



Angela D. Alsobrooks  
*County Executive*

# 2019 County and Nonprofit Supervisor's Handbook

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May 2019



Dear Worksite supervisor:

Welcome new and returning Partners! Thank you for being a partner in Prince George's County's nationally-recognized, award-winning Summer Youth Enrichment Program (SYEP) for 2019. We are excited to collaborate with you to provide meaningful work experiences for youth ages 14 to 22 this summer.

By investing in our young people, we are making one of the best investments in our County's future. As a partner, you are able to impact their future through mentoring, training, leadership development, and career exploration.

Please read this handbook and share its contents with those individuals who will be involved with supervising youth employees throughout the course of the program. This handbook includes crucial information that you will need to be a successful SYEP worksite.

We look forward to this partnership. Together we will make Prince George's proud!

Sincerely,

*Shawn Y. Stokes*

Director  
Office of Human Resources Management

## *Overview*

The Prince George's County Summer Youth Enrichment Program (SYEP) is a nationally recognized program. It was awarded the National Association of Counties (NACo) 2018 Achievement Award for the innovation and effectiveness of a county government program that strengthens services for residents in the category of children and youth. County Executive, Angela D. Alsobrooks is committed to the County's youth and has pledged to aggressively expand the program.

In the 2019 program, Prince George's County youth ages 14 through 22 will be exposed to various opportunities and experiences that will prepare them to compete in the employment market. Our 14-year-old participants will be provided six weeks of career preparation as they participate in a specialized capstone program. Our 16 to 22-year-old participants will be offered summer employment, professional enrichment, and educational opportunities in public, non-profit, and private sector settings.

SYEP participants will:

- Earn income and gain meaningful work experience.
- Develop the skills, attitudes, and accountability necessary to succeed in today's society.
- Gain exposure to various exciting career industries.
- Interact with dynamic working professionals in a positive work environment.
- Potentially be groomed into successful future employees in public agencies, non-profit organizations, and businesses.

SYEP is a collaborative effort between the Employ Prince George's (EPG), Prince George's Community College (PGCC), The Greater Prince George's Business Roundtable, Prince George's County Chamber of Commerce, Prince George's County Public Schools (PGCPS), The Maryland-National Capital Park and Planning Commission (M-NCPPC), and a host of non-profits, faith-based organizations, and business partners. The stakeholders pledge and are committed to providing quality and enriching opportunities for the County's youth.

## ***Youth are Job Ready!***

Youth will have completed the ***Job Readiness Training (JRT) Program*** that allows youth employees to receive instruction and demonstrate skills that lead to long-term career success. The JRT Program is provided at no cost to SYEP participants and is facilitated through Prince George's Community College, The Training Source, Forward Movement for County. The courses focus on resume writing, interview skills, and social skills that enhance ethical performance in the workplace. There is an emphasis on ***attitude, appearance, appreciation, accountability, attendance, ambition, and acceptance.***

The objective of these courses is to ensure youth seeking employment have the skills needed to retain employment. The courses are designed to include both face-to-face training and online learning modules.

## ***Program Dates***

The SYEP Program will begin on June 24, 2019, and end on August 2, 2019.

## ***Onboarding***

Youth employees will report to their respective worksite on June 24, 2019. The worksite supervisor(s) will facilitate the onboarding process on the first day of the program. Onboarding consists of ensuring youth complete the necessary documentation that is required for employment. The required forms are:

- Federal Tax Withholdings (W-4)\*
- Maryland Tax Withholdings (MW507)\*
- Eligibility of Employment (Form I-9)
- Direct Deposit Form – one provided or received by a banking institution
- County Beneficiary Form
- Work Permit for Minors
- Workplace Harassment Avoidance Acknowledgement

***\*Some youth may have completed their tax forms. Please call the SYEP Office on 301-883-6200 to inquire.***

The Office of Human Resources Management (OHRM) will provide the forms. Additional guidance is available through the SYEP Office.

***Completed forms and a checklist must be returned to OHRM by Friday, June 28, 2019.***

As well as the onboarding process, we recommend the host sites conduct an orientation session. The orientation session should advise youth of the operations of the agency/organization. The following topics should be discussed at the orientation session:

- Goals and objectives
- Primary activities of the department
- Departmental procedures and policies
- Working hours and time reporting
- Telephone procedures
- Dress code policy and code of conduct
- Where to put personal belongings
- Breaks, appropriate eating areas, and restaurants
- Locations of restrooms
- End of day routine (lights, telephone, computers, etc.)
- Parking
- Employee safety and identification policy
- Who to call in the case of an emergency
- Workplace Harassment Avoidance Presentation (***Mandatory***)
- Any other relevant topics that will help SYEP participants be successful in your organization.

## ***Work Permit Guidelines***

Youth ages 14 to 17 must have a work permit. Work permits must be completed and submitted online at [www.dllr.state.md.us](http://www.dllr.state.md.us). However, the State of Maryland's Department of Labor, Licensing and Regulations has established guidelines of employment for youth:

### **All Minors:**

May not be employed or permitted to work more than five (5) hours continuously without a non-working period of at least ½ hour.

**Minors 14 to 15:**

- 8 hours on any day when school is not in session.
- 40 hours in any week when school is not in session.
- May only work between the hours of 7:00 a.m. and 8:00 p.m.
- May work until 9:00 p.m. from Memorial Day until 9:00p.m. Labor Day.

**Minors 16 to 17:**

May spend no more than 12 hours in a combination of school hours and work hours each day. Must be allowed at least eight (8) consecutive hours of non-work, non-school time in each 24-hour period.

*Overtime is not permitted. Youth employees will be compensated for time worked up to the maximum number of hours authorized by the program.*

## ***Expectations of Partnering Host Sites***

SYEP is committed to creating and maintaining programs aimed at recruiting, training, developing, rewarding, nurturing, and retaining our greatest resource, which is our County employees. With this mission in mind, we are committed to offering a very similar experience to our future workforce.

Each partnering host site will:

- Identify a SYEP Coordinator and provide their contact information. This contact for the host site will be responsible for the coordination of the program and communicating with the SYEP Office on various matters, including the youth assigned to the worksite and approving the timecards of the candidates.
- Provide a job description, specifying the major duties and responsibilities youth are expected to perform.
- Identify all locations where youth may be assigned, the names of their immediate supervisor, and their contact information.
- Maintain time and attendance.
- Provide an enriching and rewarding work experience.

## *Safety Guidelines*

Partnering host sites are expected to provide a safe and well-supervised worksite and offer youth meaningful assignments that are appropriate for them to perform during their tenure.

According to the Maryland Labor and Employment Article, Section 3-206, Annotated Code of Maryland, federal employment and labor statutes, and the SYEP protocol, organizations must adhere to the following conditions to be considered a host site:

### **Youth must be provided the following:**

- Access to safe tools (if tools are used at the worksite) and properly maintained equipment. This applies to office and outdoor equipment.
- Training, if necessary, regarding health risks that may occur on the job (i.e., heat exhaustion, tools, plants), including information about pesticides and other chemicals that could be harmful to your health. [[EPA 170.130](#)]
- Access to portable handwashing facilities, toilets, and drinking water stations must be provided by employers of 11 or more field workers. [[29 CFR 1928.110](#)]. For groups smaller than 11, please send notice to the youth employees that they will need to bring their own water; additionally, handwashing facilities and toilets should be easily accessible to youth.
- Have a safe and clean space in which to carry out daily work duties.

**Youth employees must always be supervised at the worksite.**

### **Youth (ages 15 to 17) Cannot:**

- Operate power tools, including but not limited to circle saws, guillotine saws, hedgers, and weed whackers.
- Participate in forest servicing beyond bundling materials or plucking weeds.
- Operate power paper compactors.



## *Do's and Don'ts for Coordinators and Supervisors*

DO	DON'T
Discuss and reinforce work expectations.	Charm or flatter youth on their appearance or body.
Insist youth be on time for work and meetings.	Touch a youth's clothes, hair, or body.
Set a good example and demonstrate professionalism.	Discuss your personal relationships/business with youth.
Provide assignments that produce tangible results.	Go behind closed doors alone with youth.
Provide guidance and direction.	Transport youth without parent or guardian permission.
Meet with youth and provide feedback on work.	"Friend" a youth on social media.
Compliment youth on their work.	Meet youth in social settings outside of work.
Point out evidence of their learning and development.	Take non-work-related photos of youth.
Include youth in appropriate work meetings.	Yell at, bully, tease, or verbally abuse youth.
Memorialize youths' SYEP participation.	Call or text youth about non-work-related information.

## *Timekeeping and Time Reporting*

Supervisors will receive an email with a link to the online payroll system and log-in instructions to enter the weekly time information for youth. Youth will be required to enter time daily on the online payroll system. Supervisors are required to approve each youth's time weekly.

Supervisors should call the SYEP Office on 301-883-6200 for detailed instructions regarding time and attendance.

## *Compensation and Pay Dates*

Youth must have a bank account and direct deposit to obtain their pay. Youth, along with their parents/guardians, may open a bank account at any financial institution. Checks will only be mailed to youth who do not have a direct deposit account set up. ***Please explain to the youth that it takes an extra week to receive a paper check. Checks are printed and mailed from North Carolina.***

*The chart below details the hourly rate and work hours by age.*

Age	Maximum Hours/Week	Hourly Rate
14-15	24	\$9.80
16-17	32	\$9.80
18-22	40	\$11.50

Age is established by the youth's age on July 1, 2019. ***Pay rates are not adjusted if a youth has a birthday during the program.***

*Listed below are the pay dates for 2019.*

Work Weeks	Pay Period Ending Date	Pay Date
Weeks 1 & 2 (June 24 <sup>th</sup> - July 5 <sup>th</sup> )	July 6, 2019	July 19, 2019
Weeks 3 & 4 (July 8 <sup>th</sup> - July 19 <sup>th</sup> )	July 20, 2019	August 2, 2019
Weeks 5 & 6 (July 22 <sup>nd</sup> - August 2 <sup>nd</sup> )	August 3, 2019	August 16, 2019

## ***Payroll Problem Resolution***

In the event an employee is paid incorrectly or does not receive pay on the proper day, the youth will first report the issue to the worksite supervisor. The supervisor will check that the hours reported match what was paid to the youth. If youth think they have been incorrectly paid, they should:

Double check to see if there is an error. Some common problems that cause confusion are:

- Forgetting about a holiday. Youth will not be paid for Thursday, July 4, 2019 (Independence Day).
- Forgetting about required deductions. All youth will have taxes withheld and other federal/state deductions.
- Youth will only be paid for hours worked.
- Forgetting that pay is two (2) weeks in arrears.

Supervisors must report payroll issues via the system or by calling their SYEP Coordinator.

Payroll disputes will be resolved within 72 hours.

## *Absenteeism*

Youth will not be paid for any absences. The youth is required to give advance notice of anticipated absences from work, regardless of the reason. If this cannot be done in person, the youth must immediately call the worksite supervisor to report absences. The supervisor must notify the SYEP Coordinator about the youth's absenteeism when:

- The youth is absent more than two (2) consecutive days without communicating with the Worksite supervisor about the anticipated absences.
- The Worksite supervisor determines if the youth has been absent too frequently or is establishing a pattern of absenteeism.

## *Transfers*

All requests to transfer a youth from the assigned worksite must first be communicated to the SYEP Coordinator. Supervisors will be required to send an email to the SYEP Coordinator stating the reason for the transfer from the worksite. Do not dismiss or send any youth to another program or worksite until the transfer is approved by the SYEP Coordinator. The SYEP Coordinator will make the request to the SYEP Office.

Youth may be transferred under the following circumstances:

- Health concerns (e.g., youth must provide a written doctor's statement supporting their transfer request)
- Worksite closure
- Other approved extenuating circumstances

## *Termination Procedures*

Worksite supervisors may request that a youth be terminated from the assigned worksite. They must ensure that all incidents leading to termination are documented and submitted to the SYEP Coordinator.

If the SYEP Coordinator deems termination is appropriate, the SYEP Coordinator must notify the SYEP Office. OHRM will send the appropriate letter to the youth regarding the official termination notice.

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

- **Drugs** – Possession, sale, or use of illegal drugs or alcohol while on the job – this could lead to legal action.
- **Excessive Absenteeism** – Failure to report to work on three (3) consecutive workdays without prior approval.
- **Disruptive Behavior** – Fighting, physical or verbal assaults, or any act that endangers the well-being of coworkers – this could lead to legal action.
- **Theft** – Stealing property from the worksite, employees, or other youth – this could lead to legal action.
- **Falsifying Documents** – Falsifying time records or incident report.
- **Insubordination** – Refusal to adhere to the program or host worksite rules and regulations.
- **Harassment** – Verbal, sexual or physical – these could lead to legal action.

## *Reporting Accidents*

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

1. Call **911** for medical emergencies.
2. Notify the youth's parent or guardian.
3. Call the SYEP Hot Line at 301-883-6200 (report the call as an emergency so that your call can be expedited).
4. Complete an incident report and attach a copy to the SYEP Coordinator.

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

**ALL ACCIDENTS ARE DEEMED CONFIDENTIAL!**

## ***Grievance Procedure Policy***

SYEP youth are protected from any kind of discrimination on the job, including sexual harassment, gender identity and expression discrimination, other forms of harassment, and a hostile work environment. SYEP provides a process by which the complaints or grievances of youth will be impartially aired and addressed. SYEP youth are protected by the Equal Employment Opportunity Commission.

Youth who believe that they have been exposed to discrimination or have been unfairly treated, should be advised of the following procedures:

1. Discuss the issue with the worksite supervisor or SYEP Coordinator.
2. The youth should prepare a written statement that describes the alleged incident on the Grievance Form.
3. If the issue is not resolved, or if the issue involves the worksite supervisor, contact the SYEP Coordinator for guidance.

## ***Lunch Break Policy***

Youth are permitted to take one (1) 30-minute, unpaid lunch break. It is the responsibility of the worksite supervisor to implement a break/lunch break policy for their respective sites. This policy should be communicated to all youths during their orientation session.

## ***Inclement Weather Policy***

The worksite supervisor is required to monitor weather reports from sources (e.g., newspaper, radio station, and television news or weather service). When temperatures reach 95 degrees Fahrenheit or higher, the supervisor is required to make special allowances for SYEP youth employees working outdoors (e.g., youth working outdoors must be allotted ten (10) minutes per work hour for a rest period in a shaded area with an adequate supply of water). The youth will be compensated for this time. It should not be reflected on the timekeeping system.

In the event the County is experiencing a Code Red day, as determined by the appropriate authorities, outdoor work and activities must be cancelled. If there are no suitable indoor work

activities, consult with your SYEP Coordinator for further instruction. Youth may be dismissed from the worksite for the day with compensation but are still required to check in at their worksite. If youth do not report to work on a Code Red day and activities are cancelled, youth will not be compensated for the day.

***In the event of inclement weather, please call the County's Information Line on 301-952-4810.***

## ***SYEP Office Contact Information***

The SYEP is committed to providing human resources expertise and services in the most efficient, professional, and consistent manner. If you have any questions concerning SYEP, please do not hesitate to contact our office at [SYEP@co.pg.md.us](mailto:SYEP@co.pg.md.us) or by calling (301) 883-6200, prompt 1.

Nena L. McNeil, SYEP Program Manager, [NLMcNeil@co.pg.md.us](mailto:NLMcNeil@co.pg.md.us)

Timothy B. Mitchell, Community Developer, [TBCohen-Mitchell@co.pg.md.us](mailto:TBCohen-Mitchell@co.pg.md.us)

Nakia T. Whitley-Ngwala, Community Developer, [NTWhitley-Ngwala@co.pg.md.us](mailto:NTWhitley-Ngwala@co.pg.md.us)

Prince George's County Summer Youth Enrichment Program

Office of Human Resources Management

Recruitment, Examination and Classification Division

1400 McCormick Drive, Suite 159

Largo, Maryland 20774

## ***FORMS***

The following forms section contains the following:

- 1) **Parent Permission Form** – If parental approval is needed for transporting minors on a company vehicle.
- 2) **Incident Report Form** – Used to report any on the job injury or issue.
- 3) **Harassment Complaint Form** – Used to report harassment or any form of discrimination.

## Parent Permission Form

### MEMORANDUM

**To:** Parents/Guardian  
**From:** Director  
**Date:** month/day/year  
**Re:** Shadowing Community Developer Staff Members

In order to ensure that the Summer Youth Enrichment Program employees are receiving the highest level of expertise while working as a Prince George's County Government employee, youth will be shadowing the Office of Human Resources Management's Community Development Staff as they conduct tours and interviews of the various partner host sites.

Several times a week, youth will perform site visits with their respective Community Developer. Transportation will be provided.

Please return the bottom portion to no later than \_\_\_\_\_. If you have any questions or concerns, please feel free to contact me at (301) 883-6344.

Thank you.

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Name: \_\_\_\_\_ Date: \_\_\_\_\_

I, \_\_\_\_\_, give my child \_\_\_\_\_  
permission to attend the above stated offsite activities.

\_\_\_\_\_  
**Signature**

**In case of an emergency, please contact:**

\_\_\_\_\_  
**Name/Relationship**

\_\_\_\_\_  
**Telephone Number**



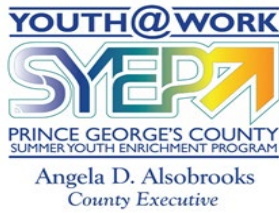
## INCIDENT REPORT FORM

SYEP INCIDENT REPORT	
DATE OF REPORT:	WORKSITE NAME AND ADDRESS:
NAME OF REPORTING PERSON:	REPORTING PERSON'S TITLE:
INCIDENT INFORMATION	
DATE OF INCIDENT:	TIME OF INCIDENT:
ADDRESS OF INCIDENT:	
DESCRIBE LOCATION OF THE INCIDENT:	
ADDITIONAL PERSON(S) INVOLVED. INCLUDE FULL NAME, POSITION, AND ORGANIZATION:	
WITNESS(ES) INCLUDE FULL NAME, POSITION, AND ORGANIZATION:	
DESCRIBE INCIDENT: <i>(USE ADDITIONAL SHEETS IF NECESSARY)</i>	
RESULTING ACTION EXECUTED, PLANNED, OR RECOMMENDED:	

PARTICIPANT NAME: (Please Print) \_\_\_\_\_

REPORTING SUPERVISOR NAME: \_\_\_\_\_

REPORTING SUPERVISOR SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_



## Harassment Complaint Form

**Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Prince George's County SYEP youth are protected from any kind of discrimination on the job, including sexual harassment, gender identity and expression discrimination, other forms of harassment, and a hostile work environment.

As part of this policy, we are committed to promptly responding to claims of such harassment and taking appropriate action in response when the facts show that harassment has occurred. In order that we may respond to your concern, please complete the form below.

I wish to report the following conduct (please include as much detail as possible regarding what conduct or comments that you believe constitutes any of the listed above harassment, and the name(s) of the alleged harasser(s)).

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*(Use additional sheets if necessary)*

If you believe that anyone has witnessed the conduct about which you are reporting, or if you have reported this conduct to anyone, please identify the event(s) and the person(s).

I understand that the County will treat my complaint as confidentiality as possible under the circumstances, consistent with its obligation to identify and correct instances of harassment. I understand that complete confidentiality cannot be guaranteed. I also understand that the County will not tolerate any retaliation against me for this complaint, and if I believe any retaliation is occurring, I agree to report this to my worksite supervisor or the Office of Human Resources Management.

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Signature of Employee*