

# EMPLOYER FREQUENTLY ASKED QUESTIONS (FAQs)

1. Q. **How long will I have my summer worker?**

A. 7 weeks and 2 days, starting Monday, June 17, 2019 and ending Tuesday, August 6, 2019.

2. Q. **Can I change my summer worker's schedule?**

A. Yes, you as the onsite supervisor, can schedule a worker's time to suit your needs as long as it falls within these guidelines. No youth will be permitted to work before 7am and after 7:30 pm. Most of the youth take public transportation to get to and from work. Participants work 30 hours per week, 6 hours a day, 5 days a week or the youth can work 7.5 hours per day if you choose to have the youth participant work 4 days a week. Participants are not allowed to work other than these times and are not allowed to work weekends. Youth cannot make up any missed hours.

3. Q. **How much will participants be paid per hour?**

A. Participants will be paid the current minimum wage per hour.

4. Q. **Will participants receive a check?**

A. No. Wages will be paid by direct-deposit through a payroll card issued by Wirecard.

5. Q. **What if a participant loses their payroll card?**

A. They must notify immediately the SYEP Monitor and contact at the 1-800 number provided on the back of the payroll card and the number is listed in the brochures the youth received at orientation.

6. Q. **When will I know the name of the youth who are assigned to my agency or company?**

A. You can return to the job order database and login using your **Employer ID** and **Tax ID** to see how many youth and the names of the youth who have been assigned to your location. (You will be given your Employer ID when you submit a job order.) We try our best to email all worksites the youth information, but usually we are working up to the last minute assigning and reassigning youth to worksites.

7. Q. **Can my organization conduct an interview prior to assignment?**

A. No. We are not able to offer this option. We encourage you to work with the youth assigned to your agency. However, if it appears that a youth is not suitable for a specific job, please let us know as soon as possible, and we will try to arrange for an alternative placement. (A replacement may not always be available.)

**8. Q. Can my organization conduct its own orientation for the youth assigned to my worksite?**

A. Yes. We recommend that the orientation be conducted on the youth's first work day. If the orientation will take place at a different location from the assigned worksite, please inform us by the end of May 2019.

**9. Q. What is the process for assigning participants to job sites?**

A. SYEP takes a number of factors into account. **First**, that the job provides meaningful work. **Second**, that the skills necessary for the job are skills the youth has or can learn. **Third**, that their expressed interests are considered. **Finally**, worksite location and transportation are considered, to make sure the youth is able to reliably get to and from the worksite.

**10. Q. What is the process for worksite visits?**

A. Before youth are placed at any agency, SYEP staff will make worksite visits to look at all facilities in order to ensure that the youth will be doing meaningful work in a safe environment. Once youth are placed, the Worksite Monitor will visit often each week to ensure a smooth operation.

**11. Q. What are the timesheet responsibilities of a Worksite Supervisor?**

A. Timesheets are important to ensure that participants develop good work habits and learn responsibility. We therefore need Worksite Supervisors to track participants' time accurately, so they will be paid only for the time they actually worked. Worksite Supervisors are to maintain all participant timesheets in a secure location, and review each timesheet to ensure that the top is filled in completely and legibly, the participant signs in and out daily, the participant's signature is on every signature line, and that both the participant and Worksite Supervisor sign and date the bottom of the time sheet. CareerSource Broward's Monitors will collect timesheets every other Monday and will review the timesheets at each visit.

**12. Q. What is the role of a CareerSource Broward Monitor?**

A. The monitor is a liaison between the Employer and CSBD. The Monitor is an advocate for the SYEP participant, and ensures that he or she has a safe meaningful summer work experience. The Monitor is also there to assist and guide the Employer in whatever way they can. Monitor visits will not be a scheduled visit all the time and you will get the monitor name and phone number so you can maintain communication with the Monitor if needed.

**13. Q. How will an incompatible job match be resolved?**

A. For many of these youth, this will be their **FIRST WORK EXPERIENCE**. Lifelong attitudes toward work are often formed from our first work experience. If a participant is having difficulty, the Worksite Supervisor should first try to talk with the youth directly and candidly. If the problem continues, call the Worksite Monitor assigned to your agency and see if he or she can assist in resolving the difficulty. If the issue cannot be resolved, complete a Notice of

Incident Form and alternative arrangements will be made. We do ask that you spend some time to **WORK** and **TRAIN/MENTOR** these youth in hope that it will foster a positive attitude toward a healthy work ethic.

**14. Q. Who do I call if I have a concern?**

A. First call your CareerSource Broward Monitor, whose name & phone number will be provided to you. If your Monitor is not available or you are not satisfied, the following SYEP staff is available to address your concern:

- o SYEP Community Liaison
- o SYEP Program Manager

**15. Q. How does my business/organization become a host site?**

A. Please contact CSBD by calling (954) 677-5555 ext. 1807 or 1805 or emailing the Management team Miya Sumpter, Community Liaison at [msumpter@careersourcebroward.com](mailto:msumpter@careersourcebroward.com) or Latema King, Program Manager at [lking@careersourcebroward.com](mailto:lking@careersourcebroward.com) (If we did not contact you first). Please be prepared to discuss what your business/organization does and what type of work your business/organization can offer the youth. We will explain how the summer program operates and the responsibilities of the host site. A site visit will be completed by the Management team of SYEP and if approved you will then need to complete an employer approval form. You will need your Articles of Incorporation and Certificate of Liability Insurance (COI). The COI will need to name CSBD as the third party insured. Once the agreement is executed, you will receive a job order link to complete and submit to SYEP electronically. There will be a mandatory orientation/training for all supervisors that will be directly supervising the youth during the summer. That orientation/training will be held at the CSBD office in May 2019.

*If you have an emergency situation, please follow the guidelines below:*

**16. Q. What do I do in case of a non-medical emergency?**

A. Provide whatever counseling you can to the youth participant. Next, contact the CareerSource Broward Monitor assigned to your worksite. They will help decide what to do and assist you in filling out a Notice of Incident Report form and report the incident.

**17. Q. What do I do in case of a medical emergency?**

A. **Call 911**. Next, contact the CareerSource Broward Monitor assigned to your worksite. Last, complete a CSBD Worker's Compensation Form.

**\*\*We ask all employers to send the actual person that will be assigned to supervise the youth to the supervisor orientation that will be held in May 2019. \*\***