project Director may conduct periodic evaluations of the worksite itself. The items to be reviewed are listed below. If deficiencies are found, it is the responsibility of the _____ representative to bring them to the attention of the Worksite Supervisor and to work out a plan for improvement.

1. All required documents are posted in locations accessible to Trainees:
 - A. Job Description? Yes No
 - B. Work Experience Agreement? Yes No
 - C. Child Labor Laws? Yes No
 - D. Emergency Contact Information for *all* Trainees working at this site? Yes No
 - E. Injury Procedure Incident Report? Yes No

2. Do Trainees know the location of all postings? Yes No

3. Are Trainees signing timesheets daily? Yes No

4. Is adequate supervision given to all Trainees at the worksite? (Max. 2 to 1 ratio) Yes No

5. Do all Trainees and Supervisors know the name of _____ Worksite Representative? Yes No

6. Is this worksite operating in accordance with all Child Labor Laws, i.e., is this site safe and no under-age Trainees are operating power equipment, machinery, or working with chemicals? Yes No

If contractor is in violation of Child Labor Laws, what steps are being taken to correct the _____ violations?

Evaluation completed by:

Name and Title

Date

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POST-PROGRAM EVALUATION

WORKSITE SUPERVISOR / ASSISTANT SUPERVISOR PROGRAM

Thank you for providing a _____ Trainee with a unique Work Experience opportunity at your place of business. Please take a moment to evaluate the overall experience as a Worksite Supervisor.

Business Name

Supervisor Name

Case Manager

A rating for all questions is desired.

| Rating Scale: | 1 Fair | 2 Satisfactory | 3 Good | 4 Excellent | | | | |
|---|------------------|--------------------------|------------------|-----------------------|----------|----------|----------|--|
| 1. _____ provided adequate and useful information concerning the program operation (i.e., supervisor orientation). | | | | 1 | 2 | 3 | 4 | |
| 2. Referrals for interviews were consistent with requests made. | | | | 1 | 2 | 3 | 4 | |
| 3. Trainees were qualified for positions to which they were referred. | | | | 1 | 2 | 3 | 4 | |
| 4. Trainees were adequately prepared for the interview (appropriate dress, motivation, punctuality). | | | | 1 | 2 | 3 | 4 | |
| 5. The overall referral process was satisfactory. | | | | 1 | 2 | 3 | 4 | |
| 6. Trainees were adequately prepared to work (i.e., the student orientation prior to the work activity was sufficient). | | | | 1 | 2 | 3 | 4 | |
| 7. _____ support staff and management exhibited professionalism. | | | | 1 | 2 | 3 | 4 | |
| 8. The work activity was a valuable component in the development of Trainees. | | | | 1 | 2 | 3 | 4 | |
| 9. Our worksite has recognized the benefits, as a result of this program. | | | | 1 | 2 | 3 | 4 | |
| 10. The overall quality of this year's program. | | | | 1 | 2 | 3 | 4 | |

| Program STRENGTHS: | Program WEAKNESSES: |
|---------------------------|----------------------------|
| | |

ATTENDANCE VERIFICATION FORM

WORKSITE SUPERVISOR ORIENTATION

Date

As a representative of _____

(Name of organization)

I acknowledge that I have received a Supervisor's Orientation to the _____ **Work Experience Program** and I am acquainted with the responsibilities of this position.

I have also received a **Work Experience Handbook** as a reference tool, which outlines the qualifications, expectations, and duties related to this supervisory role. The Handbook also contains the forms necessary for complying with expectations, policies, and procedures.

Signature

Title

GMLWDB, INC.

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APPENDIX

Work Experience Agreement

THIS AGREEMENT is entered between _____ and:

Agency Name: _____

Agency Contact Name: _____

Please check: Not for Profit For Profit

This agreement is for:

Please check. Work Experience

Here in after referred to as the “provider.” I.

The Provider Agrees:

A. To develop and provide agency worksites designed to provide Workforce Innovation and Opportunity Act (WIOA) Youth participants referred by _____ with a job-training experience referred to as “Work Experience”

1. The provider shall not disclose the participant’s status as a recipient of public WIOA assistance to anyone other than personnel authorized by _____ or provider.
2. The provider shall allow access to these records during normal hours of operation for inspection, review, or audit by personnel duly authorized by, _____ as well as by WGMLWDB personnel.

B. Services to be provided

1. The provider will develop a Training Outline (Attachment I) and provide Work Experience training not to exceed a total of ___ hours. Work Experience must enable participants to obtain the knowledge and skills essential to an adequate level of performance of the job in accordance with the approved Training Outline.
2. Progress Reports and Notification – The provider will notify _____ of the status of WIOA Youth participants when one or more of the following situations occur:
 - a. The individual has failed to attend the initial interview or refused a suitable worksite-training program.
 - b. The individual was not accepted for participation in the work experience training.
 - c. The individual has experienced continued absenteeism, sickness, or other problems that may arise.
 - d. The individual terminated the Work Experience and either, secured unsubsidized employment, or is no longer participating in work experience.

C. Manner of Service Provision

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1. The Training Outline must be prior approved by _____ and Workforce Investment Network.
2. The provider must provide the necessary instructions, supervision, and equipment necessary to train the work experience participant.
3. The provider will verify the daily attendance of work experience participants and ensure that the Activity Report Timesheet is completed weekly to be submitted to _____.
4. The provider shall allow access to these records during normal hours of operation for inspection, review, or audit by personnel duly authorized by, _____ as well as by GMLWDB personnel.
5. The provider will give advanced notification to _____ regarding any requirements of the participant to have a T.B. skin test, drug screening, background check, uniforms, etc. prior to the placement of an individual in Work Experience.

D. Special Provisions

1. Some work experience participants may present themselves with undeveloped soft skills. In such cases asks the provider to use staff as support for dealing with issues prior to dismissing the Work Experience participant. The provider shall teach the WIOA Youth participants the skills necessary for entry-level work in the designated job title.
2. No individual may participate in Work Experience unless officially referred to the provider in accordance with this agreement.
3. The participant(s) under this agreement or any amendment hereto is to be provided with the same working conditions accorded to other employees present in the Provider's workforce. Workers' compensation, but not benefits, will be provided as stated in section II. C.
4. A Work Experience participant shall displace no currently employed worker. This includes partial displacement such as a reduction in the hours of non-overtime work, wages or employment benefits.
5. No Work Experience participant shall be hired into or remain working in any position when the same or substantially equivalent position is vacant due to a hiring freeze or when any regular employee is on lay-off from the same or substantially equivalent position or when the regular employee has been bumped and has recall or bumping rights to that position pursuant to the provider's personnel policy or collective bargaining agreement. Work Sites will inform employees of the ability to file a grievance if displaced.

II. _____ Agrees:

- A. _____ shall refer eligible WIOA Youth participants to the provider for consideration in a Work Experience component for a period not to exceed _____ hours.
- B. _____ shall provide transportation assistance, and other work-related expenses as needed by the participant to the extent funds are available, and law or regulation authorizes the expense.

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C. _____ will provide State Worker's Compensation liability and/or claims coverage for all WIOA Youth Work Experience participants during assigned hours.

III. The Provider and _____ Agree to:

A. Effective Date:

This agreement shall begin on _____ or the date on which this agreement has been signed by both parties, whichever is later.

B. Termination:

1. Termination for convenience

- a. The provider has the right to terminate the individual trainee's participation from the provider's site if things are not working out after a good faith effort to resolve the problem.
- b. This agreement may be terminated by either party upon no less than thirty (30) days' notice, without cause.

C. Notice and Contacts:

1. The names and addresses of the _____ representatives for this agreement are:

Address:

Program Name
Attn: Project Director
Address

Contact Name:

Email:

2. The name and address of the representative for the Provider responsible for the administration of Work Experience/Community Service under this agreement is:

3. In the event either party designates different representatives after the execution of this agreement, a notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to the originals of this agreement.

This agreement and its attachment are referred to, (Attachment I); contain all the terms and conditions agreed upon by these parties.

IN WITNESS THEREOF, the parties thereto have caused this agreement to be executed by their undersigned officials as duly authorized.

Agency Name: _____

Signature: _____

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Print Name: _____

Job Title: _____

Date: _____

(Work Experience Only FIN# _____)

WIOA Program

Signature: _____

Print Name: _____

Job Title: _____

Date: _____

NOTICE: THIS AGENCY IS A RECIPIENT OF TAXPAYER FUNDING. IF YOU OBSERVE AN AGENCY, DIRECTOR, OR EMPLOYEE ENGAGING IN ANY ACTIVITY WHICH YOU CONSIDER TO BE ILLEGAL, IMPROPER, OR WASTEFUL, PLEASE CALL THE STATE COMPTROLLER'S TOLL-FREE HOTLINE.

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JOB DESCRIPTION**

Provider Information (to be completed by the provider)

Please check: Not for Profit For Profit

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Work Experience Job Title/ Position: _____

***If the agency has more than one Job title/position for customers to assist in, please complete additional Job description training outlines. One for each Job title/Position requested.

Number of positions available for the Job Title above: _____

Agency Name: _____ Agency

Address: _____ Agency's contact

Phone Number: _____ Fax Number: _____

Representative who will be signing the timesheets weekly:

Print name Signature Job Title

If additional staff will be signing, please add all names: (Please list all agency staff who will sign off on timesheets)

Print name Signature Job Title

Print name Signature Job Title

Print name Signature Job Title

This job description/training outline runs from _____ to _____ (12 months maximum)

Days open (please check): Sun _____ Mon _____ Tues _____ Weds _____ Thurs _____ Fri _____ Sat _____

Hours open: Sun _____ Mon _____ Tues _____ Wed _____ Thurs _____ Fri _____ Sat _____

List the job duties (or attach a job description) for the Job Title listed above: _____

Holiday's Observed:

- New Year's Day
- President's Day
- Memorial Day
- Columbus Day
- Thanksgiving (Friday after)
- Christmas Day
- Good Friday
- Independence Day
- Other: _____
- Christmas Eve
- Martin Luther King, Jr.
- Labor Day
- Veteran's Day

Job Seeker information (to be completed by a Program representative)

Job Seeker Name: _____ Case #: _____

Job Seeker start date: _____ Actual end date: _____

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Signatures:

Representative Signature: _____

Date: _____

Trainee Signature: _____

Date: _____