

City of Minneapolis

STEP-UP

Policies & Procedures
June 20 – August 19, 2016



This handbook is a basic reference and is intended to assist you as you carry out your daily supervisory duties. It contains information with which you should become familiar and suggestions for handling situations that may arise.

Members of the Workforce Center staff are able to assist you with your supervisory duties and will be your primary contact for questions or concerns.

You will be visited at your worksite by Workforce Center and Minneapolis Employment and Training staff throughout the summer. If you have specific or urgent concerns, you will find their phone numbers on the last page of this manual.

Minneapolis Employment and Training believes that assisting youth to become productive workers is an exciting and worthwhile use of our time and resources. Thank you for being an important part of training Minneapolis youth for the future!

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I. INTRODUCTION

Welcome to the 2016 City of Minneapolis STEP-UP Program! We are delighted that you have made a commitment to be a supervisor of STEP-UP interns at your agency. You play a special role in our community's efforts to help youth prepare for the future.

What is STEP-UP?

STEP-UP is a summer employment program and a "total learning experience" with learning taking place in all components of the program. The goal is to go beyond self-contained work experience and education components. Experiences on the worksite and in the classroom should compliment and reinforce each other so youth can develop and refine attitudes, values, and work habits which contribute to future success.

Through the intake and assessment process, youth are guided to select jobs that best fit their individual abilities, interests and ease of transportation. A wide range of jobs are available in public and nonprofit agencies throughout the community.

Work experiences are designed to promote the development of good work habits and work skills. Prior to starting on the job, participants are required to complete work readiness training so they clearly understand basic employment rules, requirements and employer expectations. Worksites introduce and/or reinforce the rigors, demands, rewards and sanctions associated with holding a job.

The STEP-UP Program is funded through a combination of federal, state and local sources.

Eligible Youth:

STEP-UP serves Minneapolis youth, ages 14-21. Program funds specifically target youth from low-income families or youth with other barriers to employment.

Role of the City of Minneapolis

The City of Minneapolis Employment and Training Program administers and funds the STEP-UP Program. Its responsibilities are to:

- ◆ oversee the general operation of STEP-UP and provide supervision, support and guidance to contracted partners
- ◆ prepare, revise and submit grant requests and reports to stakeholders
- ◆ maintain youth files and program records for reporting and monitoring purposes
- ◆ ensure that relevant federal and state laws, rules, and regulations are followed

Workforce Center Staff Responsibilities:

Members of the Workforce Center staff are the worksite supervisor's primary point of contact for issues related to STEP-UP. They:

- ◆ provide forms such as sign-in sheets, time sheets, and handbooks
- ◆ answer questions about child labor laws, program rules, and help determine the proper course of action in situations that require guidance
- ◆ refill positions (as appropriate) if a youth leaves or is terminated
- ◆ help mediate problems with youth and solve performance issues
- ◆ are the initial point of contact for concerns, suggestions, or complaints

The Workforce Center staff have responsibilities that include:

- ◆ interviewing and referring youth to appropriate jobs
- ◆ reviewing time sheets and forwarding them to city payroll
- ◆ monitoring worksites through site visits during the summer to assure compliance with laws and regulations
- ◆ interviewing youth and supervisors and provide written evaluations using the monitor's guide

This general overview of the Workforce Center staff responsibilities does not include all of their specific duties.

II. THE SUCCESSFUL WORKSITE SUPERVISOR

STEP-UP emphasizes the connection between work and education, with the added emphasis of building the work skills of youth.

Your agency has agreed to carry out various responsibilities as outlined in the Worksite Agreement. The worksite should provide sufficient meaningful work for the youth as described in your agency's Job Description. A sample copy of the Worksite Agreement and Job Description are included in the appendix section of this manual.

A. Responsibilities of the Supervisor

- ◆ Orient each STEP-UP intern to program and agency rules and expectations using the STEP-UP Handbook and Checklist.
- ◆ Complete the information on the tear-out section of *STEP-UP Handbook* and return it for each youth with the first completed timesheet
- ◆ Teach proper use of equipment before use, safety precautions, and maintain a safe work environment
- ◆ Abide by all state and federal labor laws, as well as the Equal Employment Opportunity laws
- ◆ Immediately report injuries occurring at the worksite and ensure that any injured employee receives the appropriate medical attention
- ◆ Provide appropriate supervision based on youth's age and job duties
- ◆ Provide sufficient materials and work for the youth
- ◆ Assure that youth work the hours specified on the *Job Description Form* and only up to the maximum allowed by STEP-UP (20 hours per week and a maximum of 180 hours over the course of the program)
- ◆ Keep accurate attendance records using the *Daily Work Attendance* sheet
- ◆ Properly complete time sheets and bring to assigned summer office by the deadline
- ◆ Maintain the *Supervisor's Policies and Procedures* and Supervisor Handbook and a copy of *Worksite Agreement* at your worksite
- ◆ Cooperate fully with youth class schedules
- ◆ Act as a future reference for youth

C. Right to Know Act of 1983

The Employee Right to Know Act was passed by the State Legislature during the 1983 session and is enforced as part of the Occupational Safety and Health program in the Department of Labor and Industry. The Employee Right to Know Act is intended to ensure that employees are aware of the dangers associated with hazardous substances, harmful physical agents, or infectious agents (in hospitals and clinics) that they may be exposed to in their workplaces. The Act requires employers to evaluate their workplaces for the presence of hazardous substances, harmful physical agents, and infectious agents and to provide training to employees concerning those substances or agents to which employees may be exposed. Written information on hazardous substances, harmful physical agents or infectious agents must be readily accessible to employees. Employees have a conditional right to refuse to work under imminent danger conditions or if the required information and training are not provided by the employer. Labeling requirements for containers of hazardous substances and equipment or work areas that generate physical agents are also part of the Act.

- ◆ Can imagine impact of present behavior on future consequences.
- ◆ Enjoy demonstrating acquired knowledge.
- ◆ Will lose patience with meaningless activity.

III. PAYROLL PROCEDURES

Daily Work Attendance Sheets

STEP-UP workers must sign in and sign out every day using the Daily Work Attendance Sheet (or other approved format). A blank form is provided in the pocket of your supervisor's manual for you to make copies. You must keep the completed forms for 5 years and be able to produce them, on demand if requested, both during and after the program ends.

Timesheets

STEP-UP workers are temporary summer employees. Every other week, according to the payroll schedule, each supervisor must complete a time sheet for their STEP-UP interns. The youth worker and the supervisor must date and sign the timesheet once completed.

Timesheets are due to your assigned Workforce Center on the last Friday of the payroll period. If for some reason you cannot turn in your time sheets on the last Friday of the payroll period by 4:30 p.m., you may turn them in the following Monday no later than 10:00 a.m.

Please note that incomplete timesheets cannot be accepted by Workforce Center staff. Step-by-step instructions for the completion of timesheets follow on the next pages.

If a youth is fired, by law, he/she can demand his or her final paycheck within 24 hours. Be sure the youth signs his/her timesheet before he/she leaves your agency. Then, immediately notify your Workforce Center coordinator. North: 612-520-3542, South: 612-821-4412.

Hours

- ◆ Youth workers can work a maximum of **8 hours per day**.
- ◆ Youth workers can work a maximum of **20 hours per week/40 hours per pay period at their worksite**.
- ◆ If a youth works more than the hours allowed per pay period, the agency will be in violation of program rules and they will be responsible for all payroll costs for any hours in excess of the allowed.
- ◆ All hours worked must be paid, including orientation. However, program regulations prohibit paying youth for lunch breaks. Keep in mind that if you require their attendance at a special agency event, youth must be paid.

Timesheet Directions

1	Print the youth's last name.
2	Print the youth's first and middle name. Do not use nicknames or shortened names, <u>use full legal name</u>.
3	Enter the dates of the payroll period. Consult the payroll schedule (that follows) for exact dates. Use the dates for payroll that are listed on that chart (e.g., 6/15/14 to 6/28/14). The payroll schedule runs for 2 weeks from Sunday through the second Saturday.
4	Print the last 4 digits of the social security number.
5	Enter the youth's Employee ID Number . It is 6 digits and will be provided to you by your monitor. If you have not been provided with an Employee ID number for a youth, leave it blank.
6	Check here if the youth's address has changed since the last payroll period. If the address has changed, write in the new address. If there is no change, leave blank. This is especially important because the workers' paychecks are mailed. It is also important to keep the payroll system updated so the W-2 will be sent to the correct address next year.
7	Enter the individual dates of the payroll period in each box (e.g., 6/15, 6/16...).
8	Enter the actual number of hours that the youth worked (e.g., 5, 5.75, 5, 5.25, 4.5...) <u>in decimals, not fractions</u> , and round to the nearest quarter hour. The hours listed should agree with the daily sign-in/sign-out sheet that you will keep on file at your worksite. Don't write in absent or sick, just put in "0" if the youth did not work for whatever reason.
9	Add the hours and put the total hours here. <u>Use decimals, not fractions</u> , and round to the nearest quarter hour. The maximum number of hours cannot exceed 40. If your total exceeds 40 hours, you are in violation of your contract with the STEP-UP Program. Youth must be paid for all hours worked , so your agency will be responsible for the excess hours. Please consult with your Workforce Center coordinator if this situation ever occurs.
10	Write in your agency's name, worksite name, phone number and address in these boxes.
12	The supervisor must sign and date.
13	The youth must sign and date.

* Program ends August 14.



2016 Summer Payroll Schedule

<i>Pay Period Sunday-Saturday</i>	<i>Timesheets Due at Workforce Center</i>	<i>Pay Date</i>	<i>Additional Notes</i>
June 12 – June 25	June 24	July 8	Most youth will begin work on June 20 th . <u>Prior approval is required to have youth start before June 20.</u>
June 26 – July 9	July 8	July 22	Youth may not be scheduled to work on July 4 th .
July 10 – July 23	July 22	August 5	
July 24 – August 6	August 5	August 19	
August 7- August 20	August 19	September 2	Most youth will end work by Aug. 19 th . <u>Prior approval is required to have youth work past August 19.</u>

Youth are limited to 20 hours on your work sites each week. Youth MAY NOT work more than 8 hours per day.

IV. CLASS

Class provides learning-rich activities for participants to increase or maintain their basic and employability skills.

Learning-rich activities allow youth to participate in the planning, implementing, and evaluating of their learning activities. They encompass opportunities for youth to reflect with guidance on their experiences. Learning-rich activities are critical to the successful implementation of the curriculum guidelines.

Class Instructors:

- ◆ Facilitate integration of work and learning by conveying real work applications of the academic disciplines the youth are studying.
- ◆ Counteract the erosion of basic educational skills associated with school vacations and strive to increase the level of educational skills, particularly in reading and math.
- ◆ Give high school credit to those students who are eligible, and who successfully complete the program.

Attendance Requirements

- ◆ **Class is an important element of STEP-UP. Support of the worksite and participation by youth, is required.**
- ◆ Only two unexcused absences are allowed, **three** equals termination from **work and Class.**
- ◆ An excused absence requires pre-approval from the teacher.
- ◆ Camp Sunrise is an excused absence, but must be arranged in advance.
- ◆ Youth must get excused absence note from the worksite supervisor if on a field trip with him or her.

Performance and Work Habits

- ◆ Class is included in each youth's job description.
- ◆ Class staff follow the Effective Discipline procedures outlined in Section III-C of this manual.
- ◆ Youth terminated from the worksite may no longer participate in Class.
- ◆ Youth terminated from Class may no longer participate at the worksite.

V. SAFETY / INJURY REPORTING/ WORKERS' COMPENSATION

Safety

Youth need guidance to work safely. Their inexperience counts against them. In fact, workers with less than one-year's experience account for almost one-third of the occupational injuries every year. Take these 3 steps to help prepare youth to work safely.

1. **Train Youth to Put Safety First.** Supervisors can help compensate for inexperience by showing youth how to do the job correctly. What may be obvious to an adult may not be so clear to a youth tackling a task for the first time. Training youth to work safely is a multi-step process:
 - Give them clear instructions and tell them what safety precautions to take.
 - Ask them to repeat your instructions and encourage them to ask questions.
 - Show them how to perform the task. For example, demonstrate proper lifting techniques, if lifting is required at your worksite. Then watch them while they do it, correcting any mistakes.
 - Finally, ask if they have any additional questions.

It is important to point out the potential safety hazards of horseplay and fighting, inattention and improper lifting techniques.

2. **Show Them How to Use Safety Equipment.** The Fair Labor Standards Act (FLSA) prohibits young workers from doing tasks identified as particularly hazardous, including operating heavy equipment, using meat slicing machines, working late at night, and using certain power tools.

FLSA does not eliminate every potential hazard, however, and some workers may still need to wear protective equipment such as safety shoes, hard hats, or gloves, depending on the nature of their work. If safety gear is required, be sure that workers know when they need to wear it, where to find it, how to use it, and how to care for it.

In other cases, teens may simply need to know about the safety features of equipment or facilities. For example, they may need to be aware that they must keep exit doors free from clutter.

3. **Prepare Youth for Emergencies.** Every worker needs to be ready to handle an emergency. Prepare your youth to escape a fire by pointing out exit locations and evacuation routes. Youth also need to know who to report to if an injury occurs or if they need first aid or medical care.

Minneapolis Employment and Training has workers' compensation insurance to cover STEP-UP interns. It is imperative that reports of injury are made quickly (**within 24 hours**) and that the following procedures are followed to assure injured workers that

neither they nor their families are harassed to pay any medical bills that may be incurred.

Emergency Procedures

1. Assess the severity of the injury. You should refer an injured employee for medical care who has:
 - ◆ **Significant injuries**, i.e. eye injuries, burns, suspected broken bones, uncontrolled bleeding, head injuries, chest pain, or breathing problems.
 - ◆ **Back/neck strains and other moderately painful muscle strains.** Muscle pain usually peaks within 24-48 hours after injury.
 - ◆ **Any injury that results in lost work time.**
 - ◆ **Or any injured employee who requests medical care.** (If the injury/illness is NOT work-related, the employee should treat with his/her own doctor.) **If you are unsure whether an employee should be seen by a doctor**, discuss the situation with Pat Behrend at 612-673-6220.

If the injury appears life threatening or if you have any questions as to the severity of the injury, call 911.
2. Contact the parent or guardian to inform them of the injury. This information should be at the worksite on the Emergency Contact List.
3. Contact Pat Behrend at 612-673-6220 to let her know that an injury has occurred and to expect a First Report of Injury form.

If Medical Care is Needed

1. First, arrange transportation of the injured employee to a clinic or hospital.
2. Inform the hospital or clinic that the injury occurred at work and that the employer of record is Minneapolis Employment and Training. This is to ensure that the youth will not be billed for the visit. The hospital or clinic staff will know how to handle your appointment and what paperwork needs to be sent to Minneapolis Employment and Training.
3. Complete the top section of the **First Report of Injury**. Minneapolis Employment and Training will complete the bottom of the form. Make sure you fill out the top of the form completely and carefully.
4. **IMPORTANT: Fax the First Report of Injury form to Pat Behrend at 612-673-5299 within 24 hours of the injury.** Keep the original for your records and give a

copy to the injured youth. This report is very important. The State of Minnesota will levy a fine against the program if the report is not filed with the insurance company and forwarded to the State within strict time limits. Please note that workers are not paid lost wages by workers' compensation insurance unless they miss more than 3 days of work.

5. **It is STEP-UP Program policy to pay the youth for the remainder of their shift on the day they are injured (whether or not they are able to return to work after visiting the clinic). Please account for this lost time on their time sheet as if they were at work.**
6. The injured worker must bring back a SIGNED workability report, or a signed note, from the physician to the supervisor. **Youth may not come back on the job unless they submit one of these documents.**

When an Employee Returns to Work After an Injury

1. **Call Pat Behrend at 612-673-6220 to let Minneapolis Employment and Training know that the youth has returned to work. Fax a copy of the workability report or note to Pat at 612-673-5299 as soon as the employee returns to work. All visits to a hospital or clinic must be followed with a workability report or a signed note from the physician.**
2. Review the workability report or the physician's note and let the employee know what he/she can do, based on the report.
3. Find safe work for the employee, based on the restrictions. Please notify Minneapolis Employment and Training if you cannot find, or if you run out of, safe, transitional work for your intern.

If a youth misses work-time to go to a follow-up doctor's visit, he/she should be paid for the time missed as if they were at work.

As the intern's supervisor, you must be available to answer questions and provide needed follow-through with all claims until they are completed.

If an employee states that he/she cannot work at any time during his/her recovery, he/she must be seen by the doctor that day to determine if the employee needs more restrictions or a change in treatment. Benefits are not paid unless time off is authorized by the physician. Supervisors should not send an employee home without first sending him or her to a health care provider.

Notify Minneapolis Employment and Training if any of the following situations occur:

- ◆ If the youth leaves work early but isn't seen by a physician the same day.
- ◆ If you have to send the worker back to the doctor because s/he cannot work because of pain or s/he cannot physically do the job because of the injury.
- ◆ To discuss a plan of action if the employee is taken off work completely or is having difficulty performing the transitional job.
- ◆ To discuss disciplinary action or potential termination of any injured employee.

Never discipline an injured employee without speaking with Minneapolis Employment and Training first!

General Suggestions When Handling Work Injuries

If an employee reports an injury that you don't think really happened, should you report it?

Yes, filing a First Report of Injury is not an admission of liability. It is NOT up to you to decide if an injury is work-related; you just have to report it. By law, you must report any incident claimed to be work related by the employee. However, be sure to inform Minneapolis Employment and Training of your concerns. Be as specific as possible. Gather documentation including signed statements from witnesses. Any information you can provide will help in determining whether the claim should be paid.

Communicate with Minneapolis Employment and Training: There is no such thing as too much communication when it comes to an injury. Make sure that Minneapolis Employment and Training is aware that an employee has been injured as soon as possible.

- **Pat Behrend is the Worker's Compensation representative for Minneapolis Employment and Training. She can be reached at 612-673-6220. She can answer your questions and walk you through the process.**

VI. PREVENTING HARASSMENT / A SUPERVISOR'S RESPONSIBILITY

City of Minneapolis Harassment Policy

The goal of the City of Minneapolis in implementing and maintaining this policy is to establish a work environment in which all employees are respected. Harassment in the workplace based on race, color, creed, religion, national origin, affectional preference, marital status, status with regard to public assistance, disability, sexual orientation or age is unacceptable and will not be condoned or tolerated. Such harassment may be in violation of the Minneapolis Civil Right Ordinance, the Minnesota Human Rights Act, and the Civil Rights Act of 1964, as amended.

I. Sexual Harassment

Sexual harassment of a City employee, a STEP-UP participant, an applicant for employment, or the public, by City officials or employees is prohibited. The City of Minneapolis has adopted the following definition of sexual harassment:

Sexual advances, requests for sexual favors, and other verbal or physical acts of a sexual nature constitute sexual harassment when:

- 1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment,
- 2) submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual, or
- 3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Courts have recognized acts of harassment directed at a person because of gender to be sexual harassment even though there was no behavior of a sexual nature. The City adopts this interpretation as part of its policy. Sexual harassment is a violation of federal and state laws and the Minneapolis Civil Rights Ordinance, and may expose not only the City but individuals to significant liability under the law.

The following are examples of acts of sexual harassment:

- A. Physical assault of a sexual nature, such as:
 - (1) rape, sexual battery, molestation or attempts to commit those offenses, or committing an act with intent to cause fear in another of immediate bodily harm or death; and
 - (2) intentional physical conduct which is sexual in nature, such as touching, pinching, patting, grabbing, brushing against another employee's body, or

touching the clothing covering the immediate area of the complainant's intimate parts.

- B. Sexual advances, propositions or other comments, such as:
- (1) sexual-oriented gestures, sounds, remarks, jokes, or comments about a person's sexuality or sexual experience directed at or made in the presence of any employee;
 - (2) preferential treatment or promise of preferential treatment for submitting to sexual conduct, including soliciting or attempting to solicit any employee to engage in sexual activity for compensation or reward; and
 - (3) subjecting, or threatening to subject, an employee to sexual attention or conduct or intentionally making job performance more difficult because of the employee's sex.
- C. Display of publications anywhere in the workplace such as:
- (1) displaying or publicizing pictures, posters, cartoons, calendars, graffiti, objects, promotional materials, reading materials, music, or other materials that are sexually revealing, sexually suggestive, sexually demeaning, or pornographic.

(Exceptions will be considered in situations where nudity or sexually explicit language is necessary to convey a message important to public health and/or safety. A picture will be presumed to be sexually suggestive if it depicts a person of either sex who is nude or semi-nude and/or posed for the obvious purpose of displaying or drawing attention to private portions of his or her body).

- (2) displaying signs or other materials purporting to segregate employees by sex in any area of the workplace other than rest rooms and similar semi-private lockers/changing rooms.

D. Sexual favoritism. Impact on other employees.

Where employment opportunities and benefits, including but not limited to job assignments or promotions, are granted because of an individual's submission to an employer's sexual advances or request for sexual favors, the employer may be held liable for unlawful sex discrimination against other persons who were qualified for but denied that employment opportunity or benefit. Such actions constitute sexual favoritism, which is a violation of the policy.

Other Forms of Harassment

Physical or verbal conduct that is based on the individual's race, color, creed, religion, national origin, sex (other than sexual harassment), affectional preference, marital status, status with regard to public assistance, disability, sexual orientation, or age constitutes harassment when the conduct:

- A. Has the purpose or effect of creating an intimidating, hostile or offensive working environment;
- B. Has the purpose or effect of substantially or unreasonably interfering with an individual's work; or
- C. Otherwise adversely affects an individual's employment opportunities, such as compensation, terms, conditions, or privileges of employment.

Whether a work environment is intimidating, hostile, or offensive is determined by looking at all the circumstances, which may include the frequency of the conduct, its severity, whether it is physically threatening or humiliating or merely offensive, and whether it unreasonably interferes with the employee's work performance.

An employee has the obligation to notify the supervisor of any religious requirements that are relevant to the performance of his or her duties. The employee may request specific considerations for religious dress requirements, religious prayer time during the workday and time off for religious holidays. The agency should consider an employee's religious requests. The agency should not grant a request if it would create an undue hardship because of cost, or health and safety concerns.

The following are examples of acts of harassment in the workplace (based on race, color, creed, religion, national origin, sex, affectional preference, marital status, status with regard to public assistance, disability, sexual orientation, or age):

- A. Making derogatory remarks, gestures, or comments directed at or made in the presence of any employee. Examples include, but are not limited to, telling someone who was born outside of the United States to go back to where they came from; making fun of someone's accent; calling a pregnant woman fat; making negative remarks about an employee's race or culture; teasing someone for wearing religious dress requirements, such as a turban or sari, or for praying during the workday.
- B. Using derogatory terms directed at or made in the presence of any employee, such as racial epithets. Examples of derogatory terms include, but are not limited to, chink, spic, wetback, polack, smokey, wagon burner, redskin, leprechaun, drunken Irish, towelhead, ayatollah, terrorist, honkey, nigger, gray lady, gook, Jewish American princess or JAP, yid, hebe, kike, homo, fag, faggot, dyke, cripple, gimp, grandpa/ma, old fart, old man/lady, and prehistoric relic.
- C. Taking adverse employment action against any employee, such as demoting or terminating an employee.

D. Intentionally making job performance more difficult for an employee. For example, making an employee the target of practical jokes because he is gay; excluding an employee from a team or duties because of his religion; refusing to supervise or work with an employee because of the employee's national origin; and giving an employee undesirable job duties based on the employee's gender.

E. Displaying derogatory publications anywhere in the workplace, such as posters, cartoons, calendars, graffiti, objects, promotional materials, reading materials, music e-mails, web sites, or other materials.

F. Making derogatory jokes. For example, making jokes about an employee's religious beliefs; joking about an employee's accent; or telling homophobic jokes.

Any person who feels s/he is being subjected to harassing behavior of any kind is encouraged to object to the behavior and/or report the behavior to her/his supervisor or other appropriate official.

Any supervisor who receives a harassment complaint or who has reason to believe harassment is occurring shall take prompt action to address the complaint.

Supervisor's Responsibility

As a supervisor you play a vital role in maintaining a respectful work environment free from sexual or other forms of harassment. In this role you are responsible for insuring your work area is free of materials, actions and behaviors.

This responsibility can be managed by committing to a respectful work environment where harassment, of any kind, is not tolerated. Your personal actions can especially influence the work environment and help prevent charges of hostile work environment from occurring. Some of the actions you can take to prevent this form of sexual harassment are:

- ◆ Provide an orientation to all youth workers that includes information about prevention of sexual harassment. Discuss who the intern should contact if they have a concern.
- ◆ Express strong disapproval of sexual harassment (or any harassment in general) to insure the work environment is free from even an implied acceptance of harassing behaviors/attitudes. In circumstances where you overhear employees telling lewd jokes or making comments of a sexual nature, intervene and tell the employees their behavior and language is unacceptable and will not be tolerated.
- ◆ Monitor your worksite to insure there are no postings, drawings, objects, graffiti, or other items that may be offensive to other employees. Examples of prohibited items may include posters and calendars with semi-clad or nude models where the nudity does not have an important public health and/or safety message, cartoons of a sexual nature, pornographic materials, etc...

Allegations of harassment brought forward by an individual require immediate attention and appropriate action.

- ◆ Listen actively and objectively to the complaint.

- ◆ Inform the Workforce Center Coordinator of the allegations and/or problem behavior and discuss appropriate action to be taken. North: 612-520-3542, South: 612-821-4050.
- ◆ At minimum you should speak directly to the alleged harasser and inform him/her that continued behavior of this nature will lead to formal disciplinary action. You may need to address the entire work-group (orally) and discuss why what you observed or were reported to you may be a violation of the City's Policy on Preventing Harassment. Be sure to follow the STEP-UP "Effective Discipline" procedures from the "Improving Performance and Work Habits" section of this manual.

Take action immediately when allegations or observations indicate that harassment may be occurring. It is your responsibility to take allegations seriously, to intervene and stop the harassing behavior.

Retaliation is Prohibited

It is a violation of this policy to retaliate or engage in any form of reprisal because a person has raised a concern, filed a complain of, been a witness to or otherwise participated in an investigation related to harassment based on race, color, creed, religion, national origin, sex, affectional preference, marital status, status with regard to public assistance, disability, sexual orientation, or age.

VII. COMPLAINT PROCEDURES

Each youth must be oriented to the complaint procedure in the Summer Worker's Handbook. Allow each worker time to read this procedure as part of their comprehensive orientation. Have them sign the back page of the book, acknowledging they have read the information. This page is turned in to the Workforce Center staff with the first timesheet and will be kept in the intern's file.

There are two types of complaints that can be filed by the youth: **program complaints** and **discrimination complaints**. Program complaints address issues regarding the operation of the program. Discrimination complaints address alleged mistreatment due to race, color, creed, ancestry, religion, sex, national origin, age, disability, affectional preference, marital status or status with regards to public assistance.

The next section provides details about the complaint process. It supplements the information that is provided to each youth in the Summer Worker's Handbook. If a youth worker wishes to file a complaint, you can use the following information to help you guide the youth worker through the process.

Program Complaints

If youth have complaints relating to Minneapolis Employment and Training's STEP-UP Program they may state their complaint by calling **(612) 673-5294** or writing to:

**Linda DeHaven, Minneapolis Employment and Training
105 Fifth Avenue S., Suite 200, Minneapolis, MN 55401**

Youth can file a written complaint with Minneapolis Employment and Training within one year of the occurrence of the alleged violation. The written complaint must contain: youth's name, address and phone number, the basis of the complaint and a brief statement of the allegations. It must be signed and dated.

Discrimination Complaints

The Minneapolis Civil Rights Ordinance specifies that it is illegal to discriminate *based on* race, color, creed, ancestry, religion, sex, national origin, age, disability, affectional preference, marital status or status with regards to public assistance.

It is also illegal to retaliate against any person because he/she opposed discrimination; conceal information about discriminatory acts; aid, abet, compel, coerce, incite or induce another person to discriminate; use advertisement, application forms or any other mechanism to bring about discrimination.

If youth feel that they have been discriminated against for any of the reasons listed, they may file a complaint within one year of the incident. The written complaint must contain the youth's name, address and phone number, the basis of the complaint and a brief statement of the allegations. It must be signed and dated.

Youth can file their complaint by writing to: **Linda DeHaven, Minneapolis Employment and Training, 105 Fifth Avenue S.-Suite 200, Minneapolis, MN 55401, or calling Linda DeHaven at 612-673-5294,**

Or writing to:

Intake Officer, Minneapolis Department of Civil Rights (MDCR), City Hall-Room 239, 350 South Fifth Street, Minneapolis, MN, 55415, or calling 612-673-3012 (TTY 612-673-2044)

The Complaint Investigation Unit will perform a full, fair, and impartial investigation of a discrimination complaint occurring in Minneapolis.

MDCR Discrimination Complaint Filing

It is not difficult to file a complaint with the Minneapolis Department of Civil Rights. The Intake Officer will meet with anyone wishing to discuss their right to file a complaint because of an incident that happens *in Minneapolis*. During the meeting(s), the Intake Officer explains the civil rights law and may collect information that will later be used to draft a formal charge of discrimination; however, the MDCR does not offer legal advice. For such advice Complainants may wish to contact the Lawyer's Referral and Information Service at (612) 752-6666 or the Legal Aid Society at (612) 332-1441.

Some things to remember about filing a complaint:

- ◆ Discrimination is a community concern. A person does not have to be directly affected by discrimination to file a complaint.
- ◆ Complainants and Respondents should keep track of dates, documents, witnesses, and other possible evidence that would help the investigation.
- ◆ Keep the Investigator updated of changes in address, home and work phone number, legal representation, etc., *throughout* the investigation.
- ◆ Complainants and Respondents have the right to legal representation throughout the investigation or during hearings.
- ◆ Cases must be filed within one year of discriminatory incidents.

APPENDIX

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STEP-UP
Daily Work Attendance Sheet

Pay Period _____ TO _____	Agency: _____
---------------------------	---------------

Work attendance sheets must be maintained daily, including intern and supervisor signatures. Program regulations prohibit paying for lunch breaks.

Intern Name: _____

WEEK 1							
DATE	TIME IN	LUNCH OUT	LUNCH IN	TIME OUT	HOURS WORKED	INTERN SIGNATURE	SUPERVISOR SIGNATURE

Did the intern work over the maximum of 20 hours this week? Yes No
 Did the intern work more than 8 hours on any day*? Yes No
 Did the intern work more than 5 hours on their class day? Yes No

WEEK 2							
DATE	TIME IN	LUNCH OUT	LUNCH IN	TIME OUT	HOURS WORKED	INTERN SIGNATURE	SUPERVISOR SIGNATURE

Did the intern work over the maximum of 20 hours this week? Yes No
 Did the intern work more than 8 hours on any day*? Yes No
 Did the intern work more than 5 hours on their class day? Yes No

If an intern works more than 8 hours per day, this is a serious violation of child labor law and may result in terminating the STEP-UP partnership with your agency.

STEP-UP Summer Program Timesheet

Print All Information

Last Name Last	First Name First	Middle Name Middle	Payroll Period From 6/15/14 To 6/28/14
Social Security Number (Last Four Digits Only) 1 2 3 4		Employee ID Number (Six Digits) 1 2 3 4 5 6	

ONLY COMPLETE IF ADDRESS IS NEW

Check Here if New Address (Enter New Address and Zip Code):

New Street Address: _____ City: Minneapolis State: MN Zip Code: _____

Instructions

1. Record the total number of hours worked each day.
2. Use decimals for 15 minute increments. Every 15 minutes = 0.25 hours. Round to the nearest 15 minutes.

Example: A youth works from 9AM-5PM and has a 30 minute unpaid break for lunch; write 7.5 on the Daily Hours Worked line.

3. Add together the daily hours worked and place this sum in the large box on the right, Total Hours Worked. (Remember: DO NOT INCLUDE UNPAID BREAK TIME or CLASS time in the Total Hours Worked)

Hours Worked

Day of the Week	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Date MM/DD		6/16	6/17	6/18	6/19	6/20			6/23	6/24	6/25	6/26	6/27	
Daily Hours Worked		6.5	9.25	4	3.25	0			6.5	6	4	3.5	0	

Comments:

Total Hours Worked:

40

Worksite Information

Agency Name: City of Minneapolis	Worksite: Main Office	Phone Number: 612-555-5555
Address: 105 5th Ave S, Suite 200, MPLS, MN 55401		

REQUIRED: Signatures and Dates

Supervisor Signature: Signature	Date Signed: 6/27/14	Participant Signature: Signature	Date Signed: 6/29/14
-------------------------------------------	--------------------------------	--------------------------------------------	--------------------------------

Office Use Only:

Timesheet Approved:

MN Department of Labor and Industry
 Workers' Compensation Division
 PO Box 64221
 St. Paul, MN 55164-0221
 (651) 284-5032 or 1-800-342-5354
 Fax: (651) 284-5731

First Report of Injury

See Instructions on Reverse Side.



PRINT IN INK or TYPE
 ENTER DATES IN MM/DD/YYYY FORMAT

DO NOT USE THIS SPACE.

1. EMPLOYEE SOCIAL SECURITY # 000-00-0000		2. OSHA Case #		3. Time employee began work on date of injury 8:30 <input checked="" type="checkbox"/> am <input type="checkbox"/> pm	
4. DATE OF CLAIMED INJURY 6/30/14		5. Time of injury 11:00 <input checked="" type="checkbox"/> am <input type="checkbox"/> pm		6. Date of death N/A	
7. EMPLOYEE Name (last, suffix, first, middle) Last, First, Middle		8. Gender <input checked="" type="checkbox"/> M <input type="checkbox"/> F		9. Marital status <input type="checkbox"/> Married <input checked="" type="checkbox"/> Unmarried	
10. Home address Street Address City State Zip City ST Zip		11. Home phone # 612-555-5555		12. Date of birth 1/1/2000	
13. Date hired 6/16/14		14. Occupation		15. Regular department <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
16. Apprentice <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		17. Average weekly wage \$7.25/hr		18. Rate per hour 9.25	
19. Hours per day 5		20. Days per week 5		21. Employment status (check all that apply) <input type="checkbox"/> Full time <input type="checkbox"/> Part time <input checked="" type="checkbox"/> Seasonal <input type="checkbox"/> Volunteer	
22. Tell us how the injury/illness occurred, what the employee was doing before the incident (give details), and what the injury/illness was. Examples: "Worker was driving lift truck with a pallet of boxes when the truck tipped, pinning worker's left leg under drive shaft." "Worker developed soreness in left wrist over time from daily computer key entry." Employee dropped a box on his foot. left foot has a small cut and is swollen.					
23. What was the injury or illness (include the part(s) of body)? Examples: chemical burn left hand, broken left leg, carpal tunnel syndrome in left wrist. Swollen left foot			24. What tools, equipment, machines, objects, or substances were involved? Examples: chlorine, hand sprayer, pallet lift truck, computer keyboard. Box		
25. Did injury occur on employer's premises? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Name and address of the place of the occurrence Work-site address		26. First date of any lost time None		27. Employer paid for lost time on day of injury (DOI) <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> No lost time on DOI	
28. Date employer notified of injury 6/30/14		29. Date employer notified of lost time None		30. Return to work date N/A	
31. RTW same employer <input type="checkbox"/> Yes <input type="checkbox"/> No		32. RTW with restrictions <input type="checkbox"/> Yes <input type="checkbox"/> No		33. Treating physician (name)	
34. Extent of medical treatment (check all that apply) <input checked="" type="checkbox"/> None <input type="checkbox"/> Minor on-site by employer's medical staff <input type="checkbox"/> Minor clinic/hospital <input type="checkbox"/> Emergency room <input type="checkbox"/> Hospitalization more than 24 hours <input type="checkbox"/> Future major medical anticipated		35. Certified Managed Care Organization (if any)		36. EMPLOYER Legal name Minneapolis Employment & Training Program	
37. EMPLOYER DBA name (if different) STEP-UP Program Only		38. Employer FEIN 416005375		39. Unemployment ID # 797669100000	
40. Employer's contact name and phone #		41. Physical address (if different) 105 5th Ave S STE 200 City State Zip Code Minneapolis MN 55401		42. Address (if different) 105 5th Ave S STE 200 City State Zip Code Minneapolis MN 55401	
43. Witness (name and phone) - if more than 1 attach a separate sheet		44. NAICS code		45. Date form completed	
46. INSURER name MN Workers Compensation Assigned Risk Plan		51. CLAIMS ADMIN COMPANY (CA) name (check one) Berkley Risk Administrators Company LLC <input checked="" type="checkbox"/> TPA <input type="checkbox"/> Insurer		47. Insured legal name and FEIN Minneapolis Employment & Training Program 41-1429211	
48. Policy # (including effective dates) or self-insured certificate # WC-22-04-221085-01 5/17/2014 - 5/17/2015		52. CA Address PO Box 59143 City State Zip Code Minneapolis MN 55459-0143		49. Insurer FEIN 41-1429211	
50. Date insurer received notice		53. CA FEIN 41-1887666		54. CA Claim #	
55. To be completed by the CA: Claim type code: Type of loss code: Late reason code: Salary paid in lieu of comp? Death result of injury?					

MN FR01 (12/12) Employer: send copies to insurer (or Workers' Compensation Division if no insurer), employee, and employee's union (if applicable).

BRAC 2510 (2/13)

STEP-UP PROGRAM CORRECTIVE ACTION FORM

Agency: ABC Program	
Worksite: Main Office	
Youth's Name: First Last	
Supervisor's Name: First Last	
<p>VERBAL NOTICE was given on this specific behavior that must be corrected and the timeline for such correction was made clear. The youth will not be meeting minimum standards unless they take this action:</p>	
<p>Employee was 15 minutes late to work ^(6/20) and did not call in. Employee said she missed her bus. Employee was late again the next day ^(6/21) and said she overslept. Employee was reminded of the need to be on time to work and we discussed ways she could make sure to get up on time.</p>	
Youth Worker signature: Worker	Date:
Supervisor signature: Supervisor	Date:

<p>WRITTEN NOTICE was given with reference to the verbal notice and a deadline has been established for taking action to meet the minimum standards. The action needed and timeline are:</p>	
<p>Employee was late for the 3rd time today (6/27). Employee said her alarm didnt go off.</p>	
<p>I have received a copy of this written notice and have been informed that if I do not take the necessary steps to meet the standards set out above, I may be terminated from my job.</p>	
Youth Worker signature: <i>[Signature]</i>	Date: 6/27
Supervisor signature: <i>[Signature]</i>	Date: 6/27

Please fax this form: Attn (your monitor)
 North Summer Ofc 612 520-3530
 South Summer Ofc 612 821-4014

Americans with Disabilities Act

The United States Congress enacted the ADA in 1990 to enable people with disabilities to enter in to the social and economic mainstream.

The ADA covers people with physical or mental impairments that substantially limit one or more major life activities. People regarded as having a disability, people with a record of a disability and people associated with a person with a disability are also covered under the law.

Major life activities may include (but are not limited to):

Walking	Concentrating	Lifting
Standing	Sitting	Thinking

All City of Minneapolis employees are protected under the ADA. This means that the City of Minneapolis must provide reasonable accommodations to qualified employees who request accommodations in order to perform the essential functions of their job. In addition, an employee or potential employees cannot be discriminated against based on his or her disability.

It's important to remember that you must be qualified for the position you are applying for, or currently filling, to be covered under the ADA. If you have a disability and are working in a job you are well qualified for, then you are covered under the act.

So if you are a person with a disability what's considered a reasonable request?

A request is considered reasonable when it does not impose undue hardship, which means significant difficulty or expense, or doesn't impose health or safety risks. The City of Minneapolis grants all reasonable accommodation requests.

Examples of reasonable accommodations include:

- Rearranging office equipment to make facilities accessible
- Providing talking calculators or large print software
- Using computerized records instead of manual records (changing the way an essential job function is performed)
- Redistributing marginal job functions
- Modified work schedules
- Flexible leave policies

The City of Minneapolis can't make an accommodation unless an employee requests one, so it's the employee's responsibility to initiate the process.

Child Labor Laws

FEDERAL & MINNESOTA

Prohibited Occupations: (Under Age 18)

- ◆ occupations of operating, assisting to operate, maintaining or cleaning (including parts) meat slicers, meat patty forming machines, and meat and bone cutting saws
- ◆ occupations of operating, assisting to operate, maintaining or cleaning dough and batter mixers, dough sheeters and dough rollers
- ◆ occupations of operating, assisting to operate, loading, unloading, maintaining or cleaning most paper products machines including die cutting presses and laminators
- ◆ any work performed on construction sites
- ◆ oxyacetylene or oxyhydrogen welding
- ◆ working more than 12 feet above the ground or floor-level using ladders, scaffolding and like equipment
- ◆ serve, dispense or handle liquors consumed on the premises
- ◆ most motor vehicle driving on any public road or highway
- ◆ most occupations in logging and saw milling
- ◆ all occupations connected with machines that cut, shape, form, join, nail, press, fasten or assemble wood or veneer
- ◆ occupations of operating, assisting to operate or maintaining most power-driven metal forming, punching and shearing machines; and power-driven fixed or portable circular saws, bandsaws and guillotine shears
- ◆ operating or assisting in the operation of all hoisting apparatus including forklifts, nonautomatic or freight elevators or man-lifts

Prohibited Occupations: (Under 16)

In addition to all of the prohibited work for minors under the age of 18, those under the age of 16 are prohibited from the following:

- ◆ **operating drill presses, milling machines, grinders, lathes and power-driven machinery such as drills, sanders, and polishing and scrubbing equipment for floor maintenance.**
- ◆ oiling, cleaning or maintaining any power-driven machinery
- ◆ working where explosives or fireworks are manufactured, stored, handled or fired.
- ◆ driving buses, cabs or other passenger-carrying vehicles as a driver;
- ◆ working in or about logging or lumbering operations
- ◆ working with shredders, commercial dishwashers, or commercial ovens/stoves

MINNESOTA

Prohibited Hours and Times of Work

(Ages 16 and 17)

- ◆ not before 5 a.m. on school days OR after 11 p.m. on evenings before school days
- Note: With written permission from a parent or guardian these hours may be expanded to 11:30 p.m. and 4:30 a.m.

(Ages 14 and 15)

- ◆ not before 7 a.m. OR after 9 p.m. on evenings
- ◆ not allowed to work for more than 40 hours a week or more than eight hours per 24-hour period

Note: **STEP-UP** limits the number of hours worked each week to 20 hours.

This list is not exhaustive. Please visit: <http://www.dli.mn.gov/Is/MinAge.asp> for more information or contact your work site monitor.

STEP-UP Worksite Agreement (Page 1)

This agreement is entered into by the City of Minneapolis via Minneapolis Employment and Training (MINNEAPOLIS EMPLOYMENT AND TRAINING) and the agency listed on the second page of this agreement (which is herein referred to as the STEP-UP PROGRAM WORKSITE) to provide summer youth employment and training services.

The intent and purpose of the STEP-UP Program is to provide safe, meaningful, and adequately supervised work experience, career exploration, and skill building activity as described on the job description form(s), for economically disadvantaged youth without discrimination because of race, color, creed, religion, political affiliation, disability, marital status, sexual orientation, or beliefs. All worksites must adhere to the rules and regulations governing youth employment including the following:

- ◆ Americans with Disabilities Act
- ◆ Right-to-Know Act;
- ◆ MN Data Practices Act;
- ◆ EEO Affirmative Action Policy;
- ◆ Both state and federal child labor laws and the MN Child Labor Standards Act; and
- ◆ No STEP-UP PROGRAM WORKSITE shall allow youth workers to provide services or engage in political or religious activity as part of the work assigned.

In order to assure that the purpose of the work assignment is fulfilled, the responsibilities of the STEP-UP PROGRAM WORKSITE are as follows:

SUPERVISION: To provide that all supervisors, who directly supervise STEP-UP Program youth, receive orientation as to their duties and responsibilities to the program and youth workers. Worksite supervisors shall be of such age and experience as to fully meet the needs of the youth workers and the youth workers to Supervisor ratio shall not exceed 5:1. To assure that a substitute supervisor will be available when the regular supervisor is absent and that this substitute is also provided with sufficient orientation to assure compliance with program requirements. To provide that all youth participants are oriented as outlined in the supervisor's manual.

TIME, ATTENDANCE, AND COMPENSATION: To be accountable for time and attendance of youth workers; maintaining sign-in sheets in a form that provides for individual daily sign-in; and bringing, within the payroll deadlines, completed timesheet/payment requests to a specific location assigned to the worksite. To provide written evaluation of the youth worker's performance with each timesheet and at other times as required. Youth workers shall only be paid for hours worked (i.e., no pay for lunch breaks, holidays, or unworked hours). MINNEAPOLIS EMPLOYMENT AND TRAINING shall pay youth workers' wages as established by the United States Department of Labor. STEP-UP PROGRAM WORKSITES shall be responsible for all payroll costs for any hours worked beyond the maximum of 30 hours per week. In the case where youth workers are selected for off-site educational academic enrichment activities, the maximum hours that can be worked at the worksite shall be 27 hours. To provide MINNEAPOLIS EMPLOYMENT AND TRAINING staff, in writing, any reasons for youth worker termination as well as notification of deficiency in the youth worker's performance.

THE CITY (MINNEAPOLIS EMPLOYMENT AND TRAINING) DOES NOT AUTHORIZE YOUTH PARTICIPATION IN THE FOLLOWING:

- (1) OFF-SITE TRAVEL WITHOUT PROOF OF ADEQUATE INSURANCE COVERAGE; OR
- (2) ANY ACTIVITIES THAT OCCUR OR TAKE PLACE AFTER WORK HOURS
- (3) FURTHERMORE, FAILURE TO ADHERE TO NUMBERS 1 AND 2 ABOVE, PLACES ALL RISK SOLELY ON THE STEP-UP PROGRAM WORKSITE/AGENCY.

WORK ASSIGNMENTS: To adhere to all memorandum procedural revisions, rules, and regulations governing the MINNEAPOLIS EMPLOYMENT AND TRAINING STEP-UP PROGRAM. To assure sufficient equipment and/or materials to carry out all work assignments. To assure that sufficient work is available to occupy the participants during the regularly scheduled work hours. To provide contingency work plans during inclement weather if the worksite normally has workers doing out-of-doors work. Every worksite must have a signed copy of this agreement and approved Job Description(s) at the worksite.

STEP-UP Worksite Agreement (Page 2)

The STEP-UP WORKSITE accepts responsibility for teaching safety precautions and procedures, reporting all accidents and injuries, ensuring all injured employees receive required medical attention and for completing necessary injury report forms and submitting them to MINNEAPOLIS EMPLOYMENT AND TRAINING within 24 hours of any accident or injury.

CLASS: To cooperate with Class component and encourage youth workers to attend all scheduled educational activities. **A youth worker shall not be permitted to work during the time they are assigned to attend Class.** Failure to cooperate Class will necessitate the termination of the youth workers at their STEP-UP PROGRAM WORKSITE.

MAINTENANCE OF EFFORT: No youth can be placed at a worksite where:

- ◆ A participant will displace current employees (including partial displacement such as a reduction in the hours of non-overtime work, wages, or employment benefits);
- ◆ An individual is in layoff status from the same or similar job;
- ◆ The employer has terminated a regular employee or otherwise reduced its workforce with the intention of replacing paid employees with subsidized participants;
- ◆ A participant will in any way infringe upon the promotional opportunities of currently employed individuals; or
- ◆ Existing labor contracts are impaired unless the labor organization concurs.

No STEP-UP PROGRAM WORKSITE shall hire a youth worker at their worksite if a member of the youth worker's immediate family is employed in an administrative capacity (including supervisor) or an Officer of the Board of that agency. Immediate family means wife, husband, mother, father, sister, or brother.

It is further accepted that failure to fulfill obligations of this agreement is just cause to terminate this agreement. MINNEAPOLIS EMPLOYMENT AND TRAINING will seek appropriate placement of youth workers with another agency.

All promotional materials developed by worksite organizations must include acknowledgment to the City of Minneapolis and the Minneapolis Employment and Training Program for funding of youth worker wages.

AGENCY COMPLETES THIS SECTION	
NAME OF AGENCY	<i>(e.g., Neighborhood Clean-Up Program)</i>
If you have more than one worksite, list the names of the worksites that are covered by this agreement (should match worksites from Job Description)	<i>(e.g., Blaisdell, Metro West and Camden)</i>
Director of Agency Signature	Phone _____ Date _____
Every worksite must have a signed copy of this Worksite Agreement and approved Job Description(s) and Addendum(s) at the worksite.	

MINNEAPOLIS EMPLOYMENT AND TRAINING COMPLETES THIS SECTION	
STEP-UP Director Signature	(612) 673 - 5041 Phone _____ Date _____

Letter of Recommendation Example

Ima Worker
1234 North Avenue
Mpls, MN 50000

August 10, 2014

To Whom It May Concern,

As a Manager at ABC Self Help Inc. and a Supervisor in the 2014 STEP-UP Program, I had the opportunity to supervise Ms. Mary Moore while she participated in the program and worked at ABC Self Help Inc.

STEP-UP allows Minneapolis youth to prepare for the workforce of tomorrow as they develop life skills and learn job skills while at work and in the classroom. I had the pleasure of watching Ms. Moore set and reach many goals during her summer job experience. Her responsibilities as a receptionist included the following: to maintain the flow of communication in the reception area, to maintain an orderly reception area and to maintain records.

Ms. Moore demonstrated a high level of maturity throughout her summer job experience. She used good communication skills while asking questions, listening for direction, taking accurate messages and writing daily and weekly records. Ms. Moore had the ability to get along well with her co-workers at ABC Self Help, Inc. Each of these is necessary workplace know-how skills.

Because of the aforementioned qualifications I observed unfold from June-August of 2014, I would be happy to discuss particulars with prospective employers. I can be reached at 612-555-1235 between the hours of 8:00 AM and 5:00 PM.

Sincerely,

Jane Doe, Manager
ABC Self-Help, Inc.

Summer Checklist for Supervisors

Before the First Day of Work

Create a Work Plan and Strategy for Support

A work plan provides clear expectations and work goals for your intern.

- ◆ Review the Job Description Form and the key responsibilities for the position.
- ◆ Identify the specific timetable when the responsibilities should be completed.
- ◆ Determine what needs to be accomplished and how success will be measured.

Establish Professional Development Opportunities

We encourage supervisors to identify a project to help interns process their summer experience. This type of opportunity for reflection adds value for the intern and promotes higher job performance. For example, ask the intern to create a PowerPoint presentation on the experience to be shared at a staff meeting at the end of the internship.

Identify a Mentor

Decide if you will serve as the intern's mentor, or if someone else in your workplace would like to fulfill this role.

The First Week of Work

Being clear in the beginning will avoid potential issues in the future. During the first week familiarize your interns with the work setting, work etiquette, safety, and employer expectations.

STEP-UP Handbook Review

- ◆ Orient each STEP-UP intern to program and agency rules and expectations using the STEP-UP Handbook and Checklist.
- ◆ Complete the information on the tear-out section of *STEP-UP Handbook* and return it for each youth with the first completed timesheet
- ◆ **Prepare yourself.** Know the rules, policies and procedures agreed upon by your agency and specified in the Worksite Agreement. Be familiar with your agency's STEP-UP Program job descriptions.

Tour the area together. Acquaint the youth with:

- ◆ the department, other workers and their jobs
- ◆ how they will fit in -- be honest and accurate about their role
- ◆ point out: the restrooms, fire escapes and extinguishers, lounge, and other facilities you feel are important

Cover the following:

- ◆ complete the STEP-UP Worker Emergency Contact list with the youth's help
- ◆ hours, attendance policies and breaks
- ◆ how work and break time is documented
- ◆ timesheets and pay periods
- ◆ work performance evaluations
- ◆ Child Labor Standards and safety regulations
- ◆ Minnesota Right to Know Act
- ◆ safety procedures
- ◆ injury reporting procedures
- ◆ areas off limits to the youth
- ◆ proper use and policies for the telephone, computer and other office equipment
- ◆ smoking policy
- ◆ corrective action procedure and termination policy
- ◆ review the STEP-UP Handbook with each youth. Each youth must sign the last page; add your signature and the date to the handbook, and then send this page to the Workforce Center along with the first timesheet.

Teach the youth how to do the job. Be readily available to answer any questions that they might have. Please:

- ◆ review the job description
- ◆ break down the job into all the tasks included in it
- ◆ break down each task into its parts
- ◆ demonstrate how to do each part within each task
- ◆ give youth increasing control over their tasks as you decide they are mastered

Workplace Environment

- ◆ Give a tour of your workplace and introduce the intern to other employees
- ◆ Discuss appropriate workplace attire
- ◆ If the intern will punch a timecard or complete a time sheet, show the procedure

Communication & Technology

- ◆ Explain your workplace policy on cell phone usage, personal vs. work emails, etc.
- ◆ Explain internet usage policy (and any specific sites that may be discouraged - e.g. Facebook)

Work Breaks

- ◆ Explain meal and break logistics, including how this time is documented
- ◆ If the intern requires a space to pray, work together to find an appropriate place
- ◆ If food items are provided or shared at the workplace, discuss how this is done and expectations

Absences & Timeliness

- ◆ Let your intern know who to contact in case they will be late or absent
- ◆ Explain your workplace policy regarding being late to work, and the subsequent consequences

Productivity

- ◆ Meet to discuss work plan
- ◆ Outline duties, responsibilities and goals for the summer

Throughout the Summer

Regular Feedback Fosters a Strong Connection

- ◆ Set up a regular meeting to discuss progress, including successes and areas for improvement.

Utilize the STEP-UP Staff

- ◆ Keep in contact with your assigned STEP-UP work site monitor. Site monitors can provide assistance as needed and are a great resource.

End of Summer

Provide Final Evaluation

- ◆ Talk to your intern about their performance this summer, where they impressed you, improved or still need to work on.
- ◆ Complete the end of summer STEP-UP Intern Performance Evaluation.

Celebrate Success

- ◆ Write a letter of recommendation for your intern.
 - ◆ Attend the end of the summer STEP-UP Celebration with your intern!

STEP-UP CONTACT INFORMATION

<p>Leona Martin North Workforce Center Coordinator 612-520-3542 Leona.martin@state.mn.us</p>	<p>MN Dept. of Employment and Economic Development (DEED) 1200 Plymouth Avenue North Minneapolis, Minnesota 55411</p>
<p>Rashida Jackson South Workforce Center Coordinator 612-821-4412 / fax 612-821-4014 Yvonne.rashida.jackson@state.mn.us</p>	<p>MN Dept. of Employment and Economic Development (DEED) 777 East Lake Street Minneapolis, Minnesota 55407</p>
<p>Pat Behrend STEP-UP Worker's Compensation Contact 612-673-6220 / fax 612-673-5299 Pat.behrend@minneapolismn.gov</p>	<p>Minneapolis Employment & Training 105 5th Ave. S., Suite 200 Minneapolis, MN 55401</p>
<p>Anna Peterson STEP-UP Director 612-673-5234 / fax 612-673-5299 anna.peterson@minneapolismn.gov</p>	<p>Minneapolis Employment & Training 105 5th Ave. S., Suite 200 Minneapolis, MN 55401</p>
<p>Nina Robertson STEP-UP Program Manager 612-673-5118 / fax 612-673-5299 Nina.robertson@minneapolismn.gov</p>	<p>Minneapolis Employment & Training 105 5th Ave. S., Suite 200 Minneapolis, MN 55401</p>
<p>MarLynn Schleeter Class Contact 612-313-7745 mschleeter@minneapolisparcs.org</p>	<p>Minneapolis Park and Recreation Board 2117 West River Road Minneapolis, MN 55411</p>

City of Minneapolis Interpreter lines:

Hmong **612-673-2800**
Somali **612-673-3500**
Spanish **612-673-2700**
TTY **612-673-2626**