

CAREER INSTITUTE

Specializing in Career, Education and Life Planning

High Desert

Phone: (760) 780-0341

Fax: (760) 780-0342

Rancho Cucamonga

Phone: 909-481-0270

Fax: (909) 481-3947

Lake Arrowhead

Phone: (909) 711-8083

Fax: (909) 336-4313

TRAINING EXPERIENCE PARTICIPANT HANDBOOK

Funded by:

San Bernardino County**Department of Workforce Development**

215 North D Street, Suite 301

San Bernardino, CA 92415

(909) 387-9859

In case of emergency, please fill in the blank spaces below:

Career Mentor:

Name

Telephone

Career Institute CEO: Teresa Taylor (909) 481-0270

In case of emergency, you should attempt to contact the Career Mentor. If you cannot contact the Career Mentor, please contact Teresa Taylor.

Updated: 6/9/2010



PARTICIPANT HANDBOOK

| Table of Contents | | Page |
|--------------------------|---|-------------|
| | Introduction | 3 |
| I | Program Activities & Services | 3 |
| II | Training Experience & Academic Roles & Responsibilities | 5 |
| III | Training Rules & Regulations | 7 |
| IV | Affirmative Action & Grievances | 7 |
| V | Payroll Procedures | 8 |
| VI | Health & Safety | 11 |
| | | |
| ATTACHMENTS | | |
| A | Participant Time Sheet | 14 |
| B | Equal Opportunity Policy | 15 |
| C | Complaint & Grievance Procedure | 16 |
| D | Cal/Osha | 17 |



WELCOME TO THE TRAINING EXPERIENCE PROGRAM!

The experience of participating in the Training Experience Program is an opportunity for you to develop valuable job skills. We hope this training experience program will be a tremendous learning experience, and one that helps you feel great about yourself, your job and your training site.

The experience is only as good as you choose to make it. We can provide you with assistance such as a bus pass, tools, equipment, uniforms, or other items you need to be successful. What you choose to do makes a difference, and the San Bernardino County Youth Program appreciates your hard work and efforts.

The training experience is a component of the Workforce Investment Act. The primary goal of the training experience program is to provide you with training experience, occupational skills training, career and labor market information. The program stresses positive work habits and dependability. You will be working in close cooperation with a Career Mentor and your Training Site Supervisor.

You will learn about:

Training Experience Opportunities: Learning and practicing marketable skills.

Career Development: Exposure to a wide variety of career options.

Training Readiness: Develop the skills necessary to find and keep a job.

- **“Pre-employment” skills:**
Learn how to locate job openings, fill out a job application, complete a resume, interview for a job, dress appropriately for work, network to find a good job as well as additional job search skills!
- **“Training maturity” skills:**
Understand the importance of developing good training habits such as; reporting on time, proper attendance, being responsible, working as a team member, customer service skills, and communication with co-workers.

Training Experience Program

I Program Activities and Services

A. Training Experience

A positive training experience is the primary goal of the program. As a participant, you will be assigned to a public, private or non-profit training site.

Work hours vary depending upon the training site. You, your Career Mentor, and your Training Site Supervisor have signed a Training Site agreement. You will be expected to perform the tasks described for that training. This agreement details your training description as it was explained to you. Please do not do tasks not detailed on your training site agreement and not assigned by your Training Site Supervisor.

We hope this training experience will improve your work skills and help you to develop a mature approach to working with other people. The skills you acquire now will be important, both during your school years and future jobs.

B. Training Site Monitoring

Your Career Mentor will visit you at work every other week. They will evaluate your progress. Your Training Site Supervisor will also evaluate you every two weeks. If we find that you need additional help in accomplishing the outlying tasks, additional training will be provided to you on an individual basis by your Career Mentor.

C. Career Advisement

Your Career Mentor will discuss problems, solutions and recommendations for improving your present or future employment plans with you at any time such discussion is needed or appropriate. Advising only works when you and your Career Mentor work together honestly and openly.

D. Supportive Services

You may receive gas cards, bus passes, uniform allowances, or tools in order to accomplish your training goals. You will receive these from your Career Mentor.

E. Termination

You will be fired from your training experience if you:

- Falsified your eligibility documents for the Youth Program
- Don't attend work as scheduled
- Steal property at your training site or from your co-workers
- Vandalize any property; this includes spray painting, gang signs, breaking equipment or damaging property
- Use or possess alcohol or illegal drugs while you are on the job
- Falsify your time sheet. Hours noted on your time sheet must correctly reflect the hours you have worked.
- Fight, don't get along with co-workers, or disrespect your Training Site Supervisor or Career Mentor.

- Fail to follow instructions, violate safety rules or bring your friends to “hang out” with you while you are working.

Except in special circumstances, both parties engaged in fighting will be dismissed immediately. Avoid these actions; we don’t want to lose you.

All suspensions and terminations will be included as part of your file. A termination-discrimination appeal procedure is available. You must submit any grievance in writing.

II Work Experience and Academic Roles and Responsibilities

A. Participant

You are responsible for showing up to work on time every day. You are required to call your Career Mentor *and* Training Site Supervisor first thing in the morning if you are ill so they can plan for your absence. If you know in advance that you will be absent, you must request the time off from your Training Site Supervisor and Career Mentor ahead of time. You will not be paid for hours that you do not work.

Do not use your cell phone for personal calls or texting while on the training site. Use your phone only on breaks and at lunch.

You are responsible for completing and faxing your timesheet. Your Training Site Supervisor is responsible for a daily initial verifying that the hours worked correspond with the hours entered on your timesheet. It is your responsibility to have your timesheet faxed to the Career Institute on the designated day. You may make a phone call verifying your timesheet has been received. It must be correctly filled in. If it is late, you must wait for the following pay period when it will be paid.

The website has a video detailing how to correctly fill in a timesheet. Do not give your timesheet to your Career Mentor to turn in for you, and do not drop it off to the Career Institute office. Please keep the original timesheet for your records.

If you move during the program, notify your Career Mentor so your check can be mailed to the right address. It is your responsibility to tell us you have moved and to make sure we have the correct mailing address.

Personal appearance and cleanliness are extremely important. Dress for the job. Wear clothing suitable to the training site and to the work performed. Maintain a positive work attitude. Show enthusiasm on your training site and perform all duties assigned to the best of your ability. If you are unsure of how to accomplish a task, speak with your Training Site Supervisor or Career Mentor. Show an interest in learning new skills and demonstrate a willingness to follow instructions.

(See Attachment “A” Participant Timesheet)

B. Career Mentors

Your Career Mentor will visit your training site to provide career guidance, check your attendance and review your timesheet. They will also evaluate your performance every two weeks. This evaluation is kept in your file at our office. Regardless of whether you are doing great or having problems, your Career Mentor will take some time to discuss these evaluations with you. This is intended to help you gain a better understanding of what you may need to work on and what you have already mastered. Additionally, your Career Mentor will:

- Meet with your Training Site Supervisor to discuss your progress and to identify and assist you with any problems.
- The Career Mentor may spot check your timesheet during the week to assure that it is being completed on a daily basis. Your timesheet should be filled in every day. Do not record the time you arrive, leave for lunch, return from lunch, and go home. Only mark the total number of hours you worked. You cannot be paid for more than **eight hours of work per day**. You do not get paid for the mandatory 30 minute lunch break, but you do get paid for two 15 minute breaks if you work eight hours per day.
- Discuss your work, work maturity and career development with you. If you are not doing well, we may visit you every day until you improve. If you do not improve, you may lose your training opportunity.
- Notify your Training Site Supervisor about your school schedule. You are responsible for discussing your schedule with your Training Site Supervisor so that tasks can be assigned.
- Visit your training site to make sure that you are being treated fairly, have a safe place to work and have an appropriate amount of work to do.

C. Training Site Supervisor

Your Training Site Supervisor is responsible for helping you learn the skills necessary about your training opportunity. They will give you assignments and answer your questions. The Training Site Supervisor will provide written evaluations of your performance during the program. These evaluations will become a part of your file. Good evaluations are important because you can use this information as proof of your skills and abilities when you are applying for jobs in the future.

III Training Rules and Regulations

The following is a brief listing of special limitations related to your job:

- A. Nepotism: You cannot work for an immediate family member or relative.
- B. Political Activity: You cannot be involved in any political activity during work hours.
- C. Sectarian Activity: You cannot be involved in any religious activity during work hours.
- D. Maintenance of Effort (MOE): You cannot work at a Training Site that has a vacancy for a regular job with your same job description. If the regular job has been vacant for a period of time, your job cannot be used to fill the opening.
- E. Generation of Income: You cannot be involved in any fund raising activities. That means you cannot sell products, call people on the telephone during work hours asking for donations, sell raffles, or any other activities which will generate income for the Department of Workforce Development, the contracting agency or the agency for which you work. If you are asked to raise money, please tell your Career Mentor so we can talk to your Training Site Supervisor.

IV AFFIRMATIVE ACTION / GRIEVANCES

A. Affirmative Action

Under Federal law, your civil rights are protected. No person may be discriminated against or denied employment on the grounds of race, citizenship, color, religion, sex, national origin, age, handicap or political affiliation or belief. Your civil rights were explained to you during your participant orientation.

(See Attachment "B" Equal Opportunity Policy)

B. Complaint and Grievance Procedures

The training program has a complaint and grievance procedure and does not treat participants differently because of their race, ethnicity, gender, sexual preference, religious affiliation, political beliefs, or handicap. Each person who is a participant of our program is entitled to have equal rights and benefits. It is our job to make sure that you are treated fairly.

Occasionally, participants believe that they have not been treated fairly or they have a problem regarding their training opportunity. These problems need to be discussed and solved. If you feel this way at any time, you should discuss them first with your Career Mentor. They will investigate your

problem and discuss it with you. Do not let your problems go unsolved - address them immediately. Small problems have a way of turning into big ones if not addressed.

If you have a serious problem that you believe has been caused by your Training Site Supervisor, you may feel uncomfortable discussing it. This sometimes occurs when people have been unfairly disciplined, sexually harassed, unfairly criticized or physically assaulted. If this happens to you, call your Career Mentor. Remember that your Career Mentor is here to help you.

(See Attachment "C" Complaint and Grievance Procedure)

V PAYROLL PROCEDURES

A. Work Hours: Work the hours specified in your Training Site agreement.

B. Wages/Allowances: You will be paid \$9.00 per hour. This is **above** the minimum wage established by the State of California. You may work up to 8 hours a day and 40 hours a week. Do not exceed 8 hours a day or 40 hours a week. Even if your Training Site Supervisor wants you to work overtime, we cannot pay you for more hours. Legal holidays and absences are not paid. Paydays are every two weeks. Your paychecks will be mailed to the address on your W-4. If you move during the program, notify your Career Mentor so your check can be mailed to the right address. It is your responsibility to tell us you have moved and to make sure we have the correct mailing address.

C. Time Sheets, Payday Procedures and Schedules: A blank timesheet is attached to this handbook. If you need additional timesheets, they are available on the website. This time sheet will cover 14 days. You are responsible for writing the correct number of hours that you have worked on your timesheet in ink and faxing it in on the designated day.

Remember, you do not get paid for absences or lateness; you only get paid for the exact hours you work. You do not get paid for the mandatory 30 minute lunch break, but you do get paid for two 15-minute breaks.

On the timesheet due day, you will fax your timesheet to the Career Institute office at **(909) 481-3947**. Both you and your Training Site Supervisor must sign it. It is extremely important to complete your timesheet properly and have everything in order. To be paid on time please do your best to ensure the following:

- Fax your timesheet on the designated day and time to **(909) 481-3947**.
- Complete your time sheet properly and have your Training Site Supervisor sign and complete the Supervisor Evaluation.
- Double-check your timesheet. Filling out timesheets carefully and correctly will save time and help to avoid payroll mistakes. If there is a mistake on your

time sheet, please tell your Career Mentor as soon as possible. It is important that you know how many hours your check will be for, so that you can tell if a mistake has been made. Please keep the original timesheet for your records.

- If you lose your paycheck, you must report it to your Career Mentor immediately. Your check will then be canceled so that no one else can cash it. Anyone who tries to cash it will be doing so illegally. If you find your paycheck after a new one has been issued, return it to your Career Mentor. The fee for canceling and reissuing a new paycheck. Will be taken from your training account.
- Unfortunately, when you lose your check, it may take as long as two weeks to get a new one. Open a bank account at your nearest bank and deposit your check immediately. Opening a bank account is the first step to reaching your financial goals. It will also save you money, as most check cashing agencies charge you a fee every time you cash your paycheck.

D. Sick Leave: Participants in the training program do not earn sick leave or vacation time.

E. Tax Information: The law requires that you complete a W-4. We are required to takeout federal and state withholdings. At the end of January, you will receive a form from your employer(s) called the W-2 or Wage and Tax Statement. You must then get an Internal Revenue Service form called "1040EZ": This is available at the post office, library or online at www.irs.gov. You can follow the step-by-step process on the form to determine if you will be getting a tax refund. Everyone who earns income is required to file yearly State and Federal taxes. For information and questions regarding your federal taxes you can call the Internal Revenue Service at 1(800) 829-1040.

Review the following example to see what will be withheld from your check and the explanation. Attached to your paycheck is a pay stub that details what was withheld. Items on the stub below have numbers that correspond to the explanations that follow.

| Earnings | | | | | | | Deductions | | | |
|-----------------------|---------------|--------|------------------------------|-------|---------|--------------|-------------------------|-------------|--------------|--|
| Description | Location /Job | | Rate | Hours | Current | Year To Date | Description | Current | Year To Date | |
| Regular | | (1) | 8.00 | 40.00 | 320.00 | 320.00 | Fed (S/O) (348.00) | 55.00 | 55.00 | |
| Overtime | | (2) | 12.00 | 4.00 | 48.00 | 48.00 | OASDI (368.00) | 22.82 | 22.82 | |
| | | | | | | | Medicare (368.00) | 5.34 | 5.34 | |
| | | | | | | | CA (S/M/D) (348.00) | 10.00 | 10.00 | |
| | | | | | | | CA SDI (368.00) | 4.05 | 4.05 | |
| | | | | | | | Medical Deduction | 1.25 | 1.25 | |
| | | | | | | | 401k | 20.00 | 20.00 | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| Total Earnings | | | | 44.00 | 368.00 | (3) 368.00 | Total Deductions | (11) 118.46 | 118.46 | |
| NET PAY | | 249.54 | Total Direct Deposits | | | 0.00 | Check Amount | (12) 249.54 | 249.54 | |

EXPLANATIONS

(1) A standard work week is 40 hours. Employers must pay the agreed-upon hourly rate of pay for these hours. Here, 40 hours x \$8/hr. = \$320.00.

(2) Employers one-and-a-half times the standard hourly rate for any hours over 40 that are worked. Half of \$8 is \$4 so the overtime rate is \$8 + \$4 = \$12. The overtime pay is 4 hours x \$12/hr. = \$48.00.

(3) Total Earnings is Gross Pay (standard and overtime) before taxes and deductions. Gross pay in this case is \$320.00 + \$48.00 = \$368.00.

(4) Fed is Federal Income Tax. This tax goes to the Federal (national) government. When you file your income-tax return, you may be entitled to get some of this money back. The S/O next to the description is the exemptions claimed on your W4. In this case, it is Single claiming 0 dependents.

(5) OASDI stands for Old Age, Survivors and Disability Insurance. This is the money that is deducted and put into your Social Security fund. Your Social Security fund holds a percentage of your earnings averaged over most of your working lifetime. Social Security was never intended to be your only source of income when you retire or become disabled or your family's only income if you die. It is intended to supplement other income you have from pension plans, savings, investments, etc. Currently, each one of your paychecks will be reduced by 6.2% specifically for your OASDI contribution. Your employer is required by law to match this same amount and pay it to Social Security.

(6) Medicare is a federal hospital insurance program for individuals age 65 or older and some disabled persons. It goes hand in hand with OASDI and is also put into your Social Security fund. Currently, each of your paychecks will be reduced by 1.45% for your Medicare contribution. Like OASDI, your employer is required by law to match this same amount and pay it to Social Security.

(7) State Income Tax. This money goes to the state government. When you file your state income-tax return, you may be entitled to get some of this money back. The S/O next to the description is the exemptions claimed on your W4. In this case, it is Single claiming 0 dependents.

(8) CA SDI is disability insurance that provides benefits if you are hurt or get sick and can't work. It will give you money only for a short time. If you need help on a more permanent basis, you might receive Social Security payments.

(9) Medical Deduction. This payment goes to help pay for the medical insurance your employer supplies for you.

(10) 401(k) is a retirement account contribution that is tax-free from Fed and CA until you retire.

(11) This is the total amount of deductions taken out of your pay check.

(12) Net Pay is your take-home pay. It is your Gross wages minus your deductions. The net pay in this case is \$368.00 - \$118.46 = \$249.54

VI HEALTH AND SAFETY TIPS

A. Safety

It is important that you use good judgment while at your training site to avoid personal injuries. Do not operate any equipment or machinery without your Training Site Supervisor's permission and instructions. Follow all safety procedures recommended by your Training Site Supervisor and avoid carelessness at all times.

(See Attachment "D" Cal/Osha)

B. Medical / Workers Compensation

Every youth must have a medical waiver on file prior to their first day of training. If you are injured and it is a life threatening emergency, your Training Site Supervisor will take you to the nearest Emergency Room and will then call the Career Mentor. If it not a life threatening emergency, contact your Career Mentor immediately. We will take your written statement regarding the accident/injury. Injured participants must receive a physician's release before returning to work. You will **not** be paid for the time you are recovering. You can only be paid for hours you are working. You are covered under a workers compensation policy under the Career Institute.

Remember that it is against the law to say you are hurt when you are not. There are very serious fines and punishments for falsifying an injury claim.

ATTACHMENT A – PARTICIPANT TIMESHEET



SAN BERNARDINO COUNTY
Career Institute Participant Time Sheet

Career Mentor

Participant Name (Last, First)

Participant Phone Number

Please enter dates and the total daily hours worked

| | | | | | | | Dates |
|-----|------|-----|------|-----|-----|-----|-------------|
| MON | TUES | WED | THUR | FRI | SAT | SUN | TOTAL HOURS |
| | | | | | | | |

| | | | | | | | Dates |
|-----|------|-----|------|-----|-----|-----|-------------|
| MON | TUES | WED | THUR | FRI | SAT | SUN | TOTAL HOURS |
| | | | | | | | |

TOTAL HOURS FOR PAY PERIOD:

Supervisor Evaluation

| | Excellent | Acceptable | Needs Improvement | Unacceptable | Comments: |
|-------------------|-----------|------------|-------------------|--------------|-----------|
| Attendance | | | | | |
| Attitude | | | | | |
| Appearance | | | | | |
| Job Skills | | | | | |
| Motivation | | | | | |

Participant Signature **Date**

Supervisor Signature **Date**

Payments will be made by quarter hour only

¼ or .25 – for 15 minutes ½ or .50 – for 30 minutes ¾ or .75 – for 45 minutes

Your check will be mailed to the address on your W-4.

Do not exceed 8 hours per day, 40 hours per week.

Timesheets must be signed by participant and supervisor for processing.

Fax your completed timesheet to **(909) 481-3947 by 12 NOON on the due date**, if it is received later than this time it will be paid in the next payroll period. **NO EXCEPTIONS!**

Program Funded by the County of San Bernardino Workforce Investment Board

Please call (909) 481-5151 to verify your timesheet has been received.

ATTACHMENT B - EQUAL OPPORTUNITY IS THE LAW

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases:

- Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and
- Against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I- financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIA Title I-financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

What To Do If You Believe You Have Experienced Discrimination

If you think that you have been subjected to discrimination under a WIA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

- The recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose); or
- The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210.

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

FOR INFORMATION OR TO FILE A COMPLAINT WITH THE RECIPIENT, CONTACT:

Fred Burks, Equal Opportunity Officer fburks@wdd.sbcounty.gov
County of San Bernardino Department of Workforce Development
215 North D Street, Suite 301, San Bernardino CA 92415-0046
Phone: (909) 387-9845 California Relay Service: 711 FAX: (909) 387-9880

This WIA Title-I financially assisted program or activity is an equal opportunity employer/ program. Auxiliary aids and services are available upon request to individuals with disabilities.

ATTACHMENT C – COMPLAINT AND GRIEVANCE POLICY

If you believe you have been adversely affected by a decision or action of the local workforce system that is in violation of the Workforce Investment Act, you may file a grievance or complaint using the process described below.

If your complaint involves discrimination, please use the *Discrimination Complaint Procedures* form.

1. Ask to speak with a Program Supervisor within 90 days of the day the action or decision
 - *A supervisor will contact you within 3 business days to discuss your complaint or grievance.*
 - *If you are not satisfied with the decision, go to Step 2.*
2. Ask to speak with the Program Director about your complaint or grievance.
 - The Director will contact you within 7 business days of the day you spoke with the Program Supervisor about your grievance or complaint.
 - If you are not satisfied with the decision, go to Step 3.
3. The Program Director will arrange a meeting for you to discuss your complaint or grievance witnesses, and the Department of Workforce Development Analyst assigned to your Youth Program Provider.
 - The meeting will take place within 25 business days of the day you spoke with the Youth Program Supervisor about your grievance or complaint.
 - If you are not satisfied with the decision, go to Step 4.
4. Obtain a *DWD 181C Program Complaint and Grievance Request for Hearing* form from your Program Provider or by contacting the Department of Workforce Development Analyst at (909) 387-9877 or (909) 387-9878. Complete the form and send to:

Equal Opportunity Officer
County of San Bernardino Department of Workforce Development
215 North D Street - Suite 301
San Bernardino, CA 92415-0046

The Equal Opportunity Officer must receive your written grievance or complaint within one year of the alleged WIA violation. For technical assistance with filing your complaint, contact the Equal Opportunity Officer at 909-387-9845. [TTY users can contact the Equal Opportunity Officer through the California Relay Service (711)].

I have read and understand the Department of Workforce Development's Youth Program complaint and grievance procedure.

Customer's Printed Name: _____

Customer's Signature: _____

Date: _____

ATTACHMENT D – CAL/OSHA

The California Occupational Safety and Health Act was enacted in 1973 for the purpose of ensuring safety and healthful working conditions for California employees. Its primary intent is to protect the right of employees to safe and healthful working conditions and the law provides a variety of mechanisms to ensure that this is preserved. An employee has the right to:

- Request an inspection by making a complaint to DOSH (Department of Safety and Health) about unsafe or unhealthful working conditions, and to have his/her identity kept confidential.
- Be informed by the employer of exposure to toxic or harmful substances, and to observe and have access to records of, monitoring and measuring conducted pursuant to standards.
- Have an employee representative accompany the employers (or employer representative) and the DOSH representative on an inspection.
- Receive notice of any variance application and become a party in hearing proceedings.
- Contest abatement requirements.
- Participate as a party in appeal hearings.
- Have access to records of medical surveillance, if required.
- Petition for changes in standards, and participate in development, amendment, or revocation of standards.
- Access to his/her employer's log of occupational injuries and illnesses; this right also given to employee representatives, and former employees and their representatives.

Employees have protection from discharge or discrimination for exercising these rights under the law.