

WEST KENTUCKY WORKFORCE BOARD

West Kentucky Workforce

**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
TWISTER National Dislocated Worker Grant (NDWG)**

SUPERVISOR'S HANDBOOK

INTRODUCTION

Thank you for participating in the Workforce Innovation and Opportunity Act (WIOA) Programs!

By participating in work based learning, work experience, internships, temporary employment and educational activities, we hope to help job seekers and program participants find better career pathways and job placement opportunities. WIOA Programs offer activities that revolve around four major themes:

- **Preparing for and succeeding in employment** through employment opportunities, paid assistance through work based learning, on the job training or occupational skills training;
- **Improving educational achievement** through tutoring, soft skills and work readiness, skills training, and basic skills instruction, leading to completion of short-term occupational degrees and certificates;
- **Supporting participants** through services such as job search, job coaching, mentoring, follow-up services, and comprehensive guidance and counseling; and
- **Developing leadership and community service skills.**

This handbook is to assist you in supervising program participants in TWISTER work experience. They will assist your business or agency in providing humanitarian aid or disaster recovery. Included are tips and suggestions as well as an overview of rules. If you have any questions or concerns, please contact the staff. As a supervisor in a WIOA Program, you have the opportunity to provide guidance, experience, skills and encouragement. For many, this will be their first job in a new industry, and it is important for them to have support while becoming familiar with the work environment to achieve real success.

Starting a new job is exciting, and participants may be a little nervous. It usually helps if the supervisor lets the participant know just what is expected on the job and the duties. Let the participant know in the very beginning that you want them to succeed and that you will be available to help. Emphasis should be placed on good work habits, attitudes, and appropriate behavior for this industry. All WIOA participants should be encouraged to continue with their educational and career goals during the temporary relief employment.

Here are some suggestions for working with participants:

A GOOD BEGINNING...

- ✓ Make participants feel welcome...tour the work area and introduce other workers.
- ✓ Give a comprehensive orientation to the job, explaining exactly what is expected.
- ✓ Give detailed information about rules, schedule and expectations.
- ✓ Remember that starting a new job or new industry can make even someone who has worked a long time nervous...at first you may have to give more detailed explanations than you are accustomed to giving.
- ✓ Explain and demonstrate the need for safe working habits. e.g., safety rules, schedule, lunch & break
- ✓ Encourage the participant(s) to ask questions.

AS YOU WORK TOGETHER...

- ✓ Treat them as you would other employees. Expect their best and motivate them.
- ✓ Don't hesitate to critique, if the need arises, but please do so in a constructive manner. Point out the mistake and let the participant know what correction is expected.
- ✓ Let the staff know if additional support or job development is needed.

TEACHING AND LEARNING

- ✓ Explain the job clearly (remembering that people retain about 20% of what they hear);
- ✓ Show how the job is done (remembering that people retain about 30% of what they hear and see);

- ✓ Lead a do-it-yourself session with the participants (remembering that people retain about 90% of what they learn by doing) and always... Encourage the participants to ask questions.

ON THEIR OWN...

- ✓ Stay close by when the participants first begin to do the job on their own.
- ✓ Even after you know the participants can perform independently, **be sure the supervisor or an alternate supervisor is always on site- within sight or sound**, to be sure the job is performed correctly and they can ask questions.

On the job, they should receive the same respect and responsibilities given to other employees. They should have work assignments sufficient to fill their time, with their own equipment. They should have adequate information and tasks to use free time constructively. It is important that participants be given a sense of the larger purpose of their work and how the tasks fit into the total enterprise. This knowledge will increase motivation and help them be more dedicated and responsible help with the recovery efforts.

WORK HOURS

Overtime pay is not allowable under the program. A participant in this program typically works full time, thirty (30) - forty (40) hours per week unless another schedule is needed to accommodate concurrent short-term or occupational training. The total number of hours the participant can work with your agency will be determined, based on the needs for the placement and the recovery effort. The maximum allowable total hours for participants is 2080. The supervisor will communicate with the participant to make sure that they know the maximum hours available in this placement. If they work more than forty (40) hours a week, the worksite may be held responsible for paying for the excess hours.

RATE OF PAY

Participants will be paid every two weeks by the program, at the same wage others onsite receive, for the job they are performing. This will not be below the state or federal minimum wage. Participants are only paid for hours actually worked (no paid lunch, holiday or vacation hours).

LUNCH and BREAKS

All participants must take at least a 30 minute unpaid lunch period at some point in the day, if they work over the number of hours listed in the KY Labor laws, based on their age. The lunch and break schedule should be discussed with the participants the first day on the job. It should be clearly defined. The lunchtime and breaks cannot be “saved” until the end of the day to allow for early departure from work.

Supervisors should be guided by the following rules when determining the participant’s lunch break: The law states that the lunch period shall be as close to the middle of the work day as possible. Participants who are: **(a) under 18 and work 5 hours** or longer, or **(b) 18 years old**, or older **and work 6 hours** or longer must take a 30 minute (minimum) lunch break. Lunch is to be taken no sooner than 3 hours after beginning work or later than 5 hours.

***This includes participants who may be eating lunch while supervising children at their worksite. These participants should still receive at least a thirty (30) minute break away from watching the children.*

Participants are also allowed one 10-15 minute break for each four (4) hour period of work. Participants are paid for these breaks by the program. They do not need to be listed on timesheets. Participants need time to complete their Timesheet and Journals and get supervisor signatures. Completed Timesheets and Journals are to be turned in to staff according to the schedule received. These can be scanned/mailed, photographed/ texted, faxed, picked up or dropped off.

HOLIDAYS

There will be no holiday pay. Program participants are paid only for hours worked.

- (a) If the worksite is closed on a legal holiday, then participants are not paid for the day.

- (b) If the worksite is open on a legal holiday, then the supervisor must discuss with the participants about whether or not they should work that day. Of course, if the participants work on a holiday, the participant will get paid for the hours worked.

TIMELINESS

Participants' hours of work should be made clear at the initial meeting between the supervisor and the participants. Tardiness should not be tolerated. The participants need to learn/exhibit proper work behavior. Repeated tardiness should be discussed brought to the attention of the staff before any action is taken. Any such issues should also be documented and addressed with the participant.

ABSENCES

If participants need to be absent from work, it is their responsibility to inform you as soon as they know they need to be absent. They have been asked to inform you at least a minimum of one hour before the start of their shift if sick. A participant may be terminated based on your rules or if they miss three (3) consecutive or non-consecutive work days at the worksite without contacting the worksite supervisor. Please contact the staff for assistance if any issues arise.

TIMESHEETS

Timesheets and Journals will be supplied to participant/worksites by the staff. When participants are completing the timesheets, please remember the following information:

- ✓ Pay periods run for two weeks. Pay is available on the designated Fridays.
- ✓ Participants must list the date they work, the time they began on the job ("In"), the beginning and ending time they took for lunch, the time they ended for the day ("Out") and the total number of hours worked each day ("Hours Worked") in each block.
- ✓ For any day the participant was sick or absent, please note they were "off" in the block and "0" in the Hours Worked blank.
- ✓ Participants should list all their times on the **quarter, half hour or whole hour**. Please round the hours to the nearest quarter, half hour or whole hour. For example, if they show up for work at 7:58 a.m.; list 8:00 a.m. on the timesheet. If they leave for lunch at 11:47, please list 11:45. If they end their day at 4:33 p.m., list 4:30 p.m. on the timesheet.
- ✓ Participants do not include their lunch in the "Hours Worked." All participants should be taking an unpaid lunch at some point in the day, as applicable.
- ✓ For any mistakes, please **do not use correction tape or "white-out"**. Mark a line through the mistake, make the correction. Both the supervisor and participant need to initial beside any changes made to the timesheet.
- ✓ Information on the timesheet and signatures must be in ink (preferably blue ink), signed by all parties and approved by the supervisor. Those completed in pencil, missing signatures or with white out will not be accepted for payment.
- ✓ Both supervisor and participant should sign the timesheets to verify that the hours reported are the actual hours worked. Any alterations on the timesheets should be made together and initialed. Any discrepancies will be questioned to verify accurate payments for time worked.
- ✓ Please keep the timesheets in a safe place out of sight of others and only known to you, staff and the participant(s) at the worksite.

- ✓ If you plan to be out on the last day of the pay period, make sure the timesheets have been completed, signed and are ready to be scanned/mailed to staff.

If you or the participants have any questions at any time regarding completion of the timesheets, please contact the staff as soon as possible.

<https://www.wkworkforce.work/employment-recovery-jobseeker-information>

PAYROLL CARDS

Payroll will be direct deposited to a payroll card or bank account. For those choosing payroll cards, the staff will arrange the delivery of the payroll card. Participants will be given instructions for the cards prior to pay day, to avoid disturbances in the workday. Information (videos) will be available on our website to highlight additional hints for success.

ASSESSMENT

Regulations require the WIOA Program to assess each participant prior to entering the program, during participation and before exiting the program. As the supervisor, you will be asked to complete an evaluation on the participant. This is a tool for the overall evaluation of the program as well.

It is very important that you assess and discuss any issues with the participant as you would with other employees. If the participant did not do well on the first evaluation, please assess again when he or she has had a chance to improve. The staff should be notified if there are issues, to try and assist.

The participants' performance should be reviewed and where progress has been made, it should be pointed out during a meeting. During these meetings, encourage the participants to talk about how they feel about what they are doing and encourage skills growth.

WORKERS' COMPENSATION

All participants will be covered by the WKWB with Workers' Compensation. The cost is paid by the program and is not transferred to the agency. In case of any accident involving a participant, the staff should be promptly notified. In emergencies, the agency should seek medical attention for the participant immediately, and then notify the WKWB staff. Claims must be filed on an injury immediately. Reporting to KACO (Workers Compensation) is expected within 24 hours.

Please discuss the importance of immediately reporting any accidents with the participant.

CONDUCT ON THE JOB

All participants are expected to conduct themselves at all times in an appropriate manner at the worksite and follow all company and safety rules. If problems arise, let staff know immediately to help make everyone's experience a success.

Violation of any of the following rules will be sufficient grounds for disciplinary action, ranging from a warning, suspension, and up to termination, depending on the seriousness of the offense. These should be reported to the staff at once:

- Insubordination or failure to follow supervision.
- Bringing or using alcoholic beverages or drugs to the job site.
- Coming to work when the participant is drinking alcohol, using drugs, or under the influence of alcohol or drugs.
- Stealing, wasting resources or damaging property.
- Fighting, using foul language, gambling, or misconduct at the worksite.

Worksite supervisors are encouraged to document any tardiness, absences, or misconduct. Serious violations may result in termination from the program and will be dealt with by consulting the staff. The worksite supervisor cannot terminate a participant from the WIOA Program. However, the supervisor may dismiss a

participant from the worksite. If this occurs, the supervisor should contact the WIOA KCC staff to discuss the issues and allow the Program to take necessary action on terminations. Any issues or actions leading to dismissal should be discussed and documented.

PROGRAM MONITORING

Each WIOA worksite may be visited by a representative of the West Kentucky Workforce Board or WKWB monitoring staff. Each participant and supervisor should be available during any of these compliance visits to assure safety. Typically, these do not last longer than 30 minutes. We appreciate your cooperation in the monitoring process.

NOTE: KY Labor Law copies are available for your information. Your agency will be monitored regarding adherence to these laws and safety rules for the program.

GRIEVANCES

A formal procedure exists for the handling of any grievances that the participant may have. If a participant has any type of grievance, they can contact WIOA or WKWB staff for the necessary action steps. The final decision will be made by the local Grievance Officer after a thorough review. All complaints will be handled confidentially, unless there is some reason other people need to be involved.

CONCLUSION

As supervisor at the worksite, you are in the best position to influence what happens with the participant's development of work skills and successful completion of tasks. We hope your efforts to help with humanitarian aid and recovery will be a worthwhile venture for your company/agency.

If you have any questions that the staff can't answer, please feel free to contact:

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