

SUBSIDIZED
EMPLOYMENT
SUPERVISOR
HANDBOOK



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**WORKFORCE SOLUTIONS TEXOMA IS AN EQUAL OPPORTUNITY EMPLOYER/PROGRAM.
AUXILIARY AIDS AND SERVICES ARE AVAILABLE UPON REQUEST TO INDIVIDUALS WITH DISABILITIES.
INDIVIDUALS WITH SPEECH AND/OR HEARING IMPAIRMENTS MAY CALL 711 FOR ASSISTANCE.**

PURPOSE OF SUBSIDIZED EMPLOYMENT

Workforce Solutions Texoma offers Subsidized Employment opportunities to many individuals at varying stages in their connection to the workforce. Some are emerging into the workforce for the first time, some may have lost their status in the workforce and need to pursue a new career path, and others need to rebuild or repair their work history and overcome obstacles that may hinder their success. Subsidized employment is designed to provide all of these populations with an opportunity to learn and develop their attachment to the workforce. Subsidized employment offers the opportunity to learn:

- soft skills
- occupational skills
- leadership skills
- the ideal career path
- future preparation for education, training, and employment

The Subsidized Employment program goal is to assist customers in obtaining employment that will lead to a self-sufficient wage.

Workforce Solutions Texoma is one of twenty-eight Workforce Investment Board Areas in Texas. The Texoma Workforce Development Area serves Cooke, Grayson, and Fannin Counties. Workforce Solutions Texoma operates three (3) one-stop centers at locations listed below.

Cooke County
900 N. Grand, Ste 103
Gainesville, TX 76240
940.665.1121

Fannin County
1205 E. Sam Rayburn Dr.
Bonham, TX 75418
903.640.0222

Grayson County
2415 S. Austin Ave., Ste 105
Denison, TX 75020
903.463.9997
888.813.1992

For additional services and program information, please log onto Workforce Solutions Texoma's website at <http://www.workforcesolutionstexoma.com>.

SUPERVISOR RESPONSIBILITIES

- 1. Abide by the Worksite Agreement**
 - a. Supervisors must be named on the Worksite Agreement.
 - b. Participants must have supervision at all times.
- 2. Employment limitations must be in compliance with local policy and State and Federal Laws.** Laws that pertain to participants under the age of 18 are found in **section 2**.
- 3. Provide Supervisor Orientation to alternate supervisors** in cases where primary supervisors will be unable to supervise for a short duration, or contact your local workforce center to have staff conduct the orientation for you.
- 4. Ensure this Worksite Handbook is accessible to all worksite supervisors in case of an emergency.**
- 5. Ensure the Time and Attendance Record is accurately completed and signed.** See "Payroll Procedures" on page 12 for additional payroll information.
- 6. Provide appropriate Work Assignments:**
 - a. Provide worthwhile, realistic work assignments.
 - b. Inform the participant of both the Supervisor and worksite expectations.
 - c. Impress on the participant the value of the work to be performed.
 - d. Provide instructions on safe working habits.
 - e. Provide the necessary equipment and materials for assigned jobs.
 - Explain worksite policies and procedures to each participant.
 - Let the participant know that infraction of rules will be dealt with swiftly and in accordance with employment policies and procedures.
 - Provide the participant with opportunities to learn about the requirements of the world of work and consequences of not meeting those requirements.
- 7. Assist the participant in developing work habits and in refining attitudes, values, and behavior patterns which are vital to success in educational pursuits, on the job, and in becoming productive citizens.**
- 8. Assist the participant in acquiring basic work competencies and disciplines:**
 - a. Punctuality and reliability in regard to attendance.
 - b. Responding to supervision and direction.
 - c. Cooperating with co-workers in team efforts.
 - d. Exhibiting self-discipline and taking responsibility for their actions.

- e. Delivering quality work products and services.
- f. Appropriate work-place attire.
- g. Exhibiting problem-solving techniques.
- h. Accepting constructive criticism.

9. Contact the Career Specialist to assist participants with:

- a. personal problems,
- b. recurring work-related problems, or
- c. to report work-related injuries.

OFF-SITE ASSIGNMENTS

For the purpose of this policy, the term “approved worksite” refers to the actual physical location where the participant is assigned. This is the address that is listed on the “Worksite Agreement”.

Workforce Solutions Texoma provides subsidized employment opportunities through various workforce programs the Texoma area. Each participant is assigned to a specific approved worksite. It is the policy of Workforce Solutions Texoma that the participant performs their duties at the approved worksite. However, from time to time, certain participants may need to perform work assignments at locations other than their approved worksite. The following policy outlines allowable and unallowable off-worksite situations:

Outside Assignments Not Allowed:

- **Attending recreational field trips** while being paid by Workforce Solutions Texoma is not allowed.
- **Attend field trips to supervise children or to aid in the supervision of children.**
 - *Example* – a participant employed by a youth center could not participate in a field trip to the zoo as a chaperone or supervisor for youth.
- **Supervision of another employee, client or customer of any age** is not allowable. However, participant may aid a supervisor in these types of activities at the approved worksite.
 - *Example* – a participant employed by a youth center may aid a supervisor in the activities of those who are attending the youth center.
- **Work activities away from the approved worksite for participant under the age of 18.** Limited work activities away from the approved worksite are allowable for participant over the age of 18.
- **Remote worksites across state lines is not permissible for any age participant.**

Allowable Outside Assignments:

- **Limited work activities away from the approved worksite are allowable for participant over the age of 18** if the activity is integral to the job performance as approved, and if the approved supervisor supervises the participant.
 - *Example* – a participant who is employed by an organization providing information at a trade show may attend the trade show to assist in operating an informational booth.

WORKER'S COMPENSATION

All participants are covered by Workers' Compensation. See section 3 for Injury on the Job Information

SEXUAL AND OTHER UNLAWFUL HARASSMENT

It is Workforce Solutions Texoma's policy to maintain a professional working environment for all employees, free of any form of unlawful discrimination or sexual harassment. Harassment or discrimination based on an individual's race, color, religion, sex, national origin, age, disability, marital status, sexual orientation or veteran status is illegal and will not be tolerated.

Definition of Harassment

Harassment consists of unwelcome conduct, whether verbal, physical or visual, that is based upon a person's status, such as sex, color, race, ancestry, religion, natural origin, age, disability, veteran status, citizenship status, or other protected group status. Harassment includes conduct that disparages, shows hostility or aversion toward an individual because of his or her protected status or that of his or her relatives, friends or associates.

Examples of harassment include but are not limited to:

- a) Ethnic or racial slurs.
- b) Verbal or physical threatening, intimidating or hostile acts.
- c) Written or graphic material that disparages or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated by e-mail, voice mail, facsimile or otherwise in the work place.

The above examples are by way of illustration only and not to be construed as an all-inclusive list of prohibited acts under this policy.

Sexual harassment means unwanted sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature, including such conduct that is directed toward someone of the same sex, when:

- a) submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; or
- b) such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by

creating an intimidating, hostile, humiliating or sexually offensive work environment.

The following list provides some examples of conduct that could constitute sexual harassment.

This list does not cover every type of behavior that could constitute sexual harassment; rather, it is intended only to provide some examples of the type of conduct that is prohibited under this policy:

- a) Direct or implied requests by a supervisor or manager for sexual favors in exchange for actual or promised job benefits. (Job benefits could include a favorable performance review, a salary increase, a promotion, increased job benefits, or continued employment.)
- b) Foul or obscene language or gestures.
- c) Display of foul, obscene, or sexually suggestive printed or visual material of any kind.
- d) Physical contact such as patting, pinching, rubbing or brushing against another's body.
- e) Comments on an individual's body.
- f) Comments about an individual's sexual activity, deficiencies or prowess.
- g) Unwelcome whistling, gestures, or comments.
- h) Suggestive or insulting comments.
- i) Inquiries or questions relating to one's sexual experiences and discussion of one's sexual activities.

Communication by e-mail, voice mail, facsimile, bulletin boards, newsletters or any other kind of the material noted above is a violation of Workforce Solutions Texoma's policy against harassment.

Reporting Allegations of Sexual Harassment or Other Impermissible Discrimination

Any individual who believes that the actions or words of a supervisor, manager or fellow employee constitute sexual harassment or other type of discrimination must bring the problem to the Workforce Center Director's attention immediately by reporting it to his/her immediate supervisor, career specialist, or Participant Coordinator.

You should also promptly advise your supervisor, career specialist, or Participant Coordinator if you are ever harassed or discriminated against at work by a vendor, service representative or others doing business with Workforce Solutions Texoma, so that appropriate action may be taken.

Investigation of Complaints of Sexual Harassment or Other Impermissible Discrimination

A prompt and thorough investigation of each complaint of sexual harassment, illegal discrimination or retaliation will be investigated promptly, thoroughly, impartially, and in such a way as to maintain confidentiality to the extent possible under the circumstances. Workforce Solutions Texoma's investigation will include a private interview with the person making the complaint and with all witnesses. Workforce Solutions Texoma will also interview the alleged harasser. If the evidence warrants it, the alleged harasser (if SUBSIDIZED EMPLOYMENT participant) may be suspended without pay for a period not to exceed two weeks, pending a complete investigation. If the alleged harasser is the company's employee, Workforce Solutions Texoma will work with that company to resolve the situation. If the evidence is immediately conclusive, the participant employee may be disciplined up to and including termination. When the investigation has been completed, Workforce Solutions Texoma will, to the extent appropriate, inform the person making the complaint and the alleged harasser of the results of that investigation. In all cases, Workforce Solutions Texoma will work with employees, employers, management staff to resolve the situation in an equitable manner for everyone.

Retaliation

No individual who complains in good faith will suffer an adverse employment action as a result thereof, even if the investigation produces insufficient evidence to support the complaint. There will be no retaliation against any other individual who participates in good faith in the investigation of a complaint.

Disciplinary Action

If it is determined that inappropriate conduct has occurred, Workforce Solutions Texoma will act promptly to eliminate the offending conduct, and when appropriate, impose disciplinary action up to and including termination. If the allegations prove not to constitute sexual harassment, the alleged harasser will return to work with pay. False accusations can result in severe disciplinary action, up to and including termination.

WORKPLACE VIOLENCE

Workforce Solutions Texoma is committed to providing a safe working environment. Threatened violence and assaults are prohibited. Unless specifically authorized in writing, all employees are prohibited from carrying or possessing a handgun or other weapon while on company premises, while operating company vehicles, or while acting in the course of company business. **A violation of this policy is grounds for immediate termination of employment and dismissal from the program.**

Individuals who are aware that employees, customers, or visitors have possession of a weapon while on company property or that another employee has a weapon while engaged in company business, regardless of whether he or she is on company property, should report it to their supervisor immediately.

Individuals who are threatened or witness a threat of bodily harm should report it to their supervisor immediately. If an individual receives a threat off company property and not in the course and scope of employment, such a threat should still be reported if the employee has reason to believe that the threat may be carried out on company property or while the employee is engaged in company business. Individuals who are assaulted or witness an assault should report it to their supervisor immediately. If their supervisor instigated or was involved in the assault, employees should contact another supervisor, a Workforce Solutions Texoma point of contact or the manager on duty as soon as possible.

GRIEVANCE PROCEDURES

Workforce Solutions Texoma is committed to providing the best possible working conditions for their participants. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from supervisors and management.

Workforce Solutions Texoma strives to ensure fair and honest treatment of all participants and worksites. Supervisors, managers, and employees are expected to treat each other with mutual respect. Positive and constructive criticism is encouraged.

Anyone who disagrees with any existing policy or procedure can express his/her concerns through the approved grievance procedure. No individual will be disciplined nor will have the terms of his/her employment adversely affected for voicing a complaint within a reasonable, businesslike manner or for utilizing the grievance procedure.

If a situation arises where an individual believes that a condition of employment or a decision affecting him/her is unjust or inequitable, he/she is encouraged to follow the steps listed below. Employees may discontinue the grievance procedure at any step.

1. The problem is presented to his/her immediate on-site supervisor. If the on-site supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the individual may present the problem to the Career Specialist or Participant Coordinator.
2. The on-site supervisor responds to the problem or may consult with appropriate management when necessary. The on-site supervisor documents the discussion.
3. Unresolved grievances or concerns are presented to the Workforce Director.
4. The Workforce Director assists the individual in identifying the problem, meets with the employee's manager(s) and/or on-site supervisor.
5. The Workforce Director considers the problem. The Workforce Director informs the individual in writing of the decision and also forwards a copy of the written response to the Participant Coordinator for the employee's file. The Workforce Director has full authority to take any action deemed necessary and appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of problems can staff and participants develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment.

PAYROLL PROCEDURES

All participants will complete the Time and Attendance Record provided by Workforce Solutions Texoma under the following guidelines:

1. Time and Attendance Records are the responsibility of the participant.
2. Monitor/supervise the participant's completion of the Time and Attendance Record.
3. Complete the form as follows:
 - Use only ink
 - Do not use white-out
 - All changes crossed through and initialed by both the supervisor and participant
 - No scribble marks
4. Review Date and In/Out times for accuracy.
5. Signatures:
 - Time and Attendance Record cannot be signed prior to the last day on the Record unless the participant is not scheduled to work that day.
 - Check for participant signature and date
 - Supervisor should sign and date the form.
6. Fax completed form the last day of the pay period to Workforce Solutions Texoma.
 - Note: In order to be paid on time, timesheets must be received no later than Noon on the Tuesday following the pay period

A Payroll Calendar and blank timesheets have been provided in Section 4. Pay periods start on Sunday and end on Saturday in two week increments. Participant will be paid every two weeks as noted on this schedule.

Pay Checks will be direct deposited to the Participant's checking or savings account or their debit card on the Friday following the end of the pay period, if the Time and Attendance Record is received no later than Noon the Tuesday following the pay period.

MONITORING AND EVALUATION

Why Monitor?

The value of monitoring extends beyond compliance. Monitoring aids in meeting program objectives, preventing audit exceptions, and improving systems for controlling program administration.

Periodic review of worksites and other program activities is necessary to improve services provided to participants and to evaluate the quality of the training.

Results of monitoring efforts serve as a basis for selection of future worksites.

How Monitoring Works?

The Quality Assurance representative will conduct on-site worksite reviews consisting of site visits and interviews with the supervisors and participant during the duration of the participant's employment. Reviews may be unannounced and will occur at least once during the worksite activity.

The monitor will request to speak with supervisor(s) and the participant to interview each party using a standardized monitoring questionnaire. In addition, the monitor will review time and attendance and payroll records maintained by the program or worksite as well as working conditions and environment. The worksite notebook with timesheets and participant medical release information will also be reviewed.

TERMINATION PROCEDURES

A participant can be fired from their worksite and removed from the worksite with just cause. Examples of "just cause" include but are not limited to the following:

- **Poor attendance or punctuality**
- **Exhibiting undisciplined behavior**
- **Dishonesty and/or stealing**
- **Breaking worksite or program rules or policies**

If a situation warrants, the worksite supervisor may remove a participant from the worksite and have the Career Specialist meet with the participant for counseling. The Career Specialist will investigate the situation prior to taking any action. The supervisor has the authority to fire a participant from the worksite, but only the Program Coordinator has the authority to terminate a participant from the program.

This policy is necessary in order to provide the participant with a realistic work situation and maintain compliance with policies and procedures. Participant must understand that there are sanctions and consequences for unacceptable behavior as well as the rewards of having a job and doing it well. If termination of the work experience occurs, the participant's progress will be evaluated and a determination will be made as to what additional services may be needed to meet his/her goals.