

**FOCUSED. ENGAGED. COMMITTED.**



**Summer Youth Employment Program  
Participant Manual 2014  
Broward County**



**SOON TO BE...**





# Summer Youth Employment Program

## Message from the President



I want to welcome you to the 2014 Broward County Summer Youth Employment Program. Congratulations on taking the first step towards your future. By Participating in this program, you will gain valuable knowledge and skills that will be useful to your future education and career plans.

The Employability training you will receive is provided to help with basic job skills such as: working as scheduled, dressing appropriately, managing your money, and conflict resolution. This guide was prepared for you as a reminder of what you learned during the Employability Training sessions. It contains answers to many of the question you may have while participating in this program.

Each one of you will be matched with a monitor to assist in making your summer job a success. Your monitor will visit your workplace to speak with you and your supervisor. It is extremely important that you share any issues, concerns, or achievements. Your monitor and I want to ensure that you succeed this summer.

Over 6,000 young adults have taken advantage of the Summer Youth Program through the years. Because of their hard work, many have found employment for the following school year and beyond.

On behalf of WorkForce One Employment Solutions, the Broward County Children's Services Council, and the City of Fort Lauderdale, we thank you for your participation in the program and encourage you to be the best you can be!

Sincerely,

Mason Jackson  
President/CEO  
WorkForce One Employment Solutions  
Soon to be CareerSource Broward



## Summer Youth Employment Program

# Getting Started

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### Your First Day

The first day on a new job is a lot like the first day of school; you have to find the bathrooms and the cafeteria, get all your supplies, meet new people and maybe even do some work. That first day can seem overwhelming, but knowing some basic workplace rules will help you survive. Here are a few tips to make your first day a success!

### Make Sure to Prepare Ahead of Time

1. Travel to your assigned jobsite, before the first day, to familiarize yourself with the route, distance, and the time it will take for you to get to your job on-time. Research Bus Routes if you plan to take the bus.
2. Have a "dress rehearsal." If in doubt about what to wear on your first day, choose an outfit and ask a friend or relative for their opinion. Remember, it is better to be overdressed than underdressed.
3. Gather all the supplies you may need for the first day. For example, a pen to fill out forms and a pad of paper to take notes.
4. Remember to set your alarm clock. Try to give yourself enough time in the morning to arrive at your job at least 10 minutes early.
5. The morning of your first day at work, remember to eat a healthy breakfast, and be confident and open-minded.

#### SYEP Administrative Staff

Latema King	SYEP Program Manager	(954) 202-3830, Ext. 3021
Yolanda Grant	SYEP Community Liaison	(954) 202-3830, Ext. 3023



## Summer Youth Employment Program

### Remember These Tips and Make a Good Impression

1. Follow good personal hygiene. Shower or bathe. Have clean hair. Brush your teeth. Use deodorant, etc.
2. Keep your hair clean, combed and neatly styled.
3. Use make-up, perfume and after-shave sparingly, as they could be a distraction.
4. Neatly trim and clean your fingernails. This applies not only to young ladies but young men too. Women with fancy and/or long nails should consider limiting the length of their nails and wear conservative colors to avoid projecting the wrong image to an employer.
5. For a job requiring uniforms the correct attire is to wear the uniform each work day.
6. For a job in an office environment where the dress code is "business casual," the correct attire is for Men should wear a shirt with a tie and nice dress pants, or even a suit. Women should wear a dress or a business suit, with skirts that are at least knee-length or longer.
7. Limit the quantity and size of your accessories. Women should wear close-toed shoes. Men should ensure shoes are shined and in good condition.
8. Wear clean and neat clothes that fit well and are in good condition. Clothes should not be tight. Male participants should avoid baggy or loose fitting pants and female participants should avoid crop, strapless, or low cut tops. Both genders should avoid backless shoes such as flip flops as those are not safe in a work environment.

# Getting Started



## Summer Youth Employment Program

# First Day

### Don't Forget to Ask These Questions at Work on Your First Day

- 1. What Do I Wear?**  
Ideally, ask this one before your actual first day, in enough time to go buy pieces for your uniform, or more professional clothes if necessary.
- 2. Where Do I Park?**  
If you have a large number of customers coming to the business, it's common to allow them access to the most ideal parking spaces. That leaves your car way out on the far edges of the parking lot. Always ask on the first day the appropriate place to park. The business may have assigned parking for their employees.
- 3. Who Do I Ask If I Have a Question?**  
Sometimes the person who hired you is not your supervisor. You'll encounter a lot of new situations your first day, and you need to know who to ask for help when you run into something you can't handle. Do Not Be Afraid to Ask Questions.
- 4. When is Lunch?**  
Besides knowing when to go to lunch, you want to know what to do before you leave. Are you expected to check with your supervisor? Do you need someone to cover your work? Do you follow a formal schedule for breaks? If under 18 years old you are not allowed to leave the worksite for lunch. You will need to bring your lunch or order lunch and stay at the workplace. Lunch is ½ hour and unpaid.
- 5. What Equipment Do I Use?**  
Where is the copier, and how does it work? Where is the computer paper, cash register paper or other items that you'll need to replace regularly?
- 6. What Are The Internet Usage Rules?**  
If you use a computer, your online use may be restricted. Even if you are allowed free access, ask about any restrictions, such as e-mail and instant messaging sites.
- 7. Who Do I Call If I'm Out Sick or Running Late?**  
Get a name and phone number in case you need to call before or after office hours. Add your supervisor's and WF1 monitor's contact numbers in your cell phone's speed dial for quick access. Leave message for your supervisor and monitor if you are unable to speak to them directly.





## Summer Youth Employment Program

**8. How Does the Phone Work?**

Business phones can be far more complicated than the one you use at home. If your job does not focus on the telephone, a company might overlook teaching you how to use it. You don't want to accidentally hang up on a customer, or worse, your boss! Ask about the policy concerning personal calls. If you have a direct line to your work station, what is the number? Ask about the cell phone policy.

**9. What Do I Do Next?**

During training, your tasks may be broken down into components. You'll work on something for a short period of time, and then your supervisor will check up on you to find out how you're doing. When you're given a task and then left alone to do it, ask what you should do when you finish. Show Initiative. Asking this question will have an impact on your supervisor. You show confidence in your ability to do the task assigned, you show a willingness to do more and you demonstrate the foresight to look ahead.

**10. Where's the Bathroom?**

Waiting until you're hopping from foot-to-foot is not the best time to ask about the facilities. Ask early in the day – before you have to go. If your supervisor gives you a tour of the building, make sure you cover this question then.

# First Day

## Summer Youth Employment Program



### Tips to Help You Stay on the Job

- 1. Punctuality**  
Be on time for work every day. Come back from all breaks on time. Your supervisor and your coworkers will appreciate your PUNCTUALITY.
- 2. Regular Attendance**  
Show up for work regularly. If you are too sick to come to work, call before your shift starts so arrangements for a replacement can be made. If you are going to be out sick, whenever possible, ask to speak directly to your supervisor rather than having a coworker relay a message to your supervisor. Do not rely on or have someone else call in for you.
- 3. Follow Instructions**  
If you are assigned a task and given a procedure to follow, then follow it. Even if you have done this type of work before and it was done differently, it is important to do things the way your current employer wants. If you have questions about the procedure, ASK. Showing initiative is always encouraged. If you want to make suggestions, do so in a non-challenging way and wait for the appropriate time.
- 4. Complete Tasks on Time**  
Be sure to manage your time well when you are assigned to do a particular job or when it is to be completed within a certain number of hours or days. Complete all assigned tasks. As soon as you realize there may be a delay in completion or a problem arises, let your supervisor know. Avoid incomplete tasks and avoid making excuses as to why a task was not completed.
- 5. Know What is Expected**  
Be sure you understand exactly what is expected of you on the job. If you are unclear or uncertain about any of your duties, politely ask your supervisor to explain them again. If necessary, take notes so you can refer back to them.
- 6. Accept Criticism**  
If you have not done a job correctly or have not completed a task on-time and your supervisor reprimands you or brings it to your attention, accept the comments and criticism politely. No one enjoys being criticized but it is very important not to get defensive. You might even consider saying something like, "Thank you for bringing it to my attention. I will try to do better next time."
- 7. Be Respectful and Cooperative**  
Always use proper language and call your supervisors by their last names (Ms. King or Mr. Williams) unless they tell you directly to call them by their first names (Ms. Susan or Mr. Frank). Also respect your co-workers.



## Summer Youth Employment Program

**8. Keep Confidences**

If you are given confidential information by a coworker or supervisor or as part of your job, it is important to keep that confidentiality. You want to be thought of as trustworthy, so behave as such.

**9. Ask For More Responsibility**

When you feel ready to handle it, ask for more responsibility. When you complete an assigned task, ask your supervisor if there is anything else you can do to help.

**10. Honesty and Integrity**

If you make a mistake, admit it. Apologize, and if you can, correct the mistake on your own. If you can't, ask your supervisor or a coworker to help you correct it. We all make mistakes so don't put yourself down if it happens. Just admit the mistake, correct it and learn from the experience to not repeat it. Integrity in the workplace is very important. Be known as one who is honest and trustworthy.

**11. Be Safe**

At every jobsite safety is a priority. If you see something that could be a work hazard or that is dangerous, speak out. TELL YOUR SUPERVISOR and/or MONITOR! If it is something you can safely correct yourself, do so then tell your supervisor.

**12. Use of electronics, social media, etc.**

There should be no use of iPods, iPhones, iTouch, iPads or mp3 players. No cell phones use unless you are on your break, no texting and no web surfing on any social media and emails. Headphones and/or ear buds are not to be used during work hours.

# Helpful Tips





## Summer Youth Employment Program

# Evaluations

### Performance Evaluation

You will be evaluated by your supervisor once during the eight-week period. The purpose of the performance evaluations is to allow your supervisor to give you constructive feedback on your performance. This is also a time for you to share your experiences at the worksite with your supervisor and monitor.

You will be evaluated at the end of five (5) weeks in the program to see how well you have learned and applied the employability skills you learned in the 3 day orientation before you started work. Your worksite monitor will be reviewing the employability skills with you during the program to prepare you for the evaluation.

### Surveys

During the 6th week of the program you will receive a survey. The survey will be for you to evaluate your worksite and supervisor as well as to evaluate the program and monitor. The survey gives us valuable information to help improve the program each year.



## Summer Youth Employment Program

### Rules for Workforce One Employment Solutions/SYEP Participants & Disciplinary Contract

As you begin your employment with the SYEP, you are expected to follow all of the rules and regulations set forth by the SYEP and by the worksite to which you are assigned. You are expected to follow instructions and directions given by the Worksite Supervisor and failure to do so can result in termination from the program.

### SYEP Disciplinary Contract

Participants are expected to follow ALL rules and regulations set forth by the SYEP and instructions and directions given by the site supervisor at the site to which you are assigned. Failure to do so can result in termination from the program.

### Rules Prohibit the Following

1. Falsification of records, including official documents such as timesheets
2. Use or possession of alcoholic beverages or illegal drugs during working hours or appearing at the workplace under the influence
3. Refusal to carry out directives of Worksite Supervisors, Worksite Monitors or any other official of the worksite or SYEP
4. Disclosure of confidential information about other participants, SYEP Work Providers or WorkForce One staff, such as financial status, contractor/employer trade secrets
5. Theft or abuse of worksite property or the property of SYEP Worksite Monitors
6. Limited absences
7. Excessive absences, 3 consecutive and unexcused absences are detrimental to continued employment

The following actions will result in immediate dismissal: threats of violence and verbal or physical abuse to any participant, employee, worksite provider, or WorkForce One Employment Solutions/SYEP staff member and weapon possession at a worksite.

# SYEP RULES



## Summer Youth Employment Program

# Counseling

Whenever a SYEP participant is found to be in violation of any of the performance standards or rules, the following procedure could be used depending on the infraction:

### 1. Corrective Counseling

Whenever the actions of a participant are deemed to be not life-threatening to himself/herself, to other participants, the Worksite Supervisor will attempt to counsel the participant about proper behavior and attitudes.

This corrective counseling will be carried out in such a way that the participant is able to learn from the "mistake", and be given an opportunity to correct the behavior or attitudes. When counseling is not successful, then the Worksite Monitor will be contacted immediately for intervention.

A record of the results of this counseling will be made part of the participant's file, along with documentation of the behavior or attitude, which necessitated the counseling.

When the counseling has been positive, no further action need be taken. If the behavior or attitude does not change as a result of the counseling, then either additional counseling may be attempted, or a more formal action to limit the participation of the individual may be pursued.

The following procedure could be used depending on severity of offence:

- **1st Occurrence**  
Supervisor issues verbal warning to the participant in an informal conference, record the information, sign and date it, and have the participant sign it.
- **2nd Occurrence**  
Supervisor notifies the assigned Worksite Monitor of the infraction and the previous occurrence. The Worksite Supervisor will then meet with the Worksite Monitor and the participant to discuss the problem. The Worksite Monitor will suggest corrective action and complete a Settlement Agreement that should be placed in the participant's folder. A case note is also placed in the participants' file.
- **3rd Occurrence**  
If the Worksite Monitor decides that disciplinary action is in order, he/she should arrange a meeting with the Worksite Supervisor within three (3) working days of the incident. The Worksite Supervisor will complete a case report of the matter and include recommended corrective action.

### 2. Actions that Limit the Participation of Individuals

Depending on the circumstance SYEP staff will take immediate action to limit the participation of an individual in the SYEP. The decision on what type of action is appropriate will be made on an individual basis, based on the immediate situation.



## Summer Youth Employment Program

### Appeal Procedure

Participants in the SYEP have the right to file a written appeal of any disciplinary action. The participant must appeal in writing within five (5) working days of receiving written or oral notification of the action. Any written appeal must be received at 6301 NW 5th Way, Suite 1200, Fort Lauderdale, FL 33309 (Attention: SYEP Manager).

If requested in writing by the participant, there will be an informal or formal hearing on the appeal within seven (7) working days from the date of the appeal. When such formal or informal appeal is requested, the Executive Vice President of WorkForce One Employment Solutions will review the records of the case and issue a final decision within seven (7) working days of the appeal. The Executive Vice President may increase, decrease or void any previously made decision based on the evidence of the case, newly submitted evidence or personal testimony. A copy of the appeal and the decision about that appeal shall be made part of the participant's SYEP file.

# Appeal



# Summer Youth Employment Program

# Timesheet

## Completion of Timesheet

1. **Date**  
Refers to the date the timesheet was completed.
2. **Pay Period Ending**  
Refers to the last day of the Pay Period, which is usually on a Sunday.
3. **Participant's Name**  
Should be legible and printed, preferably in block capitals. Your last name followed by your first name and middle initial, if applicable, should be entered. Use the same exact name as the name with which you registered for the program.
4. **Social Security Number**  
Correctly write only the last four (4) digits of your social security number.
5. **Participant's Phone number**  
Should be filled out, including the first three numbers of the area code.
6. **Location**  
Refers to the place of work or the worksite to which you are assigned.
7. **Monitor Name**  
Refers to your Worksite Monitor.

### Important

1. The timesheet covers a two-week period; therefore, only fill out the information for the days you worked during the two-week period.
2. Also, the hours are to be totaled at the end of each week (Week 1 and Week 2) and for the two weeks together (Total Hours: Week 1 + Week 2).
3. The timesheet should be completed and signed daily.
4. Total hours worked will be 6 hours plus half-hour unpaid lunch break.
5. July 4th holiday is a non-paid holiday.
6. Complete your address if you have moved and place a check in the box that says "New Address".
7. EXCEPTION: Some of you will be working four (4) days a week at 7.5 hours daily.

#### Example #1

Day	Date	Time In	Time Out	Time In	Time Out	Participant's Signature	Total Hours
Monday	6/09/14	9:00	12:00	12:30	3:30	<i>Ron Green</i>	6

#### Example #2

Day	Date	Time In	Time Out	Time In	Time Out	Participant's Signature	Total Hours
Friday	6/13/14	9:00	11:30	12:30	3:30	<i>Ron Green</i>	5.5

#### Example #3

Day	Date	Time In	Time Out	Time In	Time Out	Participant's Signature	Total Hours
Monday	6/16/14	9:00	12:00	12:30	5:00	<i>Ron Green</i>	7.5

8. Please write a comment to provide explanation for any discrepancies or missed days





# Summer Youth Employment Program

## 2014 SYEP Pay Schedule

Program Duration: June 09 – August 5, 2014

Work Period Dates		Pick up, Complete and Deliver Time Sheets to Program Manager by 3 PM	Pay Dates
6/9, 6/10, 6/11 Orientation		6/12/2014	6/27/2014
6/16/2014	6/29/2014	6/30/2014	7/11/2014
6/30/2014	7/13/2014	7/14/2014	7/25/2014
7/14/2014	7/27/2014	7/28/2014	8/8/2014
7/28/2014	8/5/2014	8/6/2014	8/22/2014

# Pay Schedule

## Summer Youth Employment Program



### 2014 SUMMER YOUTH EMPLOYMENT PROGRAM WORK EXPERIENCE TIMESHEET



Date :	Pay Period Ending :
Participant's Name :	
(LAST)	(FIRST) (MI)
Social Security Number : XXX - XX -	Participant's Phone No :
Location :	Monitor's Name :

Day	Date	Time In	Time Out	Time In	Time Out	Participant's Signature	Total Hours
Example	6/9/2014	9:00 AM	12:00 PM	12:30 PM	3:30 PM	<i>Rose Green</i>	6.00
Week 1							
Mon	10/27/2014	9:00 AM	12:00 PM	12:30 PM	3:30 PM		6.00
Tue							
Wed							
Thu							
Fri							
Sat							
Sun							
Total Hours (Week 1)							6.00
Week 2							
Mon	11/3/2014	9:00AM	12:00PM	12:30PM	3:30AM		6.00
Tue							
Wed							
Thu							
Fri							
Sat							
Sun							
Total Hours (Week 2)							6.00
Total Hours (Week 1 + Week 2)							12.00

Participant's Signature	Date
Worksite Supervisor Signature	Date
Worksite Monitor Signature	Date
Comments:	



## Summer Youth Employment Program

### Important information

On the first day of work please make sure you have the following items available.

1. Worksite assignment form

Must give this to your supervisor on first day

This form will have your worksite name and address as well as your monitor & supervisor name and number.

2. Background screening results and physical

Only for jobs that require it

Supervisor will not allow you to work if not presented on first day.

3. Monitor name & number

Monitor Name: \_\_\_\_\_

Monitor Number: \_\_\_\_\_

4. Worksite Supervisor name & number

Monitor Name: \_\_\_\_\_

Monitor Number: \_\_\_\_\_

5. Workforce One Employment Solutions (WF1) number:

(954) 202-3830 Summer Youth Department

**Important**

Please only contact WF1 when you are unable to reach your monitor or have not seen your monitor for a couple of days. Your monitor should be the first person to talk to for any questions or problems after talking with your worksite supervisor.

Important Info

# Summer Youth Employment Program



## SYEP Worksite Assignment Form

Date

Name  
Address  
City

Dear Name:

Congratulations! Your Summer Employment will begin on June 16, 2014. Below you will find your worksite information.

This summer you will be working with:

Employer			
Worksite			
Worksite address			Work Hours
Job Description			
Funded By	Position	Dress code	

Your worksite supervisor will be:

Supervisor Name	Phone Number

Your SYEP worksite monitor is:

Monitor Name	Phone Number

You are required to bring this letter on your first day of work to ensure you are at the right Worksite. Have a great summer!!!

Sincerely,

*Latema King*  
SYEP Program Manager

Revised 11/2013



## Summer Youth Employment Program

# Notes





**SOON TO BE...**

