

STEP



Summer Training & Enrichment Program

Supervisor Orientation May 16, 2018





Agenda

- **Welcome and Introduction**
 - **Overview**
 - **Program Components**
 - **Q & A**



Purpose

To prepare the youth and young adults between the ages of 16 to 24, for the world of work and to provide a meaningful workforce training experience.



Overview

2017 STEP Promotional Video

[STEP is Making a difference](#)



Program Accountability

Program Efficiency and Effectiveness Measures

1. Retention rate
2. Worksite Return Rate
3. Ratio of Public/Nonprofit/Private worksites

Self-Sufficiency & Economic Development Outcomes

1. Percent of participants receiving their **first paycheck**
2. Percent of participants with their **first bank account**
3. Overall number of **participants offered employment**
4. Overall **percent change in job readiness** (pre/post comparison year over year)

Public Safety Outcomes

1. Participant **re-offenses** over summer
2. Juvenile **arrests** over summer



Schedule

Out of School Participants

- Orientation: June 4-8, 2018
- Worksite Report: June 18, 2018

In School Participants

- Orientation: June 18-June 22, 2018
- Worksite Report: July 2, 2018

Last Day of Work for Everyone

- August 22, 2018

Closing Celebration

- August 23, 2018 (12PM-2PM) - Marriott at City Center



Roles and Responsibilities

Program Operator/Administrator

- Participant recruitment
- Worksite assignment
- Program compliance
- Participant orientation
- Supervision of Coaches
- Liability for program participants
- Other duties assigned!



Roles and Responsibilities

Lead Job Coach

- Visit assigned work sites
- Resolve any disputes between worksites and participants or participants and Job Coach
- Manage participant disciplinary issues
- Monitor coach/participant relationships to help ensure success of participants
- Supervise designated Job Coaches



Roles and Responsibilities

Worksite Point of Contact Coach

- Visit assigned work sites and confer with work site supervisors
- Provide updates to all coaches that have participants at the same location
- Coordinate scheduled visits with other coaches
- Serve as the initial mediator between participant and work site supervisor



Roles and Responsibilities

Job Coach

- Ensure participant compliance
- Provide supervision and guidance to participants
- Conduct scheduled worksite visits
- Mediate participant/worksite conflicts
- Monitor goals to ensure the participant is engaged in a meaningful experience



Roles and Responsibilities

Worksite Agreement

Specifies the obligations and conditions that shall be met by the City of Newport News and the Worksite

- Maintain a participant/supervisor ratio that does not exceed 5:1
- Juveniles shall not be placed in a situation where he or she is left alone with a single adult
- A Supervisor that works with juveniles must have passed a criminal background investigation



Roles and Responsibilities

Worksite Description

Provides information to assist in suitable participant/worksite assignment

- Provides details of job assignment
- Captures contact information of Immediate and Alternate Supervisors
- Documents participant activities
- Provides documentation to enhance Job Coach effectiveness



Roles and Responsibilities

Worksite Supervisor

- Reinforce work schedules and expectations
- Assign participant duties and responsibilities
- Monitor goals and learning objectives to ensure each participant is mastering agreed upon skills
Communicate with assigned Job Coach
- Ensure all participants are properly trained in safety standards and proper use of all equipment



Roles and Responsibilities

Worksite Supervisor

- Mentor Participants!
 - Importance of being a good mentor
 - Effective mentors
 - Benefits for the mentees
 - Benefits for the mentors



In Case of Injury

Worksite Supervisor

- Call 911 first if it is an emergency!
- Notify worksite coach immediately
- Depending on the severity of the incident, a site visit from Office of Risk Management may be required
- Complete all documentation within 48 hours
- Include pictures of injury and location of incident, if applicable



In Case of Injury

REMINDER!!

Proper training and adherence to all state, local, and federal safety rules can prevent accidents!





Time and Payroll

- **Maintain accurate attendance logs for each participant**
 - Participants can work no more than 30 hours per week (Monday - Sunday)
 - Participants **MUST** take a 30 minute unpaid break for anything over 5 hours
 - Participants are only permitted 3 absences

NOTE: Any permanent changes to the work schedule must be reported to the coach and administrators!




Time and Payroll



- Review and submit an electronic time sheet for each participant
 - All time is tracked and submitted through step.nnva.gov
 - Participant must submit timesheet to supervisor for approval by 9:00 A.M. every Monday
 - After the time is verified, supervisor must submit the timesheet by 10:00 A.M. every Tuesday

NOTE: Any delays in submittal and/or approval can result in participant not being paid on time!



Time and Payroll



Time Entry

STEP > Participants > Timesheet List

Timesheet List

Time Period	Hours	Status
6/4 - 6/10		
6/11 - 6/17		
6/18 - 6/24		
6/25 - 7/1		
7/2 - 7/8		
7/9 - 7/15		
7/16 - 7/22		
7/23 - 7/29		
7/30 - 8/5		

Monday, June 4, 2018

Time In

9:00 AM

Time Out

3:00 PM




Lunch/Break

45 mins

Hours Worked

5.25

Notes

Timesheet

STEP > Timesheet List > Timesheet

< > Week of Jun 4th - Jun 10th

4	Monday JUN 2018	9am - 3pm 5.25 hrs
5	Tuesday JUN 2018	
6	Wednesday JUN 2018	9am - 3:30pm 5.50 hrs
7	Thursday JUN 2018	9:15am - 4:30pm 6.25 hrs
8	Friday JUN 2018	
9	Saturday JUN 2018	
10	Sunday JUN 2018	
		TOTAL 17.00 hrs

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Disciplinary Procedures

Progressive Disciplinary Action

- Provide redirection to participants
- Require formal counseling
- Schedule a meeting with Job Coach to create Performance Improvement Plan
- As a final option, recommend removal of participant from worksite

NOTE: Removal of participant from worksite will result in complete dismissal from Program



Contact Information

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Questions?