

Summer Youth Enrichment Program (SYEP) A Modified Approach for 2020

Welcome to the 2020 Summer Youth Enrichment Program. The 2020 programs offer virtual and limited in-person work and professional development opportunities including:

- Science, Technology, Engineering and Mathematics (STEM)/College & Career Exploration
- Digital Programs (Dance, Theater, and Art)
- Video Production
- High Performance Skills for School, Work and Life
- Spoken Word and Poetry
- Entrepreneurial and Legislative

The following FAQ has been prepared to help SYEP participants understand the onboarding process, program participation, time reporting and pay, and additional details about the 2020 program.

Onboarding

The first assignment as a new employee is to **complete all onboarding paperwork** in the NEOGOV Onboard Portal. SYEP participants will receive an email from donotreply@NEOGOVS.COM with an "Activation Link" to access the NEOGOV Onboard Portal. Please click on the "Activation Link" and create a username and password. Completing the onboarding paperwork in the NEOGOV Onboard Portal is critical to begin your work assignment and ensuring that you receive your pay. It is estimated that the onboarding process will take approximately 30 minutes to complete.

What if I do not have the activation link to the NEOGOV Portal?

Please check your personal email account, including junk/spam folders, that you provided during the application process for the program. The email will come from donotreply@NEOGOVS.COM. If you have checked your junk/spam folders and still have not received your "Activation Link" email, please contact SYEP@co.pg.md.us.

When is the deadline to submit my onboarding documents?

Once you receive your "Activation Link" email and create your account in the NEOGOV Onboard Portal, you must submit your onboarding documents within three (3) days.

What should I do if the NEOGOV Onboard Portal will not allow me to upload my scanned document or image?

The NEOGOV Onboard Portal will accept documents in PDF and JPEG formats. If, after saving the documents or images in that format, you still cannot upload them, send an email to SYEP@co.pg.md.us with the subject "Unable to Upload Documents" and one of our team members will contact you within 24 hours, or the next business day, to assist you.

What if I am unable to complete my forms in the NEOGOV Onboard Portal?

Some of the documents have various due dates on them and will "lock" once the due date is expired. If this occurs before you can complete the document or you have to make changes to a document that you already completed, please send an email to SYEP@co.pg.md.us with the subject "Locked Onboarding Document" and one of our team members will contact you within 24 hours, or the next business day, to "unlock" your document(s).

What address do I enter for my employer on the Work Permit for Minors? And, who is required to sign the work permit before I upload it into the NEOGOV Onboard Portal?

Instructions for the Work Permit for Minors, along with the employer address, are in the NEOGOV Onboard Portal, and available once you gain access. The work permit must be signed by the youth participant and a parent or legal guardian. Youth between the ages of 14 and 17 are required to complete the Work Permit for Minors.

Program Participation

What are the program start and end dates?

The SYEP begins on July 6, 2020 and ends on August 14, 2020. Specific program dates may vary. Detailed information on specific program dates, work hours, and course materials will be communicated by the worksite supervisor.

How will I know specific information regarding my assignment, my supervisor's contact information, and the days and hours of work?

Specific information regarding your work assignment will be sent by your worksite supervisor prior to your start date.

What if I cannot access the link for one of the program opportunities?

Your offer notice has a date (deadline) by which you must reply with your acceptance. After the deadline, the offer will expire and you will not be able to click the link to accept the

offer. We are working on opportunities to expand the program. As those opportunities become available, notifications will be sent to selected youth applicants. Please remember to check your email and spam/junk folders, as well as visit syep.mypgc.us for updates.

I received an offer letter for a position and then I received a second notice that rescinded the offer. What is my hiring status?

Due to the overwhelming response to the 2020 SYEP, some programs are oversubscribed and fill up quickly, such as the NEED program. If you received a second notice that rescinded your offer, you will be put back into the selection pool and, as other positions become available, will be considered.

Will all youth be selected?

Unfortunately, not every youth who applied for the 2020 SYEP will receive an offer. This year, we had about 11,000 youth apply for the program. Due to the COVID-19 pandemic, this year's SYEP has been modified to offer mainly virtual opportunities with some in-person opportunities. As such, we have approximately 2,000 opportunities to offer to County youth.

What is the selection process?

To be selected for the 2020 SYEP, youth must have already applied for the 2020 program and already completed Job Readiness Training (JRT). Eligible youth will be entered into a random lottery to receive an assignment offer. The selection process for youth selected for an opportunity is specified on the SYEP website, syep.mypgc.us.

What if I did not participate in the Job Readiness Training, can I be selected?

Assignment offers will continue to be extended to randomly selected eligible youth until all positions are filled. Once the list of eligible youth who have completed Job Readiness Training (JRT) has been exhausted, the SYEP team will begin the lottery process for youth who have not completed JRT.

Can I transfer to another program?

We encourage you to keep the opportunity provided. There are a limited number of positions; therefore, transferring to another position may displace someone else.

Can I select which Food Distribution session I'd like to participate in?

Due to the highly coordinated effort and planning with the Food Distribution assignments, we are unable to accommodate assignment changes.

Time Reporting and Pay

How do I record my time worked?

Your site supervisor will record your time and attendance. Please ensure that your presence is recorded whether you are working onsite or virtually.

I understand that some youth will be paid and other receive a stipend. Why?

This year, we have a modified SYEP due to the COVID-19 pandemic. There are some opportunities that require work and the production of a work product on behalf of the County, and other opportunities that are personal/professional development, like PGCYLA virtual camps. Depending on the assignment, some youth will receive hourly rate pay and others a stipend.

How do I know if I am getting a paycheck or stipend?

Your offer letter indicated if you are receiving a paycheck or stipend. That decision is based on the type of opportunity offered. If you are unsure, please contact the SYEP team at SYEP@co.pg.md.us.

Is the stipend paid weekly or one-time?

The stipend is a one-time payment, in the form of a check, at the completion of the program.

Am I required to complete a timecard?

No. Each worksite will be assigned a Payroll Coordinator that will work be responsible for recording your time and attendance for payroll purposes.

When will I get paid?

You will be compensated at the end of your 3- or 4-week experience. For youth assigned to programs running from July 6 through July 24, a paycheck for all hours worked will be issued on August 14, 2020. For those youth assigned to programs running from July 20 through August 7, a paycheck will be issued on August 28, 2020. Paychecks will be mailed to the address provided in the NEOGOV Onboard Portal.

What should I do if I am not able to make it to work?

If you are not feeling well or have an emergency and are unable to work, please contact your Team Lead. Failure to report to work, or to notify your Team Lead of your absence, within 30 minutes of your assigned time, will result in termination.

SYEP Kick-Off Event

I missed the SYEP Kick-off Event. How can I get the information that I missed?

You can [view a recording](#) of the 2020 Youth@Work/SYEP Kick-off Event on YouTube.

Additional Offers

Assignment offers will continue to be extended to randomly selected eligible youth until all positions are filled. Please continue to check your email and spam/junk folders regarding information on position assignments and details. Due to the COVID-19 pandemic, we did not have as many opportunities in the program this year. When we complete the position assignment process, we will send an email to all youth that were not selected in our program to provide details about other potential opportunities with our partner companies. You may also visit syep.mypgc.us for answers to many of your questions.