



WORKSITE PROVIDER SUPERVISOR'S HANDBOOK

**Education and Workforce Development Cabinet
Office of Employment and Training
275 East Main Street, 2-WA
Frankfort, Kentucky 40621
Phone # (502) 564-7456**

INTRODUCTION

Dear Worksite Supervisor,

This handbook was designed to provide you with information regarding program services, goals, and procedures. It can also serve as a resource guide to assist you in handling any problems that may arise during the program. Please feel free to contact the Kentucky Office of Employment and Training at 502-564-7456 or your Local Workforce Investment Area contact (Attachment A) at any time if you have any further questions.

Participants enrolled in this program are registered to work in the Kentucky Job Bank and have completed an application to identify their work objective, educational level, skills and work history to assist in helping them to develop and achieve their short-term and long-term career goals.

Every effort has been made to place the participant in an appropriate position that matches his/her interests and current skill level. The WorkNow Kentucky program is designed to help both the employer that is providing a supervised Worksite and the participant who is gaining work experience.

I would like to thank you for your support, cooperation and participation which will provide valuable work experience opportunities for people in the Commonwealth of Kentucky.

Sincerely,

DeDe Conner, Director
Division of Workforce and Employment Services
Office of Employment and Training
Department of Workforce and Employment Services
Kentucky Education and Workforce Development Cabinet

WorkNow Kentucky Supervisor's Handbook

PROGRAM OVERVIEW

The WorkNow Kentucky Program was developed by Kentucky's human services and workforce development agencies to create jobs for needy families. The WorkNow Kentucky Program will develop subsidized employment placements in private for-profit, non-profit and public agencies and organizations. These placements will provide work experience and wages to participants to help them gain experience to move them into permanent employment in livable wage jobs. The participants will acquire skills on the job, which can transfer to unsubsidized employment.

HOW DOES THE PROGRAM WORK?

- Each Local Workforce Investment Board or their designee coordinates the WorkNow Kentucky Program and recruits participants in their service area. Your Worksite will interview and select an appropriate participant for your position(s). All participants are TANF eligible which means they are a member in a family that includes a child and the parents' earned income is at or below 200 percent of the federal poverty level.
- Your WorkNow Kentucky Coordinator will support the site supervisor and the participant throughout the placement; ensuring that the participant can articulate and demonstrate the skills that have been mutually agreed upon and that are directly transferable to unsubsidized employment. These skills may be "soft" like appropriate appearance, consistency, or better communication, or "hard" like improved computer abilities, or learning to use landscape equipment. If you are not satisfied with the placement at any time during the term of the job, please contact your WorkNow Kentucky Coordinator.
- Each participant will spend 25 - 40 hours a week in appropriate supervised work activities as approved in the job description attached to the Worksite Agreement.
- The Local Workforce Investment Board Fiscal Agent or its designee will serve as the employer and will issue paychecks to the participants.

ROLES/RESPONSIBILITY

To ensure program success it is important to identify and clarify the roles and responsibilities of key people involved in the WorkNow Kentucky Program: the Worksite Supervisor, the local WorkNow Program Coordinator, and the participant.

A. WORKSITE SUPERVISOR

The primary responsibilities of the Worksite Supervisor are to:

1. Provide and develop effective work experience that will help to prepare the employee to obtain an unsubsidized job when the experience ends.
2. Provide an orientation to each participant, reviewing Worksite policies (e.g. rules of conduct, expectations regarding performance, safety, injuries, etc.)
3. Adhere to WorkNow Kentucky Timesheet procedures.
4. Notify the Local Workforce Investment Board or the WorkNow Kentucky Designee of any employment changes in advance (e.g., new work schedules, work duties, supervisor, etc.)
5. Notify Local Workforce Investment Board or its WorkNow Kentucky Designee regarding any problems that may arise with the participant (e.g., excessive absences, injuries, poor work attitudes, etc.)

Note: The Worksite Supervisor cannot suspend or terminate any participant from the WorkNow Kentucky Program, but can suspend or terminate a participant from their Worksite. Local Workforce Investment Board or its WorkNow Kentucky Designee must be notified before any action is taken.

6. Complete a Participant Exit Form and attach to the final Timesheet.
7. Provide appropriate Safety Training to reduce accidents and/or injuries that could result in bodily harm and property damage.
8. Provide a safe working environment for the participants.
9. Allow access to the Worksite during regular working hours by WorkNow Kentucky Program staff. You will be contacted prior to any visit.

B. PARTICIPANT

The primary responsibilities of the participant are to:

1. Report to the assigned Worksite at the designated time each scheduled workday.
2. Learn and follow all of the Worksite policies (safety rules, break times, etc.)
3. Follow instructions and directions of Worksite Supervisor to ensure maximum job performance.
4. Dress appropriately and be well groomed.
5. Notify the Worksite supervisor when unable to come to work, according to the policies of the Worksite. (e.g.: illness, family emergencies, etc.)
6. Maintain satisfactory job attendance.
7. Advise Local Workforce Investment Board or its WorkNow Kentucky Designee when experiencing any problems that may affect performance or attendance on the job.
8. Complete and sign time sheets on the approved scheduled (bi-weekly or semi-monthly) basis.
9. Attend and participate in required classes/workshops as directed by the Local Workforce Investment Board or its WorkNow Kentucky Designee.

(The ***Participant Handbook*** is available as a reference guide. Please contact the local WorkNow Program Coordinator if you would like a copy.)

C. LOCAL WORKFORCE INVESTMENT BOARD OR ITS WORKNOW KENTUCKY DESIGNEE

The primary responsibilities of Local Workforce Investment Board or its WorkNow Kentucky Designee are to:

1. Provide orientation including information necessary for successful participation for all Worksite Supervisors and participants, prior to placement.
2. Complete work registration and enrollment documentation on each participant.
3. Provide counseling on an as-needed basis.
4. Periodically monitor the Worksite to ensure that the specified training and supervision is being provided and that the participant is performing as required.
5. Ensure participant Time Sheets are on time, complete, and accurate on a bi-weekly or semi-monthly basis and submit information for processing.
6. Make arrangements for the distribution of participant's paychecks.
7. Serve as a resource person for the Worksite supervisor and the participant.

8. Conduct job development, and placement services.

WORKSITE SUPERVISOR EVALUATION CRITERIA

Worksite Supervisors may complete a job performance evaluation for each participant upon the participant's exit from the program and attached to the final Timesheet. The evaluation may be used by the participant as a reference for future employment opportunities which he/she may seek following program participation. These evaluations also provide the participant important feedback on his/her progress or performance on the job. The evaluations should indicate areas of strength and points of growth for participant development.

Participant evaluation will be based on his/her ability to show a good effort and progress along the following areas:

- 1. ATTENDANCE**

Participant is required to adhere to the assigned work schedule. Any absences should be reported to the Worksite Supervisor as soon as possible.

- 2. PUNCTUALITY**

Participant is required to report to work on time. Reasons for tardiness need to be legitimate and communicated to the Worksite Supervisor as soon as possible.

- 3. ABILITY TO FOLLOW INSTRUCTIONS**

Participant is encouraged to listen, question, and make sure work expectations are met.

- 4. INITIATIVE/MOTIVATION/ATTITUDE**

Participant is encouraged to learn as much as possible on the job.

PROGRAM STAFF AND THEIR ROLES

The local WorkNow Kentucky Coordinator will conduct intake and eligibility determination and will ensure that the participant is completely registered to work in the Kentucky Job Bank. The Coordinator will help the participant access support services and assist with updating the work history following participation in the WorkNow Program. Assistance will be provided on how to conduct job search, prepare for job interviews, complete job applications and create Job Scouts. The WorkNow Kentucky Coordinator will work directly with the participant and the Worksite supervisor during the placement. He/she will visit the Worksite and is responsible for helping to resolve any problems that arise.

PAYROLL PROCEDURES

An hourly wage, Workers Compensation Insurance and FICA tax benefits are provided by Local Workforce Investment Board or its WorkNow Kentucky Designee.

A bi-weekly or semi-monthly timesheet will be used for all WorkNow Kentucky Program Participants. The Local Workforce Investment Board or its WorkNow Kentucky Designee will determine the frequency of timesheets and payroll.

Each participant is responsible for assuring that his/her timesheet is 100% complete and accurate when it is turned in. The Local Workforce Investment Board or its WorkNow Kentucky Designee will provide you with instructions for transmittal of the timesheet. The timesheet should be correct and up to date at all times.

Time is paid to the nearest quarter hour for Participants.

SAFETY ON THE WORKSITE

THE ROLE OF THE JOB SUPERVISOR IN SAFETY

Worksite supervisors should provide the participant with instruction in safety procedures and in the proper use of equipment. WorkNow Kentucky Program Participants are required to follow all safety regulations at work. In order to minimize the risk of an accident/injury happening at the worksite, the worksite supervisor needs to provide instruction in proper tool and/or equipment handling, general safety and emergency procedures to the participant *during the first day on the job*.

WHAT TO DO IF AN INJURY OR ACCIDENT OCCURS

The Local Workforce Investment Board or its WorkNow Kentucky Designee provides Workers Compensation Insurance. The insurance covers the cost of treatment for work-related injuries. It may also compensate the participant for a portion of his/her wages after the third day of absence from work, depending on the severity of the injury.

If a participant is injured, the Worksite Supervisor is required to report all injuries to the Party named on the Worksite Provider Agreement. To be covered, injuries must have occurred during work hours, including paid break time. Commuting time and unpaid lunchtime are not included. For any clinic, medical center or hospital to be compensated for cost of the treatment, participants must be seen by a licensed physician and the Local Workforce Investment Board or the WorkNow Kentucky Designee must be informed of the treatment. The Local Workforce Investment Board or the WorkNow Kentucky Designee will provide the participant and supervisor with the necessary paperwork and clear instructions.

The Local Workforce Investment Board or the WorkNow Kentucky Designee will provide Accident Report Forms to Worksite Providers that will be completed by the Worksite Supervisor in the event of an accident. The completed Accident Report Form will be provided by the Worksite Supervisor within 48 hours to the Local Workforce Investment Board or the WorkNow Kentucky Designee. The LWIB will provide a copy of Accident Report Form to the program administrator at the Office of Employment & Training with-in 72 hours of accident.

DISCIPLINE POLICY

Discipline issues will be resolved on a case-by-case basis. Early notification should assist in a satisfactory resolution of work problems. At any time concerns about performance should be shared with the WorkNow Kentucky Program Coordinator. If after working on problem resolution, the match is still not working, the participant will be removed from the worksite. *The* Local Workforce Investment Board or its WorkNow Kentucky Designee will work closely with the participant to reassess her/his individual plan and assist the individual to move toward her/his goals, either through more counseling, placement at a different worksite or referrals to necessary support services.

WORKNOW KENTUCKY WORKSITE PROVIDER AGREEMENT

A WorkNow Kentucky Worksite Provider Agreement must be completed by each Worksite Provider. A complete Job Description for each position to be filled with a WorkNow participant must be attached. In the event that an employer wishes to place participants in additional new positions after their agreement has been signed it is permissible to enter into a new agreement to cover the additional positions. If a participant placement does not meet the worksite provider's expectations, the local WorkNow Ky. Coordinator should be contacted by the Supervisor. If a mutually satisfactory resolution cannot be reached, the employer has an option to select another WorkNow participant to fill the position and complete the term of the agreement.

The Worksite Provider agrees to:

- Provide a job title and description for each individual placed. Assure each individual performs only those tasks described in the job description.
- Provide on-site supervision, consistent with what is normally provided for each job;
- Provide on-site training and supervision that is equivalent to 25% of the wage paid on behalf of the employee and allow the reporting of the cost of this provision of supervision and training as a qualified State expenditure on federally required financial reports;
- Reimburse the WorkNow Kentucky Designee or the Education and Workforce Development Cabinet for placement services upon request;
- Assure that there is sufficient work available to occupy each individual placed;
- Provide sufficient equipment and/or materials to do the job in a sanitary and safe environment;
- Assure that no currently employed worker shall be displaced by an individual placed by the WorkNow Kentucky Designee. This includes partial displacement such as a reduction in hours of non-overtime work, wages, or employment benefits;
- Assure that no individual shall be placed in a position from which a worksite employee is currently in lay-off status;
- Limit an individual to the number of hours assigned by the WorkNow Kentucky Designee, not to exceed 40 hours per calendar week. No payment will be made for hours worked in excess of 40 hours per calendar week;
- Allow reasonable access by the WorkNow Kentucky Designee or its authorized agent to the worksite during working hours for the purposes of monitoring;

Report any personnel problems or injuries as they occur during the course of the placement to the WorkNow Kentucky Designee, to a provided LWIA or Designee phone number;

Comply with all WorkNow Kentucky program guidelines, Federal Assurances and Certifications, State and Federal Laws and existing Labor Laws;

- Comply with the Americans with Disabilities Act (ADA); and
- Indemnify and hold harmless the WorkNow Kentucky Designee, Education and Workforce Cabinet and the Cabinet for Health and Family Services from any and all losses, claims, expenses, actions, causes of action, costs, damages, and obligations final or otherwise, arising from any and all acts of the Worksite Provider, its agents, employees, licensees, WorkNow Kentucky placed individuals or invitees that result in injury to persons, damage to property or loss arising from performance of this contract, as those injuries, damage or losses relate to any person, corporation, partnership or any other entity.

WORKNOW KENTUCKY SUPERVISOR EXPECTATIONS

PLEASE READ AND SIGN Important information about WorkNow Kentucky Program, Participants, and Worksite Supervisor Responsibilities:

1. The goal of the WorkNow Kentucky Program is to provide supervised job training and work experience, and to increase the employability of the participants.
2. Supervisors are expected to provide on-the-job training and supervision to teach the participants tasks and skills specific to the job.
4. Supervisors are expected to provide participants with a safety orientation at the Worksite.
5. Supervisors are expected to work with Local Workforce Investment Board staff or the WorkNow Kentucky Designee in teaching the participant's employability skills such as punctuality, following directions, and getting along with co-workers.
6. Supervisors are expected to keep daily records of participants' work hours and complete timesheets.
7. Supervisors are expected to complete an exit form and attach to the final timesheet to report on the participant's job performance.
8. The Worksite supervisor must meet with the Local Workforce Investment Board or its WorkNow Kentucky Designee for orientation before the participant begins work.
9. The Local WorkNow Kentucky Program Coordinator will answer questions, provide counseling support, and help resolve problems. Supervisors and the Local WorkNow Ky. Program Coordinator must maintain communication and keep each other well informed.
10. The Local Workforce Investment Board or the WorkNow KY Designee rules and disciplinary procedures for participants are explained to participants and supervisors at their respective orientation. Supervisors are expected to cooperate with WorkNow Kentucky Program staff in establishing rules and following disciplinary procedures consistent with the program.
11. Upon notice, the WorkNow Kentucky Program Coordinator will visit Worksites to observe and monitor activities, complete forms, etc.
12. The Local WorkNow Kentucky Coordinator may provide site evaluations in order to provide feedback and suggestions to Worksite supervisors.

I have read and understand the above description of the WorkNow Kentucky Program, including the descriptions of participants and responsibilities for the Worksite Supervisors.

Worksite Supervisor Signature

Date

*Local WorkNow Investment Board
or WorkNow Kentucky Designee*

Date

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