



OCHSIP

Mayor Vincent C. Gray's

One City High School Internship Program

Supervisor's Handbook



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

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General Information

The One City High School Internship Program (OCHSIP) is a program administered by the Department of Employment Services (DOES) designed to provide District high school students with structured internship opportunities and mentoring relationships.

Through OCHSIP, we strive to provide students with the opportunity to:

- Gain meaningful work experience through a paid internship or fulfill community service hours;
- Learn and develop skills, attitudes and commitment necessary to succeed in today's world of work;
- Interact with dynamic working professionals in a positive work environment. Gain various professional exposure to different careers.

Program Dates

The 2013-2014 OCHSIP is tentatively scheduled to begin on **Monday, November 4, 2013** and will end at the conclusion of the 2014 Summer Youth Employment Program (SYEP) on Friday August 8, 2014 (this date is tentative). Youth participants will automatically transition into the Summer Youth Employment Program (SYEP).

Program Structure

The OCHSIP is designed for students to gain work experience while developing their work-readiness skills. Students will be assigned to an internship with an approved employer. In addition to the internship, students will also be expected to attend mandatory workshops as scheduled by DOES. Students must commit to work between 10-15 hours per week. In order for students to be compensated verification of completed community service hours must be submitted and verified by the school. Students must submit a report card at the end of each quarter to ensure grades are maintained to continue in the program. In addition to submission of a quarter report card, quarterly attendance must also be submitted. To continue participation in OCHSIP participants are expected to maintain a cumulative and quarterly Grade Point Average (GPA) of a 2.5 or higher, and excellent attendance in school. Students with a report card reflecting below a 2.5 GPA, or less than excellent attendance risk suspension until the grades and attendance have improved. If the grades and/or attendance do not improve by the next quarter termination will occur. Failure to turn in quarterly report cards and attendance can result in termination from the program.

Work Experience

The work experience component is designed to provide youth with hands-on experience in an established job position. OCHSIP will work with employers to ensure that the intern's responsibilities are aligned with the mission of the agency and that youth are engaged in meaningful work activities.

Each employer will be required to identify adult supervisors who will serve as workplace mentors. These mentors will support the professional development of each youth and assist them with any barriers to success. All sites are expected to have a one to three (1:3) mentor to supervisor ratio.

Work Readiness

The work readiness component is designed to provide youth with basic skills training to ensure they have the soft skills necessary to be successful. All students will be required to attend mandatory workshops that will be scheduled by DOES. These workshops will be held at a central location and a full calendar will be provided to all accepted students. Some of these workshops will include: role model speakers; and a community service project.



Employer Responsibilities

OCHSIP will work with employers to provide meaningful internship opportunities to youth. Employers must apply online at www.youthjobs.dc.gov to participate in the 2013-2014 OCHSIP program. All applications must be received by no later than **Friday, September 6, 2013**. Attend a *mandatory Informational Session on Wednesday, August 21, 2013 at 10:00AM to 11:30AM or 2:00PM to 3:30PM*, employers can RSVP at youthjobs@dc.gov.

Criminal Background Checks

Prior to the start of the program, all identified supervisors who will be working with youth under the age of 18 year old will be required to obtain a criminal background clearance through the Metropolitan Police Department. OYP will provide these clearance forms free of charge. Supervisors who have a valid criminal background clearance on file with MPD within the last two years from the last day of the program are not required to obtain a clearance as they remain valid for two (2) years after the date of the clearance. More information regarding criminal background checks will be made available to employers accepted as a host employer. All supervisors must be over the age of 18.

Site Visits

A member of the OCHSIP staff will conduct a site visit to verify the agency's program location and view where participants will be working.

Employer Expectations

Employers are expected to provide a safe, structured, properly supervised worksite and provide youth with appropriate tasks and duties to perform throughout the duration of the program. DOES will provide the support needed along the way to help make this happen.

- The employer application that is available at www.youthjobs.dc.gov will require all employers to:
- Provide job descriptions detailing the specific job opportunities to be offered;
- Prepare work assignments to consistently engage interns in meaningful job experiences during their tour of duty hours; Identify a primary point of contact for the agency that will be responsible for regular communication with DOES about all matters pertaining to youth including providing updates and challenges;
- List the address and contact information for all of the worksites where youth will be assigned to work within the agency/organization.
- Attend one of the mandatory Information Sessions on Wednesday, August 21, 2013.
- Identify adult supervisors (one adult for every three youth interns) who will also serve as mentors and commit to weekly, individual check-in meetings with their interns. Additional guidance will be provided during an orientation meeting.
- Identify a payroll coordinator whom will be responsible for entering time for the participant every Friday by 3:00PM and maintaining copies of all timesheets.

First Day of OCHSIP

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

- Check youth in using the roster provided to you by DOES
- Ask to see identification or a copy of the job assignment letter sent to the youth participant
- Have the youth sign in and out on the time/roster sheet
- Conduct a worksite orientation
- Remind students participation in the program is contingent upon maintaining the 2.5 Cumulative Grade Point Average, quarterly 2.5 or higher GPA, and excellent school attendance. Remind students that they must first



complete the required community service hours in order to be compensated by OCHSIP.

The Worksite Orientation should include the following:

- Participants required hours of work (15 hours maximum per week and 10 being the minimum)
- Regulations of the worksite as they apply to the youth worker
- At least 2 emergency contact people to notify when the youth may be late or absent
- Safety procedures and steps to take in case of accidents
- Appropriate attire for the work place
- A clear explanation of youth worker's individual duties and responsibilities including the criteria by which his/her work performance will be evaluated
- Reminder of attendance expectations for OCHSIP.

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

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

Dress Code Policy: For Participants

Each individual host site is able to set their own dress code and youth are expected to adhere to the agency's dress code. As a reminder youth may be reporting directly to your site from school and will be in uniform. Please be sure to inform OCHSIP of your dress code rules and regulations.

Appropriate Business Attire

- Suits
- Sport coats, Blazer-style jackets
- Collared shirts worn with or without neckties (including those made to be worn over slacks and not tucked in)
- Band collar shirts
- Blouses
- Turtlenecks
- Mock Turtlenecks
- Sweaters
- Dresses
- Skirts
- Pants
- Slacks
- Dress shoes
- If an employee is required to wear a uniform or garment, that piece of clothing will be considered appropriate business attire.

Inappropriate Business Attire

Examples of inappropriate business attire include, but are not limited to, the following:

- Beach Wear
- Tank tops (unless worn under a blazer-style jacket or sport coat)
- T-shirts Backless or strapless tops, halter tops, bare midriff tops
- Clothing designed for exercise or dance (leotards, sweat pants, sweatshirts, warm-ups or jogging suits)
- Shorts, cut-off shorts or pants, biker shorts, leggings
- Spandex tops and pants
- Dresses and skirts shorter than 3 inches above the knee
- Extremely low-cut dresses



- Jeans (unless otherwise specified)
- Flip-flops, tennis shoes, sneakers
- Men's shoes worn without socks
- Tops with wording, slogans, or depictions of objects other than a trademark.

Time, Attendance and Payroll

All qualified students will receive wages for participation in the program. Students will be paid a wage of \$8.25/hour for up to 15 hours per week, if they have completed the required community service hours as mandated by their respective school. Students will be paid every two weeks according to the approved pay calendar. Participants will only be compensated for time worked up to the maximum allowable hours permitted by the program. Students will have the opportunity to move up in a 3 Tier pay system. All eligible students can move up in the tier pay system based upon quarterly report cards, quarterly attendance and performance at their internship sites. Employers will have the opportunity to recommend their respective interns for another tier at the midpoint of the program and again before the start of SYEP by completing an evaluation form. At the beginning of the 2014 SYEP students will be automatically transitioned into the program and be compensated based upon their current pay rate.

Tier 1: \$8.25 Tier 2: \$9.25 Tier 3: \$ 10.25

Maximum Hours

Students will be compensated for up to 15 hours per week. Students are encouraged to work a minimum of 10 hours per week. Students that work less than 10 hours will be reprimanded and risk termination from the program unless special arrangements have been made their supervisor or OCHSIP Program Manager. Please inform OCHSIP of any special arrangements to avoid the participant from being reprimanded. Upon the start of the 2014 SYEP program students will automatically be transitioned to the program and the weekly work hours will increase to 25.

Overview of Time and Attendance Process

All youth time will be recorded on weekly timesheets provided by OCHSIP. That time will then be entered each week by the Worksite Supervisor or Payroll Coordinator into the OCHSIP Time Management System (TMS) no later than Friday at 3:00pm. Youth will only be paid for the time they actually worked on the job. If youth are absent from work, they will not be paid.

Weekly Timesheets

All participants time will be recorded daily on a paper timesheet/roster which must be printed from the OCHSIP website (www.youthjobs.dc.gov).

- Supervisors are responsible for ensuring time in and out is recorded for each participant based upon work schedule.
- Participants will sign the weekly timesheets before they are entered into the online TMS system to confirm accuracy.
- All timesheets must be retained in a secure central location by the Supervisor as a record to resolve any pay disputes with participants. Supervisors are required to print a pre-populated timesheet for each week. The timesheet will be available weekly via www.youthjobs.dc.gov. Participants will always record time on the printed timesheet at the beginning and end of their assigned internship hours. For the day the participants are not assigned work hours or are absent the time should be recorded as a 0 for daily hours.

PLEASE NOTE: Participants shall not enter their time electronically.



Recording and Entering Time

Youth are required to sign-in and out the time they arrived to work on a paper timesheet. Supervisors will be able to fill in the total number of hours worked for each day in a space below the youth sign-in and out time. Interns will be paid on a pre-determined bi-weekly pay schedule to be provided at a later date.

At the end of the week, youth will be required to provide their signature on their time for the week to confirm accuracy. Supervisors will tally all of the hours worked for the week and submit the timesheet to the worksite supervisor or payroll coordinator.

- After Supervisors complete the timesheets, the Payroll Coordinator or Supervisor must enter the hours into the OCHSIP Time Management System (TMS).
- The Payroll Coordinator and Employer/Host Coordinator will receive a link and login information for the TMS system via email.
- All time must be entered by 3:00PM on Friday of each week.
- Paper timesheets should be kept in a secure central location as a record of future disputes over pay and hours worked.

How do Supervisors log into the OCHSIP Time Management System?

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

Debit Card

All youth will be paid via a Debit Card issued through the payroll vendor, Citibank this card will be mailed directly to the youth. Please remind participants to open the letter and activate their Debit Cards. All youth will receive an earning statement for each pay period in the mail and their time information will be viewable in the OCHSIP Youth Portal. If your participants have any issues with their Debit Cards, please direct them to call Citibank directly at 1-877-855-7201.

Reminder: All time must be entered into the OCHSIP Time Management System on a weekly basis no later than Friday at 3:00PM.

Academic Credit and Community Service

Some students who participate in the OCHSIP may qualify to receive academic credit that will count towards their graduation requirements. Students must complete their community service hours before they are eligible to obtain compensation in OCHSIP.

Students who wish to receive academic credit should consult with their School Counselor. Students will not be permitted to receive payment AND receive academic credit/community service hours. Students must complete their required community service hours and provide documentation of such in order to receive payment.

Payroll Problem Resolution

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

If necessary, participants may contact the OCHSIP support center by dialing 202-698-3492 to report the issue. Participants may also report the issue directly via their OCHSIP Portal at www.youthjobs.dc.gov.



Supervisors must report payroll issues by visiting www.youthjobs.dc.gov or calling 202-698-3492 (if you do not have computer access). The online pay resolution OCHSIP website can be used to report instances in with participants who have not received timely pay or believe they were paid for less than the total hours worked. There will be an icon for payroll resolution in order for this information to be provided.

Supervisors please enter as much accurate information as possible to make the resolution process run smoothly and quickly. Please enter information into as many fields as possible to ensure the participant is correctly identified by OCHSIP Staff and their problem is dealt with accordingly.

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

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

Program Policies and Procedures

When working with youth in a new environment, problems sometimes occur. The goal of OCHSIP is to introduce youth to various work environments and provide supervisors with the resources necessary to train youth to become productive and helpful employees. When problems occur that requires DOES involvement, please contact the OCHSIP Program manager for assistance.

OCHSIP is committed to promoting and ensuring academic success in all participants. At the end of each quarter participants must submit a report card, quarterly attendance, and continue maintaining a cumulative GPA of 2.5 or higher. Failure to submit the documents as required each quarter can result in termination from OCHSIP.

Participant Absenteeism

As a worksite supervisor, it is important that you are knowledgeable of the following procedures as they relate to the youth worker's attendance and that you reaffirm these procedures with your youth worker. The youth worker is required to give advance notice of his/her intent to be absent from work, regardless of the reason. If this cannot be done in person, the participant should telephone the worksite supervisor as soon as she/he knows that she/he will be unable to report to work that day.

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

The supervisor must notify the Program Manager about the youth worker's absenteeism when:

- The participant is absent more than three consecutive days, without communicating with the supervisor that they will be out.
- The worksite supervisor determines that the youth worker has been absent too frequently or is establishing a pattern of absenteeism. Youth may be terminated for missing three (3) consecutive workdays without notification of supervisor.
- Participants will not be paid for any absences. Additionally, participants will not be paid for holidays. Supervisors are permitted to allow youth to makeup missed hours. It is not a requirement.



Terminations

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

- **Drugs**—the possession, sale, or use of illegal drugs or alcohol while on the job.
- **Excessive Absenteeism**—Failure to report to work on three consecutive work days without prior approval.
- **Disruptive Behavior**—Fighting, physical or verbal assaults, or any act that endangers the well-being of coworkers.
- **Theft**—stealing property from the worksite, employees, or other youth workers.
- **Falsifying Documents**—Falsifying his/her time records or those of other youth employees; signing another youth worker's time record; attempting to pick-up or use another youth worker's debit card or personal identification number (PIN).
- **Insubordination**—Refusal to adhere to the program's or the worksite's rules and regulations.
- **Harassment**—Verbal, sexual, or physical— these could lead to legal action.
- **Failure** to submit the quarterly report card and quarterly attendance.
- **Failure** to maintain the quarterly 2.5 GPA or higher, excellent attendance and cumulative 2.5 GPA or higher.

Termination Procedure

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

If the Supervisor feels termination is appropriate, they must make an official request by filling out a Termination Request Form. The OCHSIP staff will send out an Official Termination Letter to the youth worker. In the event of a termination for violent or illegal behavior, the youth should be dismissed from the site pending an official dismissal from the Office of Youth Programs.

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

Reporting Accidents

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

- Call 911 for medical emergencies
- Notify the youth worker's parent or guardian
- Call by calling the OCHSIP Support Center at 202-698-3492 (report the call as an emergency so that your call can be expedited)
- Fill out an incident report and forward a copy to the OCHSIP Coordinator

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

Grievance Procedure Policy

Participants in the One City High School Internship Program are protected from any kind of discrimination on the job.

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

1. Discuss the issue with the Worksite Supervisor or Program Manager.
2. If the issue is not resolved or if the issue involves the supervisor contact the DOES OCHSIP Program Manager directly by dialing 202-698-3492.



3. The Program Manager and Supervisor will work to resolve the grievance. If the grievance is not resolved proceed to the next step.
4. Because the grievance has not been resolved the youth participant will be given the opportunity to request an informal hearing with the Department of Employment Services' EEO Officer.

Sexual Harassment Policy

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

Participants in the One City High School Internship Program are advised to be assertive and let people know when their behavior makes them uncomfortable.

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

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

Gender Identity & Expression Policy

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

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

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

Harassment and Hostile Work Environments

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

- (a) Deliberately misusing an individual's preferred name form of address or gender-related pronoun;



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

Creating Welcoming Spaces

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

What is Worker's Compensation?

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

How are our employees covered?

- Workers' compensation covers most, but not all, on-the-job injuries. The workers' compensation system is designed to provide benefits to injured workers, even if an injury is caused by the employer's or employee's carelessness.
- The injury or illness must arise out of and during the course of performing job duties.
- The injury or illness must occur during required work hours while operating in the normal course of business.

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

Other situations generally not covered by workers' compensation include:

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

How to file a Claim

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

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



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