**Welcome NEG Flood recovery project 2011**

**supervisor guide**

Thank you for providing this summer employment opportunity for one or more of the participants in the NEG FLOOD RECOVERY PROJECT 2011. As a supervisor participating in this program, you will play a key role in ensuring that workers have a rewarding and profitable experience..

Management, Training and Consulting Corporation (Man-Tra-Con) is the employer of record for the NEG FLOOD RECOVERY PROJECT 2011. The funding is provided by the Department of Commerce and Economic Opportunity for the NEG FLOOD RECOVERY PROJECT 2011.

A “real world” work experience is significant as a person makes choices and discovers the career areas available to become a productive member of our community and the southern Illinois region. As a worksite supervisor you will give participants a chance to develop skills, set career goals, earn money and learn more about the area in which they live.

Thank you again for offering assistance to people in our community. We recognize that our success in helping young people prepare for their future is due in great part to the work you do in mentoring young people. Our aim has been the development of meaningful work experience for participants in the hope of enhancing their chances for success in the world of work. We wish to express our appreciation to you for your time, commitment, and cooperation.

This handbook has been prepared to tell you about the NEG Flood Recovery Project 2011, its goals and objectives as well as operational procedures. It also contains information on rules and regulations as well as some tips on supervision. It has been written to assist and guide you in the implementation of the program.

In this handbook you may find helpful and informative as you work with the participants at your workplace.

Please read it carefully and keep it in a convenient location for reference. If you have questions concerning the program, please contact the NEG Project Coordinators listed below:

* Reba Utley at 618.998.0970, ext 240 or cell phone 618.364.5845
* Brian Stoner at 618.998.0970 ext 282 or cell phone 618.364.5744

 **NEG Flood Recovery Project 2011**

GOALS AND OBJECTIVES

NEG Flood Recovery Project 2011 provides eligible participants with meaningful work experience and basic work skills to help these individuals develop their occupational potential. It is designed to ensure that participants have:

* Structured and well-supervised work. Remember: participants must be properly supervised at all times.
* Opportunities to explore vocational interests.
* Opportunities for educational enrichment.

Participants will acquire some marketable skills during the course of this work project. In addition, the program is structured to help these participants develop:

* Good employee/supervisor relationships
* Good work habits and attitudes
* A sense of job responsibility
* Motivation to stay in school or pursue education and training
* Skills to better prepare them for the world of work

NEG Flood Recovery Project 2011 is an equal employment opportunity program. Participants will not be discriminated against on the basis of race, creed, color, disability, national origin, gender, political affiliation or beliefs. See eligibility below.

**PARTICIPANT ELIGIBILITY FOR THE NEG FLOOD RECOVERY PROJECT 2011**

LWIA staff determines eligibility and can be contacted concerning eligibility questions. Eligibility categories in order of priority are listed below.

To participate in the NEG Flood Recovery Project 2011, individuals must meet the following criteria:

**Eligible Temporary Workers**: Veterans' preference applies within each category:

* individuals who have temporarily or permanently lost their job due to the disaster;
* are a WIA-eligible dislocated worker; or
* are long-term unemployed

**PROGRAM IMPLEMENTATION**

Past experience indicates that with appropriate job planning, orientation, supervision and instruction, participants perform their assignments well.

As a supervisor, you may be introducing many of these people to the world of work--a world which places a high value on education and effort. Success of a participant in the NEG Flood Recovery Project 2011 program may very well mean success later in school and in regular employment. Welcome the participants enthusiastically and let them know you are genuinely interested in them.

Be aware of the age difference among participants. For the younger participants this may be their first work opportunity. However, all individuals regardless of age should be allowed to try out different tasks, within the limits set forth by labor laws.

**ORIENTATION OF PARTICIPANTS BY SUPERVISORS**

Orientation by the supervisor is important. This enables the participant to know and understand the job and what is expected by the supervisor.

Each participant has been given a Participant Orientation handout. This information outlines a number of program guidelines including the procedures which should be followed if a disagreement should arise between the supervisor and participant.

**Orientation to the individual worksite should be given by the worksite supervisor on the participants first day of work.** The worksite orientation should include an explanation of the following:

1. Identification of assigned supervisor and/or staff contact person.

2. A job description for each participant and a careful explanation of the importance of this job to the organization or business. When participants understand the meaning and use of the tasks they perform, it helps them develop a positive attitude toward work.

3. Rules and regulations of the department which pertain to the participant.

4. Lengths of breaks and lunch period.

5. Locations around the worksite where youth can go for breaks or lunch.

6. Telephone numbers to call when individuals will be late or absent from work. Recommend that participants keep these numbers with them at all times.

7. Procedures to follow if the participant experiences a problem on-the-job.

8. The place at the worksite where participants store their personal belongings.

9. Rules about using the phone and personal calls.

10. Work habits – which may include the following:

a. Job performance

b. Attitudes

 c. Conduct

d. Personal grooming

e. Peer group and supervisor relationships

11. Safety rules and accident and emergency medical treatment procedures.

At the end of the worksite orientation, please allow time for a question and answer session.

TRAINING

The following five-step instructional plan has been found to be an effective training protocol:

 1. Describe each task and explain how it fits into the total job.

2. Perform the task one step at a time. Repeat until the participant understands and is

ready to demonstrate.

3. Have the participant perform the task explaining each key point as the task is being performed.

4. Compliment for satisfactory performance or provide feedback when participant did not show understanding or appropriate behavior.

5. Assign the participant to the task. Check often at first -- then less and less frequently. Encourage questions.

WORKSITE LIMITATIONS

A. No participant should be transported in privately owned vehicles during working hours.

B. No eligible WIA participant, regardless of age, should be allowed to drive any motor vehicle during working hours. The exception to the rule is that the Lead Supervisor may be allowed at the discretion of the program administrator.

PROGRAM ADMINISTRATION

Program administration is coordinated by the NEG Project Coordinators: Reba Utley and Brian Stoner. In addition, NEG Flood Recovery Project 2011 specialists will be assigned by county to support the daily activities of the program. Our project coordinators will serve as liaisons for the worksite. They will conduct routine worksite visits to answer questions supervisors may have as well as assist in the resolution of any program related problems. We encourage you to use their services whenever needed. The NEG Flood Recovery Project 2011staff will:

* Disseminate all pertinent information.
* Make regularly scheduled visits to worksites to assist supervisors in following the appropriate timesheet procedures and submitting payroll documents in accordance with scheduled deadlines.
* Mail paychecks to the DNR site on Wednesday. Paychecks can be distributed on Thursday (the latest will be on Friday).
* Conduct periodic worksite visits to ensure that activities at the site are those described in the job order and there is sufficient work to occupy participants.

TIMESHEETS AND ATTENDANCE

It is important to remember that participants will only be paid for actual hours worked – not lunch, holidays, sick days, personal leave, vacations or any other time not worked. Participants may not make up time. Hours on the job will be 37 ½ hours per week.

Participants' bi-weekly timesheet will be distributed to supervisors prior to the beginning of a pay period. A sample copy of the timesheet is included as an Appendix. The supervisor will maintain the timesheet. The bi-weekly timesheet is the official *sign in/sign out* sheet and record of hours worked that is submitted for payment of wages. **It must be complete, accurate and legible and should include all the required signatures.**

The participants may not begin work unless their timesheet is at your worksite. The individuals name, employee I.D. number (last four digits of Social Security number), worksite location and payroll period will be preprinted on the form. Pay periods always begin on a Saturday and end on a Friday. The day of the week is also pre-printed. Please help ensure the entry date is written month/day/year (example 10/03/11 for October 3, 2011) and that it corresponds to the day of the week.

Each time the participant enters or leaves the worksite, they must sign in or sign out. They have been instructed to sign in upon arrival to work and when returning from lunch. They should too understand they must sign out when leaving for lunch and at the end of the work day. Supervisors may not make entries for the participants. All days must be accounted for and reflect an entry. The supervisor should enter “OFF” on those days the employee is not scheduled to work. The supervisor should enter “ABSENT” in the column for any days for which the employee is scheduled, but did not work, and will enter “0” in the TOTAL HOURS column.

**MILEAGE/TRANSPORTATION**

You will receive five, ten or fifteen dollars each day you work for mileage – this is to help offset the cost of traveling back and forth to the worksite.

The roundtrip number of miles from the participant’s home to your worksite will be listed in the Transportation Number of Miles column. Roundtrip mileage is calculated using www.mapquest.com.

The supervisor totals daily hours and records the figure in the proper column.

The above steps should be repeated on a daily basis for each day within the pay period. The supervisor will add the total hours worked and the Transportation amount in the TOTAL columns for Week 1 and for Week 2. Adding these two sums together will be the number of hours paid for the pay period. The supervisor will round logged time to the nearest QUARTER-HOUR for calculation purposes. The participant and the supervisor should sign and date for Week 1 and for Week 2 in cursive and in blue or black ink, never pencil. Pre-signing for an entire pay period is not allowed. If corrections are necessary, line through the error, make the change, and put initials beside the correction. “Whiteout” cannot be used.

After the final day of the pay period, the supervisor totals the payable hours for both weeks combined and enters the amount in the Two-Week Totals box along with the total number of days worked and the transportation amount to be paid.

Timesheets will be picked up from the supervisor by the NEG Project Coordinators at the end of the pay period no later than Friday. The specialist will coordinate delivery and retrieval of timesheets.

**PAYROLL: DIRECT DEPOSIT**

Paychecks will be direct deposited by Man-Tra-Con Corporation. Each direct deposit will cover a two-week cycle for the participant’s NEG Flood recovery work unless otherwise noted. The direct deposit will be accompanied with a computer printed check register.

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| **NEG Flood Recovery Payroll Schedule** |
|   |  |  |   |
| **Pay Period Start Date** | **Pay Period End Date** | **Timesheet Faxed to Marion Directly After Lunch Break**  | **Direct Deposit Date** |
| 9/10/2011 | 9/23/2011 | 9/23/2011 | 9/29/2011 |
| 9/24/2011 | 10/7/2011 | 10/7/2011 | 10/13/2011 |
| 10/8/2011 | 10/21/2011 | 10/21/2011 | 10/27/2011 |
| 10/22/2011 | 11/4/2011 | 11/4/2011 | 11/10/2011 |
| 11/5/2011 | 11/18/2011 | 11/18/2011 | 11/24/2011 |
| 11/19/2011 | 12/2/2011 | 12/2/2011 | 12/8/2011 |
| 12/3/2011 | 12/16/2011 | 12/16/2011 | 12/22/2011 |
| 12/17/2011 | 12/30/2011 | 12/30/2011 | 1/5/2012 |
| 12/31/2011 | 1/13/2012 | 1/13/2012 | 1/19/2012 |
| 1/14/2012 | 1/27/2012 | 1/27/2012 | 2/2/2012 |
| 1/28/2012 | 2/10/2012 | 2/10/2012 | 2/16/2012 |
| 2/11/2012 | 2/24/2012 | 2/24/2012 | 3/1/2012 |
| 2/25/2012 | 3/9/2012 | 3/9/2012 | 3/15/2012 |
| 3/10/2012 | 3/23/2012 | 3/23/2012 | 3/29/2012 |
| 3/24/2012 | 4/6/2012 | 4/6/2012 | 4/12/2012 |
| 4/7/2012 | 4/20/2012 | 4/20/2012 | 4/26/2012 |
| 4/21/2012 | 5/4/2012 | 5/4/2012 | 5/10/2012 |
| 5/5/2012 | 5/18/2012 | 5/18/2012 | 5/24/2012 |
| 5/19/2012 | 6/1/2012 | 6/1/2012 | 6/7/2012 |
| 6/2/2012 | 6/15/2012 | 6/15/2012 | 6/21/2012 |
| 6/16/2012 | 6/29/2012 | 6/29/2012 | 7/5/2012 |
| 6/30/2012 | 7/13/2012 | 7/13/2012 | 7/19/2012 |
| 7/14/2012 | 7/27/2012 | 7/27/2012 | 8/2/2012 |
| 7/28/2012 | 8/10/2012 | 8/10/2012 | 8/16/2012 |
| Timesheets should be faxed to Marion at 618-998-1291 attention Brian Stoner. |
| Original timesheets should be left on site for pickup. |   |
|  |  |  |  |
| **Please note:** |  |  |  |
|  - Paychecks may not be deposited into accounts at date listed above due to extenuating |
|  circumstances due to problems at bank. |  |  |
|  - Lunch breaks are unpaid. |  |  |
|  - Do not use whiteout on timesheets - cross out mistakes with one line and initial. |
|  - Only use blue or black ink on timesheets - never use pencil. |  |
|  - End of day time is rounded to the nearest half hour (for example: if you worked 6 hours and 14 |
|  minutes in one day, we will pay for 6 hours, if you worked 6 hours and 15 minutes in one day, we |
|  will pay for 6 hours and 30 minutes). |  |  |
|  - Be sure all timesheets are signed by employee and worksite supervisor. |
|  |  |  |  |

This schedule has also been distributed during the participant orientation.

TERMINATIONS

The objective of the program is to assist participants by providing employment opportunities and additional enrichment activities. For many of the participants this is their first experience in the world of work. However, this does not mean that appropriate action should not be taken for violations of rules and policies. If a problem does arise with a participant, make note of it and provide the individual with constructive feedback. You should explain what was wrong, why it was wrong and discuss with the participant how to correct the problem or deficiency. Ask the participant if they understand what must be done to correct the situation. The NEG Flood Recovery Coordinator is available to assist you in resolving the matter and developing strategies for success.

Termination from the NEG Flood Recovery 2011 program is warranted when the participant is consistently:

* Late
* Absent from work
* Failing to perform your job assignment or follow instructions
* Dishonest
* Disrespectful

Immediate Dismissal/Misconduct

* Falsifying information
* Endangering the lives of your co-workers
* Stealing or receiving stolen property while on the job
* Using, selling, or receiving any form of narcotics, drugs, or alcoholic beverage while on the job
* Threatening behavior in the workplace

MEDICAL PROBLEMS/EMERGENCIES

Every worker needs to be ready to handle an emergency. The supervisor should prepare workers to escape a fire, or face any other risk that affects the worksite. Familiarize youth with safety features of equipment and facilities such as exit doors that need to be kept free from clutter, or safety guards that must remain on equipment. Remind them to turn off or disconnect equipment at the end of their workday. Participants should know who to go to if an injury should occur and are in need of First Aid or medical care.

If protective equipment is needed, be sure the participant understand when they need to wear the gear, where to find it, how to use it, and the proper process for taking care of the articles. NEG crew workers placed at the worksite are covered during working hours by Workers’ Compensation insurance through Man-Tra-Con Corporation.

Each worksite should have a First Aid kit, with staff trained in First Aid procedures where the work is performed. Keep First Aid supplies in a labeled box in an easily accessible area. Plastic gloves are essential in the kit and should be used anytime there is an injury involving blood. Please keep strong soap for any applicant to use that may have been exposed to poison ivy. Many of the Workers’ Compensation claims are related to reactions to poisonous plants.

**IN CASE OF ANY INJURY, YOU MUST CONTACT Project Coordinators listed below:**

* **Reba Utley at (618) 998-0970, ext 240** **or cell phone 618.364.5845 or**
* **Brian Stoner at (618)998.0970, ext 282 or cell phone 618.364.5744**

They will need to know where the employee is being taken for treatment.

**If it is an emergency situation and life threatening** -- seek immediate medical attention! CALL 911.

**If it is a non-life threatening emergency situation**, Contact the coordinator at the number listed above for further instructions.

**It is the responsibility of the supervisor to notify the NEG Project Coordinators. All accidents must be reported within 24 hours of occurrence.**

The supervisor must keep a record of any equipment that may have caused the injury. Identify any witnesses and preserve all evidence such as broken machine parts. **The supervisor of the participant will need to fill out a form documenting the incident.** Appropriate forms will be provided by the NEG Project Coordinators. All Workers’ Compensation issues will also be handled by the coordinators.

**TRAINING SITE REQUEST FORM AND JOB DESCRIPTIONS**

A copy of your Worksite Request Form must remain as a permanent attachment to the Worksite Agreement Form. Should any of the information on the Worksite Request Form change during the NEG Flood Recovery Project 2011, please notify the NEG Project Coordinators. Changes will result in a revised form. A copy of this handout will be attached to the Worksite Agreement.

If there is a change or addition in supervisors, even for a short period of time, it is mandatory to make arrangements for a new supervisor’s orientation prior to the change.

Certification of NEG Flood Recovery Project Orientation

I hereby verify that I have received training and orientation for the NEG Flood Recovery Project 2011 program. I understand that Man-Tra-Con Corporation is the employer of record and is the administrative entity with funding provided by the Department of Commerce and Economic Opportunity (DCEO). I further understand the guidelines and objectives of the program and that my signature on the participant’s timesheet verifies the hours that a participant has completed for any given pay period. I acknowledge that every person supervising participants in the NEG Flood Recovery Project 2011 must have participated in an orientation confirmed by their signature.

Name of Worksite (Please Print):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Crew Leader (Please Print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_