



SANTA CRUZ COUNTY

Innovative Workforce Solutions

Youth Program Supervisor Handbook 2023-2024

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www.santacruzonestop.org

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Santa Cruz County Workforce Development Youth Work Experience Program

Employer Information Packet

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Contact Information

Santa Cruz County Workforce Development

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Monday – Friday 8:00 am – 5:00 pm

Closed on Federal Holidays

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Irasema Olvera – WIOA Director

Career Advisor for Participant: Tania A. Hernandez

Santa Cruz County Workforce Development Youth Program Summary

Welcome to the Santa Cruz County Workforce Development Youth Program (SCC WDYP). The SCC WDYP is a federally funded program under Title I of the Workforce Innovation & Opportunity Act of 2014, funded through the U.S. Department of Labor, the State of Arizona Department of Economic Security, and the Santa Cruz County Board of Supervisors. As a participant in this program, your organization will play a key role in helping the youth participants have a productive experience. The Youth Program allows participants the opportunity to develop working skills, increase academic achievement, set career goals, earn wages, and learn about the workplace.

The Santa Cruz County Workforce Development Youth program is an important avenue to career development. These jobs help the youth in our community develop a sense of responsibility and provide them with valuable work experience. Participants may work in a variety of work settings across Santa Cruz County where they learn basic work skills including maintaining regular attendance, punctuality, exhibiting appropriate behavior, demonstrating good interpersonal skills, completing assigned tasks effectively, following proper directions, and providing service to the community.

While both the businesses and program participants benefit from the work experience program, the main goal is for the participant to experience the feeling that comes from a job well done. Taking pride in the work they do on the job, no matter how simple can help build their confidence for current and future ventures.

Employers and the Santa Cruz County Workforce Development office are partners in providing work experience for the Santa Cruz County Youth Program students.

Thank you for participating in the Santa Cruz County Workforce Development Youth Program.



I. PROGRAM DESCRIPTION

Work Experience Program

- Participants have been approved based on eligibility requirements set forth by the U.S. Department of Labor, the State of Arizona Department of Economic Security, and the Santa Cruz County Board of Supervisors.
- Participants eligible for this program will be assigned to a worksite 100% of the time. Participants will be exposed to an industry and will receive job shadowing and mentoring.
- All eligible participants are authorized to work a total of 38* hours per month (19* hours each two-week pay period) and will be paid through the Santa Cruz County Workforce Development program (a federally funded program under Title I of the Workforce Innovation & Opportunity Act of 2014) at Santa Cruz County- Arizona Minimum Wage for \$14.35 per hour. (*Subject to change based on funding availability)

II. PROGRAM INFORMATION

Worksite Responsibilities

- Provide adequate supervision and specific occupational skills training for each participant.
- Provide experienced and trained supervision for all assigned participants.
- Provide sufficient marketable work to occupy all assigned participants.
- Provide an orientation to all participants regarding the assigned job responsibilities.
- Maintain a professional, safe, healthy, and sanitary work environment.
- Review the necessary payroll timecards for each participant and attest the hours worked.
- Cooperate with the SSC WD office by providing information necessary for evaluation purposes.
- Meet with the SSC WD office for all monitoring and evaluating requirements as set forth by the U.S. Department of Labor, the State of Arizona Department of Economic Security, and the Santa Cruz County Board of Supervisors.

Goals & Objectives

The Work Experience program is designed for:

- Maintaining regular attendance.
- Maintaining punctuality.
- Demonstrating interpersonal skills.
- Completing assigned tasks effectively.
- Following proper directions
- Good work habits and attitudes.
- Good employee/supervisor professional relationships.
- Job responsibility.
- Enhance the occupational skills of the participant
- Provide eligible participants with an exposure to the world of work.

-
- Enhance the citizenship skills of the participant.
- Improve the participant's employability and marketable occupational skills.

III. PROGRAM MANAGEMENT

Records

Participating organizations must assume responsibility for maintaining all required records and documents as follows:

- A copy of the signed **Workplace Supervisor's Handbook**.
- A posted **Job Description** that includes a list of activities and job duties to be performed for all participants.
- Attendance records (sign-in/sign out sheets) that accurately record time worked by each participant. Timesheets will be provided by Santa Cruz County Workforce Development office.

Federal Requirements

- The "Equal Opportunity is the Law" Notice must be available to individuals with a disability and to other populations with special needs. (29 CFR 37.31, 37.34, and 37.35)
- As a condition to the award of financial assistance from the Department of Labor under Title I of WIOA, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:
 - Section 188 of the Workforce Innovation & Opportunity Act of 2014 (WIOA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I— financially assisted program or activity; Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin; Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities; The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
 - Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs. The grant applicant also assures that it will comply with 29 CFR part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIOA Title I financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.
- Title VI of the Civil Rights Act of 1964 – "No **person** in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

- Section 504 of the Rehabilitation Act of 1973, as amended (29 CFR Part 32)
- Americans with Disabilities Act Amendments Act of 2008 (ADAAA)

Fair Labor Standards Act

All Santa Cruz County enrollee placements MUST BE IN CONFORMANCE WITH THE Fair Labor Standards Act. (For more information regarding child labor laws refer to www.dol.gov)

A. Prohibited employment of children under the age of eighteen:

1. Occupations in or about plants or establishments manufacturing or storing explosives or articles containing explosive programs.
2. Occupations of motor vehicles driver and outside helper.
3. Coal Mine occupations
4. Logging occupations in the operation of any sawmill, lath mill, shingle mill or cooperage stock mill.
5. Occupations involving exposure to radioactive substances and to ionizing radiation.
6. Occupations involved in the operation of elevators and other power-driven hoisting apparatus.
7. Occupations involved in the operation of power-driven forming, punching, and sheering machines.
8. Occupations in connection with mining other than coal.
9. Occupations involved in slaughtering, meatpacking, processing or rendering.
10. Occupations involved in operation of certain power-driven baker machines.
11. Occupations involved in the operation of certain driven paper products machines.
12. Occupations involved in the operation of circular saws, guillotine sheers and hand saws.
13. Occupations involved in the manufacture of brick, tile and kindred products.
14. Occupations involved in the wrecking, demolition and ship breaking operations.
15. Occupations involved in roofing operations.
16. Occupations in excavation operations.
17. Employment in any other occupation declared by the Industrial Commission to be dangerous to lives and limbs or injurious to the health and morals of children between the ages of 16-18 years.

B. Prohibited employment of children under the age of sixteen.

1. Any manufacturing occupation
2. Any mining occupation.
3. Processing occupations such as filleting fish, dressing poultry, cracking nuts, or laundering in a commercial laundry.
4. Occupations requiring the performance of duties in workrooms or workplaces where goods are manufactured, mined, or otherwise processed.
5. Public messenger services, except errand and delivery truck work by foot, bicycle, and public transportation.
6. Operation or tending of hoisting apparatus or any power-driven machinery.
7. Occupations in connection with the transportation of persons or property by rail, highway, air, water, pipeline, or other means.
8. Occupations in connection with warehousing and storage.
9. Occupations in connection with communication and public utilities.
10. Occupations in construction or repair.
11. Any of the following occupations in retail food or gasoline service establishment.

- a. Work in or about boiler or engine rooms.
 - b. Work in connection with maintenance or repair of the establishment, machines, or equipment, except work in connection with cars and trucks if confined to dispensing gasoline and oil, courtesy service, car cleaning, washing, and polishing, and other occupations permitted by this section, but not including work involving the inflation of any tire mounted on a rim equipped with a removable retaining ring.
 - c. Outside window washing that involves working from windowsills, and all work requiring the use of ladders, scaffolds, or their substitutes:
 - d. Cooking and baking, except at soda fountains, lunch counters, snack bars or cafeteria serving counters.
 - e. Occupations that involve setting up, adjusting, cleaning, oiling or repairing power-driven food slicers and grinders, food choppers, and bakery-type mixers.
 - f. Work in freezers and meat coolers and all work in preparation of meats for sale, except wrapping, sealing, labeling, weighing, pricing and stocking when performed in other areas.
 - g. Loading and unloading goods to and from trucks, railroad cars or conveyors.
12. Any of the following occupations of agriculture
- a. Operating a tractor over twenty PTO horsepower or disconnecting an implement of any of its parts to or from such tractor.
 - b. Operating a corn picker, grain combine, hay mower forage harvester, hay baler, potato digger, mobile pea vine, feed grinder, crib dryer, forge blower, auger conveyor, or self-unloading wagon, power post hold digger, power driven non-walker rotary type filler, trencher or earth-moving equipment, fork lift, potato combine, power driven or band saw.
 - c. Working in pen occupied by a bull, boar, or stud horse maintained for breeding purposes, a sow with young pigs or cow with newborn calf.
 - d. Felling, bucking, skidding, or unloading timber with butt more than six inches in height.
 - e. Riding on a tractor as a helper or driving a bus, truck or automobile.
 - f. Working inside a fruit, forage, or grain forage designed to retain an oxygen deficient or toxic atmosphere, and upright silo while operating a tractor for packing purposes.
 - g. Handling agricultural chemicals classified as poison
 - h. Handling a blasting agent, including, but not limited to dynamite
 - i. Transporting, transferring, or applying anhydrous ammonia.

C. Youth Employment

- A.R.S. 23-233 restricts the hours that youths under the age of sixteen (16) can work.
- No one under the age of sixteen (16) can work more than three (3) hours on a school day when enrolled in school on a day when school is in session, eight (8) hours on a non-school day for a total of eighteen (18) hours per week.
- No one under the age of sixteen (16) can work before 6:00 a.m. or after 9:30 p.m. where there is school the next day. When there is no school the next day they can work until 11:00 p.m.
- When school is not in session or when the person is not enrolled in school they can work eight (8) hours per day for a total of forty (40) hours per week. They cannot work before 6:00 a.m. or after 11:00 p.m. when school is not in session or when the person is not enrolled in school.

Job orientation should include details of the following:

- Procedures for reporting to work.
- Identification of assigned supervisor.
- Hours of work.
- A job description for each participant.
- Organizational rules, regulations and policies.
- Lengths of breaks and lunch periods (if applicable).
- Contact information to call when a participant will be late or absent from work.
- Job problem procedures.
- Keeping accurate time record of hours worked.
- Emergency treatment procedures.

C. Training

The following five-step instructional plan has been utilized in industry and government organizations to train workers:

1. Describe the task and explain how it fits into the total job.
2. Perform tasks one step at a time. Repeat until the participant understands and is prepared to demonstrate.
3. Have the participant perform the task explaining each key point to the supervisor.
4. Compliment for satisfactory performance or demonstrate when the participant did not understand.
5. Assign the participant to the regular task. Review often at first, then less frequently.

V. WORKSITE STANDARDS/ACTIVITIES

As stated in this handbook, all worksites must agree to adhere to all the conditions in the Worksite Agreement. However, because of the potential for unintentional noncompliance, the following conditions are important.

1. No participant shall be transported by agency/organization personnel nor associated personnel in privately owned vehicles during working hours.
2. No participant, regardless of age, shall be allowed to drive any motor vehicle during working hours.
3. Participants may not participate nor be paid for participating in recreational, cultural, community, or sports activities during working hours.

VI. PROGRAM ADMINISTRATION

A. Field Operations

B. Monitoring

The Santa Cruz County Workforce Development staff shall be available to provide technical assistance as deemed necessary for the proper implementation of the Youth Program. SCC Workforce Development staff (Monitors, Career Advisors, EO Compliance Officer & Director) shall conduct visits to worksites and interview supervisors and participants to determine whether:

1. The activities at the site are those described in the Request for Participant/Job Description form.
2. There is sufficient marketable work to occupy the participants assigned during the hours they are scheduled to work.
3. Supervisors are taking an interest in teaching the participants the specific skills required for the assigned positions.
4. Attendance records are maintained accurately and as specified in the Time and Attendance procedures.
5. There is adherence to all provisions of the Worksite Agreement and regulations.

SCC Workforce Development staff shall prepare written reports assessing the progress at the worksites based on the observations and interviews. SCC Workforce Development staff shall also prepare written final evaluations on worksites' overall program implementation capabilities and shall include recommendations for future participation.

VII. PAYROLL PROCEDURES

1. The agency supervisor must inform participants the scheduled hours of work.
2. Participant Job Description must be posted and visible to SCC Workforce Development staff and participants.
3. Agency supervisor must provide participant with a sign-in/sign-out sheet and must be available to SCC Workforce Development staff as requested.
4. Timecards will be provided by SCC Workforce Development office staff for each participant. Hours reflected on sign-in/sign-out sheet must be transferred to the SCC Workforce Development Youth Program timecard and delivered to the SCC Workforce Development office by the participant at the end of each pay period.
5. Participants do not get paid for federal holidays, overtime, absences and extensive tardiness. In case of absence or tardiness, participants may make up time within the same pay period pending approval by supervisor and career advisor.
6. Time cards and sign-in/sign-out sheets must be signed by participant and supervisor. Supervisor's signature certifies and attests to the hours worked by the participant.
7. The program utilizes direct deposit for all participants. Paychecks will **not** be distributed to the workplace.
8. If any discrepancy occurs with direct deposit, participant must inform career advisor.

VIII. PARTICIPANT EVALUATION

As a worksite supervisor you will be observing and evaluating the competency, behavior and performance of the participant. The purpose of the evaluation is to help the participant improve their behavior and performance in the workplace.

Transfers and Terminations

If a participant is in need of a different worksite placement, please contact the SCC Workforce Development office immediately and provide details of the situation. Participant transfers will be approved only after SCC

Workforce Development staff has the opportunity to speak with both the participant and workplace supervisor and the program director; the SCC Workforce Development career advisor and director determine if the participant will function better in a different work environment.

Worksite agencies may refuse to continue the employment of a participant for good cause by notifying the SCC Workforce Development office. The following list (but not limited to) shall constitute good cause:

1. Incompetence.
2. Insubordination.
3. Discourteous treatment of the public and fellow employees.
4. Repeated violation of rules, policies, or procedures of a worksite.
5. Repeated unexcused absence from job duty.
6. Commission and/or conviction of a crime involving moral turpitude and conduct while on or off duty, which tends to cause scandal to the service.
7. Dishonesty/Fraud/Falsification of any program documents.
8. Consumption or visible use of alcohol, illegal drugs or habit-forming drugs not prescribed under the care and supervision of a U.S. physician while on duty.
9. Willful disobedience/failure to do work as assigned.
10. Misrepresentation of hours worked on program time card.
11. Misuse or abuse of worksite-owned or based property.
12. Unauthorized use of worksite computer equipment; Viewing inappropriate websites.
13. Unsafe or unhealthy work habits or actions.
14. Violation of safety rules.
15. Seeking to obtain financial, sexual, or political benefit from other employees by wrongful use of position, force, fear, etc.
16. Threatening, coercing, harassing, or intimidating other employees in the workplace.
17. Use of violence, fighting, or other forms of misconduct.
18. Possession of workplace property or equipment without supervisor permission.
19. Unauthorized possession of firearms, explosives, knives, or any object that may be interpreted as a weapon.
20. Using foul, abusive, or derogatory language towards another employee, supervisor, or the public.
21. Any other improper conduct or action undermining the proper and efficient operations of Santa Cruz County functions, constitute cause for disciplinary action.

Cell Phone/Computer Usage

Cell phones must be turned off or in silent mode and not used during working hours. Computer use is authorized only when assigned by the workplace supervisor. Inappropriate or unauthorized websites are strictly prohibited.

Absences

Participants are allowed three (3) excused absences during the calendar school year. Students are required to report absences to the workplace supervisor and career advisor. Worksite supervisors are required to report absences to a career advisor.

Attire/Dress Code

Participants **must** wear the Santa Cruz County One Stop Career Center polo-style shirts & pants issued to them and must be dressed appropriately for their assigned jobs. SCC Workforce Development Youth Program identification **must** be worn and visible during scheduled work hours.

Safety

Worksite management is responsible for establishing loss prevention policies, procedures and safe working conditions. However, most of what is planned and established reaches employees on the job by way of first-line supervisors. The success of our accident prevention efforts depends upon the sincere, constant and cooperative efforts of all supervisors.

Supervisors are expected to:

1. Teach the participant what the hazards are on each job and how to avoid them.
2. Advise the participant that violation of safety rules will not be tolerated.
3. Continuously inspect work place for unsafe practices and conditions. Taking immediate action to prevent potential accidents.
4. Investigate and find the cause of all accidents, even if minor.
5. Make sure all injuries/damages are promptly reported and properly treated.
6. Support all safety policies, rules and procedures.
7. Contact SCC Workforce Development office immediately if an accident involving a participant occurs.

WIOA Work Experience (Wex) Timecard

- Attached is an emergency Wex timecard. Wex timecards are made available to students through the Santa Cruz County Workforce Development Office.
- Student must complete, sign, and date the Wex timecard.
- As the student's employer please verify, attest hours worked, sign and date the Wex timecard. All participants are authorized to work 19* hours per pay period (9.5 hours each week). Excess of 19 hours per pay period will **not** be paid. Federal holidays, overtime, lunch periods, absences, and excessive tardiness are **not paid**. (*Subject to change based on funding availability)
- Do not postdate time cards.
- Timesheets are due in our office Thursday before the end of the pay period no later than 3:00 p.m. It is the responsibility of the participant to turn it in on time, not the supervisor's. Failure to do so will result in losing 5 hrs the following pay period.
- Whiteout is **not** allowed on the timesheet.
- If a mistake has been made, please do not scribble, only draw a line through the mistake and initial. This is for auditing purposes.
- Employers are encouraged to complete evaluations of student's Wex performance; this is helpful to the student and the career advisor.

SANTA CRUZ COUNTY WORKFORCE DEVELOPMENT YOUTH PROGRAM

Wex Provider Monitoring Form

Participant Name: Lenis M. Melendez

Wex Provider Supervisor's Name: Patricia I Azeve

Wex Provider Location: Santa Cruz County Finance Department

- 1. Did you receive a worksite supervisor handbook? Y N
- 2. Have the Child Labor Laws been explained to you? Y N
- 3. Has the "EO" is the Law" been explained to you? Y N
- 4. Is there an alternative supervisor when you are not available? Y N
- 5. Does the alternative supervisor know the responsibilities of the participant? Y N

Reviewer/Employer Comments:

Excellent attitude, punctuality, follows directions and
requests in timely manner.

Patricia I Azeve
PRINTED NAME OF SUPERVISOR


SUPERVISOR'S SIGNATURE

2.21.24
DATE

Valeria A. Hernandez
SCC WORKFORCE DEVELOPMENT STAFF SIGNATURE

2/21/24
DATE

**THE INDUSTRIAL COMMISSION OF ARIZONA LISTS THE FOLLOWING POSTERS
REQUIRED BY THE STATE OF ARIZONA TO BE POSTED AT EACH BUSINESS.**

Equal Employment Opportunity is the law

EEOC poster (English and Spanish)

Minimum Wage (English and Spanish)

Notice to Employees (Workers' Compensation) (English and Spanish)

Notice to Employees (Unemployment Insurance)

Work Exposure to Bodily Fluids, (HIV, AIDS, Hepatitis "C")

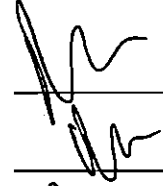
Work Exposure to MRSA, Spinal Meningitis, or Tuberculosis

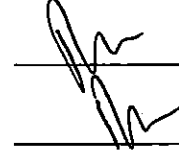
Employee Safety and Health Protection (English and Spanish)

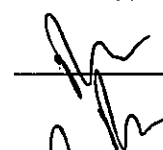
Your Rights Under the Family and Medical Leave Act

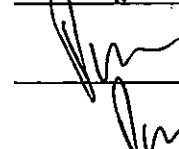
Uniformed Services Employment and Reemployment Rights Act

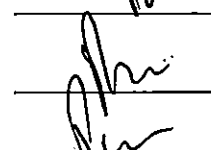
Earned Paid Sick Time

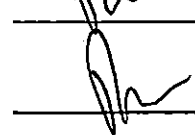














SUPERVISOR'S SIGNATURE

2-21-24
DATE

IN SCHOOL YOUTH WEX EVALUATION BY CAREER ADVISOR

Name of Wex Participant: Lenis M. Melendez Date: 2-21-24

Employer: Santa Cruz County / Finance Department

Address: 2150 N Congress Dr Suite 118 Nogales Az 85621

Name of Supervisor: _____ Job Title: _____

ELEMENTS OF TRAINING	Comments	*WORK RELATED COMPETENCIES				
		1	2	3	4	5
1. ATTITUDE		1	2	3	4	5
2. PUNCTUALITY		1	2	3	4	5
3. CONDUCT		1	2	3	4	5
4. TEAM PLAYER		1	2	3	4	5
5. PRODUCTIVITY		1	2	3	4	5
6. DEPENDABILITY		1	2	3	4	5
7. APPEARANCE: BADGE- SHIRT- APPROPRIATE PANTS		1	2	3	4	5
8. SHOWS INITIATIVE		1	2	3	4	5
9. ORGANIZATION		1	2	3	4	5
10.		1	2	3	4	5
11.		1	2	3	4	5
12.		1	2	3	4	5
13.		1	2	3	4	5

Participant's Signature / Date _____

[Signature] 2-21-24
Employer's Signature / Date

[Signature] 2/21/24
Program Staff Person's Signature / Date

E. Required postings

The Industrial Commission of Arizona lists the following posters required by the State of Arizona to be posted at each business.

Supervisors Initials of Acknowledgement of received posters:

- Equal Employment Opportunity is the Law mm Pa
- EEOC posters mm Pa
- Minimum Wage mm Pa
- Notice to Employees (Workers Compensation) mm Pa
- Notice to Employees (Unemployment Insurance) mm Pa
- Work Exposure to Bodily Fluids (HIV, AIDS, Hepatitis "C") mm Pa
- Work Exposure to MRSA, Spinal Meningitis, or Tuberculosis mm Pa
- Employee Safety and Health Protection mm Pa
- Your Rights Under the Fair Labor Standards Act mm Pa
- Your Rights Under the Family and Medical Leave Act mm Pa
- Uniformed Services Employment and Re-employment Rights Act mm Pa

mm Pa _____ 2/21/24
 Signature of Supervisor receiving posters Date

Wex Location: Santa Cruz County Finance Department

Supervisor in Charge: Maria I. Martinez / Patricia I. Azcue

Email: mimartinez@santacruzcountyaz.gov / pazcue@santacruzcountyaz.gov

Direct Contact Phone #: (520) 375-7825 / (520) 375-7818