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# Participant Manual

WIOA Youth Programs



## Introduction

Welcome to the Workforce Innovation & Opportunity Act Youth (WIOA YOUTH) Internship Program!

The program offers you new experiences and opportunities that will be exciting, engaging, and empowering. TRAIN AND EARN is designed to provide young adults between the ages of 16 and 24 years old with an opportunity to work and to learn necessary skills, work habits, and attitudes to succeed in today's workplace. As a participant in the program, you will have an opportunity to make a difference in your community, to learn, to improve work readiness skills, to build a network, and to earn money.

**READ THIS MANUAL CAREFULLY.** It will provide you with important information on the program, its rules and payment procedures. It will also outline your roles and responsibilities as a TRAIN AND EARN participant, including whom you should contact to answer questions, to resolve issues, and to get other helpful advice and resources.

While in the program, you will be expected to follow all the established rules and regulations set forth in this manual and, as instructed by your worksite supervisor and your program site. We strongly encourage you to take full advantage of the opportunities that are presented to you through this program—doing so will ensure that you have a more productive work experience.

We are committed to providing you with valuable work skills to assist you in obtaining future employment and to gain economic independence. If you have any questions or need further clarification, please contact the TRAIN, AND EARN staff.

Again, we welcome you to the TRAIN AND EARN program. We look forward to your successful completion of this program.

# **TRAIN AND EARN INTERNSHIP PROGRAM**

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## **Program Description**

The Train and Earn Internship Program promotes the social and professional skills essential to succeeding in today's competitive marketplace. TRAIN AND EARN features short-term paid internships and the opportunity to develop the skills needed to be successful in today's workforce. Participants between the ages of 16-24 will work up to 175 hours during the stated internship cycle and will be paid the \$18.00 per hour.

## **Goals and Objectives**

The goals and objectives of the TRAIN AND EARN are to introduce young adults to work skills and good work ethic through meaningful professional work experiences. It is designed to:

- Increase the work readiness skills of youth participants and to prepare them for the workforce
- Expose young adults to various employment opportunities, to help youth acquire good work habits, and to develop employment-related skills
- Provide work experiences at job sites that are safe and well-supervised
- Facilitate the long-term employment and self-sufficiency of youth participants
- Enable youth participants to develop a greater understanding of the higher education and career options available to them
- Provide youth participants with the self-confidence, career awareness, financial literacy, and interpersonal competencies needed for long-term success

## **Participant Responsibilities**

As a participant in WIOA YOUTH, you must obey the rules and regulations set forth by DYCD, your TRAIN AND EARN agency, and your assigned worksite. All participants must:

- Successfully complete the orientation component
- Attend all educational workshops
- Complete an Individual Service Strategy (ISS) with an assigned Case Manager
- Dress as required by your worksite and as appropriate for your job duties
- Exhibit positive work habits
- Do your best at all times and ask questions when in doubt
- Know your supervisor's name and telephone number(s) and the office in which he/she works
- Attend meetings scheduled by your Worksite Supervisor and TRAIN AND EARN Provider
- Let your Worksite Supervisor and Case Manager know of problems you may be experiencing
- Follow rules about smoking, lunch hours, personal telephone calls, breaks, safety, etc. established by your worksite and your TRAIN AND EARN Provider.

## General Worksite Rules

You must observe all rules at your worksite. Anyone failing to observe these rules may be terminated from the program.

- 1. Attendance** **Be on the job every day** unless you are sick. If you are ill, you must call your Worksite Supervisor and staff at your TRAIN AND EARN site and tell him/her of your absence before the regular work time. **You will not be paid for any days or time missed from work nor will you be able to make up days later. Call at least 1 hour prior to the start of your shift.** Also contact your Case Manager if that is a policy required by your TRAIN AND EARN Provider.
- 2. Attitude** **Be interested and eager** to complete any job related duty. Refusing to do assigned tasks may result in your **dismissal from the worksite.**
- 3. Punctuality** **Report to the job at the correct time** each day. Telephone when emergencies make it necessary to be late and tell your Worksite Supervisor and TRAIN AND EARN staff of your expected arrival time. **You will not be paid for the amount of time missed due to lateness.**
- 4. Timesheets** **Accurately documenting your time** of arrival and departure, breaks and lunch each day will ensure prompt payment for your work. It is important that you sign in and out at the correct time to avoid any additional review which may result based on discrepancies in accounting for your time. **Falsifying timesheets may result in termination from the program.**
- 5. Worksite Property** **The equipment, facilities and supplies** used at your worksite should be treated **with respect and care.** Damaging or destroying worksite property may result in your termination.

## Worksite Supervisor Responsibilities

**Worksite supervisors are regular employees of the business or organization where you are assigned. Your Site supervisor will:**

- Check your identification to verify your identity on the first day
- Ensure that time and attendance procedures are correctly followed
- Provide the appropriate supervision and training to participants
- Complete a mid-cycle and end-of-cycle evaluation for your performance
- Work with you, your TRAIN AND EARN Provider and DYCD to resolve problems that may arise
- Provide you with PPE

**During your first week of the internship, your supervisor will inform you of the:**

- Required hours of work
- Regulations of the worksite, as they apply to the minors

- Time and length of breaks
- Name and telephone number of person(s) to notify when you will be late or absent
- Safety procedures and person(s) to whom accidents are to be reported
- Your responsibilities, including the criteria by which your work aptitude and attitude will be evaluated

## Case Manager Responsibilities

**Each TRAIN AND EARN participant is assigned a Case Manager. The role of the Case Manager is to:**

- Empower participants to become self-supporting, while assisting them to identify their basic needs and overcome their barriers to education or employment
- Deliver effective services that facilitate positive growth and development of participant
- Assist participants in achieving their personal and professional goals
- Monitor participant worksite
- Evaluate participant's progress at worksite
- Update Individual Service Strategy (ISS), in partnership with the participant, on a continuous basis to reflect youth development and needs
- Provide supportive services when needed or requested

## Payroll Information

Below you will find general information regarding payroll. For more information please contact your TRAIN AND EARN Provider.

- |                       |  |
|-----------------------|--|
| <b>1. Sign-in/out</b> | Be sure to sign in and out daily (including when you go on breaks). <b>Do not allow co-workers to complete your timesheets for you.</b>  |
| <b>2. Signatures</b>  | Be sure to sign your timesheets. Timesheets will not be processed without your signature.  |
| <b>3. Pay Rate</b>    | You will only be paid hours that you work. Your hourly rate is \$15.00. <b>You will not be paid for your lunch period, sick days, holidays, vacation days and/or overtime.</b> |
| <b>4. Payments</b>    | You will receive all payments via a debit card. Please ask your TRAIN AND EARN Provider for detailed information on the payment process.                                       |
| <b>5. Pay Dates</b>   | You will be paid every two (2) weeks. Check with your TRAIN AND EARN Provider to get exact dates.  |

## Tips to Retain Your Job

Keeping a job requires more than the ability to do it well. It means dealing with such difficulties as getting to the job, boredom with the work and problems with either co-workers or your supervisor. Stay with the job and try to resolve any problems. By concentrating on your own performance and developing good work habits, you can avoid all of these problems and gain personal satisfaction from your work.

### Some Tips for You to Consider:

1. **Show up every day.** Your job needs you--just as much as you need it. If you do not show up, someone else has to do your work. This could affect the entire project. If you are really sick, call your supervisor as soon as you are sure you will be absent - **DO NOT WAIT UNTIL THE LAST MINUTE.**
2. **Come to work on time.** If you show up late for work, you are holding up everyone else. This gives you time to talk to friends, or do something else to get in the attitude for work. Being on time means starting to work on time, not what time you walk in the door. If you know you will be late, let your supervisor know.
3. **Find out how you are doing.** If your supervisor does not meet with you regularly to evaluate your progress, you should ask him/her how you are doing at least once a week. Find out what tasks your supervisor thinks you do well, what things need to be done better, and what areas need improvement. Do not be afraid of criticism. Constructive criticism is not meant as an attack to put you down. It is meant to help you improve your work skills.
4. **Listen and ask.** Be sure that you know what your duties are and how to do them correctly. When you are being trained, or given instructions, listen very carefully and ask as many questions as you want. **Don't be afraid to say, "I don't understand what you want"**. Be sure you know what you are doing before you start a task. Repeat back to your supervisor what you think they are asking you to do.
5. **Keep busy.** If you find you have run out of work to do, **DO NOT SIT AROUND** waiting for somebody to tell you what to do next; look around to see what still needs to be done. If you do not see anything, go to your supervisor and ask for more work.
6. **Do your best.** Always do your best. Everyone is different. If you can work really fast and still get the job done right, that is great. If you are slower, but steady and dependable, that is also very good. Just make sure that you are doing your best even if others are goofing off. You may not enjoy every part of your job. There may be some duties that you just do not like, or your supervisor may ask you to do something that you really do not want to do. Some tasks simply have to be done by somebody, so do them well and get them over with. If a task really turns you off, do it anyway.
7. **Take care of your personal appearance.** Be neat and clean. Wear clothes that are appropriate for the job.
8. **Be friendly.** Make a real effort to get along well with other workers and your supervisor.

## Grounds for Termination from Worksite or the Program

Termination from the TRAIN AND EARN Internship Program will occur when you are consistently:

- Late
- Absent from work
- Failing to do your job or follow instructions
- Dishonest
- Disrespectful

Grounds for first offense termination:

- Falsify information on timesheet or other forms
- Endanger the lives of your co-workers
- Steal or receive stolen property while on the job or during counseling sessions
- Use, sell, or receive any form of narcotics, drugs, weapons or alcoholic beverage while on the job or during counseling sessions
- Assault or threats of bodily harm to your Worksite Supervisor, counselor, or fellow employees
- Sign another person's sign in/out sheet and timesheet
- Insubordination or refusal to adhere to the program's or the worksites, rules and regulations
- Harassment- verbal, sexual, or physical

## Grievance Procedures

Grievance concerns a violation of your rights and privileges as a TRAIN AND EARN participant. If you feel you have a grievance, try to work it out with your Worksite Supervisor. If you and your **Worksite Supervisor** cannot resolve the problem, **contact your TRAIN AND EARN Provider or 311.**

## Harassment, Hostile Work Environment and Discrimination Procedures

It is the policy of DYCD that all participants have a right to work in an environment free of discrimination and unlawful harassment. DYCD maintains a strict policy prohibiting discrimination, sexual harassment and harassment because of race, national origin, sexual orientation, physical or mental disability, age, gender, marital status, military status, religion, political affiliation or any other basis protected by federal, state or local law or regulation. Any and all such harassment or discrimination is unlawful. Unlawful harassment in any form, including verbal, physical and visual conduct, threats, demands and retaliation is prohibited.

**"Harassment"** includes, but is not limited to:

- Verbal conduct such as epithets, derogatory comments, slurs, unwanted sexual advances, invitations, or comments
- Visual conduct such as derogatory posters, photographs, cartoons, drawings, or gestures



- Physical conduct such as assault, unwanted touching, blocking normal movement, or interfering with work directed at an employee because of the employee's sex or race or any other protected basis
- Threats or demands to submit to sexual requests in order to keep a job or avoid some other loss, and offers of job benefits in return for sexual favors
- Retaliation for having reported or threatened to report harassment

## Sexual Harassment

Sexual harassment is unwelcomed attention of a sexual nature. It is harmful and it is illegal. Sexual touching, grabbing, pinching or intentionally brushing up against someone in a sexual way are all considered harassing behavior. Obscene comments, looks, teasing, and rumors are also considered forms of harassment.

TRAIN AND EARN participants are advised to be assertive and let people know when their behavior makes them uncomfortable. If a TRAIN AND EARN participant believes that he/she has been sexually harassed, the participant must immediately report the incident to the Worksite Supervisor and to the TRAIN AND EARN Provider. An investigation will ensue and a report will be completed.

## Safety Guidelines

**TRAIN AND EARN** is sincere in its desire to conduct all of its operations in the safest manner possible. Your compliance with the **General Safety Rules** listed below will assist in accomplishing this objective. These rules are the minimum guidelines for working safely. Your continued awareness and cooperation is a vital part of your job. It is your duty to comply with these accepted safety standards.

1. Wear safe work attire
  - a. Shoes - Wear appropriate hard sole shoes. No open-toed shoes are permitted at anytime. Canvas or nylon sport-type shoes cannot be worn on any industrial assignment.
  - b. Clothes - Do not wear ill-fitting or baggy clothes around moving machinery. Loose ribbons or dangling jewelry are a safety hazard and must not be worn while working.
  - c. Hair - Long hair must be kept behind the neck and shoulders to prevent entanglement with the machinery.
2. Remove finger rings before working around moving machinery or electrical equipment and while handling heavy objects.
3. If you are involved in any accident that results in personal injury, get **First Aid** promptly, alert your Worksite Supervisor who will call your TRAIN AND EARN Provider immediately to report the accident. Have your parent or guardian also call your TRAIN AND EARN Provider to make sure the accident has been reported. **(NO LATER THAN 24 HOURS FROM OCCURRENCE)**
4. Obey all worksite rules, governmental regulations, signs, markings, and instructions. Be particularly familiar with those that apply directly to you. **IF YOU DON'T KNOW - ASK!**
5. When lifting, use approved lifting techniques (i.e. bend your knees, grasp the load firmly and then raise the load, keeping your back as straight as possible). **Straightening your legs does the lifting.**
6. Do not become involved in horseplay. **Horseplay** and **Practical Jokes** frequently cause serious injury and they are not permitted on the job.
7. Do not distract or startle fellow workers while they are working.

8. Avoid unnecessary talking, shouting, or other loud noises that may take the attention of other employees away from their work and create a safety hazard to you and to others.
9. Always use the right tools and equipment for the job. Use them safely and only when authorized.
10. Do not run in or around the worksite's facilities and property
11. Do not stand on chairs, tables, or desks to obtain articles that may be out of reach.
12. Keep desk and file cabinet drawers closed when not in use to avoid tripping or striking.

These safety tips are provided for your benefit to help you work safely at assignments. Please make sure you keep your medical release form up to date. Please complete and sign the form, then submit it to your Worksite Supervisor who will then give it to your TRAIN AND EARN Provider for your file.

**REMEMBER, SAFETY IS EVERYBODY'S BUSINESS – MAKE IT YOURS!!!**



## Train and Earn Programs Workforce Connect

### Participant Responsibility Contract & Attestation Form

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I, \_\_\_\_\_, *(Participant Name)*  
hereby understand and acknowledge that as a participant in the WIOA Train & Earn Youth Internship Program (TRAIN AND EARN ), it is my responsibility to comply with all rules and regulations stipulated, adopted, or recognized by the **NYC Department of Youth and Community Development (DYCD)**, the TRAIN AND EARN Provider, and the assigned Worksite. As well as COVID-19 CDC Health Regulations and PPE requirements.

By signing below, I acknowledge that I am in receipt of the [Workforce Innovation & Opportunity Act WIOA Youth Programs Workforce Connect Participant Manual](#). I have read and am fully aware of my role as a participant in the TRAIN AND EARN program and I voluntarily agree to abide by the rules set forth by the program. I understand that DYCD or the TRAIN and EARN Provider may terminate my participation in the program if I should be in violation of any of the stated rules.

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

**Participant Signature:** \_\_\_\_\_

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

**Program Year** \_\_\_\_\_

The Department of Youth & Community Development is an equal opportunity employer/program.  
Auxiliary aids and services are available upon request to individuals with disabilities.