

WEST KENTUCKY WORKFORCE BOARD



WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
COVID-19 National Dislocated Worker Grant (NDWG)

JOBSEEKER'S HANDBOOK

INTRODUCTION

Congratulations! You are going to be a part of an exciting opportunity to assist with disaster recovery by taking part in Disaster Relief Temporary Employment (COVID Work Experience).

By participating in work based learning, work experience, internships, temporary employment and educational activities, we hope to help 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 the rules regarding program participation in COVID Work Experience to provide humanitarian aid or disaster recovery. If you have any questions, please contact the WIOA Staff. Your worksite supervisor will provide worksite guidance and encouragement.

Starting a new job is exciting, and you may be a little nervous. The supervisor will let you know what is expected on the job and be available to help. This handbook will give you rules and tips that, hopefully, will help you get off on the right track.

You should read this handbook and listen carefully during your orientation to the Workforce Innovation and Opportunity Act (WIOA) program, you may save yourself confusion later.

WHAT CAN THIS EXPERIENCE DO FOR YOU...?

To compete in the work world, it helps to have experience, good work skills, be prompt, considerate of others, a team player and have a good work record. This exciting opportunity allows you to earn money while assisting with humanitarian efforts and/or disaster recovery.

Please show the good behaviors that are important in the work world, such as coming in on time, being courteous by calling in at least an hour before your shift begins if you are sick, communicate clearly, be a team player, listen and focus on tasks given. Focus on learning and showing good attitudes, and appropriate behavior on the job. Paying attention to details and listening to your supervisor will help you gain respect and be taken seriously on the job.

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| ❖ Be on time. | ❖ Be honest and trustworthy. |
| ❖ Dress neatly and appropriately for the job. | ❖ Be cooperative and attentive. |
| ❖ Always call in at least an hour before your shift if you are sick or going to be late. | ❖ Respect the job and co-workers by not repeating or telling what is seen or heard on the job or sharing gossip elsewhere. |
| ❖ Use respectful language | ❖ Put away your phone/music/social media. |
| ❖ Listen carefully and follow instructions | |

SUPERVISION

Your employer will name someone to supervise you. The person may be your actual supervisor or may be someone your employer selects to assist you. Ask your supervisor if you have any questions or problems. Know your supervisor.

RULES

The following rules are necessary for a successful COVID Work Experience. You can/will be suspended temporarily or fired from your job for the following:

1. Bringing alcoholic beverages or drugs to the worksite.
2. Using alcoholic beverages or drugs while at the worksite.
3. Coming to work when you are drinking alcohol, using drugs, or under the influence of alcohol or drugs.
4. Stealing or damaging property.
5. Fighting, using foul language, gambling, or other disrespectful attitudes/misconduct at the worksite.
6. Insubordination or failure to follow direction/supervision.

Worksite supervisors will be requested to document tardiness, absences, and misconduct. Excessive occurrences with documentation will be grounds for termination, like any other job. The Supervisor will consult with the WIOA Staff to handle any violations of this nature.

WORK HOURS

No overtime pay is allowed. You may work the hours allowable, not to exceed eight (8) hours per day or forty (40) hours per week. When you have your first meeting with your worksite supervisor(s), the hours you will be working will be discussed. Your schedule will be set and decided on together. If you are in training at the same time, work out a schedule that allows you to attend class too. Make sure you keep track of the hours you work each pay period. The maximum allowable is 2080. Your supervisor will assist the program in determining the appropriate hours for the placement. They will let you know your maximum hours for this worksite.

PAYDAY - How much and when?

You will be paid at the same wage as others would get for the job you are performing. This will not be below the state or federal minimum wage. The total amount of your payroll deposit is reduced by Social Security, Federal and State Tax Deductions based upon what you submit on state and federal tax forms. You will be paid according to the payroll schedule that you received. It will list when the money will be deposited on your card or in your account, for each of the payroll periods worked.

LUNCH and BREAKS

The first day you work, the time for your lunch and breaks will be decided with your supervisor.

- You must take at least a thirty (30) minute lunch break if you are: (a) under 18 and work 5 hours or longer, or (b) 18 years old, or older and work 6 hours or longer per KY labor law.
- Lunch is to be taken no sooner than 3 hours after beginning work or later than 5 hours after beginning work. (As close to the middle of the shift as possible) ****This includes participants who may be eating lunch while supervising children at their worksite. Participants should still receive at least a thirty (30) minute break away from watching the children.**
- You are not paid for any non-worked hours (lunch break, vacation or holidays).

Participants are also allowed one break for each four (4) hour period of work (Generally 10-15 minutes each, based on the worksite). You are paid for these breaks. You cannot “save” breaks or not take a lunch break to end your workday early. Please do not list breaks on your timesheet, only lunch.

HOLIDAYS

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

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

- (b) If your worksite is open on a legal holiday, your supervisor will discuss with you whether or not you will work that day. Of course, if you work on a holiday, you will be paid for the hours worked.

TIMELINESS

When you have your first meeting with your worksite supervisor, the hours you will be working will be decided. If you can't be there on time, call your supervisor immediately and tell them what has happened and when you will be there. Being late or missing days can cause you to be released from worksite or fired. For example, if you are supposed to be at work at 9 a.m., but your babysitter is going to be late, or your tire is flat, call your supervisor as early as possible and tell them what has happened and what time you will be there.

ABSENCES

If you have to miss work, let your supervisor know as soon as possible. It is courteous to call at least one hour before your shift begins. Different worksites have different rules. Know the rules at your worksite. If you get up some morning and are sick, call immediately. A participant may be terminated if he or she misses three (3) consecutive or nonconsecutive workdays at the worksite without contacting the worksite supervisor, just like at a regular job in your community. At the same time, it is critical not to go to work while sick. Communication with the worksite, your supervisor, and WIOA staff is important.

TIMESHEETS

You will be responsible for writing down the number of hours you work each day on the timesheet. You need to keep it in a place known to you and the supervisor at the worksite. The Career Coach will supply Timesheets and Journals to you. When completing them, please remember to complete and sign them in ink.

- ✓ Pay periods run for two weeks.
- ✓ You must list the day/date you work, the time you began on the job ("In"), the beginning and ending time you took for lunch, the time you ended for the day ("Out") and the total number of hours worked each day ("Hours Worked") in each block. Please check your math.
- ✓ For days you were scheduled off, write "off" in the block "0" in the Hours Worked blank. If you were sick or absent, write "off, sick, etc." in the block and "0" in the Hours Worked blank.
- ✓ List all times on the **quarter, half hour or whole hour**. For example, if you show up for work at 7:58 a.m.; list 8:00 a.m. on the timesheet. If you finish your day at 4:33 p.m., list 4:30 p.m. on the timesheet. **Please round the hours to the nearest quarter, half hour or whole hour.**
- ✓ Remember, you **do not include lunchtime** in the "Hours Worked."
- ✓ For any mistakes made, please **DO NOT USE** correction tape or "white out" on the timesheet. Mark a single line through the mistake, make the correction, and both you and your supervisor will initial the change. Timesheets that are illegible, unsigned, completed in pencil, or with "white out" will not be accepted. The timesheet will have to be redone and signed by the participant and supervisor.
- ✓ All required signatures **must be in ink (preferably blue ink)**. NO pencils.
- ✓ On the last day of the pay period, both you and your supervisor should sign the timesheet to verify that the hours reported are the actual hours worked. Any changes on the timesheets should be made by you and the supervisor together. Any discrepancies will be questioned. Honesty is the best policy. Lying about how many hours you've worked is grounds for being fired and removed from program.
- ✓ Completed Journals are to be turned in with the corresponding timesheets by the dates listed on the schedule.
- ✓ WIOA staff will arrange a regular method for receipt of your timesheet for payroll processing. If you plan to be absent on the last day of the pay period, make sure your timesheet has been completed, signed and is ready to be scanned and emailed, faxed, or sent for processing to make sure you are paid on time.

- ✓ If you have any questions at any time regarding completion of the timesheets, please contact us as soon as possible.

PAYROLL

Pay will be by direct deposit to your account or by payroll card. You will select the method and complete forms.

If using payroll card, it will be delivered to you several days before the first deposit. The staff will arrange a method to deliver your payroll card. Protect it as you would a credit card or cash.

- When you get your card, you will sign a form stating you received the card and the information on how it works. This early delivery will give you time to set up your account and create your password before your first pay date.
- It will have an information packet describing how the card works. You should read the information and follow the instructions carefully.
- The packet also includes instructions on how to remove all the funds with no fees, each pay period, if you do not want to keep the balance on the card/use it regularly.
- Videos or information will be available on our website to highlight hints for success. Ask for help from the WIOA staff or the payroll card company, if you need it.
- You must keep up with the payroll card throughout the entire experience. If you have issues, let us know.

Once your account is activated, staff does not have the ability to help you retrieve lost passwords, report lost cards, etc. That must be done with the company directly.

EVALUATION

WIOA Regulations require that we assess each participant prior to entering the program, during the program and before exiting the program. The assessments are to make sure you get all the services you need to help you obtain and retain full time employment.

- Cooperating with requests of the staff and staying in contact is critical. We are here to help you find and maintain employment.
- COVID Work Experience participants will have their work reviewed by the supervisor. This evaluation will show how you well you do your work, take directions, assess your attitude toward the job, review your attendance and tardiness, and overall professionalism on the job.

CONCERNS

If you feel like there are problems between you and your supervisor, problems with your job assignment, or other conflicts that do not work themselves out after a reasonable time, sit down and talk it out with your supervisor, WIOA staff, or both.

If you decide that you want to leave the worksite or quit, please notify your worksite supervisor before you leave the worksite and contact us. It is common courtesy to let your supervisor know two weeks in advance, prior to quitting. Remember communication is important. It may be that whatever is making you uncomfortable, or considering quitting can be worked out. Talk to the WIOA staff, Career Coach or your supervisor if you start having problems. Don't wait until it's too late. If you decide to quit the WIOA program, we ask you sign a termination form.

ACCIDENTS AND INJURIES

If you are injured at the worksite, you should tell your supervisor immediately. The worksite supervisor must be notified for it to be reported correctly, where any treatment can be covered under the insurance policy. You or your supervisor will also notify the WIOA staff. Staff will work with you to explain what happened to the worker's compensation company. Accidents involving participants while at the worksite, are covered under a worker's compensation policy. This reporting has to be done within 24 hours to cover your injury.

The accident or injury may be something small, but it is your responsibility to tell your supervisor of all injuries. In an emergency, help will be received immediately with reporting afterward. In paying for treatment of covered injuries, the bill should be made payable to the provider of the treatment and not to you whenever possible. Ask if you have any questions.

If you have any questions about anything, please ask.

Have fun assisting with recovery efforts at the worksite, and good luck!