

MAYOR JIM STRICKLAND

# MPLOY Youth and Parent Information Handbook

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MPLOY YOUTH SUMMER EXPERIENCE



**June 2020**

Memphis Office of Youth Service

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## General Information

The MPLOY Youth Summer Experience is a City of Memphis-funded initiative administered by the Memphis Office of Youth Services that offers youth ages 14 - 22 with meaningful and rewarding summer experiences.

During Summer 2020, MPLOY will provide teens and young adults with a virtual program experience. Through our partnership with Shelby County Schools (SCS), MPLOY will conduct two 3-week online sessions. **Participants are only eligible to participate in one 3-week session.** Participants will be assigned to one of the 3-week sessions by MPLOY staff.

## Program Dates

**This year MPLOY starts Monday, June 8, 2020 and ends Friday, July 24, 2020.**

*The program will be two 3-week sessions. **Participants are only eligible to participate in one 3-week session.** The first 3-week session is June 8<sup>th</sup> thru June 26<sup>th</sup>. The second 3-week session is July 6<sup>th</sup> thru July 24<sup>th</sup>.*

## Responsibilities of the MPLOY Team

### MPLOY Team

MPLOY has a team member in place to assist you throughout the program. There will be an MPLOY representative assigned to each participant.

### Job Developers:

- Providing support and guidance to MPLOY participants.
- Resolving any program issues and concerns.
- Tracking submission of necessary paperwork, such as documentation of completed activities for the purpose of stipend pay.
- Serve as liaisons between the Virtual Instructors/Moderators and MPLOY management and provides communication to both.

## Responsibilities of Virtual Instructors/Moderators

### Virtual Instructors/Moderators are responsible for:

- Serving as the primary point of contact between the participant and MPLOY.
- Communicating problems or questions regarding the program to the Job Developer.
- Ensuring any required documentation is collected (electronically).
- Ensuring youth completion of virtual activities are reported to the MPLOY Job Developer.
- Maintaining documentation of completion of all virtual activities.
- Keeping the Job Developer informed of all issues and following up on their resolution.
- Submit spreadsheet of completion of virtual activities, for the purpose of participant pay, to the Job Developer on behalf of youth **every Friday by 5:00 PM.**

## Completion of Virtual Activities, Attendance and Payroll

Participants will only be compensated for the successful completion of assigned virtual activities to the maximum allowable pay permitted by the program.

- **Group 1 (College Students) participants will be compensated up to a max of \$1152 for their assigned 3-week session.**
- **Group 2, Group 3 and CCTE participants will be compensated up to a max of \$810 for their assigned 3-week session.**
- **Group 4 participants will be compensated up to a max of \$504 for their assigned 3-week session.**

## Weekly Pay Information

All MPLOY participants' successful completion of virtual activities should be entered on weekly spreadsheet provided by MPLOY, which shall be submitted by the Virtual Instructor/Moderator to the assigned Job Developers no later than **Friday at 5:00 PM.**

## Recording of Completion of Virtual Activities

At the end of each week, the Virtual Instructor/Moderator should submit the weekly documentation of successful completion of assigned virtual activities, for each participant.

A copy of the pay information/documentation should be kept in the case of future disputes over pay.

## Payroll Checks

All MPLOY Youth will be paid *via* paper check and it will be delivered by mail. If there is a change in the delivery process, you will be notified in advance.

**Note:** If youth workers have any issues with payroll checks, please contact the MPLOY Job Developer assigned to you. If a participant reports not receiving their check, via mail, MPLOY is required to investigate if the check has been cashed before possibly issuing a reprint check. **Anyone discovered fraudulently requesting a check reprint will be terminated from any future participation in MPLOY.**

**MPLOY 2020 - Pay Dates**  
**Tuesday, July 7, 2020 (First 3-week Session)**  
**Friday, July 31, 2020 (Second 3-week Session)**

MPLOY Participants or Parent of the Participant will be responsible for filing a 1099 Form with the Internal Revenue Service for the stipends received.

## Payroll Problem Resolution

In the event a participant is paid incorrectly or does not receive his/her pay, he/she should first report that issue to their assigned Job Developer. Job Developers should check to make sure the completion of virtual activities reported matches what was paid to the youth. If needed, youth may call the MPLOY Support Center by dialing 901-636-6264 to report an issue.

MPLOY will attempt to resolve the issue as soon as possible.

Virtual Instructors/Moderators will be contacted to verify completion of assigned virtual activities for a participant if they have reported a pay issue. You should always be prepared to reference the pay information from each week.

Once a pay dispute is **confirmed** by the Job Developer, MPLOY will resolve the pay issue within **two business days**.

## MPLOY Policies and Procedures

### Lunch Break Policy

Youth workers are permitted to a 30-minute unpaid lunch break. It is the responsibility of the Virtual Instructor/Moderator to implement a break and/or lunch break policy. **This policy should be communicated to all youth workers during their orientation session on the first day.**

## Absenteeism

Each MPLOY youth worker is required to give advance notice of his/her intent to be absent from their virtual group's activities, regardless of the reason. The participant should email the Virtual Instructor/Moderator and assigned Job Developer as soon as he/she knows that he/she will be unable to report that day.

If the absence continues beyond one day, the participant is to notify the Virtual Instructor/Moderator and assigned Job Developer each day that he/she will be absent. The Virtual Instructor/Moderator should report absences to the assigned MPLOY Job Developer.

MPLOY Youth Workers who fail to notify their Virtual Instructor/Moderator and Job Developer of their absence from their virtual group's activities will receive verbal warning on the first occurrence, a written reprimand on the second occurrence, and termination on the third occurrence.

## Transfers

All requests to transfer a MPLOY youth worker from his/her virtual group must first be communicated to your Virtual Instructor/Moderator. The Virtual Instructor/Moderator will then communicate this request to the MPLOY Job Developer. The MPLOY participant will be required to fill out a Transfer Request form stating the reason for their request from the virtual group. The MPLOY staff will review the request.

**The MPLOY staff will not transfer participants unless one of the following circumstances applies:**

- Virtual group is dissolved
- Other approved extenuating circumstances

## Terminations

Youth workers may face termination for the summer for any of the following reasons:

- **Falsifying Documents** – Falsifying his/her completion of virtual activities or those of other youth employees; signing into a virtual session for another youth employee; attempting to pick-up or use another youth worker's check or personal identification card.
- **Excessive Absenteeism** – Continuous failure to report.
- **Insubordination** – Refusal to adhere to the MPLOY's program or the virtual group's rules and regulations, including visiting inappropriate websites on SCS owed computers.
- **Disruptive Behavior** – Verbal assaults; loud music or noise in the background during virtual sessions; typing anything deemed inappropriate, by MPLOY, during virtual sessions; or any act that endangers the wellbeing of co-workers.

- **Harassment** – Verbal, sexual or physical – these could lead to legal action.
- **Drugs** – The possession, sale or use of illegal drugs or alcohol while on the job.

### Termination Procedure

Virtual Instructors/Moderators may request that a MPLOY Youth worker be terminated for the summer; however, they must ensure that all incidents leading to termination are documented and have been submitted to the MPLOY Job Developer assigned to the participant.

If the Virtual Instructor/Moderator feels termination is appropriate, they must make an official request to the MPLOY Job Developer by completing a Termination Request Form. The MPLOY Job Developer will review the request and submit it to their supervisor. The MPLOY participant will be removed from the virtual group until a final decision is made.

In the event of a termination for violent or illegal behavior, the youth should be dismissed from the virtual group pending an official dismissal from the Office of Youth Services.

If a MPLOY participant believes he/she has been wrongfully terminated, the youth worker may contact the MPLOY office at 901-636- 6264 to schedule an appointment with a representative.

### 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.

Participants in the MPLOY Youth Program are advised to be assertive and to let people know when their behavior makes them uncomfortable.

If the MPLOY participant believes that he/she has been sexually harassed, the following steps must be taken to report the incident:

1. Immediately report the incident to the MPLOY Job Developer. If under the age of 18 years, the report may be made by the parent or guardian.
2. The MPLOY Job Developer will complete a preliminary report with date, time and nature of incident(s).
3. The MPLOY staff will work to identify a possible new virtual group.

### Harassment and Hostile Work Environments

Harassment is prohibited by federal and state laws. Harassment of any kind is prohibited and the MPLOY Youth Summer Experience and will take swift appropriate action to address any violations of this policy.

Examples of harassment are as follows:

- (1) **Verbal:** Comments which are not flattering regarding a person's nationality, origin, race, color, religion, gender, genetic information, age, disability, political affiliation, appearance or any other non-merit factor which includes but not limited to epithets, slurs, negative stereotyping.
- (2) **Non-verbal:** Distribution, display or discussion of any written or graphic material that ridicules, denigrates insults, belittles, or shows hostility or aversion toward an individual, or group because of their national origin, race, color, religion, age, gender, genetics, pregnancy, appearance disability, political affiliation, marital or other protected status.

### MPLOY Participants' Code of Conduct

Participants are expected to conduct themselves in a professional manner at all times. This includes showing respect for the rights and feelings of other MPLOY participants, their job, any virtual group instructor/leader and the public. If there is a problem, please contact your Job Developer immediately. Each program participant has a responsibility to comply with the policies and procedures of the MPLOY Program to ensure continued participation in the program.

### POLICY

The following is a list of offenses that may be subject to disciplinary action or termination. MPLOY participants will not be allowed to disrupt or interfere with the learning environment of their co-workers or staff in charge. A zero-tolerance policy will be in effect throughout the entire program. It is the responsibility of all involved to ensure that the learning environment is always safe and conducive to learning and working.

<ul style="list-style-type: none"> <li>• Safety Procedures Violations</li> </ul>	<ul style="list-style-type: none"> <li>• Disrespect/Defiant Attitude toward Staff</li> </ul>
<ul style="list-style-type: none"> <li>• Unacceptable Written/Verbal Language</li> </ul>	<ul style="list-style-type: none"> <li>• Insubordination</li> </ul>
<ul style="list-style-type: none"> <li>• Theft</li> </ul>	<ul style="list-style-type: none"> <li>• Possession/Use of Drugs or Alcohol</li> </ul>
<ul style="list-style-type: none"> <li>• Forgery</li> </ul>	<ul style="list-style-type: none"> <li>• Violation of Dress Code</li> </ul>
<ul style="list-style-type: none"> <li>• Excessive Tardiness and Unexcused Absences</li> </ul>	<ul style="list-style-type: none"> <li>• Sleeping while on the Job</li> </ul>
<ul style="list-style-type: none"> <li>• Violence/Threatened Violence</li> </ul>	<ul style="list-style-type: none"> <li>• Cell Phone Usage/Text Messaging while on the Job</li> </ul>
<ul style="list-style-type: none"> <li>• Cyberbullying</li> </ul>	<ul style="list-style-type: none"> <li>• Profanity/Cursing</li> </ul>
<ul style="list-style-type: none"> <li>• Evidence of Gang Affiliation/Activity</li> </ul>	<ul style="list-style-type: none"> <li>• Verbal or written threats and other violations that interfere with the Operation of the learning experience.</li> </ul>



## NOTES