

Urban Tech Jobs Program



Participant Handbook





ELIGIBILITY

- Be unemployed, especially long term unemployed
- Hold a diploma, equivalent or higher
- Over the age of 18 years

AVAILABLE CERTIFICATIONS

- **CompTIA**
A+; Network+, Server+, & Security+
- **Microsoft**
Microsoft Technology Associate (MTA) and Microsoft's Certified Solutions Associate and Expert (MCSA and MCSE)
- **Cisco**
Cisco Certified Entry Network Technician (CCNET) and Cisco's Certified Network Associate and Professional (CCNA and CCNP)

We are committed to getting Americans working again, faster.

The Urban Tech Jobs Program (UTJP) is an accelerated technology training program that is exclusively designed for unemployed adults. The customizable program includes Job Readiness and Resiliency workshops, certificate or license bearing technology training classes, and paid work based training. As a result of graduating from the program, you will be able to compete for jobs in a high demand and growing industry.

Why work in the tech field?

Science, Technology, Engineering, and Mathematics (STEM) jobs have the highest earnings projections, highest job growth, and lowest unemployment rate over other industries. According to the US Department of Commerce, STEM jobs earn more than 26% more than other career paths and their job growth projection is estimated to increase by 17%. Corporations often have a difficult time finding qualified and skilled American workers. UTJP bridges that gap by collaborating with hiring companies to design and offer trainings for the jobs they need filled.

Program Overview

- Job Readiness, Personal Resiliency, Academic Achievement, & Vocational Assessments
- Assessment informed and customized individual service plan
- Customized program design based on your needs
- Fast tracked, paid work experience placement
- Technology coursework that open area jobs require
- Certificate bearing coursework
- Access to incentive pay and emergency funds

PROCESS

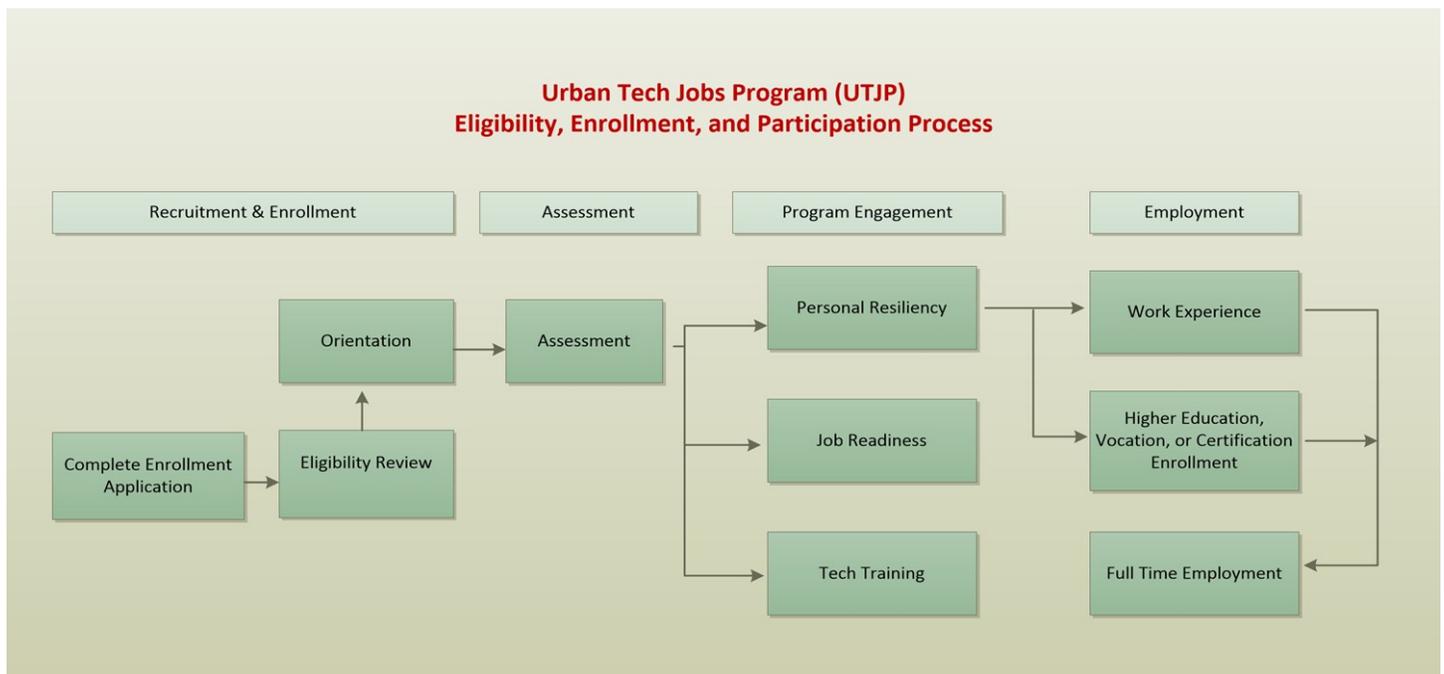
The Urban Tech Jobs Program is designed with you in mind. We achieve this by first taking the time to see if you qualify for this program, we call this phase “Recruitment and Enrollment”. Afterward, we spend some time getting to know you through our “Assessment” phase during which we complete an Individualized Career and Education Plan (ICEP). We use the ICEP to design your program experiences so they will lead you to meet your trainings and employment goals. Following is a job readiness training and the “Program Engagement” phase. The Program Engagement phase has three (3) tracks that are based on your employment readiness needs. Each track has similar components; however, the duration varies.

Track 1 is best designed for the individual who demonstrates strong job readiness skills and tools and could benefit from developing their own resiliency plan. Individuals do not engage in job readiness workshops and instead will attend Personal Resiliency workshops and counseling and enroll immediately into tech training courses.

Track 2 is best designed for the individual who needs a little job readiness refresher. For such individuals, they will participate in a *one-week job readiness course*, personal resiliency workshops and counseling, and then enroll in tech training courses.

Track 3 is suited for the long term unemployed individual. For them, they will participate in a *four-week job readiness course*, personal resiliency workshops and counseling, and then enroll in tech training courses.

While or after you complete your tech training coursework, you will be assigned a subsidized work placement site. Your assignment is an opportunity for you to practice the new knowledge and skills developed, develop work experience to help you leverage your next paid job, as well as an opportunity for a potential employer to observe your quality of work. The ultimate goal is to place you in a sustainable, full-time job or to enroll in an education setting (college or industry-recognized certification program). Once you’ve successfully entered into employment or school, we still need to stay in



touch with you, we call this the “Follow-Up” phase. We want to be sure that you’re thriving in your new phase of life and therefore we will remain in touch with you for a few months after you leave the program

ELIGIBILITY

This program is made possible through a grant from the US Department of Labor to serve a specific group of citizens; therefore, not everyone who applies to UTJP is eligible for its services. For this reason, the Urban League must screen all applicants to be sure they meet eligibility requirements set forth by the Department of Labor grant.

There are three (3) immediate qualifiers that applicants must meet in order to be enrolled in UTJP, they are based on age, unemployment status, and minimum education aptitude.

Age

The UTJP is available only for those applicants who are over the age of 18. Proof of age will be required and documented during the enrollment process. A birth certificate or passport is sufficient proof of age. In the event the applicant does not have a passport or access to their birth certificate, they may present two forms of government issued, photo identification; such as, a driver’s license/state issued non-driver’s identification and school identification with photo. For other acceptable alternative identification documents please consult page 5 of the IRS I-9 form (<http://www.uscis.gov/files/form/i-9.pdf>).

Unemployment Status

UTJP is exclusively designed for those who have struggled to return to the workforce. Therefore, the enrollment process requires that applicants demonstrate documentation of their unemployment history. For this program, unemployment is defined as anyone who lost their job during or after December 2007 and have been unemployed for up to 26 consecutive weeks. Long Term Unemployment is defined as someone who lost their job during or after 2007, has been unemployed for 27 consecutive weeks or longer and has exhausted or nearly exhausted their unemployment benefits. Underemployment is also considered under the unemployment umbrella. Underemployment is defined as anyone who lost their job during the same previously mentioned period and have obtained only episodic, short-term, or part-time employment but have not reconnected with a full-time job on par with attained education, skills, and previous wage. ***An applicant that is employed, is a newly hired worker and whose work hours have been reduced and/or earning have declined is ineligible to participate in UTJP.*** Acceptable unemployment documentation is a letter of unemployment benefits from the State Department of Labor. Acceptable underemployment documentation is two pay-stubs from current or most recent employer.

Education Threshold

One of the ultimate goals of UTJP is to prepare its participants to attain a vocation/certification program and/or enrollment into a higher education institution. The tech training courses are designed for participants with a high school level education; therefore, applicants must possess a minimum education level to be eligible. During the enrollment phase, applicants will be given a Test for Adult Basic Education (TABE) or an equivalent. A score in Reading and Math at the 10th Grade is the minimum requirement to be enrolled.

Acceptable Documentation

Acceptable Documentation		
AGE	You must be 18 or older	Birth Certificate or Passport. Or driver's license and state identification card or a school ID with a photograph.
UNEMPLOYMENT STATUS	You must demonstrate that you are unemployed.	State Department of Labor issued letter of Unemployment Benefits
EDUCATION THRESHOLD	You will need to test at a 10 th grade on a TABE Reading	Your Career Coach will administer TABE
	You will need to test at a 9 th grade on a TABE Math	Your Career Coach will administer TABE

ENROLLMENT AND INTAKE

Once you are enrolled in the program, we will need additional background information about you. These help us and the US Department of Labor to better understand you and this program's overall impact in your life.

ASSESSMENT

As a UTJP participant, you will receive a dedicated and experienced Career Coach to empower you to reach your goals. You will work with your Career Coach to complete several assessment and planning documents, including:

- **Interests, Skills, and Values Survey:** There's a big difference between getting a job and pursuing a career you love. Research has shown that those who choose careers that are closely aligned with their interests, skills, and values tend to be more satisfied in their jobs and enjoy greater career success. Understanding your interests, skills, and values is the first step in identifying the career path that is right for you.
- **Individual Career and Education Plan (ICEP):** Career planning is essential for people who are just starting out in their careers. Your ICEP will help you to outline your career and financial goals, and the education, training, and experience you need to achieve your goals.
- **Individual Service Plan (ISP):** This plan will outline the activities you will participate in while you are a member of the Urban Tech Jobs Program. There are several mandatory and suggested activities listed. You are required to participate in all of the mandatory activities. Check all of the suggested activities you are interested in. Your Career Coach will suggest activities as well. Remember to fill in the date(s), time(s), duration, and location of each activity. Please note your activities may change over time as your interests and needs change.

Refusal to follow through with activities and next steps outlined and agreed upon in the assessment and planning tools may result in dismissal from the UTJP.

PROGRAM ENGAGEMENT

Securing stable employment is a priority for UTJP participants. To assist you to achieve this goal, UTJP offers career development focused workshops as well as assigning a Business Developer to each participant. A Business Developer, in partnership with your Career Coach, will guide you through the job search process, identify suitable job opportunities and industries that match your interests and qualifications, and make appropriate referrals to other employment support services. Your career development program is customized to fit your employment goals that are revealed in your ICEP.

JOB READINESS

Job Readiness is customized based on a participant's needs. For individuals who are in Tracks 2 & 3, each participant will complete a standard 1 or 4 week job readiness training that will assist you with resume development, crafting a cover letter and designing your career pathway map. Workshops will also include a module on financial empowerment where you will learn the essentials of budgeting and planning. Track 1 participants do not participate in the Job Readiness portion of UTJP.

PERSONAL RESILIENCY

Unemployment can be a stressful time, but for those who have had the hardest time finding employment, the long term unemployed especially, prolonged stress can impact the way that one thinks and perceives situations. UTJP recognizes this and has made developing tools to assist participants with recognizing how their own thinking patterns may impact their performance during interviews and also on the work site. Workshops and counseling will be offered to each participant and topics covered will include anxiety, depression, and unhealthy coping behaviors.

TECHNOLOGY TRAINING

Urban Tech Jobs Program offers certificate bearing training in areas that employers are looking for competitive candidates to possess. Participants will have the opportunity to enroll in training courses that match with open employment opportunities. Should a participant wish to advance their skills through advanced training, UTJP can help. Tech training courses will be taught by skilled and knowledgeable instructors either through the higher education system or through a tech training center. Examples of certifications are: A+; Network+, Server+, & Security+, Microsoft Technology Associate (MTA) and Microsoft's Certified Solutions Associate and Expert (MCSA and MCSE), and Cisco Certified Entry Network Technician (CCNET) and Cisco's Certified Network Associate and Professional (CCNA and CCNP). These certifications are in demand for jobs such as: Cable Installers, Network or Database Administrators, Information Security Analyst, Computer Support Specialist, IT Sales Manager, and more.

EMPLOYMENT

WORK EXPERIENCE

Work experience in UTJP is a paid assignment that is designed by the Urban League and the employer partner with your development needs in mind. Participants will have the opportunity during their assignment to apply newly developed skills, become (re) acclimated to a face paced, high demand work culture, and demonstrate talent to a prospective employer (work site). As such, UTJP participants are paid employees of the Urban League and are expected to conduct themselves with the highest standard of professionalism.

Site Placement and Expectations

The Work Site Agreement provides a written list of tasks to be responsible to accomplish, hours at the site, site name, and supervisor.

As a UTJP participant, there are expectations of you while at the site. It is expected that you will

- Arrive 5 minutes before you are expected to begin your project
- Dress professionally or in an approved dress code (e.g. project t-shirt and cap, active wear clothing for work outdoors, etc.)
- Contact your site supervisor and Career Coach the morning of when you cannot make it to your site
- Keep all sensitive or personal information confidential
- Refrain from abusive or inappropriate language (i.e. cursing)
- Communicate any concerns to your site supervisor and/or Career Coach
- Conduct work in the assigned work space, unless otherwise stated by your site supervisor

Participation Expectation

Work experience assigned days and hours are flexible and should be coordinated with your Career Coach. While at a n assigned work site, you should expect to be regarded as a professional and provided with clear instructions on how to do the work assigned to you. You should also expect the following:

- An orientation conducted by the project site supervisor
- Agency policies and procedures
- The location(s) and use of fire extinguishers and alarms
- The posted designated route(s) of escape in the event of a fire
- A review of all other severe weather and disaster action plan
- Be given a schedule of holidays observed and office closings

- Workspace and reasonable access to materials and other resources to adequately complete your assignment.
- Have an assigned supervisor
- Assignments should be meaningful and provide value to your overall education and career goals
- Not asked to open or close your work site
- Not asked to perform any work that is religious in nature

Refusal to complete assigned project or responsibilities and/or to follow the terms outlined in the Work Site Agreement and the rules outlined by your site supervisor may result in dismissal from the UTJP.

Mail / E-mail / Voice Mail / Cell Phone Use

The addresses for the Urban League or your Work Site are not to be used for personal mail. Mail equipment, postage, and mail supplies are not to be used. Your supervisor may allow limited e-mail use. Agency voice mail should not be used for personal messages. Your cell phone should not be used to make personal calls when you are at the project site or completing your project. Excessive use of your cell phone on assignment is cause for exit from the UTJP.

Computer and Internet Use

Computers should be used for service learning project purposes only. Computers should not be used for personal use or entertainment. Project site policies must be followed.

Internet access at your project site is for service learning project purposes only. Personal or entertainment use of the Internet may result in disciplinary action, including immediate exit from UTJP.

You should keep in mind that **computer resources are owned by the project site** and can be searched at any time. If you notice anything questionable when using the computer or internet, you must report it immediately to your supervisor.

Breaks at Work Assignment

On the rare occasion when you may be at a service learning project site for six hours or more in one day, you are required to take a minimum of a half hour break for lunch. You are also allowed to take one 15-minute break per four to six hour day.

Hours on Assignment	15 minute break	30 minute break
Assignment hours four (4) to six (6) hours in any one day	15 minute break may be taken without signing in and out on time sheet.	
In excess of six (6) hours in any one day		30-minute [minimum] lunch break must be taken; participant must sign in and out on time sheet.

Overtime

Overtime is not permitted under UTJP regulations. Such compensation is considered unsubsidized employment, which requires the exit of the Participant.

Injury/Accident while at Work Assignment

If you have an injury/accident while at your work site, you must immediately inform your supervisor, site supervisor and the UTJP project director. All accidents, even those that require no medical treatment, are important to report. Your supervisor will report the accident and submit a written account of the accident to the UTJP office using an incident report form. You are protected by Workers' Compensation which covers injuries received at your training assignment. If you see unsafe or unhealthy conditions at the project partner site, immediately tell your supervisor and the UTJP project director.

Confidentiality

Confidentiality of project site information, procedures, staff and clients is required. Confidentiality policies of the project site will be explained and followed; however, sound judgment is also required. You may be required to sign a Confidentiality Statement during orientation at the project site. A breach in confidentiality is grounds for exit from the UTJP.

Volunteering

You may *NOT* volunteer at the assigned project partner and perform tasks that are the same or similar to your tasks in your service learning project. You *MAY*, however, inquire if an internship or paid employment opportunity could be made available as you complete UTJP.

HIGHER EDUCATION AND CERTIFICATION ENROLLMENT

The principle skill development part of UTJP lay in leading more Americans to obtain a certification in technology specific fields. During Program Engagement, participants will enroll in at least one certification bearing training program. The available training opportunities are in alignment with the needs open tech sector jobs require. Available certifications from national providers include CompTIA, whose trainings are nationwide accepted as the best training for individuals interested in working with systems, networking, security and others in a wide range of environments such as security and healthcare. Other well regarded trainings that may be available include Cisco systems' Certified Entry Networking Technician (CCNET) and Microsoft's Technology Associate (MTA). Additionally, a participant may also add on to their initial certification in order to advance in there new career path. Recommended certifications include those that build on the initial certification. CompTIA offers Certified Network Associate (CCNA) and Professional (CCNP) and Microsoft offers Certified Solutions Associate (MCSA) and Expert (MCSE).

A participant may also enroll in a higher education program upon completion of UTJP as well. It is strongly recommended that, if the participant chooses this path, they to continue in a STEM field of study in order to best leverage the high quality training received through UTJP. Studies demonstrate that those with a certification and higher education experience have a stronger career trajectory.

PROGRAM SCHEDULE & ATTENDANCE

UTJP is a program that is crafted carefully to prepare you to succeed and excel in the work and training environment; therefore, it is required that you attend all scheduled classes, workshops, and work site assignments.

Attendance

Early notification of your ability to attend or arrive at your scheduled time allows managers and supervisors to plan staff and fill-in work. You are responsible for notifying both your site supervisor AND the UTJP office the morning of the scheduled reporting time. Good attendance is an important factor of the IEP and performance reviews, required to get and retain unsubsidized employment, and necessary to receive a reference when seeking unsubsidized employment.

Any participant with recurring tardiness or absences can result in termination from the UTJP. Likewise, any participant absent for three (3) consecutive days or more without proper notification and authorization may be terminated from the Program.

You will not receive pay for days absent from the program.

Missed days due to an illness or non-work related injury:

If you are ill or injured as a result of a non-work related incident and require to stay home, you are expected to bring in a note from the attending medical physician or institution (hospital or clinic) upon your return.

If you are ill or injured as a result of a non-work related incident and a medical professional requires you to remain home for an extended period of time, you are expected to bring in a note from the attending medical physician or institution (hospital or clinic) upon your return.

Missed days due to no illness or injury:

Circumstances may arise when you need to miss more than a day for important meetings or situations. In such an event, you **must** contact your Career Coach to notify them of your intended absence, request a leave of absence, or request for termination.

Examples of non-illness or injury Leave Time:

JURY DUTY

Payment for jury duty is based on the policies of the Urban League and state law.

INCLEMENT WEATHER AND DISASTER CLOSINGS

When the project site is closed due to bad weather, power failure, or other unforeseen reasons, you will not be paid for the days; however, you can make up the time in the same pay period.

FUNERAL

You may be excused to attend funerals. You must notify your Career Coach and site supervisor as soon as possible.

You may take a leave of absence from your program with the approval of the UTJP office, and adequate notice must be given to your Career Coach. When requesting a leave from the program, you must complete an Leave of Absence Request form. If there is an upcoming cohort beginning, you will be placed on a waiting list for enrollment. If you are unable to return to UTJP before the last cohort begins, you will be terminated from the program. When you are able to return, you will be considered for re-enrollment but re-enrollment is not guaranteed.

Holidays

The Urban League observes the following federal holidays:

New Year's Day	Labor Day
Martin Luther King Jr. Birthday	Veteran's Day
President's Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day

All Urban League facilities will be closed on the days listed above. You will not be required to participate in UTJP activities during the days listed above.

TRAINING PAY, INCENTIVES AND NEEDS-BASED PAYMENTS

Achieving your education and career goals while in a training program takes sacrifice and commitment. To help support you while you are in UTJP, the program has monetary support available to you in the form of short term pay, milestones achieved incentives, and a small emergency allowance. These are available to you provided you are an engaged and active participant.

TRAINING PAY

A part of preparing a participant to transition into a full-time job in the sector, work experience is critical to demonstrating value and competitiveness to a potential employer. UTJP arranges this opportunity for a fixed duration in collaboration with area employer partners. During your work experience term, you will be under the primary supervision of the Urban League, and as such will receive pay from the Urban League. Be sure to discuss the terms of pay and scope of work with your Career Counselor prior to arriving at your assigned work site.

INCENTIVES

Incentives aim to motivate you to achieve your education and/or career goal(s) as identified in your Individualized Career and Education Plan (ICEP).

Each participant may receive up to three (3) incentive payments the period of the program. For example, if the participant is able to secure a job, the participant can also receive an incentive payment for retaining their job for thirty (30) days. Alternatively, a participant can receive an incentive payment for attaining an advanced industry recognized certificate in a high demand sector and is able to secure a job.

NEEDS-RELATED PAYMENTS

Under special circumstances a participant's attendance may be directly affected by a specific, external issue. To address this situation, a small, provisional allowance in the form of "needs-related pay" can be made available to cover costs such as transportation and child care. A "Needs-Related Pay Request" form and documentation is necessary to validate payment. All payments should be accompanied with a payment received receipt and corresponding documentation (e.g. child care invoice, transportation fare schedule, etc.). Needs-related payments cannot be used to "defray" costs and thus must be linked to a specific item(s).

Payment Schedule

Work experience pay is accrued and paid on a bi-weekly basis or on the general financial schedule of the Urban League. This means you are paid as an employee or consultant of the Urban League, and thus will be paid on that established schedule. Incentives are paid on a monthly basis. If you have achieved more than one milestone within a month, you should expect to receive a total of both incentive awards in one payment. Work experience pay and Incentives are paid together. Needs-Related Payments are distributed on an issue by issue basis. It is **STRONGLY** recommended that you contact your Career Coach immediately if you foresee a need to request a needs-related payment.

TIME AND ATTENDANCE REPORTS (TIME SHEETS)

The Urban League provides time sheets to you, and they are the basis for determining your payments. It is extremely important that your time sheets are completed accurately and submitted on the date they are due at the Urban League program office by fax or in person. Remember that timesheets must be completed in black or blue ink. If you fax your time sheets, you must mail the original the same day. *It is **YOUR** responsibility to complete your time sheets accurately and have them reviewed and signed by your supervisor. Failure to do so will result in your pay being delayed*

It is your responsibility to complete and submit your original time sheet to the Urban League UTJP office. Only the hours you were physically present to the nearest half hour must be recorded on the time sheet.

Time and attendance reports must be completed in blue or black ink only and never in pencil.

Participants may be paid for absences due to the following:

- Host Agency-Honored Federal Holidays
- Pre-approved training/workshops

Timesheet signatures indicate accuracy of the time sheet which serves as a legal document.

EMPLOYMENT

The goal of Urban Tech Jobs Program is to connect unemployed American adults to middle income jobs in the fastest growing industry, technology. Through a participant's time in the program, they will have developed new skills and tools, along with solid work experience that they can use to leverage as they embark on becoming full-time employed. Through this journey, UTJP staff are available every step of the way. The first opportunity to finding full time employment is during a participant's work site project. While the employer is not obligated to hire a participant, they will assess work performance with an eye tailored to see for cultural and skill fit. If the participant or employer decide that it is not a match, the participant and UTJP Career Coach will develop a Job Search Plan where it is the participant's primary responsibility to secure employment. The Career Coach will regularly meet with the participant to assess and advise the job search process.

Job Search Log

You are required to complete a Job Search Log for all job search activities while enrolled in UTJP.

- You may be assigned to complete a certain number of employer contacts each pay period, requiring the completion of a job search log;
- You may be assigned to do your Training Assignment and job search activity: requiring the completion of a separate time sheet for job search hours and a job search log;
- You may be assigned to total job search activity; again requiring the completion of a time sheet for job search and a job search log.

Employment

A successful employment placement is when the participant accepts a position in the Tech field earning a middle income salary.

Employment Placement Follow-up

Helping you retain the job that you have worked so hard to obtain is an integral part of the UTJP. The Career Coach will remain in contact with you periodically for up to 3-4 months after placement in unsubsidized employment to see how you are doing in your job. We may ask for information on your earnings during this time (please see following chart). Please remember to keep your pay stubs through-out this follow-up period so we can accurately complete our follow-up reports. Additionally, we may be able to recommend resources to help you overcome barriers that may affect your continued employment, including meeting with you and your employer to help iron out issues, or we may be able to refer you to additional employment opportunities.

Participants are to remain connected to the program up to six (6) months after they graduate from the program into a job or an education/vocation/certification program. We will request from you the following documents during this period:

Employment/Unemployment Compensation

Once a participant is exited from the program, compensation will cease. This handbook, associated procedures, forms, etc. do not constitute a “work” contract or a guarantee to obtain work. **UTJP participants who exit the program are not entitled to unemployment compensation.**

BACKGROUND INFORMATION

Obtaining and retaining background information on a participant is required. All information is kept confidential in a safe place at the Urban League office. We will require your signature on a Release of Information Form in order to conduct a state and federal background check. We may also contact other relevant sources to obtain pertinent information related to UTJP. You have the right to look at your file. You can also add information to the file if you wish.

It is the participant’s responsibility to notify UTJP staff office of any changes in their:

- Address
- Emergency contact information
- Eligibility status (i.e. arrest or criminal record, etc.)
- Education or Employment status

POLITICAL ACTIVITIES

You are free to participate in political activities on your own time; however, the following applies:

- You may *NOT* participate in political activities during any of your service learning activities
- You may *NOT* represent yourself as a spokesperson for the Urban League or the UTJP program as part of any political activity at any time



WORKPLACE DISCRIMINATION

It is against the law for the Urban League or any agency receiving federal financial support discriminate based on race, color, religion, sex, national origin, age, disability, political affiliation or belief nor based on a participant's citizenship/status as a lawfully admitted immigrant authorized to work in the United States.

Equally, discrimination against any participant based on their sexual orientation, HIV Infection, AIDS related complex or AIDS, as governed by applicable State and Federal laws, is prohibited. Also, sexual harassment on your service learning site is prohibited. You must report discrimination or harassment to the UTJP Project Director.

Please consult the Equal Employment Opportunity Announcement for information if you believe that you have been discriminated unfairly.

DRUG FREE ENVIRONMENT

UTJP is a program dedicated to providing a new start for participants to positively engage and contribute to their communities. Drug or substance abuse activities, especially during program hours, undermine this important goal; therefore, all such activities are prohibited. The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited at the Urban League offices and while on your service learning project assignment. This policy is part of the Urban Leagues' Personnel Practices.

DRESS CODE AND OTHER EXPECTATIONS

Personal Appearance

You are expected to adhere to Urban League's and Project Site Partner's (for service learning projects) dress codes and policies and procedures. Dress code expectations will be covered during Orientation at the Urban League and the Work Site Partner. You are advised to dress appropriately and exercise excellent hygiene as it improves how people perceive you.

If needed you need assistance with finding affordable professional attire or uniforms, please contact your Career Counselor.

Eating

In general, eating or drinking in computer labs or around expensive equipment is discouraged. If you have any doubts, ask your Career Coach or site supervisor.

TERMINATION

Sadly, not everyone who enters this program is a good match or life situations make continuing in the program impossible. Reasonable efforts will be made on the part of the Urban League to assist you to getting the most out of your experience in the program; however, there may be circumstances when a participant must be terminated from UTJP. Any termination described below will be consistent with administrative guideline issued by the Department of Labor. All terminations notices will provide participants 30 days written notice before the termination becomes effective and inform participants of their right to appeal the termination under the Urban Leagues grievance procedure.

Termination Policy

During Orientation and Assessment meetings, participants are informed of UTJP's Termination Policy, both verbally and in writing. Upon signing the Participant Agreement form, they acknowledge receipt of the policy, understanding, and agreement to abide by the policies and procedures of the program.

Participants are informed of their right to appeal any termination. Steps to appeal are also included in this handbook and again whenever new policies are added or revised. When major changes are made to the handbook, the updated handbook is redistributed to all participants.

Termination/Disciplinary Process

Outlined below is the disciplinary process for terminating a participant. The responsible staff member will review the case with the UTJP project director to establish the appropriate course of action. The Urban League reserves the right to move directly to terminate a participant for serious violations such as violence, threats of violence, or fraud, but normally the termination process will include the following steps. Most steps in the disciplinary and termination process are carried out by two (2) Urban League staff persons if possible. The steps are:

Documented Verbal Warning

Urban League staff member verbally warns the participant, completes a Warning Report, and puts a copy of the report in the participant's file.

Written Warning

Urban League staff member will complete a Warning Report. This will be discussed with the Management Team and based on the violation, could be given in person or via the telephone. A copy will be sent to the participant, a copy will be put in the participant's file, and the original will be kept by the Urban League.

Corrective Action

Urban League staff member completes a Corrective Action. This will be discussed with the Management Team and delivered in person. This may also be the Final Warning. The Corrective Action will be for a period no longer than 90-days. Urban League staff member will provide a written progress evaluation, with a copy sent to the participant.

Termination

Urban League staff member will write a letter to the participant informing him or her of the reason(s) for termination and the effective date, which must be a minimum of 30 days after the issuance of the letter. This letter will specifically reference the infraction and include the person's right of appeal in accordance with the Urban League's Grievance Policy and Procedure.

The termination letter will be sent to the Career Coach. The Career Coach will meet with the participant to:

- Inform the participant that (s) he is being terminated from the program.
- Review the termination letter
- Inform the participant of his or her last day. During this time UTJP staff is available to assist the participant in job search activities.
- Inform the participant of the right to appeal by implementing the Grievance Procedure outlined in this handbook.
- Have the participant sign the exit paperwork.
- Have the participant sign the last time sheet.

The Career Coach will place a complete set of case notes in the participant's file.

Termination Due To Achieving Goals

Should a participant secure a full-time, permanent employment position prior to the full conclusion of the program, the participant will be exited from the program, with the expectation to remain in contact with their Career Coach for no less than 120 days.

If you are offered fulltime employment and need to leave the program, you are to send or present an employment offer letter.

If you have enrolled in college or vocational or certification program and you need to leave the program, you are to send or present an acceptance letter from the institution.

Termination Due To Ineligibility

If a participant was incorrectly declared eligible as a result of false information given by that participant, the Urban League will immediately provide the participant with written notice that explains the reason and date for termination. Termination will be immediately effective.

If, at any time, the Urban League determines that it incorrectly determined a participant to be eligible for the program through no fault of the participant, the Affiliate must give the participant immediate written notice explaining the reason(s) and must terminate the participant. Participant will be notified and immediately notification of termination letter and informed of their right to appeal the decision.

All above participants will be referred to the One-Stop Career Center and partner agencies for further services.

Termination Due to Willful Misconduct

Should a participant's conduct bring cause for serious concern, the Career Coach and/or site supervisor will meet with the participant and create a corrective action plan. The participant will be given a corrective action plan to correct the situation. Participants may not be terminated without warning and an opportunity to correct the behavior (except in cases involving serious harm or imminent threat to health safety, property).



Under UTJP, willful misconduct is defined as:

- Refusal to cooperate or, intentionally refusing to carry out the direction or instructions given by Urban League staff, UTJP staff, or service learning project supervisor
- Falsification of official records, such as timesheets
- Intentional disclosure of confidential or private information obtained from the Urban League or the service learning project site
- Engaging in any physical violence or exhibiting obscene, abusive, harassing, threatening language or behavior
- Intentional loss, damage, destruction, or disclosure, or unauthorized use of property, records, or information
- Consuming, selling, purchasing, manufacturing, distributing, possessing or using any illegal or non-prescribed drug, or being under the influence of alcohol and or drug while in the program or at the service learning project site
- Engaging in sexual harassment
- Causing an imminent threat to health or safety of self or others around participant.

This list is not exhaustive and is presented as a guide to extreme behaviors that are considered willful misconduct.

Termination Due To Poor Attendance Or Lack Of Participation

If a participant is absent for three (3) consecutive days or more without proper notification and authorization may be terminated from the UTJP Program. The same applies to any participant who is repeatedly tardy for classes, workshops, appointments, or service learning project assignments.

GRIEVANCES

Complaint Procedure—Grievance Policies and Procedures

The principles and procedures set forth in this grievance section shall govern the treatment and handling of all grievances or complaints in connection with UTJP conducted by the Urban League. These procedures cover complaints alleging noncriminal violations of the requirements of the UTJP and comply with the National Urban League (NUL) programs and activities.

At all levels of the grievance or complaint process, participant/complainants have the right to be represented, at their own expense, by a person(s) of their choosing. Grievances or complaints must be filed within **30-days** of the alleged violation. All grievances or complaints, amendments, and withdrawals must be in writing. All persons filing grievances or complaints shall be free from restraint, coercion, reprisal, or discrimination.

Program participants will use the following procedures when filing a complaint:

Informal Complaint

The appropriate staff shall first attempt to resolve the problem informally (e.g., two-way meeting with the director and participant/complainant). Complaint does not have to be in writing at this stage of the process.



Formal Complaint

If the informal process does not resolve the problem, a formal complaint may be filed in accordance with applicable procedures.

All Formal complaints shall:

1. Be signed by the Participant/Complainant or his/her representative
2. Contain the Participant's/Complainant's name, address, or other means of contacting the Participant/Complainant
3. Identify the respondent
4. Be a clear and concise statement of the facts and dates describing the alleged violation(s)

These statements must accurately reflect the content of the grievance or complaint as submitted by the participant/complainant to the Urban League.

The following steps shall be taken

STEP 1

Participant/Complainant shall present their written request to the Urban League. The League will review their complaint and provide a written summary to the Participant/Complainant within ten (10) business days of receipt of the complaint, explaining the outcome of their complaint.

STEP 2

If the grievance is not resolved to the Participant/Complainant satisfaction, they can submit a written appeal to the President/CEO of the Urban League within ten (10) business days of receipt of the written summary, requesting an appeal to the decision. The President/CEO will review the Participant/Complainant's written appeal request and:

1. Provide a written decision that will agree with the Project Director's written summary;
or
2. Provide a written decision that will agree with the Participant/Complainant.

A copy of the written decision will be given to the Participant/Complainant within 15 business days of receipt of their written appeal.

STEP 3

If Participant/Complainant does not receive a decision at the local level within 60 days of the filing of the grievance or complaint, or receives an adverse decision, the Participant/Complainant then has the right to file an appeal with the National Urban League (NUL) by submitting a written notice of appeal to the following:

Director, Urban Tech Jobs Program (UTJP)
National Urban League
120 Wall Street, 7th Floor, New York, New York 10005



The formal appeal must be submitted within ten (10) business days of receipt of the results of the written appeal from the Urban League. The decision of the UTJP Director is final except for matters alleging discrimination, criminal fraud, and/or misuse of federal funds.

All requests for review shall include the following:

- The full name, telephone number, and mailing address of the participant/ complainant;
- A clear and concise statement of the facts and dates describing the alleged violation(s). These statements must accurately reflect the content of the grievance or complaint as submitted by the participant/complainant to the local Urban League;
- A statement of the basis of the request for review/appeal;
- Grievances or complaints against individuals, including staff or participants, shall indicate how those individuals did not comply with the UTJP law or regulations;
- Copies of relevant documents, such as the complaint filed at the local Urban League and the local decision, if any; and
- The remedy sought by the participant/complainant.

Department of Labor Review

When discrimination is alleged or a federal law has been violated, a participant can request that the US Department of Labor (DOL) review the complaint. The request for the review must be filed within 60 days after the date of the filing of the original written complaint. A complaint alleging violations of law and a complaint alleging discrimination can be appealed to the appropriate offices at the U.S. Department of Labor.

Discrimination Complaints:

A complaint alleging discrimination on the basis of race, color, religion, sex, national origin, handicap, or age, except where age is a valid requirement for eligibility, may be filed with the:

Director, Civil Rights Center

U.S. Department of Labor, Room N-4123

200 Constitution Avenue, NW, Washington, D.C. 20210

NATIONAL URBAN LEAGUE CONTACT

Director, Urban Tech Jobs Program (UTJP)
National Urban League
120 Wall Street, 7th Floor
New York, New York 10005



US DEPARTMENT OF LABOR CONTACT

Director, Civil Rights Center
U.S. Department of Labor, Room N-4123
200 Constitution Avenue, NW
Washington, D.C. 20210



Initial and continuing notice of the local grievance and complaint procedures and instructions on how to file a complaint will be:

1. Made available to any interested parties, and members of the public.
2. Made available to each participant. A copy of a written description of the local grievance and complaint procedure shall include (1) notification that the participant has the right to file a grievance or complaint at any time within 30-days of the alleged violation and two (2) instructions and timeline for filing a grievance or complaint.
3. Included in each participant's file. A copy of acknowledgement of receipt shall be signed by the participant. The National Urban League will provide technical assistance to the participant/Complainants, including those grievances or complaints against the National Urban League. Such technical assistance includes providing instructions on how to file a grievance or complaint, providing relevant copies of documents such as the UTJP regulations, local rules, contracts, etc., and providing clarifications and interpretations of relevant provisions. This requirement shall not be interpreted as requiring the National Urban League to violate rules of confidentiality.

EQUAL EMPLOYMENT OPPORTUNITY ANNOUNCEMENT

It is against the law for the Urban League or any recipient of federal financial assistance to discriminate on the following basis:

- Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation of belief; and
- Against any beneficiary of programs financially assisted under the Workforce Innovation Opportunity Act (WIOA), on the basis of the beneficiary's citizenship/ status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIOA financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIOA financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

What to Do If You Believed You Have Experienced Discrimination

If you think that you have been subjected to discrimination under a WIOA financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with:

Director
Civil Rights Center
U.S. Department of Labor, Room N-4123
200 Constitution Avenue, NW
Washington, DC 20210

If you file your complaint with the Urban League or the National Urban League, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your complaint within 30 days of the date on which you received the Notice of Final Action.



The Urban Tech Jobs Program (UTJP) is an accelerated technology training program that is exclusively designed for unemployed adults. The customizable program includes Job Readiness and Resiliency workshops, certificate or license bearing technology training classes, and paid work based training. As a result of graduating from the program, you will be able to compete for jobs in a high demand and growing industry.

Getting Americans working again, fast

Chicago Urban League
4510 S. Michigan Avenue
Chicago, IL 60653
(773) 285-5800

Urban League of Broward County
560 NW 27th Avenue
Fort Lauderdale, FL 33311
(954) 625-2553

Urban League of Portland
10 N. Russell Street
Portland, OR 97227
(503) 280-2600

Columbus Urban League
788 Mount Vernon Avenue
Columbus, OH 43203
(614) 257-6300

Urban League of Palm Beach County
1700 North Australian Avenue
West Palm Beach, FL 33407
(561) 833-1461

Minneapolis Urban League
2100 Plymouth Avenue North
Minneapolis, MN 55411
(612) 302-3100

Urban League of Philadelphia
121 Broad Street, 9th Floor
Philadelphia, PA 19107
(215) 985-3220