

South Bay One-Stop Business & Career Centers

SUPERVISOR HANDBOOK

South Bay One-Stop Business and Career Centers
Youth Services
11539 Hawthorne Blvd., #500
Hawthorne, CA 90250



America's **Job**Center
of California™

Sponsored by: South Bay Workforce Investment Board/South Bay Workforce Investment Board, Inc.

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

Dear Worksite Supervisor:

Welcome to the South Bay Youth Services (SBYS) Work Experience Program! As a Worksite Supervisor, you are in a unique position to provide direction and training for the youth in our community. Youth participation will enable young people the opportunity to develop positive work habits, attitudes and job readiness skills.

SBYS provides work-based training for youth and young adults between the ages of 14 and 24. Our goal is to encourage youth to learn about the world of work, remain in school, and develop career goal interests. Through this program, youth will have the opportunity to develop the skills necessary to meet their present and future employment needs.

This manual is a general guide to help you understand the important commitment your organization has made in relation to the youth participating in the work experience and the SBYS Work Experience Program. It also provides general information regarding processes and forms used in the operation of the program.

The SBYS Work Experience Program staff will provide you with further information and guidance and will remain available throughout the program to address any concerns or questions as they arise.

We appreciate your cooperation in connecting our youth to the valuable World of Work.

Sincerely,

Youth Programs
(310) 680- 3700

PROGRAM OVERVIEW

South Bay One-Stop Business and Career Centers Youth Services is operated under the oversight of the City of Inglewood/South Bay Workforce Investment Board/South Bay Workforce Investment Board, Inc. through federal funding under the Workforce Innovation and Opportunity Act (WIOA). In order to receive WIOA employment and training services, youth and their family members must meet the following guidelines:

- Youth must be 14-24 years old and reside in the City of: Inglewood, Hawthorne, Lawndale, El Segundo, Carson, Gardena, Redondo Beach, Manhattan Beach, Lomita, Torrance or Hermosa Beach
- Meet income guidelines
- Provide the required documents

PROGRAM GOALS

The mission of the South Bay Workforce Investment Board/South Bay Workforce Investment Board, Inc., and South Bay One-Stop Business & Career Centers Youth Services (SBYS) is “**to provide collaborative employment services that exceed the expectations of workers, job seekers, and employers**”. The goals for the Work Experience/Internship Program are to assist youth as follows:

1. Build and refine a strong work foundation and employment competencies
2. Experience the discipline of work in order to develop a strong work ethic
3. Gain an appreciation of the connection between work and learning, which is critical to a long-term attachment to and success in a rapidly changing labor force

PERSONAL ENRICHMENT TRAINING

All youth are required to participate in a 20-30 hour Blueprint for Workplace Success pre-employment training that is designed to assist the youth in developing practical reading and computation skills as they are needed for work and life. Basic skill training includes all or part of the following skill areas.

<u>Life Skills</u>	<u>Workplace Skills</u>
<ol style="list-style-type: none">1. Acquiring self confidence2. Maintaining good interpersonal skills3. Socially responsible behavior4. Decision-making and self-management5. Managing personal finances	<ol style="list-style-type: none">1. Managing your time effectively2. Effective communication3. Responsibility and dependability4. Meeting and exceeding expectation5. Job seeking and job maintenance skills

TYPES OF WORKSITE ASSIGNMENTS

There are a variety of different worksite assignments including Clerical Aide, Groundskeeper Aide, Library Aide, Maintenance Aide, Recreational Aide, Video Tech Aide, and Teacher's Aide. The job duties are outlined in the training plan, which should be developed for each youth. Youth are matched to a worksite based upon their assessment results, past work experience (if any), expressed interest, and worksite availability. We are not always able to place a youth at the worksite of their choice because of limited availability.

ROLE OF THE WORKSITE SUPERVISOR

Worksite Supervisors are regular employees of your organization that will directly supervise youth. It is imperative that youth be supervised at all times. Although youth receive a full orientation to the SBYS Work Experience Program requirements; youth will be more successful on their assignment if the Worksite Supervisor explains what is expected of them. Supervisors must take the time to orient the youth on the various areas of their work experience which includes but is not limited to:

Worksite Supervisors are responsible for:

- Ensuring the worksite meets minimum ADA requirements
- Ensuring an executed Worksite Agreement is on file at the worksite
- Ensuring all minors under the age of 18 have valid Work Permits
- Providing youth with an orientation to understand supervisor and worksite expectations, the work and break schedules, safety procedures, including emergency exits, evacuation plans, and person(s) to whom accidents are to be reported, and whom to contact in case of absence or tardiness
- Ensuring youth receive a copy of the Worksite Expectations Review form after it is discussed with the youth during the orientation
- Clearly communicate and confirm the expected work hours and duties
- Clearly communicate the name and telephone number of who to notify in case of tardiness or absence
- Ensuring youth have a clear understanding of his/her duties and an explanation of the criteria by which the youth will be evaluated on work ethics, attitude, work habits and work readiness
- Ensuring youth follow time and attendance procedures and that timesheets are complete and accurate as specified in Section 11
- Ensuring any timecard alterations, changes or corrections are initialed by the Supervisor (THE USE OF WHITE OUT IS STRICTLY PROHIBITED)
- Ensuring youth work hours are consistent with Child Labor Laws and that youth do not work in excess of their assigned hours
- Providing supervision of youth at all times, along with guidance and training as appropriate
- Working with the SBYS Program staff to resolve problems as they arise
- Maintaining a copy of the Worksite Expectations Review form, Worksite Agreement, job description, all submitted timesheets, and other relevant forms for a minimum of 3 years for audit purposes
- Conducting and submitting a monthly and a final performance evaluation for each youth
- Other responsibilities are outlined in the Worksite Agreement

ROLE OF THE SBYS PROGRAM STAFF

SBYS Program staff is available throughout the program to support the Worksite Supervisor(s) and youth engaged in program activities.

SBYS Program staff is responsible for:

- Orienting worksites and youth about the SBYS Program goals and objectives
- Ensuring worksites meet the criteria, listed below, prior to referring any youth to begin the work experience assignment:
 1. The worksite must meet the minimum requirements set forth by the Americans with Disabilities Act (ADA) of 1990
 2. The worksite must have a clear Emergency & Evacuation Plan
 3. A copy of the valid, executed Worksite Agreement is maintained at the worksite. The SBYS shall have the original on file.
 4. A valid Work Permit with the correct end dates for youth under the age of 18
- Reviewing the monthly and final Performance Evaluation with each youth and provide additional guidance for any needed improvements
- Providing mediation of any problems on the job between the participant and Worksite Supervisor

CHILD LABOR LAWS SUMMARY

The following information provides general guidance regarding allowable work activities for youth in accordance with applicable laws and regulations. There are laws that prohibit youth from doing dangerous work. Below is a summary:

IN CALIFORNIA, NO WORKER UNDER 18 YEARS OF AGE MAY:

- Drive a motor vehicle on public streets as part of a job
- Drive a forklift
- Use powered equipment like a circular saw, box crusher, meat slicer, or bakery machine
- Work in wrecking, demolition, excavations or roofing
- Work in logging or saw mills
- Handle, serve, or sell alcoholic beverages
- Work in areas where there is exposure to radiation
- Work more than 4 hours per day or 20 hours per week while school is in session
- Work more than 8 hours per day or 40 hours per week when school is not in session

IN CALIFORNIA, NO WORKER 14 OR 15 YEARS OF AGE MAY:

- Do any baking or cooking on the job (except cooking at a service counter)
- Work in a dry cleaning or a commercial laundry
- Do building, construction or manufacturing work
- Load or unload a truck, railroad car or conveyor
- Work on a ladder or scaffold

WORK PERMITS

Work permits are required for all youth under 18 years of age. All work permits have to be arranged and secured by SBYS Program staff and be kept on file.

DISCRIMINATION

The Worksite is to ensure that youth are not discriminated against based on race, sex, age, national origin, religious or anti-religious activities, disability, marital status, political affiliation or sexual orientation.

Youth may not be assigned work duties related to religious or anti-religious activities. There must not be any religious symbols present at the Worksite.

According to state, federal and local laws, Worksite Supervisors and youth may not take part in any political activity during work hours. This includes lobbying, fundraising, distributing pamphlets or engaging in voter registration activities.

SEXUAL HARASSMENT

SBYS youth have been advised to inform others (e.g. supervisors, coworkers, staff) when certain behavior makes them uncomfortable. SBYS Program youth will inform SBYS staff if they believe they have been sexually harassed.

The SBYS Work Experience program considers sexual harassment as an unwelcome attention of a sexual nature. It is harmful and it is illegal. Sexual touching, grabbing, pinching, or intentionally brushing up against someone in a sexual way can all be considered sexually harassing behavior. Comments, looks, teasing, and rumors can be forms of sexual harassment even if not intentional. Any perceived incident of sexual harassment must be reported to SBYS staff within 24 hours.

GRIEVANCE PROCEDURES

SBYS Program youth are protected from any kind of discrimination on the job and have been oriented on how to file a grievance.

PROBLEMS ON THE JOB

All identified youth have agreed to the rules and requirements of the SBYS Program. The youth, the Worksite Supervisor, and South Bay Youth Services staff are responsible for ensuring that this agreement is followed. South Bay Youth Services staff may serve as mediators and should be called anytime there is an issue with the youth's overall work habits. Worksite Supervisors are encouraged to discuss and resolve problems initially. However, if after the discussion, no progress has been made, it is the responsibility of South Bay Youth Services staff to help resolve the situation. South Bay Youth Services staff should be informed of any significant problems within 24 hours of the occurrence and in particular if the issue cannot be resolved by the Worksite Supervisor and youth alone. Any concerns and improvements shall be noted on the monthly Performance Evaluation. Should the issue continue, please contact South Bay Youth Services staff and the youth will be relieved from the work assignment.

PROGRAM MONITORING

SBYS will monitor the Worksite in advance of youth placement and periodically during placement in order to ensure a safe and adequately supervised work environment. In addition SBYS will conduct informal monitoring on timecard pick-up dates. Worksite Supervisors should request to see identification if they are not familiar with the SBYS staff conducting the monitoring. If there is a problem with SBYS staff, please notify the SBYS Program Manager.

In addition, Worksite Supervisors should be aware that worksites may be monitored or reviewed by representatives of the County of Los Angeles, the State of California or the U.S. Department of Labor.

Monitoring will generally consist of observation of operations, review of documentation, such as work permits, safety and health preparedness, timecards, work readiness evaluations, and compliance with the Worksite Agreement. In addition, reviewers will likely interview the Worksite Supervisor and youth.

PARTICIPANT ABSENTEEISM

All youth have been given an orientation that includes the basic procedures to follow when she/he finds it necessary to be absent from work. As a Worksite Supervisor, it is important that you be informed of the following procedures and that you reaffirm these protocols with the youth as part of the Worksite Expectation Review:

- The youth is required to give advance notice of intention to be absent from work, regardless of the reason. Worksite Supervisors shall inform the youth of what is considered "advanced notice" at their organization. If an emergency arises and advance notice is not possible, the youth 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 (1) day, the youth is to notify the Worksite Supervisor each day that she/he will be absent. The Supervisor should ensure that the youth has the phone number and name of the person to whom the absence must be reported.

The Worksite Supervisor is required to notify *SBYS* staff about the youth's absenteeism when:

- The youth is absent more than three (3) consecutive days regardless of the reason or whether the youth has reported the absences to the Worksite Supervisor.
- It appears to the Worksite Supervisor that the youth is establishing a pattern of absenteeism.

WORK HOURS, BREAKS AND LUNCH PERIODS

Youth may not work more than eight (8) hours per day, up to a maximum of 160 hours in total. The work schedule may vary between Worksites. Worksite Supervisors must obtain prior written approval, from SBYS staff, before any assigned work hours or work days are extended. Youth must make all requests to change assigned work hours, work locations, and work schedules to SBYS, not the Worksite Supervisor.

Participants must be provided breaks as follows:

- One ten (10) minute break required for every 4 consecutive hours worked
- A half-hour lunch break (unpaid) required within a 6-8 hour workday (in addition to breaks)

Participants **May Not** start work without a **Report To Work** form submitted to the Worksite Supervisor by SBYS. Any hours worked prior to a Report to Work Form being issued **will not** be paid. Participants may not work overtime, through assigned lunchtime, on holidays or beyond the date of the Worksite Agreement without prior written approval by SBYS.

TIMECARD PROCEURES

General Timecard Information

Participants are paid based upon:

1. Daily on-time attendance
2. Completion of all scheduled work hours and training sessions

Worksite Supervisors will maintain a timecard record of all actual hours worked showing beginning/end time of the work schedule each day (including lunch breaks). The timecards must be signed and dated by the youth and the Supervisor.

Timecards should be completed and signed no later 5:00 pm one day prior to the timecard pick-up date.

Supervisors are given timecards prior to the start of each pay period. Youth will record time in at the beginning of the work shift and time out at the end, using **ink only**. Space is also provided to record time in and out for lunch breaks. **Youth are not paid for lunch breaks.**

Youth are not allowed to record or sign for hours they have not worked. At the conclusion of the timecard period, both the youth and the supervisor will sign off on the timecards agreeing to the number of hours worked.

Timecards should be reviewed daily during the first two weeks of the program to ensure they are being filled out correctly. The SBYS reserves the right to audit hours and return timecards that, in the opinion of the SBYS, have not been completed properly and would be questionable in the event of a fiscal audit.

Supervisors are to sign on the **Supervisor's line** of the timecard and youth are to sign on the **Participant's line** of the timecard. Supervisors are not permitted to sign the youth's portion of the timecard. Only authorized supervisor(s) are allowed to sign timecards.

Timecards are considered incorrect/incomplete if the following occurs:

- Not signed by youth and/or supervisor in the required areas
- Incorrect dates and/or times have been entered
- Hours are added incorrectly
- Whiteout or liquid paper is used to make corrections

- Hours are rounded incorrectly

If a mistake is made, the youth must cross out the error and write the correction above or to the side of it. Then the supervisor must initial the correction. For example:

~~5:00 pm~~ *RI* 4:00 pm

If the timecard is incomplete or incorrect, it will be returned to the Worksite and will not be processed until the following pay period. A complete timecard has the following information entered:

- Youth's name
- Assigned worksite
- Date recorded beside the day of the week
- Record time in and out in quarter hour increments to the nearest quarter hour (i.e., 7:00, 7:15, 7:30, 7:45).
- Total hours worked during pay period

PAYCHECKS

For many of the youth, the SBYS Work Experience Program marks their first work experience. All youth have received an orientation on wages, payroll deductions and their paycheck. Worksite supervisors may find it necessary to reinforce this information to youth at the time they receive their first paychecks.

PERFORMANCE EVALUATION

- Performance Evaluations (PE) shall be completed by the Worksite supervisor on a monthly basis and a final PE shall be completed at the end of the work experience
- The Case Manager reviews and discusses with the youth his/her strengths and weaknesses identified by the Worksite Supervisor on the monthly PE
- The final PE will be reviewed and discussed with the youth before the last paycheck is issued

DISCIPLINARY PROCEDURES FOR VIOLATION OF CODE OF CONDUCT

South Bay One-Stop Youth Services (SBYS) has established a **Code of Conduct** to clearly articulate behavioral expectations to the youth, their parents/guardians, and the Worksite Supervisor. The Worksite Supervisor is required to document any Violation of the Code of Conduct on the Code of Conduct Violation Form and contact SBYS before sending a youth home or terminating the youth from the Worksite assignment. SBYS will meet with the Worksite Supervisor and the youth to determine the appropriate disciplinary action to be taken. Parent(s)/guardian(s) are notified (by phone and/or mail) if the youth is sent home for a violation.

Steps for Documenting a Violation of the Code of Conduct:

1. Worksite Supervisors must report a violation of the Code of Conduct to SBYS in writing in Section 1 of the Violation Notification Form (if initial notification is reported on the timecard, the supervisor is to complete the Violation Form also).
2. Once the Worksite Supervisor submits the Violation Notification Form to SBYS the violation will be investigated thoroughly and expeditiously before corrective action is taken.

Code of Conduct

1. I understand that for the purpose of improving my academic and workplace skills, I will be conscientious in the fulfillment of my assigned duties and will complete all assignments to the best of my ability.
2. I will report to the assigned Worksite on time and complete the required hours. I will notify SBYS staff at least 2 hours before my scheduled start time of an absence and at least 30 minutes in advance of my scheduled start time if I will be late.
3. I understand that the **Worksite Supervisor** is my supervisor; therefore I will follow Worksite rules, policies, and procedures accordingly.
4. I will conduct myself in a dignified, courteous, considerate manner at all times and treat co-workers, supervisors, instructors, and peers with respect.
5. I will come to the Worksite (including all classrooms) dressed appropriately. I will refrain from wearing white, red or blue t-shirts (patterns or emblems ok), halter-tops, low cut, mid-drift or see-through tops, shorts, pajama-like pants, exposed underwear (pants must be belted at the waist), scarves, hats, and house shoes or slippers at the Worksite. I also agree to adhere to any additional dress requirements by individual Worksites.
6. I will not invite friends or relatives to the Worksite except for the purpose of taking me to work or picking me up.
7. I will not bring or play any electronic devices, i.e., iPod, cell phones, tablets, etc. to the Worksite or other locations where program services are provided.
8. I will not use my cell phone to take incoming or make outgoing calls during work hours. I will turn my cell phone off during working hours and will use it only before or after work or during approved breaks from work.
9. I will not use Worksite phones for personal use, unless approved in advance, by the Worksite Supervisor.
10. I will refrain from using profanity, loud talking, and inappropriate behavior at the Worksite. I will communicate quietly and in a mature manner.
11. I will only work when and where assigned. I will leave the Worksite promptly at the end of the workday.
12. I will follow all instructions as established by the South Bay One-Stop Youth Services regarding timecards and payroll.
13. **I understand that committing any of the following actions may results in dismissal from the program (at the discretion of SBYS staff or the Worksite Supervisor).**

- a) False information provided to determine program eligibility such as income, family size, under WIOA status or other information obtained for enrollment into the program
- b) Possession or under the influence of alcohol or illegal drugs
- c) Excessive tardiness and/or absences (excused or unexcused), excessive is defined as two or more occasions in one week or three or more occasions in one month
- d) Inappropriate behavior (e.g. use of profanity, excessive rudeness, verbal or physical threats
- e) Not completing assigned tasks either at the worksite or in program activities
- f) Performance of or involvement in any sex-related activity
- g) Stealing
- h) Fighting
- i) Possession of a weapon (on person or in personal belongs)
- j) Forgery on any paperwork or documents, i.e. timecards
- k) Defacement of facilities (e.g. tagging on elevator, hallway or bathroom walls)
- l) Unauthorized use of cell phones during work hours and/or program activities
- m) Non-adherence to Dress Code (Section 5 of Code of Conduct)
- n) Possession or involvement in any gang related activity, i.e. flashing gang signs or colors

Note: Parents/Guardians are not to contact the Worksite Supervisor or other Worksite personnel for any reason. All parent/guardian contact regarding youth activities at the Worksite must be made through SBYS.

INSURANCE REQUIREMENTS

The Worksite Agency is required to maintain general liability insurance in the amount \$1,000,000 per occurrence and to provide a Certificate of Insurance naming the City of Inglewood/South Bay Workforce Investment Board/South Bay Workforce Investment Board, Inc., as “additional insured” (See Worksite Agreement).

WORKERS’ COMPENSATION

Youth enrolled in subsidized work experience at an approved Worksite are covered under the State Workers’ Compensation Insurance carried by the South Bay Workforce Investment Board, Inc.

INJURY/ACCIDENT REPORTING PROCEDURES

South Bay Youth Services has established injury/accident procedures under the guidelines of the South Bay Workforce Investment Board, Inc., which are provided to all Worksites, and may be viewed by the public upon request. The following is a summary of these procedures.

In the event of a work-related injury/accident involving the youth while performing job duties or participating in any SBYS program activities, the following procedure will be adhered to:

- The Worksite will notify the SBYS program **immediately** upon knowledge of injury/accident at one of the following numbers:
 - Torrance One-Stop Main Office (310) 680-3830
 - Inglewood One-Stop Main Office (310) 680-3700

- **If the injury/accident occurs after 5pm on a weekday or at any time on the weekends, the** Worksite will notify one of the following SBYS program staff **immediately** upon knowledge of injury/accident:
 - Yesenia Tercero, Youth Case Manager at [REDACTED]
 - Lupe Gasca, Torrance One-Stop Manager at [REDACTED]
 - Gaby Goetz, Youth Program Manager at [REDACTED]

Please note that the staff numbers provided above are for EMERGENCY use only.

For non-emergency related issues please contact staff at 310-680-3830 or 310-680-3700.

- Upon notification that a youth has been injured, and depending on the severity of the injury, SBYS will transport the youth to a medical facility designated to provide medical treatment. If the incident is deemed an emergency, the Worksite Supervisor will call 9-1-1 and an emergency medical vehicle will transport the youth to a medical facility.
- When a minor injury/accident occurs, SBYS will advise the Worksite Supervisor and the parent/guardian of the appropriate procedures, and the incident will be documented in the youth's file.
- If treatment is administered by a medical facility, documentation will be required and SBYS will coordinate completion of the reporting procedure.

If the youth is referred for medical attention, a doctor's medical release statement will be necessary to return to work.

Worksite Agency Authorization Form

Worksite Agency _____

Contract No: _____ **Effective Date From:** _____ **To:** _____

The document identified below requires authorized signatures for execution, processing and/or payment. Complete this form, entering the names and signatures of persons authorized to sign on behalf of the Worksite Agency. Notification of any change in authorized signatures is the responsibility of the Worksite Agency. Changes without prior notification will cause a delay in processing forms and/or payments.

**Please return the completed form to: Brain Nunez, Youth Program Manager
South Bay One-Stop Youth Services
110 S. La Brea Ave., 2nd Floor, Suite 304
Inglewood, CA 90301
310.680.3700 OFFICE
Emil: bnunez@sbwib.org**

Authorized Signatures: (Alternate Supervisors)

<u>Title</u>	<u>Print Name</u>	<u>Signature</u>
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____

The following representative of the Worksite Agency provided the above information:

Name _____ Title _____
(Please print) (Please print)

Signature _____ Date _____

Email _____ Telephone# _____

Worksite Location _____
