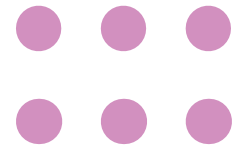


# step up

## **Policies and Procedures**

Program Dates: June 27 - August 26, 2022

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Welcome to the 2022 City of Minneapolis Step Up Program! We are delighted that you made the commitment to be a supervisor of Step Up interns. You play a vital role in our community's efforts to help youth prepare for the future.

## Introduction

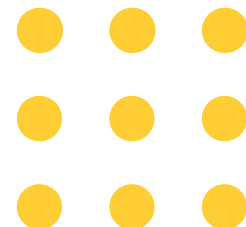
At a time when we have an enormous equity gap and a shocking regional workforce shortage, Step Up is a solution to both. We're at a point where no one group or organization can solve the challenges we face. The government can't do it alone. The private sector can't do it alone. Philanthropy can't do it alone. The only way we'll move forward is by standing united. Step Up is a collective of partners—a backbone of support that joins nonprofits, businesses, corporations, schools and the City together in a common goal: to prepare today's youth for tomorrow's careers and build a strong regional economy.

## What is the Step Up Program?

Step Up prepares Minneapolis youth for tomorrow's careers. Step Up recruits, trains and typically places more than 1,400 young people (ages 14-21) in paid summer internships at more than 200 employers each year. With a collective of partners spanning 15 industries and multiple sectors, Step Up is the largest and most enduring program of its kind in our region.

Step Up supports historically underrepresented youth in Minneapolis who are ready to navigate the professional world. The program helps organizations diversify their workforce and build a base of young, skilled workers for the entire region. Step Up has provided over 30,000 internships since 2003, yielding a competitive talent pipeline, a stronger economy and millions of dollars in wages for Step Up interns.

Step Up is a partnership among the City of Minneapolis, AchieveMpls, CareerForce, and Project for Pride in Living.





A photograph of two young men in a meeting room. The man in the center, with short blonde hair, is leaning forward and looking at a screen. The man on the left is partially visible, looking towards the center. The screen displays the text "ONE DRIVE". The background is a blurred office environment. There are decorative elements: a yellow circle at the top center, a light blue circle at the top right, and a 4x3 grid of yellow circles at the bottom right.

A place where youth  
**KICK START**  
their careers





### City of Minneapolis:

City of Minneapolis Employment and Training leads the strategic direction for Step Up and administers, funds, and contracts to all partners for the program. Its responsibilities include:

- Innovating, collaborating, and setting the goals and vision for how to serve youth better.
- Collaborating with partners to determine the goals, vision, and logistics for the program.
- Overseeing the general operation of Step Up and providing supervision, support, and guidance to contracted partners.
- Preparing, revising, and submitting grant requests and reports to stakeholders.
- Maintaining youth files and program records for reporting and monitoring purposes.
- Ensuring federal and state laws, rules, and regulations are followed.



### CareerForce:

Members of the CareerForce oversee matching, on-board, and supporting 14-15 year old interns throughout the spring and summer:

- Support supervisors and interns.
- Provide forms, transit passes, and handbooks.
- Answer questions about child labor laws, program rules, and help determine the proper course of action in situations that require guidance.
- Refill positions (as appropriate) if a youth leaves or is terminated.
- Help mediate problems with youth and solve performance issues.
- Are the initial point of contact for concerns, suggestions, or complaints.
- Interviewing and referring youth to appropriate jobs.



### AchieveMpls:

Step Up partners with AchieveMpls to recruit Level 2 youth, train all youth in high school and older and recruit internships, paid for by the employers, for youth 16-21 years old. AchieveMpls also supports Level 2 supervisors and interns at this level throughout the summer and directs pipeline activities for interns interested in specific industries.



### Project for Pride in Living (PPL):

Project for Pride in Living (PPL), provides work readiness training for Level 1 interns in middle school, preparing youth for their summer work experience. Experts at PPL helped build the framework for our training—aligning our curriculum with the Minneapolis Public Schools career readiness seminar so youth can receive direct high school credit for their training. In addition, PPL offers a specialized healthcare training for Step Up interns who are matched with internships in healthcare.

## The Successful Worksite Supervisor

Step Up emphasizes the connection between work and education, with the added emphasis of building the work skills of youth. Your organization has agreed to carry out various responsibilities as outlined in the Worksite Agreement. The worksite should provide sufficient meaningful work for the youth as described in your agency's Job Description. A sample copy of the Worksite Agreement and Job Description are included in the appendix section of this manual. Additional support for supervising interns is provided in the Supervisor's Handbook that was provided to you at orientation.



### Expectations of Supervisors

- Orient each Step Up intern to program/agency rules and expectations using the Step Up Handbook and Checklist.
- Teach proper use of equipment before use, safety precautions, and maintain a safe work environment.
- Abide by all state and federal labor laws, as well as the Equal Employment Opportunity laws.
- Immediately report injuries occurring at the worksite and ensure that any injured employee receives the appropriate medical attention.
- Provide appropriate supervision based on youth's age and job duties.
- Provide sufficient materials and work for the youth.
- Assure that youth work the hours specified on the Job Description Form and only 20 hours per week.
- Keep accurate attendance records using the Daily Work Attendance sheet.
- Maintain copies of the Supervisor's Policies and Procedures, Supervisor Handbook, and the Worksite Agreement at each of your worksites.
- Act as a future reference for youth.
- Minimum of 2 site visits per summer by designated Job Coach.



### Right to Know Act of 1983

The Employee Right to Know Act was passed by the State Legislature during the 1983 session and is enforced as part of the Occupational Safety and Health program in the Department of Labor and Industry. The Employee Right to Know Act is intended to ensure that employees are aware of the dangers associated with hazardous substances, harmful physical agents, or infectious agents that they may be exposed to in their workplaces. The Act requires employers to evaluate their workplaces for the presence of hazardous substances, harmful physical agents, and infectious agents and to provide training to employees concerning those substances or agents to which employees may be exposed.

Written information on hazardous substances, harmful physical agents or infectious agents must be readily accessible to employees. Employees have a conditional right to refuse to work under imminent danger conditions or if the required information and training are not provided by the employer. Labeling requirements for containers of hazardous substances and equipment or work areas that generate physical agents are also part of the Act.

## Payroll Procedures

### Daily Work Attendance Sheets

Step Up interns must sign in and sign out every day using the Daily Work Attendance Sheet (or other approved format). A blank form is provided in the appendix. **You must keep the completed forms for 5 years and be able to produce them, on demand if requested, both during and after the program ends.**

### Quickbooks (Electronic Time-card System)

Step Up workers are temporary summer employees. Every other week, according to the payroll schedule (page 10), each supervisor (or agency designee) must complete an electronic time sheet for their Step Up interns. Interns will sign in and out each day at work and record their total hours worked for the day. At the end of the pay period, the intern and their supervisor must date and sign the time log to verify its accuracy. The supervisor (or agency designee) will use this verified time log to complete the Quickbooks Time Card for each intern.

All electronic Quickbooks submissions are due on the last Friday of the payroll period. Quickbooks will lock any additional submissions after that point. If you fail to submit your time-cards by that time, you will need to contact Shandella Darring at 651-341-6576.

If an intern is fired, by law, they can demand their final paycheck within 24 hours. Be sure the youth sign their Daily Work Attendance Sheet before they leave your agency. Then, immediately notify Shandella Darring at 651-341-6576.



Level 1 Step Up  
Interns can work a  
maximum of

**8 hours  
per day.**

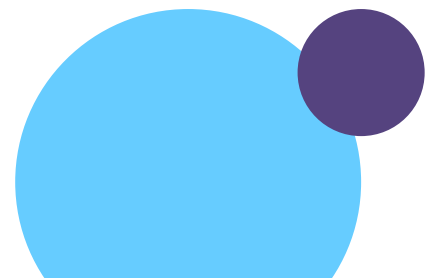


Level 1 Step Up  
Interns can work a  
maximum of

**20 hours  
per week.**

### Hours

- If an intern works more than the hours allowed per pay period, the agency will be in violation of program rules and they will be responsible for all payroll costs for any hours in excess of the allowed.
- All hours worked must be paid, including orientation. However, program regulations prohibit paying youth for lunch breaks.
- Keep in mind that if you require their attendance at a special agency event, youth must be paid.

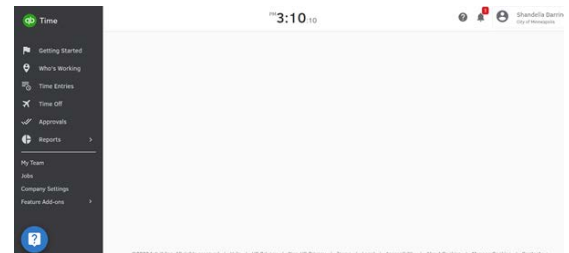




# Supervisor Time Card Instructions

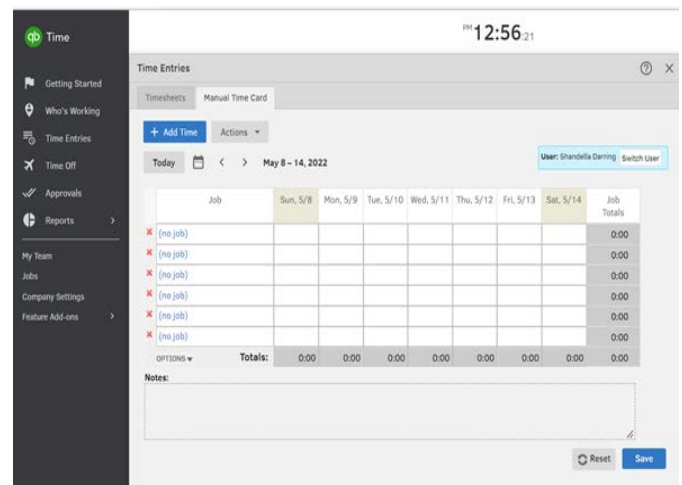
1. If you're new to using Quickbooks, start by accepting the email invitation from Quickbooks to join. If you've used Quickbooks in the past, log in using your email and password. If you have trouble remembering your login info, follow the "Forgot?" link to be walked through the retrieval process.

2. "X" out of all 3 pop up's that appear so your home screen looks like this:



3. Click "**Time Entries**" located along left column then click the "**Manual Time Card**" tab in the upper left of the new pop-up window.

This is what your Time Entries window should look like when entering time for your interns.



In the Time Entries window, click "**Switch User**" in the top right corner and begin typing the name of a Step Up intern. Select their name when it appears. You are now viewing the time card for that intern.

4. Using the completed AND verified *Daily Attendance Sheet* for that intern, enter the hours worked (using decimals if needed) for each day during that week on the top row. Be sure to round all hours entered to the nearest .25 hour. Click the blue "**Save**" button in the bottom right.

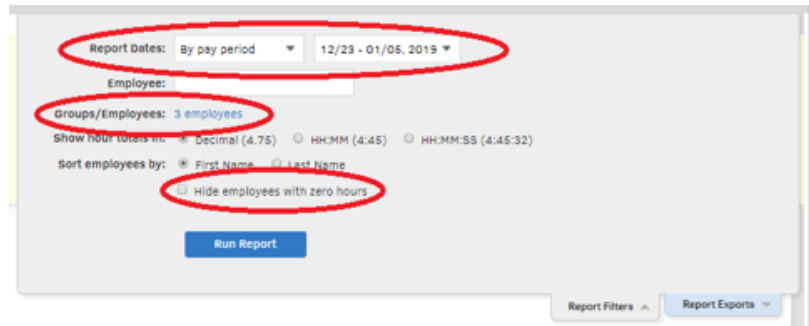
5. Click the right arrow in the top of the Time Entries window to switch over to the second week of the pay period. For convenience, you may click the "**Action**" button in the upper left corner "**Copy Previous Week's Time-sheet**" to duplicate the hours you entered the week prior and simply edit as needed. Click the blue "**Save**" button in the bottom right.

6.

Repeat steps 3-5 for each Step Up intern you are responsible for until you've completed hours for all interns in your Group.

7.

Once you've entered all hours worked for each of your interns for that pay period, it's a good idea to double-check everything before submitting. To do so, click **"Reports"** along the left column and then **"Payroll Report"**.



A new popup window will appear. For **Report Dates**, select **"By Pay Period"** and the appropriate pay period date range. Make sure that only your Group is selected for Groups/Employees. Make sure to **UNCHECK** the box that asks to **"Hide employees with zero hours"** (in case you may have missed someone, you want them to show up so you can catch it and add hours for them). Click the **blue** button to **"Run Report"**.

8.

This *Payroll Report* allows you to view all interns in your Group with their total hours worked for that pay period. You may also click the **"+"** symbol before their name to see total hours worked per day and type of hours worked.




Intern Name	Total Hours	Total Payroll	Total Overtime
Test Intern #1	18.75	18.75	0.00
Test Intern #2	17.00	17.00	0.00
Test Intern #3	20.00	20.00	0.00

9.

Once you've double-checked all hours for that pay period, it's time to approve your time cards. Click **"Approvals"** on the left column. For Report Dates, select **"By Pay Period"** and the appropriate pay period date range. Make sure that only your Group is selected for *Groups/Employees*. Click the **blue** button to **"Run Report"**.

10.

First, check to make sure the hours listed match your records for each intern and then click the **blue** **"Approve"** button. If you have multiple interns needing approval, it may be quicker to



Intern Name	Total Hours	Approve
Test Intern #1	18.75	Approve
Test Intern #2	17.00	Approve
Test Intern #3	20.00	Approve

check the box next to each intern you'd like to approve and click the **"Approve Selected"** button to approve multiple interns at once. When interns are successfully approved, the **"Approve"** button fades to grey and their information will be highlighted in green.

HELP

If you have any questions regarding intern hours, please contact Shandella Darring at 651-341-6576. If you have questions regarding technical issues while using Quickbooks, please contact Customer Support at 888-836-2720 or use the Live Chat feature on their website.

# stepup

## 2022 Summer Payroll Schedule

Pay Period Sunday-Saturday	Time-sheets Due in Quickbooks	Pay Date	Additional Notes
June 19 – July 2	July 1	July 15	Most youth will start work on June 27. This will mean the first paycheck received will be for one week of work.
July 3 – July 16	July 15	July 29	Youth may NOT be scheduled to work on July 4.
July 17 – July 30	July 29	August 12	
July 31 – August 13	August 12	August 26	
August 14 – August 27	August 26	September 9	Most youth will end work by Aug. 26. <b>Prior approval is required to have youth work past August 26.</b>

\*Level 1 interns are limited to 20 hours of work at your work sites each week and **MAY NOT** work more than 8 hours per day.



## Discipline and Termination Procedures

The purpose of discipline is to correct behavior. Make sure you have a plan in place for dealing with potential and actual disciplinary problems at your worksite.

Corrective discipline corrects unacceptable behavior such as absenteeism, tardiness, poor performance or personal phone use. Usually verbal or written warnings, and occasionally, suspensions are an appropriate response to these kinds of behaviors. All warnings, including verbal warnings and required corrective actions must be documented. When discipline is necessary it is important to address the issue as soon as possible and in a private setting.



Please use the provided Intern Performance Improvement Plan and the following steps when working with your interns to correct their behavior.

**First incident (1):** inform the intern about their work related performance problems and then teach them how the problem should be corrected. Describe the desired behavior in detail.

**Repeat (2) incident:** provide the intern with a verbal warning and together complete the Intern Performance Improvement Plan. Send a copy of the plan to your Job Coach and keep a copy on file at your worksite. Support the youth to successfully execute the plan.

**Repeat (3) incident:** provide the intern with a written warning and together review the previous plan, discuss why it isn't working, and then develop a new plan. Send a copy of the plan to your Job Coach and keep a copy on file at your worksite. Support the youth to successfully execute the plan.

**Repeat (4) incident:** call your Job Coach to discuss other options. If you want to terminate the intern you must speak to the Job Coach first. Our goal is to help young people develop positive work habits. In very rare cases immediate termination may be necessary, please contact your Job Coach or the Workforce Center Coordinator if any of the following incidents occur:

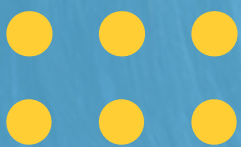
- Theft
- Physical assault or threatening assault
- Coming to work intoxicated
- Bringing alcohol, illegal drugs, or a weapon to work
- Refusing to work

When providing discipline please remember to:

- Avoid procedural error – be familiar with all rules and regulations
- Thoroughly investigate the facts including the intern's explanation
- Explain to interns that continuous behavior will lead to harsher penalties
- Ensure that the suggested discipline is the same as that given to other youth who have acted similarly
- Ensure you and your Job Coach / Career Center are in agreement
- Decide if there is enough evidence to justify termination



Preparing youth for  
**BRIGHT FUTURES**  
through professional  
skills training



# Safety, Emergency Procedures and Workers Compensation

## Safety

Step Up interns need guidance to work safely. Their inexperience counts against them. In fact, workers with less than one-year of work experience account for almost one-third of the occupational injuries every year. Take these 3 steps to help prepare youth to work safely.

### 1. Train Interns to Put Safety First.

Supervisors can help compensate for inexperience by showing interns how to do the job correctly. What may be obvious to an adult may not be so clear to an intern tackling a task for the first time. Training interns to work safely is a multi-step process:

- Give them clear instructions and tell them what safety precautions to take.
- Ask them to repeat your instructions and encourage them to ask questions.
- Show them how to perform the task. For example, demonstrate proper lifting techniques, if lifting is required at your worksite. Then watch them while they do it, correcting any mistakes.
- Teach interns about wearing proper clothing and shoes for the tasks required and the environment they will be working in.
- If the interns work outside, teach them about being prepared for the weather, staying hydrated, keeping cool, and taking breaks.
- Finally, ask if they have any additional questions.

It is important to point out the potential safety hazards of horseplay and fighting, inattention, and improper lifting techniques.



### 2. Show Interns How to Use Safety Equipment.

The Fair Labor Standards Act (FLSA) prohibits young workers from doing tasks identified as particularly hazardous, including operating heavy equipment, using meat slicing machines, working late at night, and using certain power tools. FLSA does not eliminate every potential hazard, however, and some workers may still need to wear protective equipment such as safety shoes, hard hats, or gloves, depending on the nature of their work. If safety gear is required, be sure that workers know when they need to wear it, where to find it, how to use it, and how to care for it.

In other cases, teens may simply need to know about the safety features of equipment or facilities. For example, they may need to be aware that they must keep exit doors free from clutter.

### 3. Prepare Interns for Emergencies.

Every worker needs to be ready to handle an emergency. Prepare your youth to escape a fire by pointing out exit locations and evacuation routes. Interns also need to know who to report to if an injury occurs or if they need first aid or medical care. Minneapolis Employment and Training has workers' compensation insurance to cover Step Up interns. It is imperative that reports of injury are made quickly (**within 24 hours**) and that the following procedures are followed to assure injured workers that neither they nor their families are harassed to pay any medical bills that may be incurred.





## Emergency Procedures

Assess the severity of the injury. You should refer an injured employee for medical care who has:

- Significant injuries, i.e. eye injuries, burns, suspected broken bones, uncontrolled bleeding, head injuries, chest pain, or breathing problems.
- Back/neck strains and other moderately painful muscle strains. Muscle pain usually peaks within 24-48 hours after injury.
- Any injury that results in lost work time.
- Or any injured employee who requests medical care. (If the injury/illness is NOT work-related, the employee should treat with his/her own doctor.) If you are unsure whether an employee should be seen by a doctor, discuss the situation with Tammy Dickinson at 612-673-5041.

If the injury appears life threatening or if you have any questions as to the severity of the injury, call 911.

- Contact the parent or guardian to inform them of the injury. This information should be at the worksite on an Emergency Contact List.
- Contact Tammy Dickinson at 612-673-5041 to let him know that an injury has occurred and to expect a First Report of Injury form.

## If medical care is needed:

**Step 1:** Arrange transportation of the injured employee to a clinic or hospital.

**Step 2:** Inform the hospital or clinic that the injury occurred at work and that the employer of record is Minneapolis Employment and Training. This is to ensure that the intern will not be billed for the visit. The hospital or clinic staff will know how to handle your appointment and what paperwork needs to be sent to Minneapolis Employment and Training.

**Step 3:** Complete the top portion (sections 1-25) of the First Report of Injury. Minneapolis Employment and Training will complete the bottom of the form. Make sure you fill out the top of the form completely and carefully (see appendix).

**Step 4: IMPORTANT: Fax or email the First Report of Injury form to Tammy Dickinson at 612-673-5041 or [Tammy.Dickinson@Minneapolismn.gov](mailto:Tammy.Dickinson@Minneapolismn.gov) within 24 hours of the injury.**

Keep the original for your records and give a copy to the injured intern. This report is very important. The State of Minnesota will levy a fine against the program if the report is not filed with the insurance company and forwarded to the State within strict time limits. Please note that workers are not paid lost wages by workers' compensation insurance unless they miss more than 3 days of work.

**Step 5:** It is Step Up Program policy to pay the youth for the remainder of their shift on the day they are injured (whether or not they are able to return to work after visiting the clinic). Please account for this lost time on their time sheet as if they were at work.

**Step 6:** The injured worker must bring back a signed workability report, or a signed note, from the physician to the supervisor. **Interns may not come back on the job unless they submit one of these documents.**

## When an Employee Returns to Work After an Injury

- Call Tammy Dickinson at 612-673-5041 to let Minneapolis Employment and Training know that the intern has returned to work. Scan and email a copy of the workability report or note to Tammy at Tammy.Dickinson@Minneapolismn.gov as soon as the employee returns to work. All visits to a hospital or clinic must be followed with a workability report or a signed note from the physician.
- Review the workability report or the physician's note and let the employee know what they can do, based on the report.
- Find safe work for the employee, based on the restrictions. Please notify Minneapolis Employment and Training if you cannot find, or if you run out of, safe, transitional work for the intern.

If an intern misses scheduled work time to go to a follow-up doctor's visit for a worker's compensation claim, they should be paid for the time missed as if they were at work.

**As the intern's supervisor, you must be available to answer questions and provide needed follow-through with all claims until they are completed, including after the summer program has concluded.**

If an employee states that they cannot work at any time during their recovery, they must be seen by the doctor that day to determine if the employee needs more restrictions or a change in treatment. Benefits are not paid unless time off is authorized by the physician. Supervisors should not send an employee home without first sending them to a health care provider.



Notify Minneapolis Employment and Training if any of the following situations occur:

- If an intern leaves work early but isn't seen by a physician the same day.
- If you have to send an intern back to the doctor because s/he cannot work because of pain or cannot physically do the job because of the injury.
- To discuss a plan of action if the intern is taken off work completely or is having difficulty performing the transitional job.
- To discuss disciplinary action or potential termination of any injured employee.

**Never discipline an injured employee without speaking with Minneapolis Employment and Training first!**

## General Suggestions When Handling Work Injuries

If an intern reports an injury that you don't think really happened, should you report it?

Yes, filing a First Report of Injury is not an admission of liability. It is NOT up to you to decide if an injury is work-related; you just have to report it. By law, you must report any incident claimed to be work related by the employee.

However, be sure to inform Minneapolis Employment and Training of your concerns. Be as specific as possible. Gather documentation including signed statements from witnesses. Any information you can provide will help in determining whether the claim should be paid.

## Communicate with Minneapolis Employment and Training

There is no such thing as too much communication when it comes to an injury. Make sure that Minneapolis Employment and Training is aware that an employee has been injured as soon as possible.

Tammy Dickinson is the Worker's Compensation representative for Minneapolis Employment and Training. He can be reached at 612-673-5041. He is available to answer your questions and walk you through the process.

## Preventing Harassment, A Supervisors Responsibility

### City of Minneapolis Harassment Policy

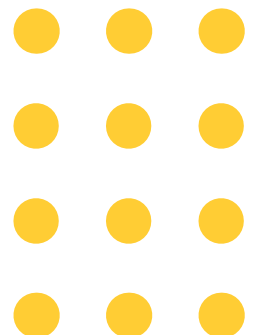
The goal of the City of Minneapolis in implementing and maintaining this policy is to establish a work environment in which all employees are respected. Harassment in the workplace based on race, color, creed, religion, national origin, affectional preference, marital status, status with regard to public assistance, disability, sexual orientation, or age is unacceptable and will not be condoned or tolerated. Such harassment may be in violation of the Minneapolis Civil Right Ordinance, the Minnesota Human Rights Act, and the Civil Rights Act of 1964, as amended.

### Sexual Harassment

Sexual harassment of a City employee, a Step Up participant, an applicant for employment, or the public, by City officials or employees is prohibited. The City of Minneapolis has adopted the following definition of sexual harassment:

Sexual advances, requests for sexual favors, and other verbal or physical acts of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual.
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.



Courts have recognized acts of harassment directed at a person because of gender to be sexual harassment even though there was no behavior of a sexual nature. The City adopts this interpretation as part of its policy. Sexual harassment is a violation of federal and state laws and the Minneapolis Civil Rights Ordinance, and may expose not only the City but individuals to significant liability under the law.

## The following are examples of acts of sexual harassment:

### **Physical assault of a sexual nature, such as:**

- Rape, sexual battery, molestation or attempts to commit those offenses, or committing an act with intent to cause fear in another of immediate bodily harm or death.
- Intentional physical conduct which is sexual in nature, such as touching, pinching, patting, grabbing, brushing against another employee's body, or touching the clothing covering the immediate area of the complainant's intimate parts.

### **Sexual advances, propositions or other comments, such as:**

- Sexual-oriented gestures, sounds, remarks, jokes, or comments about a person's sexuality or sexual experience directed at or made in the presence of any employee.
- Preferential treatment or promise of preferential treatment for submitting to sexual conduct, including soliciting or attempting to solicit any employee to engage in sexual activity for compensation or reward.
- Subjecting, or threatening to subject, an employee to sexual attention or conduct or intentionally making job performance more difficult because of the employee's sex or sexual orientation.

### **Display of publications anywhere in the workplace such as:**

- Displaying or publicizing pictures, posters, cartoons, calendars, graffiti, objects, promotional materials, reading materials, music, or other materials that are sexually revealing, sexually suggestive, sexually demeaning, or pornographic. (Exceptions will be considered in situations where nudity or sexually explicit language is necessary to convey a message important to public health and/or safety.
- A picture will be presumed to be sexually suggestive if it depicts a person of any sex who is nude or semi-nude and/or posed for the obvious purpose of displaying or drawing attention to private portions of their body).
- Displaying signs or other materials purporting to segregate employees by sex in any area of the workplace other than rest rooms and similar semi-private lockers/changing rooms.

### **Sexual favoritism. Impact on other employees:**

- Where employment opportunities and benefits, including but not limited to job assignments or promotions, are granted because of an individual's submission to an employer's sexual advances or request for sexual favors, the employer may be held liable for sex discrimination against other persons who were qualified for but denied that employment opportunity or benefit. Such actions constitute sexual favoritism, which is a violation of the policy.





## Other Forms of Harassment

Physical or verbal conduct that is based on the individual's race, color, creed, religion, national origin, sex (other than sexual harassment), affectional preference, marital status, status with regard to public assistance, disability, sexual orientation, immigration status or age constitutes harassment when the conduct:

- Has the purpose or effect of creating an intimidating, hostile or offensive working environment.
- Has the purpose or effect of substantially or unreasonably interfering with an individual's work.
- Otherwise adversely affects an individual's employment opportunities, such as compensation, terms, conditions, or privileges of employment.

Whether a work environment is intimidating, hostile, or offensive is determined by looking at all the circumstances, which may include the frequency of the conduct, its severity, whether it is physically threatening or humiliating or merely offensive, and whether it unreasonably interferes with the employee's work performance.

An employee has the obligation to notify the supervisor of any religious requirements that are relevant to the performance of his or her duties. The employee may request specific considerations for religious dress requirements, religious prayer time during the workday and time off for religious holidays. The agency should consider an employee's religious requests. The agency should not grant a request if it would create an undue hardship because of cost, or health and safety concerns.

The following are examples of acts of harassment in the workplace:

(based on race, color, creed, religion, national origin, sex, affectional preference, marital status, status with regard to public assistance, disability, sexual orientation, or age):

- Making derogatory remarks, gestures, or comments directed at or made in the presence of any employee. Examples include, but are not limited to, telling someone who was born outside of the United States to go back to where they came from; making fun of someone's accent; calling a pregnant woman fat; making negative remarks about an employee's race or culture; teasing someone for wearing religious dress requirements, such as a turban or sari, or for praying during the workday or asking gender related or sexual orientation questions.
- Using derogatory terms directed at, made in the presence of, or behind the backs of any employee, such as racial epithets. These can include anything referring to someone's race, color, creed, religion, national origin, gender, affectional preference, marital status, status with regard to public assistance, disability, sexual orientation, or age.
- Taking adverse employment action against any employee, such as demoting or terminating an employee.

- Intentionally making job performance more difficult for an employee. For example, making an employee the target of practical jokes because they are gay; excluding an employee from a team or duties because of their religion; refusing to supervise or work with an employee because of the employee's national origin; and giving an employee undesirable job duties based on the employee's gender.
- Displaying derogatory publications anywhere in the workplace, included in but not limited to publications such as: posters, cartoons, calendars, graffiti, objects, promotional materials, reading materials, music e-mails, web sites, or other materials.
- Making derogatory jokes. For example, making jokes about an employee's religious beliefs; joking about an employee's accent; or telling homophobic jokes.
- Forcing a female identified, male identified, or non-binary trans young person to abide by or outing, their birth gender.

Any person who feels they are being subjected to harassing behavior of any kind is encouraged to object to the behavior and report the behavior to their supervisor or other appropriate official.

Any supervisor who receives a harassment complaint or who has reason to believe harassment is occurring must take prompt action to address the complaint.

### **Supervisor's Responsibility**

As a supervisor you play a vital role in maintaining a respectful work environment free from sexual or other forms of harassment. In this role you are responsible for insuring your work area is free of materials, actions, and behaviors.

This responsibility can be managed by committing to a respectful work environment where harassment, of any kind, is not tolerated. Your personal actions can especially influence the work environment and help prevent charges of hostile work environment from occurring. Some of the actions you can take to prevent this form of sexual harassment are:

- Provide an orientation to all youth workers that includes information about prevention of sexual harassment. Discuss who the intern should contact if they have a concern.
- Express strong disapproval of sexual harassment (or any harassment in general) to ensure the work environment is free from even an implied acceptance of harassing behaviors/attitudes. In circumstances where you overhear employees telling lewd jokes or making comments of a sexual nature, intervene and tell the employees their behavior and language is unacceptable and will not be tolerated. Follow through with a write up if necessary.
- Monitor your worksite to ensure there are no postings, drawings, objects, graffiti, or other items that may be offensive to other employees. Examples of prohibited items may include posters and calendars with semi-clad or nude models where the nudity does not have an important public health and/or safety message, cartoons of a sexual nature, pornographic materials, etc.

Allegations of harassment brought forward by an individual require immediate attention and appropriate action.

- Listen actively and objectively to the complaint.
- Inform the Career Center Coordinator of the allegations or problem behavior and discuss appropriate action to be taken. North: 612-299-7209
- At minimum you should speak directly to the alleged harasser and inform them that continued behavior of this nature will lead to formal disciplinary action. You may need to address the entire work-group (orally) and discuss why what you observed or were reported to you may be a violation of the City's Policy on Preventing Harassment. Be sure to follow the Step Up "Effective Discipline" procedures from the "Improving Performance and Work Habits" section of this manual.

Take action immediately when allegations or observations indicate that harassment may be occurring. It is your responsibility to take allegations seriously, to intervene and stop the harassing behavior.

### **Retaliation is Prohibited**

It is a violation of this policy to retaliate or engage in any form of reprisal because a person has raised a concern, filed a complain of, been a witness to, or otherwise participated in an investigation related to harassment based on race, color, creed, religion, national origin, sex, affectional preference, marital status, status with regard to public assistance, disability, sexual orientation, immigration status or age.

### **Complaint Procedures**

Each Step Up Intern must be oriented to the complaint procedure in the Summer Youth Handbook. Allow each worker time to read this procedure and ask questions about it as part of their comprehensive orientation.

There are two types of complaints that can be filed by an intern: program complaints and discrimination complaints.

Program complaints address issues regarding the operation of the program. Discrimination complaints address alleged mistreatment due to race, color, creed, ancestry, religion, sex, national origin, age, disability, affectional preference, immigration status, marital status or status with regards to public assistance.

The next section provides details about the complaint process. It supplements the information that is provided to each intern in the Summer Youth Handbook. If a Step Up Intern wishes to file a complaint, you can use the following information to help you guide them through the process.





## **Program Complaints**

If an intern has a complaint relating to Minneapolis Employment and Training's Step Up Program they may state their complaint by calling 612-673-5294 or writing to:

**Linda DeHaven, Minneapolis Employment and Training**  
505 Fourth Avenue South, Suite 320, Minneapolis, MN 55415

Interns can file a written complaint with Minneapolis Employment and Training within one year of the occurrence of the alleged violation. The written complaint must contain: intern's name, address and phone number, the basis of the complaint and a brief statement of the allegations. It must be signed and dated.

## **Discrimination Complaints**

The Minneapolis Civil Rights Ordinance specifies that it is illegal to discriminate based on race, color, creed, ancestry, religion, sex, national origin, age, disability, affectional preference, immigration status, marital status or status with regards to 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. If an intern feels that they have been discriminated against for any of the reasons listed, they may file a complaint within one year of the incident. The written complaint must contain the youth's name, address and phone number, the basis of the complaint and a brief statement of the allegations. It must be signed and dated.

Step Up Interns can file their complaint by contacting:

Linda DeHaven  
Minneapolis Employment and Training  
505 Fourth Avenue South, Suite 320, Minneapolis, MN 55415  
612-673-5294

or

Intake Officer  
Minneapolis Department of Civil Rights (MDCR)  
City Hall-Room 239, 350 South Fifth Street, Minneapolis, MN, 55415  
612-673-3012 (TTY 612-673-2044)





The Complaint Investigation Unit will perform a full, fair, and impartial investigation of a discrimination complaint occurring in Minneapolis.

### **MDCR Discrimination Complaint Filing**

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 happens 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. Please note the MDCR does not offer legal advice. For such advice Complainants may wish to contact the Lawyer's 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 number, legal representation, throughout the investigation.
- Respondents have the right to legal representation throughout the investigation or during hearings.
- Cases must be filed within one year of discriminatory incidents.





**We connect youth to  
training and internships  
at over 200 top local  
employers**



## APPENDIX: DAILY WORK ATTENDANCE SHEET

Pay Period _____ TO _____	Agency: _____
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Program regulations prohibit paying for lunch breaks.

Intern Name: \_\_\_\_\_

DATE	TIME IN	LUNCH OUT	LUNCH IN	TIME OUT	HOURS WORKED	INTERN INITIALS

DATE	TIME IN	LUNCH OUT	LUNCH IN	TIME OUT	HOURS WORKED	INTERN INITIALS

TOTAL HOURS WORKED THIS PAY PERIOD: \_\_\_\_\_

SUPERVISOR SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

YOUTH SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

# APPENDIX: FIRST REPORT OF INJURY

MN Department of Labor and Industry  
 Workers' Compensation Division  
 (651) 284-5032 or 1-800-342-5354

## First Report of Injury

See Instructions on Reverse Side



Print in ink or type

Enter dates in MM/DD/YYYY format

DO NOT USE THIS SPACE

1. EMPLOYEE SOCIAL SECURITY #		2. OSHA case #		3. Time employee began work on date of injury <input type="checkbox"/> am <input type="checkbox"/> pm	
4. DATE OF CLAIMED INJURY		5. Time of injury <input type="checkbox"/> am <input type="checkbox"/> pm		6. Date of death # of dependents (if death is related to injury)	
7. EMPLOYEE Name (last, suffix, first, middle)				8. Gender <input type="checkbox"/> M <input type="checkbox"/> F	
				9. Marital status <input type="checkbox"/> Married <input type="checkbox"/> Unmarried	
10. Home address			11. Home phone #		12. Date of birth
City	State	Zip Code	14. Occupation		15. Regular department
					16. Apprentice <input type="checkbox"/> Yes <input type="checkbox"/> No
17. Average weekly wage	18. Rate per hour	19. Hours per day	20. Days per week	Normal work schedule Sun - Sat S M T W T F S	
				21. Employment status (check all that apply) <input type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Seasonal <input type="checkbox"/> Volunteer	
22. Tell us how the injury/illness occurred, what the employee was doing before the incident (give details), and what the injury/illness was. <i>Examples: "Worker was driving lift truck with a pallet of boxes when the truck tipped, pinning worker's left leg under drive shaft." "Worker developed soreness in left wrist over time from daily computer key entry."</i>					
23. What was the injury or illness (include the part(s) of body)? <i>Examples: chemical burn left hand, broken left leg, carpal tunnel syndrome in left wrist.</i>			24. What tools, equipment, machines, objects, or substances were involved? <i>Examples: chlorine, hand sprayer, pallet lift truck, computer keyboard.</i>		
25. Did injury occur on employer's premises? <input type="checkbox"/> Yes <input type="checkbox"/> No		26. Date of first day of any lost time		27. Employer paid for lost time on day of injury (DOI) <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No lost time on DOI	
Name and address of the place of the occurrence		28. Date employer notified of injury		29. Date employer notified of lost time	
		30. Return to work date		31. RTW same employer <input type="checkbox"/> Yes <input type="checkbox"/> No	32. RTW with restrictions <input type="checkbox"/> Yes <input type="checkbox"/> No
33. Treating physician (name)		34. Extent of medical treatment (check all that apply) <input type="checkbox"/> None <input type="checkbox"/> Minor on-site by employer's medical staff <input type="checkbox"/> Minor clinic/hospital <input type="checkbox"/> Emergency room <input type="checkbox"/> Hospitalization more than 24 hours <input type="checkbox"/> Future major medical anticipated			
35. Certified Managed Care Organization (if any)					
36. EMPLOYER Legal name MINNEAPOLIS EMPLOYMENT & TRAIN			37. EMPLOYER DBA name (if different)		
38. Mailing address 505 4TH AVE S - STE 320			39. Employer FEIN 41-6005375	40. Unemployment ID # 79756910000	
City MINNEAPOLIS	State MN	Zip Code 55415	41. Employer's contact name and phone #		
42. Physical address (if different)			43. Witness (name and phone) - if more than 1 attach a separate sheet		
City	State	Zip Code	44. NAICS code		45. Date form completed
46. INSURER name PMA Ins Co, Contract Administrator MN Assigned Risk Plan			51. CLAIMS ADMIN COMPANY (CA) name (check one) PMA Management Corporation <input type="checkbox"/> Insurer <input type="checkbox"/> TPA		
47. Insured legal name and FEIN MINNEAPOLIS EMPLOYMENT & TRAINING PROGRA 41-6005375			52. CA address PO Box 5231		
48. Policy # (including effective dates) or self-insured certificate # WCMN000334002 06/29/2022 to 06/29/2023	City Janesville	State WI	Zip Code 53547-5231		
49. Insurer FEIN 23-1642962	50. Date insurer received notice		53. CA FEIN 23-2652239	54. CA claim #	
55. To be completed by the CA:	Claim type code:	Type of loss code:	Late reason code:	Salary paid in lieu of comp?	Death result of injury?

MN FR01 (3/16)

Employer: Send copies to Insurer (or Workers' Compensation Division if no insurer), employee, and employee's union (if applicable)

INSURED COPY



# APPENDIX: INTERN PERFORMANCE IMPROVEMENT PLAN



Intern Name	Date
Worksite/Agency	Supervisor

**Behavior (check one):**

- Late
- Unexcused Absence
- Excessive Absence (Excused or Unexcused)
- Failure to Follow Directions
- Other (Brief Description): \_\_\_\_\_
- Inappropriate Dress or Missing Required Uniform
- Inappropriate Language
- Use of Cell Phone or Internet Without Approval

**Provide details of the behavior, including specific examples:**

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**Improvement Plan (to be created by the intern and the supervisor together):**

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**Was the intern given a verbal warning about this behavior before this corrective action?** \_\_\_Yes \_\_\_No

If yes, on what date: \_\_\_\_\_ Please attach any additional notes regarding previous warnings.

Intern Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Provide a copy of this document to the intern and your Step Up Job Coach.  
This will become a part of the intern's personnel file.**

# APPENDIX: INTERN PERFORMANCE IMPROVEMENT PLAN (SAMPLE)



Intern Name Jane Doe	Date 7/2/XX
Worksite/Agency ABC Agency	Supervisor Sarah Smith

**Behavior (check one):**

- Late
- Unexcused Absence
- Excessive Absence (Excused or Unexcused)
- Failure to Follow Directions
- Other (Brief Description): \_\_\_\_\_
- Inappropriate Dress or Missing Required Uniform
- Inappropriate Language
- Use of Cell Phone or Internet Without Approval

**Provide details of the behavior, including specific examples:**

On July 2, Jane was frustrated about a project not going well. She chose to demonstrate her frustration by yelling multiple curse words in the lobby where our guests could hear her.

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**Improvement Plan (to be created by the intern and the supervisor together):**

In the future when I am upset or frustrated with work, I will ask my supervisor for a couple of minutes break to cool off. When I return to work I will create a plan to solve the problem. If I need help I'll ask my supervisor or a co-worker for some assistance.

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**Was the intern given a verbal warning about this behavior before this corrective action?**  Yes  No

If yes, on what date: 6/30/XX Please attach any additional notes regarding previous warnings.

Intern Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Provide a copy of this document to the intern and your Step Up Job Coach.  
This will become a part of the intern's personnel file.**

## APPENDIX: AMERICANS WITH DISABILITIES ACT

The United States Congress enacted the ADA in 1990 to enable people with disabilities to enter in to the social and economic mainstream.

The ADA covers people with physical or mental impairments that substantially limit one or more major life activities. People regarded as having a disability, people with a record of a disability and people associated with a person with a disability are also covered under the law.

### **Major life activities may include (but are not limited to):**

- Walking
- Concentrating
- Lifting
- Standing
- Sitting
- Thinking

All City of Minneapolis employees are protected under the ADA. This means that the City of Minneapolis must provide reasonable accommodations to qualified employees who request accommodations in order to perform the essential functions of their job. In addition, an employee or potential employees cannot be discriminated against based on his or her disability.

It's important to remember that you must be qualified for the position you are applying for, or currently filling, to be covered under the ADA. If you have a disability and are working in a job you are well qualified for, then you are covered under the act.

### **So if you are a person with a disability what's considered a reasonable request?**

A request is considered reasonable when it does not impose undue hardship, which means significant difficulty or expense, or doesn't impose health or safety risks. The City of Minneapolis grants all reasonable accommodation requests.

### **Examples of reasonable accommodations include:**

- Rearranging office equipment to make facilities accessible
- Providing talking calculators or large print software
- Using computerized records instead of manual records (changing the way an essential job function is performed)
- Redistributing marginal job functions
- Modified work schedules
- Flexible leave policies

The City of Minneapolis can't make an accommodation unless an employee requests one, so it's the employee's responsibility to initiate the process.



## APPENDIX: CHILD LABOR LAWS

### Guidelines for 14 and 15 year olds working during the summer

These guidelines are a partial summary of state and federal child labor laws as they pertain to youth ages 14 and 15 working through Step Up Level 1 in the summer of 2022. For a more complete list please visit [www.dli.mn.gov/business/employment-practices/child-labor-laws](http://www.dli.mn.gov/business/employment-practices/child-labor-laws) or visit [www.dli.mn.gov/sites/default/files/pdf/youthrules.pdf](http://www.dli.mn.gov/sites/default/files/pdf/youthrules.pdf) or contact your Job Coach.

#### All Interns

May not work before 7:00 a.m. or after 9:00 p.m.

May not work more than 8 hours in a 24 hour period

- Example: 1:00 p.m.—9:00 p.m. on Monday and back at work at 7:00 a.m. on Tuesday is not allowed
- Highlights of prohibited activities by trade/industry:**

#### Fashion

- No laundry
- No dry cleaning
- No textile making machinery

#### Office / Clerical / Media

- No laminators
- No shredders

#### Child Care / Day Camps

- No laundry
- No operating of any rides in a street carnival including loading and unloading passengers
- No laminators
- No commercial dishwashers or ovens/stoves

#### Landscaping

- No power driven machinery (drills, sanders, etc..)
- No use of ladder or scaffolding
- No forklifts
- No work on any construction sites
- No lawn mowers

#### Janitorial / Maintenance

- No lawn mowers
- No laundry
- No use of a ladder or scaffolding
- No welding
- No operating of freight elevators
- No floor polishing equipment

#### Food Service / Kitchen

- No use of a microwave
- No use of slicers or dicers
- No bakery Machines (mixers, dough rollers)
- No selling or dispensing of intoxicating liquors
- No regular work in a freezer or cooler (can enter on occasion to grab an item)
- No commercial dishwashers, ovens, or stoves



## APPENDIX: WORKSITE AGREEMENT

### Summer 2022 Step Up Worksite Agreement Level 1 (Page 1)

This Summer 2022 Step Up Worksite Agreement (Level 1) (hereinafter referred to as “Agreement”) is entered into between your organization, (referred to as the “Worksite”) and the City of Minneapolis Step Up program to provide a professional work experience for individuals participating in Level 1 of the “Step Up Youth Employment Program” (the “Program”). The individuals participating in the Program are hereinafter referred to as “Step Up Worker/s”.

**TERM:** The term of this Agreement shall commence on the June 21, 2022 and continue until August 26, 2022 unless noted otherwise in this agreement.

**SUPERVISION AND TRAINING:** The Worksite agrees to provide a job and direct supervision for the length of this agreement to every Step Up Worker in its workplace. Worksite supervisors shall be Worksite Employees who have supervisory responsibilities and training, as defined by Worksite. Worksite will provide orientation to all supervisors who directly supervise Step Up Workers as to their duties and responsibilities to the Program. The Step Up Worker-to-supervisor ratio shall not exceed 5:1. The Worksite shall ensure that a substitute supervisor is available for times when the regular supervisor is absent and that this substitute is also advised as to their duties and responsibilities under the Program to ensure compliance with program requirements. If the assigned supervisor leaves employment with the Worksite during the term of this Agreement, a replacement supervisor will be appointed and Worksite shall advise the Program of such change as soon as practicable following the appointment of the replacement supervisor. Worksite also agrees to provide all Step Up Workers with detailed orientation and training with regard to the Worksite assignment and position requirements. Worksite affirms and agrees that it is responsible for providing Step Up Workers with copies of any and all written policies or codes of conduct with which a Step Up Workers is required to comply and any training necessary to ensure Step Up Workers have the information necessary to comply with such policies or codes.

**TIME AND ATTENDANCE:** Worksite shall be responsible for tracking, and maintaining time and attendance of records for Step Up Workers. The worksite will report Step Up Workers hours in accordance with the 2022 payroll schedule and timeline. The Step Up Workers shall be paid for all hours worked in accordance with applicable local, State and Federal laws and regulations. Step Up Supervisors shall be responsible for accurately reporting all time worked, consistent with the timekeeping practices and training provided by Worksite. Worksite acknowledges and agrees that it shall train Step Up Workers on workplace policies and practices that apply and Worksite shall comply with all applicable federal, state, and local wage and hour laws. In the case of Step Up Workers under 18 years of age, the Worksite shall be responsible for securing parental authorization for after-hours or weekend activities beyond the scope of regularly assigned job duties or activities that require travel to a location or worksite other than the worksite assigned to the particular Step Up Worker. IN all cases, the Worksite shall comply with all applicable federal, state, or local laws governing the employment of minors. No Worksite shall allow youth workers to provide services or engage in political or religious activity as part of the work assigned.

**PERFORMANCE MANAGEMENT:** Worksite agrees to provide feedback on Step Up Worker’s performance to the Step Up Worker and Program, consistent with the Program’s requirements, including but not limited to periodic performance assessments or feedback and any feedback or written documentation associated with any performance management process, including discipline and/or termination of employment. Worksite shall (1) promptly report any performance deficiencies or problems of any kind directly to the Program so that it may review the issues with the Step Up Worker and, if necessary, correct any deficiencies or problems and (2) absent exigent circumstances, notify the Program prior to termination of a Step Up Worker. In the case of Step Up

## Step Up Worksite Agreement (Page 2)

Workers who are pursuing academic credit for their work experience, this information may be shared with Minneapolis Public Schools (MPS) as permitted by the Program and MPS rules and requirements and applicable law.

**WORK ASSIGNMENTS:** The Worksite agrees to adhere to all rules and regulations governing the Program described herein and as authorized by the laws of Minnesota for the purpose of providing education, career exploration, and training.

**EEO POLICY:** It is the purpose of the Program to provide safe, meaningful, and adequately supervised work experiences for participants. Worksite acknowledges and agrees that it is responsible for maintaining a safe work environment and a worksite that is free of hazards. To that end, Worksite agrees to comply with all federal, state, and local laws that govern workplace safety. The Program is committed to equal employment opportunity and serves participants without discrimination due to race, color, creed, religion, political affiliation, disability, marital status, sexual orientation, sex, gender identity, familial status, national origin, age, status regarding public assistance or local human rights commission activity.

Worksite affirms and agrees it is in full compliance with any and all applicable anti-discrimination, anti-harassment, and anti-retaliation laws, rules, and regulations. Worksite agrees not to harass, discriminate against, or retaliate against any Step Up Worker based on any category protected by law. In the event of any complaint of unlawful discrimination, harassment, or retaliation by a Step Up Worker, Worksite and the Program agree to cooperate in the prompt investigation and resolution of such complaint.

**SAFETY:** The Worksite will provide Step Up Workers with all necessary training before they operate any equipment, ensure ongoing safety trainings as needed, and provide a safe and healthy workplace that conforms to all health and safety standards of Federal and State Law (including the Fair Labor Standards Act, OSHA, and Minnesota Child Labor laws). In light of the COVID-19 pandemic, Worksite further agrees to comply with all applicable federal and state workplace safety and public health requirements, as amended and updated from time to time. The Worksite affirms and agrees that it maintains workers compensation and general liability coverage for its employees, including Step Up Workers, as required by law. All tasks and job duties performed by Step Up Workers shall comply with applicable federal and state safety laws and Step Up Workers will not be asked to perform Hazardous Work as defined by Federal Labor Standards Act or other work that is prohibited by law.

**CONFIDENTIALITY AND WORKSITE COMPLIANCE:** Program and the Step Up Workers shall maintain the confidentiality of all information secured from Worksite in connection with the Agreement, unless disclosure of such information is required or permitted by law. Upon termination or expiration of this Agreement, Step Up Workers will return all Worksite Confidential Information in their possession.

**CONFLICTS OF INTEREST AND PROHIBITED DISPLACEMENT:** No Step Up Workers shall be placed at a worksite where they will displace current employees (including partial displacement such as a reduction in the hours of non-overtime work, wages, or employment benefits, or an individual is in layoff status from the same or similar job) or current employees' promotional opportunities; or where the hiring of Step Up Workers impairs existing labor contracts, unless the labor organization concurs with such hire. The Worksite shall not hire a Step Up Worker if a member of the Step Up Worker's immediate family is employed as an officer, as a board member, or in an administrative or supervisory capacity at the Worksite. For purposes of this Agreement, "immediate family" means wife, husband, mother, father, sister, or brother. Step Up Workers and/or the Program shall notify Worksite if and at such time as they become aware of a potential conflict of interest.

**STEP UP PROGRAM:** The main Program contact at the Worksite will receive all internship placement information and will be responsible for disseminating placement information to the appropriate Worksite staff in a manner that will allow the Worksite to contact Step Up Workers within three (3) business days of placement. All supervisors of Step Up Workers are required to attend an annual Step Up Supervisor Orientation prior to the commencement of the applicable Step Up Worker's employment.

## Step Up Worksite Agreement (Page 3)

A Program job coach will support the Step Up Worker and supervisor throughout the internship. Such support will generally include two formal check-ins during internship, as well as e-mails, phone calls and follow-ups regarding the intern and their employment experience. Step Up job coaches are intended to add value and support to the Program experience for the Worksite, supervisor and student.

During the term of their employment, Program sponsored enrichment activities may be made available to Step Up Workers. In such instances, the Program will contact Worksite prior to such activities and Step Up Worker attendance and participation in such activities shall be subject to Worksite supervisor approval.

The Worksite understands acknowledges and agrees that its failure to fulfill its obligations under this Agreement may result in Program's termination of this Agreement. Nothing in this agreement is intended to or should be construed as an express or implied employment contract for Step Up Workers. All Step Up Workers are employed by the Worksite at-will, which means they can leave employment or be terminated at any time, with or without cause and with or without notice for any reason not prohibited by law.

A copy of this Worksite Agreement will be given to all Worksite Supervisors for reference purposes.

### CONTRACT APPROVAL SIGNATURES:

#### WORKSITE AUTHORIZED SIGNATURE

Signature \_\_\_\_\_  
Title \_\_\_\_\_  
Date \_\_\_\_\_

#### STEP UP AUTHORIZED SIGNATURE

Signature \_\_\_\_\_  
Title \_\_\_\_\_  
Date \_\_\_\_\_

## APPENDIX: SAMPLE LETTER OF RECOMMENDATION

Letter of Recommendation Example

Ima Worker  
1234 North Avenue  
Mpls, MN 50000

August 10, 2022

To Whom It May Concern,

As a Manager at ABC Self Help Inc. and a Supervisor in the 2022 Step Up Program, I had the opportunity to supervise Ms. Mary Moore while she participated in the program and worked at ABC Self Help Inc.

Step Up allows Minneapolis youth to prepare for the workforce of tomorrow as they develop life skills and learn job skills while at work. I had the pleasure of watching Ms. Moore set and reach many goals during her summer job experience. Her responsibilities as a receptionist included the following: to maintain the flow of communication in the reception area, to maintain an orderly reception area, and to maintain records.

Ms. Moore demonstrated a high level of maturity throughout her summer job experience. She used good communication skills while asking questions, listening for direction, taking accurate messages, and writing daily and weekly records. Ms. Moore had the ability to get along well with her co-workers at ABC Self Help, Inc. All of these skills will transfer well to any future employment for Ms. Moore.

From June-August of 2021, I had the privilege to observe Ms. Moore exhibit a strong work ethic and willingness to learn. I would be happy to discuss her performance with prospective employers. I can be reached at 612-555-1235 between the hours of 8:00 a.m. and 5:00 p.m.

Sincerely,

Jane Doe, Manager  
ABC Self-Help, Inc.

## APPENDIX: SUMMER CHECKLIST FOR SUPERVISORS

In addition to the checklist here, please refer to the Supervisor's Handbook provided during orientation or at [www.StepUpMpls.org](http://www.StepUpMpls.org) for more suggestions and support to guide you through the summer.

### ○ Before the First Day of Work

#### Create a Work Plan and Strategy for Support

- A work plan provides clear expectations and work goals for your intern.
- Review the Job Description Form and the key responsibilities for the position.
- Identify the specific timetable when the responsibilities should be completed.
- Determine what needs to be accomplished and how success will be measured.

#### **Establish Professional Development Opportunities**

We encourage supervisors to identify a project to help interns process their summer experience. This type of opportunity for reflection adds value for the intern and promotes higher job performance. For example, ask the intern to create a PowerPoint presentation on the experience to be shared at a staff meeting at the end of the internship.

#### **Identify a Mentor**

Decide if you will serve as the intern's mentor, or if someone else in your workplace would like to fulfill this role.

### ○ The First Week of Work

Being clear in the beginning will avoid potential issues in the future. During the first week familiarize your interns with the work setting, work etiquette, safety, and employer expectations.

#### **Step Up Handbook Review**

- Orient each Step Up Intern to program and agency rules and expectations using the Step Up Handbook and Checklist.
- Prepare yourself. Know the rules, policies, and procedures agreed upon by your agency and specified in the Worksite Agreement. Be familiar with your agency's Step Up Program job descriptions.

#### **Tour the area together. Acquaint the youth with:**

- The department, other workers and their jobs
- How they will fit in—be honest and accurate about their role
- Point out: the restrooms, fire escapes and extinguishers, lounge, and other facilities you feel are important



## Cover the Following

### Workplace Guidelines

- Complete the Step Up Worker Emergency
- Contact list with the intern's help
- Hours, attendance policies and breaks
- How work and break time is documented
- Time-sheets and pay periods
- Work performance evaluations
- Child Labor Standards and safety regulations
- Minnesota Right to Know Act
- Safety procedures
- Injury reporting procedures
- Areas off limits to the youth
- Proper use and policies for the telephone, computer and other office equipment
- Smoking policy
- Corrective action procedure and termination policy



### Teach the Youth How to Do the Job

Be readily available to answer any questions that they might have. Please:

- Review the job description
- Break down the job into all the tasks included in it
- Break down each task into its parts
- Demonstrate how to do each part within each task
- Give youth increasing control over their tasks as you decide they are mastered

### Workplace Environment

- Give a tour of your workplace and introduce the intern to other employees
- Discuss appropriate workplace attire
- If the intern will punch a time-card or complete a time sheet, show the procedure

### Communication and Technology

- Explain your workplace policy on cell phone usage, personal vs. work emails, etc.
- Explain internet usage policy (and any specific sites that may be discouraged— e.g: social media)

### Work Breaks

- Explain meal and break logistics, including how this time is documented
- If the intern requires a space to pray, work together to find an appropriate place
- If food items are provided or shared at the workplace, discuss how this is done and expectations

### Absences and Timeliness

- Let your intern know who to contact in case they will be late or absent
- Explain your workplace policy regarding being late to work, and the subsequent consequences

### Productivity

- Meet to discuss work plan
- Outline duties, responsibilities and goals for the summer

## ○ Throughout the Summer

### **Regular Feedback Fosters a Strong Connection**

- Set up a regular meeting to discuss progress, including successes and areas for improvement.

### **Utilize the Step Up Staff**

- Keep in contact with your assigned Step Up job coach. Job coaches can provide assistance as needed and are a great resource.

## ○ End of Summer

### **Provide Final Evaluation**

- Talk to the intern about their performance this summer, where they impressed you, improved or areas they still need to work on.
- Complete the end of summer Step Up Intern Performance Evaluation.

### **Celebrate Success**

- Write a letter of recommendation for your intern.
- Attend the end of the summer Step Up Celebration with your intern and the entire Step Up Program!



These are the policies and procedures for Step Up. This handbook is a reference tool and is intended to assist you in your supervisory duties. Please use this as a guide when questions or concerns arise. Workforce Center staff will be your primary contact for questions or concerns.

They are here to support you and the interns. Job Coaches will visit your worksite throughout the summer. If you have specific or urgent concerns, please call your job coach. Step Up is more than a job; it's a way forward. We're building a springboard to connect youth to the people and places that will get them where they want to be.



Step Up provides a chance for young people to be daring, explore careers and create a vision for the future alongside professional mentors who can guide them. Interns get their first job, and then a second. They gain real-world knowledge, broaden their networks, and get a foot in the door, with life-changing careers. Yes, Step Up bolsters resumes and launches careers, but more importantly, it expands horizons.

Thank you for your commitment to being an important part of training Minneapolis youth for the future!





# step up

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