



CITY OF SAINT PAUL

RIGHT TRACK

2019 Supervisor Manual



Mission: To build Saint Paul's workforce by providing career-readiness opportunities and work experience for under-resourced Saint Paul youth.



The Most Livable
City in America



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Right Track contacts

YJ01 Program Manager

Dan Aliperto
651.266.6169 (desk)
651-472-4363 (cell)
651.292.7311 (fax)

Dan.aliperto@ci.stpaul.mn.us

*e-mail preferred

Right Track Program Supervisor

Shaina Abraham
651.266.6547

shaina.abraham@ci.stpaul.mn.us

Right Track Payroll

Payroll

Terry Hernandez
651.266.6379 (phone)
651.266.6495 (fax)

Payroll-TASS@ci.stpaul.mn.us*

*email preferred

Parks Safety (Work Related Accidents)

Randy Graff
651.632.2414
651.319.2595 (cell)
651.632.5115 (fax)

randy.graff@ci.stpaul.mn.us

Focus Card Customer Service

1.877.474.0010 (phone)

Right Track Office

25 West 4th Street, Suite 400
Saint Paul, MN 55102
651.266.6363 (main)

RightTrack@ci.stpaul.mn.us



Dear Right Track supervisor,

Thank you for participating in the Right Track program. The Right Track supervisor manual includes information that will help you as a supervisor for your Right Track intern. Listed below is an overview of the expectations that Right Track supervisors are required to fulfill. More detailed information is included in this manual.

WORK EXPERIENCE:

As a supervisor, your responsibility is to provide each intern with a high quality work experience that is safe and well supervised. Remember that you are both a supervisor and a mentor for each of your interns. You are responsible for guiding them through the work experience, keeping them engaged, and supporting the development of their 21st century skills.

EVALUATION:

One of the most important things you will do is provide your intern with feedback related to their job performance. You are required to conduct both a mid-point and final assessment with your intern. Final assessments must be completed and submitted online by the end of the program season.

OTHER ADMINISTRATIVE DUTIES:

As a supervisor, you are required to:

- Submit online time cards in TASS for your intern(s) every 2 weeks
- Abide by all Child Labor Laws
- Report any behavior or disciplinary actions taken
- Report and document Work-Related Accidents within 24 hours
- Provide reports and other information when required

Please continue reading the rest of the Right Track supervisor manual with these expectations in mind. We also encourage you to check out the supervisor's handbook for more suggestions on creating a positive learning experience for your intern(s) this summer. If you have any questions at all, please contact us.

Shaina Abraham
Right Track Program Supervisor
Saint Paul Parks & Recreation



Supervisor's Checklist

- ✓ **Prepare for your Right Track intern:**
 - Determine the general area(s) of their work responsibilities
 - Discuss these plans with other co-workers in the office
 - Think about your workspace...ensure it is welcoming for the young person(s)

- ✓ **Welcome the intern:**
 - Introduce the intern to their co-workers and explain their jobs
 - Talk with them about their strengths, what they hope to gain, and skills they want to develop
 - Ask them about their learning style, as well as how they like to receive feedback

- ✓ **Explain the work:**
 - Explain the functions of the worksite and the organization
 - Explain how their job relates to others at the worksite
 - Discuss the rules and culture of the worksite
 - Think about and share some of the technical skills as well as the soft skills needed to succeed in the position

- ✓ **Worksite Facilities:**
 - Explain to the interns where and how to get supplies
 - Show the interns the elevator, washrooms, cafeterias/break-room, first aid kit etc.

- ✓ **Explain rules and regulations, job requirements and expectations:**
 - Provide clear expectations about days/hours of work
 - Explain to the youth how break times work
 - Provide clear expectations about intern's telephone usage during work hours
 - Explain to the youth what is expected of them if they are going to be late or absent
 - Provide clear expectations about dress code, footwear, name tag, etc.
 - Explain emergency procedures for evacuation, severe weather, or other emergencies

- ✓ **Instruct the intern in their job responsibilities:**
 - Explain job assignments and responsibilities to the young person(s)
 - Indicate to the intern(s) where to go for information or assistance
 - Make sure the intern(s) know who they report to and who submits their timecard
 - Get the young person thinking about career possibilities...where this work can lead
 - Help the young person think about strengths and interests and why their work matters



SAINT PAUL. YOUTH JOBS.

Performance Improvement

Right Track recognizes that each worksite has its own guidelines for performance improvement, but believes that these guidelines apply to **ALL** youth participants.

Right Track realizes that under certain circumstances it becomes necessary for a worksite supervisor to discipline and potentially terminate an intern.

Because we are a youth employment training program, Right Track would like to reduce the number of terminations resulting from repeated minor infractions. We ask that the worksite supervisor **complete a Performance Improvement Plan when a minor infraction occurs and fax or email it to their Job Coach or Program Manager.** This is not intended to restrict a worksite supervisor from following their own procedures; it is intended as a resource to assist with addressing and resolving an issue. Performance Improvement Plans are available online at <http://righttrack.stpaul.gov/> on the Supervisor Resources page.

Possible infractions or areas of concern that may require action include:

- Poor attendance or repeated tardiness
- Poor attitude and/or behavior on the job
- Inappropriate clothing/unprepared to work
- Inability or unwillingness to complete tasks and assignments

Some infractions are of a more serious nature and may result in immediate termination such as:

- | | |
|---------------------|--|
| • Theft | • Physical/ Verbal Abuse |
| • Fighting | • Chemical/ Alcohol Abuse |
| • Sexual Harassment | • NON-Compliance with City of St. Paul Rules and Regulations |
| • Insubordination | |

If a Right Track Job Coach or program staff have concerns regarding intern or supervisor behavior at a worksite, interns will be removed while a new approach is developed.

If a student has been dismissed or suspended from school they cannot work.

Thank you for your cooperation and effort in making this a positive work experience.

Performance Improvement Plans are available online at <http://righttrack.stpaul.gov/> on the Supervisor Resources page.



Payroll

The City of Saint Paul uses the TASS (IntelliTime) system to keep track of all Right Track interns time worked and help ensure accurate and timely distribution of pay. Time cards are due bi-weekly.

Supervisors can access the TASS system at <https://tass.stpaul.gov>.

Site supervisors are responsible for submitting online time cards by 5pm on Fridays at the end of each pay period. See the table below for pay period start dates, end dates and time card submission due dates. **TASS support materials are available online at <http://righttrack.stpaul.gov/> on the Supervisor Resources page.**

Time sheets that are submitted after the due date will result in a delayed pay check (2 weeks after the scheduled pay date).

Pay Period # Each pay period = two weeks	For hours worked during this period TASS electronic time cards must be submitted by 5pm on the Friday of the pay week.	PAY DATE date youth get paid
14	June 8 – June 21 <i>TASS due June 21</i>	July 5
15	June 22-July 5 <i>TASS due July 5</i>	July 19
16	July 6 – July 19 <i>TASS due July 19</i>	August 2
17	July 20 – August 2 <i>TASS due August 2</i>	August 16
18	August 3 – August 16 <i>TASS due August 16</i>	August 30

The pay schedule for the 2019 Summer Program can also be found at:
<http://righttrack.stpaul.gov/youth-programs/supervisor-resources/>.

If you are having troubles with the City of Saint Paul's TASS (IntelliTime) system or would like additional training, please contact your Job Coach or the Program Manager.



Payroll

PAY CHECKS: All Right Track interns are paid via U.S. Bank's Focus card system or through their own bank account. Supervisors will be contacted by Right Track staff when their interns Focus Cards arrive. Supervisors are responsible for making arrangements with Right Track staff to pick up Focus cards and distribute them to their interns. The Right Track office is open Monday through Friday from 8 a.m. – 4:30 p.m. and is located at 25 W. 4th St. City Hall Annex #400 in downtown Saint Paul. Parks Payroll will mail pay stubs to Right Track interns each pay period.

LOST OR STOLEN FOCUS CARDS: Youth who have lost their Focus Cards should contact Focus customer service at 877.474.0010 to request a new card. Please note that replacement cards are mailed to the youth's home address and usually arrive within 7-10 business days.

EMPLOYMENT VERIFICATION FORMS: Right Track interns who are receiving public assistance may be required to report their wages and earnings to their case worker. If you receive an employment verification form from your Right Track intern, please fax it to Terry Hernandez in Parks Payroll at 651.266.6495. Be sure the form has been signed and dated by the Right Track intern before you send it.

CHANGE OF ADDRESS: If your intern moves, they should e-mail the Program Manager with their new address as soon as possible. Pay stubs will be mailed to the address that is on file.

For questions regarding Right Track Payroll, please contact:

Terry Hernandez

Payroll-TASS@ci.stpaul.mn.us

Dan Aliperto

Dan.Aliperto@ci.stpaul.mn.us



Work-Related Injuries

All Work-Related Injury forms are available at <http://righttrack.stpaul.gov/youth-programs/supervisor-resources/>.

If an employee is injured at work, please follow these steps:

1. Treat the injury and administer first-aid as needed. If medical attention is necessary, seek care from a HealthPartners provider, preferably the Saint Paul Clinic open Monday – Friday 8:00 am to 5:00 pm.

HealthPartners - Saint Paul Clinic
205 South Wabasha Street
Saint Paul, Minnesota 55107
651.293.8104

- Call 9-1-1 immediately if the injury is life threatening. For emergency situations, seek medical care from any available emergency provider.
 - Call the 24 hour information line: 612.436.2500 or 877.703.4241. Nurses will assess the injury and help coordinate a medical appointment within 24 hours.
2. Complete a First Report of Injury within 24 hours of incident
 3. Complete a Supervisor's Safety Report within 24 hours of incident
 4. Complete an Employee's Safety Report within 24 hours of incident

These 3 forms must be completed to the best of your ability and then faxed or emailed to Randy Graff and the Right Track Program Manager within 24 hours. **If an intern is injured on the job, you must complete the paperwork within 24 hours, even if no medical attention was necessary and/or there was no time lost from work.**

Randy Graff
Supervisor of Safety and Security
randy.graff@ci.stpaul.mn.us
 Office: 651.632.2414
 Cell: 651.319.2595
 Fax: 651.632.5115

All Work-Related Injury forms are available at <http://righttrack.stpaul.gov/youth-programs/supervisor-resources/> under "Safety". If you have any questions about work-related injuries, worker's compensation, or any of these procedures please contact Randy Graff.

If the intern misses time from work due to injury, they must obtain a **work-ability slip** from their doctor before returning to work. If your intern comes back to work after an injury without a work-ability slip, **send them home!** The work ability slip should say what the intern's restrictions are while at work (i.e. youth should not be lifting more than 25 pounds). Please send Randy Graff a copy of the work-ability slip when they return to work.

If an intern is hospitalized please call the Program Manager and/or Randy Graff immediately.



Child Labor Laws

The City of Saint Paul's Right Track program requires that you are aware of and follow all labor restrictions associated with your Right Track intern. Please remember and abide by these important Child Labor laws.

Labor Restriction for 14-15 year olds:

- Youth cannot work more than 8 total hours in a day
- Work must be performed between the hours of 7 a.m. and 9 p.m.
- Youth cannot operate power-driven machinery including circular saws, table saws, power driven snow blowers, lawn mowers and powered gardening equipment

Labor Restrictions for youth under the age of 18:

- Work must be performed between the hours of 5 a.m. and 11 p.m.
- Youth cannot work around hazardous materials, construction or building projects, operating power-driven machinery (circular or radial saws), forklifts, etc.
- Youth cannot work in building maintenance or repair higher than 12 feet above the ground or floor level
- Youth cannot dispense or handle intoxicating liquors or work in rooms where liquor is served or consumed

A complete listing of State and Federal Child Labor restrictions are available at <http://righttrack.stpaul.gov/youth-programs/supervisor-resources/>.

You can also visit <http://www.doli.state.mn.us/ls/Pdf/youthrules.pdf> for more information.

If you have any questions or concerns about the Child Labor Laws and restrictions that apply to your interns, please contact your Job Coach or the Program Manager.



Performance Feedback and Evaluation

As a Right Track supervisor, one of the most important things that you will do is provide your intern with ongoing feedback about their job performance.

All supervisors are required to conduct both a mid-point review and a final assessment with your interns. Final assessments must be completed and submitted online at the end of the program.

When completing the Performance Review with your intern, **be mindful of the power that you hold** in this situation. Think of ways you can equalize or share that power, so that your interns are more engaged and invested in their review and their future.

Ways to do this include but are not limited to:

- **Offering choices** – when noting a particularly low score on the performance review, rather than telling your intern what to do better, ask them to suggest some choices or ideas to improve this area.
- **Offering voice** – Same as above -- allow your intern to have a voice in their performance review. Perhaps they do one and score themselves and you do one and compare the differences.
- Rather than saying “MY expectation is,” consider saying **“THE expectation is.”** This way, the power imbalance decreases, you reiterate clear expectations, and make the review less about your personal feelings and more about what is required to be successful in the position.

The City of Saint Paul’s Right Track has adopted the MHA Labs Employee Appraisal to rate how each Right Track intern performs on 21st century skills critical for success now and in their future.

The MHA labs employee appraisal is available online at: <http://righttrack.stpaul.gov/youth-programs/supervisor-resources/>.

MEANS & MEASURES
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