



stepup

Youth Handbook



City of Minneapolis

For more information call 311 or visit www.ci.minneapolis.mn.us

If you need this material in an alternative format please call 612-673-2162. Deaf and hard-of-hearing people call 311 agents at 612-673-3000.

TTY users call 612-673-2157 or 612-673-2626.

Attention - If you have any questions regarding this material please call 311.

Hmong - Ceeb toom. Yog koj xav tau kev pab txhais cov xov no rau koj dawb, hu 612-673-2800.

Spanish - Atención. Si desea recibir asistencia gratuita para tra ducir esta información, llama 612-673-2700.

Somali - Ogow. Haddii aad dooneyso in lagaa kaalmeeyo tarjamad da macluumaadkani oo lacag la' aan wac 612-673-3500.

A young woman with long dark hair and bangs, wearing a light blue patterned top, is shaking hands with an adult woman with blonde hair, wearing a dark blazer. They are seated at a table with papers and a pen. The background shows other people and a staircase. The image is overlaid with a semi-transparent blue rectangle containing the text.

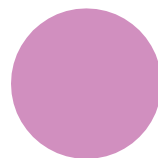
A place where youth
KICK START
their careers





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Dear Step Up Participant,

Congratulations on your internship match! We hope this summer will be a meaningful experience that helps position you for future success.

Through Step Up, you will:

- Receive valuable employment skills through work readiness and on the job training
- Meet employers, and others, who will positively impact your future
- Earn money
- Take an important first step in your professional life.

This handbook will give you the information you need for a great summer work experience. Please read it and share it with your parents. Keep it handy so you can look at it again if you have questions during the summer.

We look forward to congratulating you upon the successful completion of your Step Up internship.

Sincerely,

The Step Up Team

Important Contact Information

Fill in the blanks below with your work site information. Keep this handy in case you need it. Not knowing a phone number is never an acceptable excuse for missing work.

My employer (agency name):

Phone number: _____

My supervisor: _____

Phone number: _____

My work site name and address:

My job coach:

Phone number:

Internship Start Date: _____

Internship End Date: _____

Additional Contact Information:

Alana McDevitt

Youth Service Coordinator

612-299-7128

Alana.mcdevitt@state.mn.us

CareerForce Center, 800 W. Broadway Ave., Minneapolis

Metro Transit Customer Relations: 612-373-3333

Make sure to register your bus card with Metro Transit. If you lose your card and you have registered it, you can get a replacement card for \$5.

MET and Step Up

Step Up is a part of the City of Minneapolis Employment and Training (MET). The program is funded with city, state and federal funds and must adhere to the policies and eligibility criteria set forth in each.

Job Description

Each worker in the Step Up Program will have a unique job experience. Because there are more than 80 agencies and over 100 work sites, youth have a wide variety of work experiences to choose from. Some jobs are in an office, some are at child care centers or recreation programs, and others are outdoors in local parks. Your job description will be based on the needs of your work site.

Your daily work schedule will depend on your work site, but **all youth are limited to 25 paid hours per week**. Most youth spend about 15-25 hours per week on their work site.





Preparing youth for
BRIGHT FUTURES
through professional
skills training



Supervision

Your supervisor is an employee of the agency where you work. They are responsible for:

- seeing that work is assigned and done efficiently
- giving instructions, solving problems with you, and encouraging good work and correct misbehavior
- evaluating your job performance including attendance, punctuality, teamwork, task completion and other factors
- keeping accurate records and reporting your time worked
- treating all workers equally regardless of race, color, religion, sex, national origin, age, disability, political affiliation, or belief

Your workplace has rules for all its employees, and you will need to follow the same rules.

Your supervisor will help you learn your job and make sure that everyone does her or his job. It is your responsibility to follow their directions. If the directions you get don't make sense to you, ask questions. If you think of a different way to do something, ask your supervisor or teacher for permission before doing it. There may be a good reason that you can not do it that way.

Your supervisor can fire you if you are not doing following the rules, not doing your job, or are often late or absent from work.



Breaks

Your supervisor will tell you when you can take breaks. You need to bring your own lunch and snacks.

Work Rules and Termination Procedures

Rules

In order to keep your job and do well this summer you need to observe the following rules. Your work site may have other rules you need to follow as well. You will learn those rules during your orientation.



Do:

- Report to your work site as scheduled and on time.
- Follow directions.
- Call your supervisor if you will be absent or late.
- Come back from breaks on time.
- Treat people with respect—and expect to be treated with respect as well.
- Dress appropriately for the job.
- Talk to your supervisor if someone is making it hard for you to do your job.
- Contact your job coach if you have questions that you are not comfortable asking your supervisor



Don't:

- DON'T have friends meet you at work.
- DON'T bring weapons or anything that could threaten or hurt another person to work.
- DON'T swear or use abusive language.
- DON'T use music players, cell phones or other electronic devices on the job—at all unless you are on break.

Performance Improvement and Termination Procedures

Step Up interns are required to follow basic rules designed to promote a safe and comfortable environment on the work site. Because Step Up is a training program, the corrective action process is designed to help you do your best and learn from mistakes.

If you choose not to follow the rules, you may receive a verbal or warning. This warning should tell you what you did wrong and how you need to change your behavior.

In cases where a verbal warning does not correct the behavior, your supervisor will use the Performance Improvement Plan. If you continue to display unacceptable or inappropriate behavior on the job, you may be fired.

The Performance Improvement Process

First Incident (1): If there's something you can do better at work, your supervisor will let you know. They'll show you how to make it right and explain exactly what they expect from you.

Repeat Incident (2): If the issue comes up again, your supervisor will use a Performance Improvement Plan to document the issue and will review it with you. A copy will be shared with your Job Coach, and one will be kept at your workplace.

Repeat Incident (3): If the same problem keeps happening, your supervisor will give you a another written warning using the Performance Improvement Plan. They will update the first plan or make a new one if needed. A copy will be sent to your Job Coach, and one will be kept at your workplace.

Repeat Incident (4): If things aren't getting better, your supervisor will talk to your Job Coach about other options, including termination your internship.

You may be fired immediately if you do any of the following:

- Steal
- Physically assault someone or threaten someone
- Bring alcohol, drugs or a weapon to work
- Refuse to work
- Sexually harass someone

The goal of Step Up is to help you learn and grow. Termination of an internship is very rare. Your supervisor is here to support you and help you have the best possible work experience in the Step Up program.



Pay Information

You are an employee of Step Up and will \$13.25/hour. You will only be paid for time you are at work.

You will not be paid for lunch time, holidays or time lost for being late.



Time Sheets

Your supervisor will keep track of the hours you work on a time sheet. You are required to review and sign the time sheet at the end of each two-week pay period to verify that it is correct.

To get paid, all Step Up participants must follow these rules:

- Sign in the exact time you arrive at work. DO NOT sign in early unless you have permission from your supervisor.
- Sign out the exact time you leave. DO NOT work past your scheduled time unless you have permission from your supervisor.
- You also need to sign in and sign out for lunch break. If you don't see a sign-in sheet, ask for one. Always write in ink. These rules are for your protection. The sign-in sheet is used to help solve disagreements about wages to be paid.

Payroll Schedule 2024	
Pay Period	Paycheck Date
June 16- June 29*	July 12
June 30 – July 13	July 26
July 14- July 27	August 9
July 28 - August 10	August 23
August 11- August 24**	September 6

*Most youth will start work June 24.

**Most youth will end work August 16.



Payment

Payments will be uploaded to your Paycard or deposited into your bank account every two weeks according to the payroll schedule. Please put YOUR NAME on your mailbox and let Step Up know about any address changes so we can update our records. We highly recommend you get a bank account and have your paycheck deposited directly so you receive your payment on time.

If your address changes, be sure to notify your job coach of your new address.

PayCard

Paycards will be distributed to interns before the first pay date. Paycards can be used like debit cards for purchases or cash withdrawals from ATM's.

Direct Deposit

You may choose to have your paycheck deposited directly into a checking or savings account. In order to do direct deposit, you must:

- Have or open a checking or savings account. Your name must be listed as the account holder or joint account holder. You cannot directly deposit your check into a parent's account.

Late/Missing Payments

If your payment does not arrive by the Wednesday following payday or is not deposited in your account as scheduled, contact CareerForce Step Up office at 612-299-7128 or at alana.mcdevitt@state.mn.us

Deductions

Deductions from your paycheck are made according to what you claim on your W-4 form. Most youth claim "exempt" from paying State and Federal taxes because of the limited amount they will earn during the summer. As required by law, you will have Social Security tax deducted from your paycheck. Social Security tax is 7.5% of your gross earnings.

Earned Safe and Sick Time

Employees in Minnesota are entitled to earned sick and safe time, a form of paid leave. Employees accrue one hour of earned sick and safe time for every 30 hours they work. Most Step Up interns will earn a total of just over 6 hours if they work the full summer.

The earned sick and safe time hours you have available, as well as those that have been used in the most recent pay period will show up on your payroll advice. You may use earned sick and safe time for all or part of a shift, depending on your need.

Earned sick and safe time can be used for:

- An employee's mental or physical illness, treatment or preventive care;
- The mental or physical illness, treatment or preventive care of an employee's family member;
- Absence due to domestic abuse, sexual assault or stalking of an employee or their family member;
- Closure of an employee's workplace due to weather or public emergency or closure of their family member's school or care facility due to weather or public emergency; and
- When determined by a health authority or health care professional that an employee or their family member is at risk of infecting others with a communicable disease.

Be sure to notify your supervisor if you need to use earned safe and sick time. They will need to report it on your timesheet.

Find out more at <https://citytalk.minneapolismn.gov/news-events/news/2023-news/december/earned-sick--safe-time-notice/>

Safety

Your safety is very important. Supervisors are trained to provide safe and appropriate tasks for you and to teach you how to perform your job safely. But injuries can still happen. Most injuries are minor and are treated with on-site First Aid. A small number of injuries may require medical care.

If you get hurt at work—no matter how small the injury—tell your supervisor right away.

Your supervisor will help you care for the injury and decide if you need to see a doctor. Your supervisor will also do the paperwork necessary for the injury to be paid for by Worker's Compensation if you do have to visit the doctor.

If you see a doctor because you get hurt at work, you **MUST** bring the information that your doctor gives you back to your supervisor. This information will tell your supervisor if you have any work restrictions or follow-up visits.



Safety Laws and Restrictions

You have a right to required safety clothing, equipment and training.

Tell your supervisor or contact your job coach if someone asks you to do something that makes you feel unsafe or uncomfortable.

You should know:

The Employee Right to Know Act was passed in 1983. It is treated as part of the Occupational Safety and Health Administration (OSHA) program in the U.S. Department of Labor and Industry. According to the act:

- employers should evaluate your work place for safety,
- workers should be told about dangers in the work area,
- workers should be trained on the dangers.

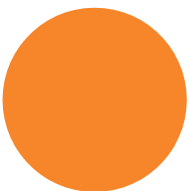
The act covers dangers like hazardous substances, harmful physical agents and infectious agents.

The employee should have written information about any of these things. Containers should be labeled. You have the right to refuse to work under imminent danger conditions or if you are not provided with the required information, training and equipment.

Your work site must also follow state and federal laws about the kinds of work you can do.

If you are under 18, you can't:

- drive a motor vehicle or be an outside helper on one
- manufacture or store explosives
- use a power-driven wood-working hoist
- operate a slicing or baking machine
- be exposed to radioactive substances or ionizing radiation
- mine coal, log, or work in a sawmill
- pack meat
- manufacture brick, tile or related products
- work with wrecking, demolition or ship-breaking operations.



If you are 14 or 15, you can't:

- do any of the above (page 14)
- use any power-driven machinery including a lawn mower or weed whacker
- load or unload trucks
- cook or bake
- use ladders
- work past 9 p.m. (during the summer)
- work more than eight hours in one day

Your supervisor is responsible for following labor laws and child labor laws. He or she should never ask you to use equipment until you are taught how to safely operate it. If you are under 16, you may not operate any power equipment on the job. That's the law.

Your supervisor should not ask you to do work that puts you in danger. If your supervisor asks you to do something that you feel is dangerous, talk with your supervisor if you are comfortable doing so to share your concerns. If you are not comfortable talking with your supervisor, contact your Step Up Job Coach for assistance.

Abuse and Harassment

Abuse and harassment on the job are against the law. A harasser could be another summer youth worker or an adult.

Sexual harassment is any unwelcome sexual advance, request for sexual favors, or other verbal or physical conduct of a sexual nature.

Some examples of sexually harassing behavior include:

- verbal comments or actions about genitals, sexual acts, clothing, appearance, etc.
- mocking, teasing or taunting in a suggestive manner
- repeatedly talking to someone about sexual matters when he/she doesn't want to
- obscene clothing, with or without words
- catcalls or whistles
- making sexual sounds

Abuse is defined as intentionally injuring another person either verbally or physically. Types of abuse include verbal, physical and sexual abuse.

- **Verbal abuse** can include name-calling, teasing or repeated insults.
- **Physical abuse** is any act which results in non-accidental injuries to a person. Some types of discipline including shaking, kicking, or hitting are defined as physical abuse.
- **Sexual abuse** is any act of sexual assault or exploitation of a child. Examples of sexual abuse include touching the intimate parts of a child or asking a child to touch someone else intimately.



If any words or actions make you feel uncomfortable on your job, tell your supervisor or job coach immediately.

Complaint Procedures

This section gives you information that you will need to know if you decide to make a complaint. You may want to talk about your decision and these procedures with your supervisor or another adult. This section covers two kinds of complaints: program and discrimination. Keep this information in case you need to look at it again.

If you feel that the Step Up Program has treated you unfairly, you may file a complaint. If you have been denied services, you have the right to an appeal. If you wish to file a formal complaint or an appeal, please see your supervisor for help.

A. Program complaint

This type of complaint is only for the operation of the Step Up Program. If you have a complaint about the Step Up Program, contact Maryan Sharif-Abdinassir, Level 1 Program Manager by calling 612-673-2106.

If you feel your complaint is not addressed to your satisfaction, you may contact the complaint officer for Minneapolis Employment and Training.

Jeremy Lundborg, Complaint Officer MET

505 Fourth Ave. S. Suite 320
Minneapolis, MN 55415
Phone: 612-673-6220

B. Discrimination complaint

The Minneapolis Civil Rights specifies that it is illegal to discriminate based on race, color, creed, ancestry, religion, sex, national origin, age, disability, affectionate preference, marital status or public assistance.

It is also illegal to:

- Retaliate against any person because he/she opposed discrimination
- Conceal information about discriminatory acts
- Aid, abet, compel, coerce, incite or induce another person to discriminate
- Use advertisement, application forms or any other mechanism to bring about discrimination

To file a discrimination complaint, you may call 612-673-3012 (TTY 612-673-2044) or write to:

Intake Officer
Minneapolis Department of Civil Rights,
350 S. Fifth St. - Room 239
Minneapolis, MN 55415

You may file a written complaint up to one year of the occurrence of the alleged violation. Your written complaint must contain: your name, address and phone number, the reason for the complaint and a brief statement of the allegations. It must be signed and dated by you. The Complaint Investigation

Unit of the MDCR will perform a full, fair and impartial investigation of a discrimination complaint occurring in Minneapolis.

Filing a discrimination complaint with the Minneapolis Department of Civil Rights

It is not difficult to file a complaint with the Minneapolis Department of Civil Rights. The intake officer will meet with anyone wishing to discuss their right to file a complaint because of an incident that happened in Minneapolis.

During the meeting(s), the intake officer explains the civil rights law and may collect information that will later be used to draft a formal charge of discrimination. The Minneapolis Department of Civil Rights does not offer legal advice. For legal advice, contact the Lawyer Referral and Information Service at 612-752-6666 or the Legal Aid Society at 612-332-1441.

Some things to remember about filing a complaint:

- Discrimination is a community concern. A person does not have to be directly affected by discrimination to file a complaint.
- Respondents should keep track of dates, documents, witnesses, and other possible evidence that would help the investigation.
- Keep the investigator updated of changes in address, home and work phone numbers, legal representation, etc., throughout the investigation.
- Complainants and respondents have the right to legal representation throughout the investigation or during hearings.
- Cases must be filed within one year of the incident that was considered to be discriminatory.

Acknowledgement of Receipt and Review of this Handbook

Directions



1. This handbook is intended to provide Step Up interns with the information they need to know to have a successful internship experience.
2. It is required that the supervisor of each Step Up intern reviews this handbook with the intern during the first day of work orientation process. Be sure to allow time for questions or clarifications from the intern as needed.
3. Once this review is complete, print the name of the intern, the work site, and the supervisor in the lines provided.
4. Then, the supervisor and intern must sign and date below verifying that the review was completed.
5. Tear off this page and give the page to the Step Up job coach.

Please Print

Intern Full Name: _____

Supervisor Full Name: _____

Work Site: _____

I am signing below to verify that I reviewed this handbook with the intern.

Supervisor Signature

Date

I am signing below to verify that my supervisor reviewed this handbook with me.

Intern Signature

Date

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