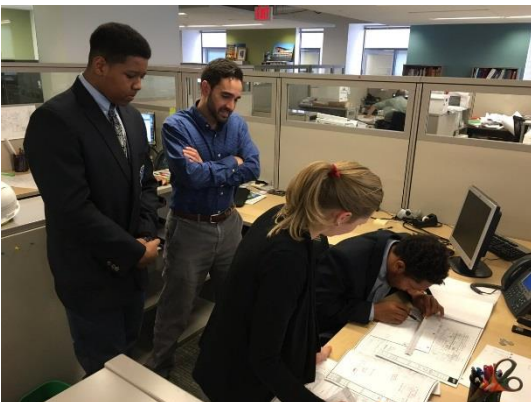




# DISTRICT OF COLUMBIA PUBLIC SCHOOLS

## Career Ready Internships Intern Manual



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The **DCPS Career Ready Internship initiative**, a partnership between DC Public Schools and the Department of Employment Services' (DOES) Summer Youth Employment Program (SYEP), provides an opportunity for high school aged students to connect to leading industry employers through paid, meaningful and intentional employment experiences. Employers expose students to the world of competitive employment and help guide students through the career exploration process.

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# Introduction

Congratulations on being selected to participate in the 2017 DCPS Career Ready Internships!

The District of Columbia Public Schools' Office of College & Career would like to welcome you as a Career Ready Intern! You have demonstrated a commitment to excellence and a desire to further develop as an emerging young professional. During the summer, hundreds of DCPS students will engage in meaningful, career specific, paid internship experiences. Your participation in a Career Ready Internship will provide you with high level, real world exposure to your identified career interests.

Through this initiative, not only will you receive an enhanced SYEP placement, you have also received employability skills training leading to the development of character traits such as Poise, Initiative and Tenacity. These character traits will supplement the specific skills needed to be successful. All interns will be placed according to their career interests. This will allow you to engage with employers that will provide insight and direction for your future career decisions.

This is an exciting opportunity for you and we hope that you take advantage of everything that the Career Ready internship Initiative will offer to you!

This manual will serve as your guide to a successful summer as a Career Ready Intern. We look forward to working with you!

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# Important Dates & Information

**4/17/2017 – 5/26/2017** - Student Interviews at participating schools

**6/9/2017** - Employer/Student pairing notifications

**06/13/2017** – Host Employer orientation

**06/26/2017**– Interns' first day of work

**07/04/2017**– Fourth of July Holiday– No work

**08/04/2017**– Interns' last day of work

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# Internship Process

	Host Employers	Interns	DCPS
Prior to Internship	<p>Host Employers will submit an application to DCPS through <a href="http://dcpsinternships.org">http://dcpsinternships.org</a></p> <p>Host Employers will participate in a DCPS led employer orientation.</p>	<p>After registering with SYEP and completing employability skills training at their schools, prospective interns will submit an application to DCPS through <a href="http://dcpsinternships.org/">http://dcpsinternships.org/</a></p> <p>Interns will participate in a DCPS led intern orientation.</p>	<p>DCPS will register as the SYEP host site for the Career Ready Internship initiative. DCPS staff will review applications and schedule interviews with prospective interns. Students will be placed into internship sites based on interview performance, host employer needs and teacher input. DCPS will provide an orientation for Host Employers &amp; Interns.</p>
During Internship	<p>Host Employers provide work experiences for interns during the 6 week internship period. Host employers sign off on timesheets to be entered into the SYEP time keeping system by DCPS (the intern's school contact). Host Employers also serve as mentors &amp; career guides to interns.</p>	<p>Interns participate in paid work based learning opportunities through the DCPS/ SYEP partnership. Interns will work no more than 25hrs/ week. Interns will complete projects/ assignments while receiving career specific guidance and support.</p>	<p>DCPS monitors interns and provides administrative support (timesheet entry/ attendance) through SYEP. DCPS will troubleshoot any site issues and communicate any important updates.</p>
Closing out Internship	<p>At the close of the summer, Host Employers will provide an evaluation for each of their interns. Employers will be asked to assess the intern's skill level from the beginning of the internship compared to the end of the internship. These questions will be asked simultaneously and contained in one survey in order to allow employers to offer a retrospective analysis of interns' skill growth.</p>	<p>At the close of the summer, each Intern will complete a self-assessment. Interns will compare what they knew when they began the Career Ready Internship to how they feel they have developed through completion of the internship.</p>	<p>DCPS will administer the evaluations and assessments to the Host Employers and Interns. DCPS will analyze the data and provide a final report of the 2017 Career Ready Internship initiative.</p>

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# What to Expect on the First Day of Work

Report to your worksite at the time designated on your official job assignment letter. Some employers may reach out to you with special instructions for your first day. Be sure to practice going to your job site a few days in advance so that you know exactly where you are going.

DO NOT report to a worksite different from the one to which you were assigned. If you report to the wrong worksite, you risk not being paid this summer.

Once you arrive, check in with your Supervisor and show your photo ID or a copy of your official job assignment letter. Once you've been verified by your Supervisor, sign in on the timesheet for the day. Be sure to sign out when you leave as well.

**Orientation on Your First Day:** Your Supervisor will conduct an orientation to provide you with:

- Rules and regulations of the worksite;
- Time and length of lunch breaks and local places to get lunch;
- Names and contact information of who to notify if you are running late or going to be absent;
- Safety procedures and steps to take in case of accidents;
- Appropriate attire for the work place; and
- A clear explanation of your duties and responsibilities.

**REMEMBER:** You must sign in and sign out on your timesheet each day you work in order to be paid! You also must submit your timesheet every other week to your DCPS school contact via email.

**Dressing for the Job-** There is appropriate dress for all different kinds of work environments. Regardless of where you work, you should always DRESS FOR SUCCESS. Some attire is NOT appropriate for any work environment. Avoid clothing that is too shiny, too baggy, too tight, too revealing, or too flashy.

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# Intern Role & Responsibilities

- I. **Be Open:** Your Host Employer will serve as a professional role model while guiding you in the exploration of specific career goals. It is important that interns are open to learning and experiencing new and sometimes challenging things.
- II. **Be Dedicated:** Interns will be provided with substantive projects and assignments with clear outcomes and timelines. Interns will be held accountable by their supervisors to meet deadlines and produce quality work. Employers will have an open line of communication with their intern and provide constant feedback (including praise, encouragement and constructive criticism). Interns should always demonstrate a consistent, high quality of work.
- III. **Be Present:** Interns will be a part of the organization as a team member and participate fully in the office culture. Interns will meet staff members, participate in meetings and ask questions. Interns will always present themselves in a professional manner.
- IV. **Be Accountable:** Host employers will communicate any and all issues or problems to DCPS staff. This includes but is not limited to: chronic tardiness or absence, poor attitude/ work ethic, inappropriate attire, etc. The goal of the Career Ready Internship is for all parties involved to have a positive experience. DCPS staff will work diligently to support Host employers and interns in this process.
- V. **Be Supported:** Interns should never be afraid to ask for help. Whether you need additional instructions on a specific task or you are having challenges at your site, you can always reach out to your supervisor and/or DCPS liaison for assistance.



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# Intern Role & Responsibilities

## **Communication in the Workplace**

Appropriate communication in the workplace is critical. You can say a lot with your words, and your behavior speaks volumes as well.

### **Verbal Communication --- Watch what you say!**

- Do not use profanity, offensive language, or slang while on the job.
- Be polite, courteous, and respectful at all times to everyone you interact with (your colleagues, your Supervisor, your customers, etc.).
- Speak clearly and loud enough that the person you are addressing can hear you, but low enough that you are not disturbing others around you.
- When answering the telephone, be professional and friendly.

### **Non-Verbal Communication --- Watch what you do!**

- Stand/sit up straight (slouching, leaning back in chair, or folding arms make you appear uninterested).
- Do not fall asleep while on the job; if you need more work to do, ask your Supervisor.
- Do not wear headphones or listen to music while on the job.
- Avoid excessive cell phone use (texting, phone calls, Internet, etc.).
- Make eye contact and do not walk away when someone is speaking to you.

## **Time and Attendance**

- You are expected to report to work on time each day. If you will be late or absent, call your on-site Supervisor before the start of the work day or as soon as possible. Sign in and out with your Supervisor so they have record of your attendance. Pay is based on signing in and out each day.
- You will ONLY be paid for the hours that you actually worked. Sign your timesheet at the end of each week and confirm your hours with your Supervisor to avoid any pay disputes. Your timesheet will be used to resolve pay disputes. Supervisors enter time every Friday by 5:00PM.
- Never leave work without permission from your Supervisor. This will result in loss of pay and could result in termination. In the event that you forget to record your time or sign your timesheet, please notify your Supervisor immediately. If for any reason you must be away from the worksite for any period of time, you must inform your Worksite Supervisor as soon as possible. Failure to do so may be grounds for termination.

# Payroll

## Pay Rate and Maximum Work Hours

There is a legal limit to the number of hours you may work, depending on your age\*:

- Youth ages 14 - 15 years old will receive a stipend of \$5.25/hour for up to 20 hours per week.
- Youth ages 16 - 21 years old will receive a wage of \$9.25/hour for up to 25 hours per week.

\*Changes implemented in compliance with the Budget Support Act (BSA).

**Attendance Rules** You may be suspended or lose your job due to the following attendance-related circumstances:

- Repeated lateness or absence.
- Leaving work without authorized permission. You will be considered to have abandoned your position if you walk off the job without the permission of the Supervisor.
- You will only be paid for the time that you actually work on the job. If you are absent from work, you will not be paid.

Your first payday for SYEP 2017 will be Wednesday, July 12, 2017. This will be pay for the hours you worked during the first week of the program (June 26 - July 1).

## 2017 Pay Dates:

Pay Period	Pay Date
Pay Period 1 (June 26-July 1)	Wednesday, July 12
Pay Period 2 (July 2 – July 15)*	Wednesday, July 26
Pay Period 3 (July 16 – July 29)	Wednesday, August 9
Pay Period 4 (July 30 – August 6 <sup>th</sup> )	Wednesday, August 16 <sup>th</sup>

## Important Information about Getting Paid

Your pay will be based on the paper timesheet you sign in and sign out on each day. You will be required to sign the weekly timesheet to confirm the accuracy of the hours recorded. You will only be paid for the time that you worked. You will not be paid for holidays or days on which you did not work. On payday, your pay will be deposited on your VISA Debit Card. You will receive your Debit Card in the mail to the address you provided on your SYEP 2017 application. You will receive a statement in the mail indicating your wages each pay period.

# Payroll

**W-4 Tax Form Information:** This year ALL MBSYEP applicants are REQUIRED to complete a W-4 tax form. You will NOT be able to move on to the next steps until your W-4 tax form is complete. The purpose of the W-4 tax form is simple; it is used by your employer to withhold the proper amount of federal income tax from your paycheck. If you need assistance with completing your W-4 tax form, please contact the IRS at <https://www.irs.gov> or (202) 803-9000, or seek guidance from a parent or guardian. The Office of Youth Programs is excluded from providing guidance on how to complete your W-4 tax form. We will only ensure that your W-4 tax form is completed. Applicants MUST complete the W-4 tax form by Monday, February 27, 2017.

**Important Information about your VISA Debit Card:** You will be issued a VISA Debit Card directly from the payroll company Citibank.

- Your Debit Card will be mailed to you during the first week of the program and will be sent directly to the address you provided on your SYEP 2017 application.
- Pay will be deposited into an independent account associated with your personal Debit Card.
- To use your VISA Debit Card, you first need to activate it by following the directions included in your card package.
- The VISA Debit Card will allow you to access your pay via an Automated Teller Machine (ATM), a local bank, or by making purchases at local stores.

If you do not have your Debit Card by Friday, June 30, 2017, or if you have ANY problems with your card (e.g., lost or stolen card, forgotten PIN number, or card transaction problem) you must call Citibank at 1-877-855-7201.

Direct Deposit Youth ages 18 years and up are eligible to sign up for bank accounts through the Bank on DC initiative. Youth over 18 that participate in this program and enroll in a new bank account prior to the program's start will receive their pay through direct deposit. Even if you sign-up for direct deposit, keep your SYEP VISA Debit Card. If there is any problem with your pay, SYEP will use this card for quicker resolution of your pay dispute.

**Bank On DC** Youth 18 and older may sign up to use direct deposit to an existing account or to a new checking/savings account with DGE Federal Credit Union (FCU) or HEW Federal Credit Union (FCU) through a partnership with Bank on DC. Bank on DC accounts have:

- No monthly maintenance fees
- No minimum balance requirement

- No over-drafting sign up through the SYEP Youth Portal at [www.summerjobs.dc.gov](http://www.summerjobs.dc.gov) or by visiting any DGE FCU or HEW FCU location. You will still receive a VISA Debit Card from Citibank to use in case of an emergency.

## What To Do If You Have A Pay Dispute

Your pay is based on the timesheet that you have filled out daily and sign at the end of each week. Your Supervisor will approve and submit the time directly from these timesheets. If you think you have been paid incorrectly, don't panic or stop reporting to work. Just follow these steps:

Step 1. Double check to see if there really is an error. Some things with your paycheck might lead you to believe you have a pay problem, but actually it turns out that it is accurate. Some common things that can cause confusion are:

- Forgetting about a holiday. You will not be paid for holidays.
- Forgetting about taxes. All youth will have taxes withheld.
- Forgetting about days you were absent or forgetting to sign in and out each day. You will only be paid for hours you actually worked.
- Forgetting that your pay is not necessarily for the most recent two (2) weeks that you worked. Please refer to the pay schedule to identify which weeks are included for each pay day.

Step 2. If there is a dispute in hours worked or time recorded, you should do the following:

1. Notify your Supervisor as soon as possible in order for him/her to address the issue.
2. Once your Supervisor confirms the issue and reports it, you will receive your correct pay within 24-48 hours.
3. If you and your Supervisor disagree, call the SYEP Support Center directly at 202-698-3492 to report the pay problem to SYEP staff.

The SYEP office investigates all reported pay disputes by contacting Worksite Supervisors to collect information, confirm hours, and determine the resolution. If your pay issue is verified and resolved by your Supervisor, any additional funds owed to you will be added to your SYEP VISA Debit Card.

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# Important Policies

## Terminations

You will face termination from the program for any of the following reasons (we have a zero tolerance policy for the offenses listed below):

- **Drugs**—The possession, sale, or use of illegal drugs or alcohol while on the job.
- **Excessive Absenteeism**—Failure to report to work on three (3) consecutive work days without prior approval.
- **Disruptive Behavior**—Fighting, physical or verbal assaults, or any act that endangers the well-being of co-workers.
- **Theft**—Stealing property from the worksite, employees, or other youth workers.
- **Falsifying Documents**—Falsifying his/her time records or those of other youth employees; signing another youth worker's time record; attempting to pick-up or use another youth worker's Debit Card or personal identification number (PIN)
- **Insubordination**—Refusal to adhere to the program's or the worksite's rules and regulations.
- **Harassment**—Verbal, sexual, or physical— these could lead to legal action.

\*Your Supervisor may also have other rules/policies that you will be required to follow.

# Important Policies

**Sexual Harassment Policy-** Sexual harassment is an unwelcome attention of a sexual nature. Sexual harassment is harmful and illegal. Sexual touching, grabbing, pinching, or intentionally brushing up against someone in a sexual way can be considered harassing behavior. Obscene comments, looks, teasing, and rumors are considered forms of harassment. You are advised to be assertive and let people know when their behavior makes you uncomfortable. If you believe you have been sexually harassed, the following steps must be taken to rectify the situation:

1. Immediately report the incident to the SYEP office. If under the age of 18 years, the report may be made by the parent or guardian.
2. The SYEP office will complete a preliminary report and assist in your transfer to a new worksite.
3. The SYEP office will notify the appropriate EEO official.
4. The appropriate EEO official will begin an investigation. At the end of the investigation, the EEO official will prepare an investigative report for the Agency Director.
5. If the Agency's EEO official cannot resolve the conflict within 60 days of the initial complaint, the Agency shall refer it to the Office of Human Rights (OHR).

**Gender Identity & Expression Policy-**The D.C. Human Rights Act prohibits discrimination against a person in employment, housing, public accommodations, or educational institutions on the basis of that person's actual or perceived gender identity or expression. The D.C. Human Rights Act defines gender identity or expression as "gender-related identity, appearance, expression, or behavior of an individual, regardless of the individual's assigned sex at birth." As it relates to employment, the Human Rights Act bars such unlawful discriminatory practices, including but not limited to the following:

- Failing to hire or promote;
- Engaging in disparate treatment;
- Engaging in unlawful termination and transfers;
- Engaging in verbal or physical harassment;
- Creation of a hostile environment;
- Failing to make a reasonable accommodation when requested by the employee;
- Denying access to restrooms and other gender-specific facilities that are consistent with the employee's gender identity or expression.

# Appendix



## DCPS Career Ready Internship

### Time Sheet

\*Timesheets are due bi-weekly on Friday no later than 10:00am. Failure to submit a signed timesheet will result in a delay in pay. Interns are responsible for scanning and emailing timesheets directly to their school contacts.

Intern's Full Name \_\_\_\_\_ Host Employer Organization Name \_\_\_\_\_

Intern's School Name \_\_\_\_\_ Supervisor's Name \_\_\_\_\_

Pay Period \_\_\_\_\_

Week 1

Week 2

Day	Date	Time In	Lunch Out	Lunch In	Time Out	Total	Day	Date	Time In	Lunch Out	Lunch In	Time Out	Total
Monday							Monday						
Tuesday							Tuesday						
Wednesday							Wednesday						
Thursday							Thursday						
Friday							Friday						

Total week 1 hours worked: \_\_\_\_\_

Total week 2 hours worked: \_\_\_\_\_

**Total pay period hours:** \_\_\_\_\_

\_\_\_\_\_  
Supervisor's Signature Date

\_\_\_\_\_  
Intern's Signature Date