



PUBLIC SERVICE CORPS

# Public Service Corps

## Agency Coordinator/ Supervisor Manual

**NYC**<sup>®</sup>

Citywide Administrative  
Services

Bill de Blasio  
Mayor



REV 41515



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## MEMORANDUM

To: Public Service Corps Agency Coordinator & Supervisor  
From: Public Service Corps

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The Public Service Corps (PSC) is pleased to provide you with this manual to help you carry out your responsibilities as an Agency Coordinator and a Supervisor for the Public Service Corps internships at your agency. This manual should serve as a basic reference source of Public Service Corps program activities. Please keep it handy and refer to it as needed.

As your agency's liaison, you are the key link between the Public Service Corps' resources and the needs of your agency. Through your efforts, a number of worthy objectives can be achieved:

- Public Service Corps interns make the transition from the "world of education" to the "world of work" and gain valuable professional experience.
- Your agency receives needed assistance at only a small budgetary cost.
- The work performed by Public Service Corps interns helps your agency meet its service demands and community needs.
- Students gain valuable on-the-job experience in local government that could lead them to enter the City civil service system as permanent employees.

We are pleased to be working with you and hope that your experience with the Public Service Corps is a positive one.



Printed on paper containing 30% post-consumer material



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## **Responsibilities of the Agency Coordinator for the Public Service Corps Program**

- A. Identify and develop, on a continuing basis, internships for college students in your Agency by contacting your Agency department heads and their subordinate supervisors, field offices and contracting programs.**
- B. Provide an orientation on the Public Service Corps (PSC) for supervisors as they are the chief point of contact between the intern and the Agency.**
- C. Provide an Agency orientation for Public Service Corps interns assigned to your Agency.**
- D. Review all completed Intern Request Forms, sign those which you approve, and forward them to the Public Service Corps.**
- E. Notify the Public Service Corps of any changes in or cancellations of internship postings, or any discrepancies you note between your records and those furnished by the Public Service Corps.**
- F. Maintain a file of the Agency copy of the Intern Assignment Forms sent to you by the Public Service Corps. Notify the Public Service Corps of any discrepancies with your records.**
- G. Notify the Public Service Corps of any problems related to student placements.**
- H. Notify the Public Service Corps when students are hired for permanent positions at your Agency.**

## **Responsibilities of the Site Supervisor of Public Service Corps Intern(s)**

- A. Assist the Agency Coordinator in developing internships for college students.**
- B. Conduct orientation and training for Public Service Corps intern(s).**
- C. Provide direct supervision of Public Service Corps intern(s).**
- D. Encourage the intern(s) to learn about City government and the work of your Agency.**
- E. Assist the intern(s) in developing good work habits.**
- F. Bring any problems to the attention of your Agency Coordinator and Public Service Corps staff.**
- G. Maintain a daily time record of hours worked by each intern and keep these records on permanent file.**
- H. Review and sign the intern's weekly timecard. Place timecards into the specially printed Public Service Corps envelopes, seal and sign the flaps, and send to PSC.**
- I. Adhere to Agency and Public Service Corps procedures regarding supervision, security, and control of timecards.**
- J. Complete an evaluation of the intern's performance at the end of the internship.**

## I Introduction:

The Public Service Corps, an internship program of the New York City Department of Citywide Administrative Services, provides college students with meaningful, career-related internship experience in the public sector. Through this program, students enhance their professional skills while providing service to their community.

Students are referred from over 125 colleges and universities throughout the US under yearly Work-Study agreements with individual schools. The Public Service Corps operates year-round, with students working part-time during the academic year and full-time during the summer.

The guiding philosophy of the Public Service Corps is to offer college students a work experience which will enhance their academic and career objectives. The Public Service Corps program is a resource for City agencies which can utilize motivated college students to assist in the delivery of City services. In many cases, Public Service Corps interns return and seek permanent employment with the City after graduation. The Public Service Corps has four basic objectives:

- To provide students an opportunity to learn about City government and to serve their communities by becoming personally involved in the operation of the City and local government.
- To provide students an opportunity to build career skills through internships related to their field of study.
- To provide a source of financial assistance to students who, in accordance with federal regulations, must work in order to supplement their income to continue their education.
- To provide the City with a source of educated and motivated people capable of carrying out responsible assignments.

## II Funding of the Public Service Corps:

The funding source for the Public Service Corps is the Federal Work-Study Program (FWSP) established by the Higher Education Act of 1965 and as subsequently amended.

These federal funds are allocated to colleges, universities, and other higher education or postsecondary institutions around the country by the United States Department of Education. Students must apply for a FWSP grant at their school's financial aid office and are awarded a grant based on their financial need to meet their educational expenses.

Schools must sign a yearly (July 1st to June 30th of the following year) Work-Study agreement with the Public Service Corps. The standard agreement obligates the schools to pay 75% of the students' earnings with Federal Work-Study Program funds. The remaining 25% of the students' earnings is contributed by the Agency at which each intern is placed. Note: schools may also sign an "America Reads" agreement which pertains to literacy tutoring internships. As stipulated by this contract, the schools pay 100% of the interns' earnings.



### III Intern Application Procedure:

Students who wish to work in a Public Service Corps paid position, part- or full-time, must apply for the Federal Work-Study Program at their school's financial aid office. If the student is eligible for a FWSP grant, the student can request an internship with the Public Service Corps, provided that the school has signed a Work-Study agreement with the Public Service Corps.

A new Public Service Corps application must be completed by the student and the school for each program year even if the student participated in the Public Service Corps during the previous year. The following are some application procedure highlights:

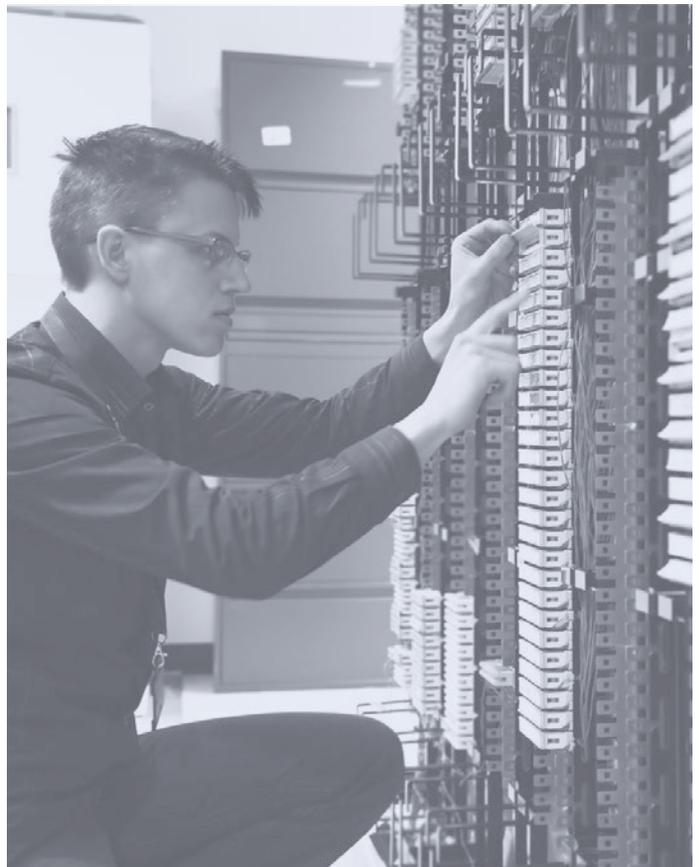
- A student must apply at his/her school's financial aid or placement office for a Federal Work-Study Program grant. Eligibility is based on financial need as determined by the school in accordance with federal guidelines.
- If eligible and the student wishes to work for the Public Service Corps, the student and the financial aid officer must complete a Public Service Corps application.
- The financial aid officer certifies eligibility, grant amount, rate of pay, and work dates. The completed application is then forwarded by the school to the Public Service Corps.
- Upon receipt of a completed application from the school, the Public Service Corps will notify the student by email or telephone of a placement interview appointment.
- A new application must be submitted for each new Public Service Corps program year. Student eligibility is determined yearly – a student is never automatically carried over from one program year to the next.
- A supplementary application is used to continue students from the summer program into the academic year program.
- Application forms are available only at schools that have contracted with the Public Service Corps.

### IV Employment Status of Public Service Corps Interns:

All Public Service Corps interns are employees of the City of New York. They are in a non-competitive category and are paid an hourly rate under the generic title of College Aide.

Interns DO NOT earn vacation or sick leave. They are paid only for the hours they actually work. Further details regarding time procedures are printed on the reverse side of the intern timecard.

By order of the Mayor, Public Service Corps Work-Study interns are fully covered by the New York City Law Department's Workers' Compensation Division for an injury that occurs on the job. Interns are subject to Social Security and Medicare deductions, and may also have Federal, State and City tax withholdings deducted from their salary.



## V Public Service Corps Office Responsibilities:

### Administration

Office staff process intern applications, maintain student folders, control and distribute forms, prepare computer reports, process intern assignments and student data, and conduct follow-up on student placements.

### Placement

Counselors assist students in choosing an internship. They are responsible for interviewing, counseling, and placing the student. They also provide job development services and act as a liaison to Agency Coordinators and Supervisors.

Note: Timekeeping and payroll functions for Public Service Corps interns are performed by the respective Department of Citywide Administrative Services units. They are responsible for processing intern timecards and related payroll forms, billing colleges, posting payroll information, and distributing intern paychecks.



## VI Internship Details:

### Developing the Internship

While it is the responsibility of the Agency Coordinator and Supervisor(s) within each Agency to develop and submit internship requests, Public Service Corps placement staff is always available for consultation and discussion. We strongly suggest that the Intern Request Forms be filled out by the immediate Supervisor for each and every job for which an intern is sought. This ensures direct planning by the Supervisor and promotes a one-to-one relationship with a prospective intern.

If more than one intern is requested, an individual Intern Request Form must be filled out for each intern, even if the job descriptions are the same.

In special situations, the placement staff may contact an Agency to develop an internship to match special skills of an intern or to meet special needs of an Agency.

Completed Intern Request Forms are emailed to PSC. A report is sent to the Agency Coordinator for approval. Upon approval the job is placed in the PSC Database.

Since these forms are the basis for referring interns to an assignment, it is critical that Supervisors describe the internship duties and responsibilities concisely and completely. An accurate description also assists the placement staff in helping an intern identify an assignment that matches the intern's interest and capabilities.

### Interviewing the Student for an Assignment

The Public Service Corps does not send a fixed number of students to each agency. After reviewing the job descriptions, interns make their selection for placement based upon their own needs and interests.

The Placement Counselor will call a Supervisor or agency coordinator to arrange an interview with a prospective intern. Prior to the Agency interview, the intern is given an information packet which includes the

Intern Handbook, the Intern Assignment Form to the Supervisor, and a Performance Evaluation Form.

No intern may begin work without presenting the Supervisor and/or Agency Coordinator with an Intern Assignment Form. A placement is confirmed when the student returns the signed copy of the Intern Assignment Form. Students cannot be paid unless their completed Intern Assignment Form is on file at the Public Service Corps. An intern may not be transferred to a work location other than the one assigned, or be given a different job without informing the Public Service Corps.

The goal of the interview between the intern and the Supervisor is to provide a face-to-face discussion of the assignment so that together they can determine the suitability of the referral. The following points are covered in the interview:

- The Intern Assignment Form is reviewed to see that it accurately summarizes the assignment and that the terms of the internship and other information are clearly defined.
- The specific job duties and responsibilities of the intern are discussed.
- The student's qualification and suitability for the particular assignment are determined.

If the Supervisor and intern both agree on the assignment, then:

- A work schedule is established not exceeding the maximum hours per week as indicated on the Intern Assignment Form.
- Another Agency staff member is designated as the alternate who will be in charge and authorized to sign the intern's timecard in the Supervisor's absence.
- The Supervisor, alternate Supervisor, and intern must sign the Intern Assignment Form. The Supervisor and the intern should keep their respective copies; the remaining copies must be immediately returned to the Public Service Corps. In order to assure proper payment to the interns, signed copies of the Intern Assignment Form must be returned to the Public Service Corps without delay. If the intern has accepted the placement but does not report to work, or if the intern withdraws from the program at any time, the Supervisor should notify the Public Service Corps immediately.

If the Supervisor or the intern decides that the assignment is not suitable, then:

- The Supervisor should notify the Public Service Corps immediately so that another student may be referred for placement.
- The intern should be referred back to the Public Service Corps for another placement. The Intern Assignment Form must be returned by the student to the Public Service Corps office for follow-up and adjustment.

## Orientation and Training for the Intern

When an intern begins working, it is the Supervisor's and Agency coordinator's responsibility to provide an orientation. It should include a general overview of the Agency and a description of the specific functions performed by the unit to which the intern has been

assigned. The duties of the other staff members within the unit should also be clarified. The training of the intern will vary according to the demands of the job, its complexity, and the intern's ability. The amount of training and its format are left to the Supervisor.

Supervisors are responsible for reinforcing the Public Service Corps' instructions to the student regarding proper conduct at the worksite. At a minimum, students should be made aware of the following standards of behavior (adapted from the DCAS Code of Conduct):

- Interns should be courteous and considerate in their contact with the public and with other employees, at all times.
- Interns should maintain a neat personal appearance and adhere to Agency dress code requirements.
- Interns are expected to conduct themselves in a manner which will reflect favorably upon them, upon the Agency, and upon the City. Prohibited behaviors include the use of abusive, obscene, or profane language or gestures; striking or threatening to strike another; intimidating others through statements or behavior; sexual harassment; failure to obey lawful orders of Supervisors; and conviction of a crime or offense which relates to the intern's office or employment, or which involves violence, dishonesty, deceit or indecency, or which bears upon the intern's fitness or ability to perform his/her duties or responsibilities.
- Interns may not perform any act, whether by speech, writing or dissemination of printed, electronic, or recorded material, or by any other means, which may tend to arouse hatred or ill will against any individual or group on the basis of sex, race, age, creed, color, disability, national origin, sexual orientation, or affectional preference.
- Interns must immediately notify, in writing, both the Offices of the Inspector General and the Disciplinary Unit of any arrest, indictment for, or conviction of a crime.

- Office mail and office equipment (including telephones, copiers, fax machines and computers) should be used for business purposes only.
- Interns must carry and display Agency ID cards at all times.
- Interns may not remove office materials from Agency premises.

Any written code of conduct supplied to Agency employees should be distributed to interns as well.

## **Counseling, Reassignments, and Transfers**

Public Service Corps placement staff is always available both to the interns and Agency Supervisors to discuss any problems regarding the assignment, internship duties, transfers/reassignments, and procedural or operational matters – any matter which may be a problem or which will help enhance the work of the intern and the Agency.

If an intern becomes dissatisfied with an assignment after work has begun, the intern may call the Public Service Corps to discuss the matter. If the reasons are cogent and substantial, the intern will be scheduled for an appointment at the Public Service Corps for a reassignment. Likewise, the Supervisor can also request a reassignment by contacting the placement staff. Appropriate arrangements can be made if the discussion bears out the need for transfer.

## **Evaluating the Internship (Public Service Corps)**

Evaluation of the internship involves a visit to selected placement sites by the Public Service Corps staff. The evaluator interviews the intern and the Supervisor and then tours the site. The purpose of this evaluation is to determine whether the internship experience is enhancing the intern's career objective,

to insure the placement is meeting the needs of the Agency, and to discuss any problem.

### Evaluating the Intern (Agency Supervisor)

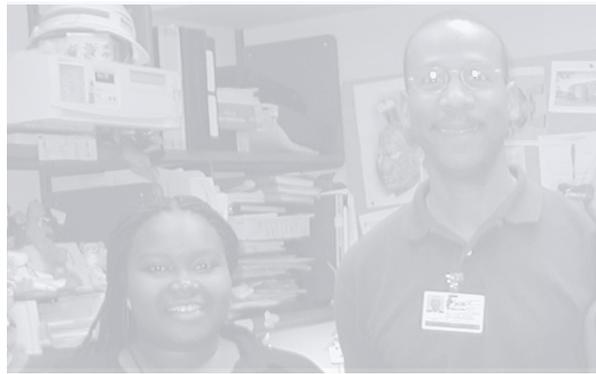
At the beginning of the internship, each intern hand-delivers the Performance Evaluation form to the Supervisor. Prior to the intern's last day of work, the Supervisor must complete the intern's evaluation form and forward it to the Public Service Corps. The intern's evaluation is reviewed and filed in the intern's folder for future reference.

### Evaluating the Placement (Intern)

Public Service Corps interns are asked to complete an internship evaluation survey at the end of their internship. This mechanism provides valuable feedback to Public Service Corps staff on the internship experience and placement process.

### Length of the Internship

The duration of the internship is determined by each intern's school. The intern may work the entire period or until the grant expires, whichever comes first. Extensions on grants must be negotiated by the intern at his/her school with the financial aid officer. In addition, the hiring Agency must approve such grant increases.



### Payrates

The hourly payrate is to be determined by the intern's school, based upon the following City guidelines:

	<u>HOURLY MINIMUM</u>	<u>HOURLY MAXIMUM</u>
From freshman through completion of sophomore year	\$8.75	\$ 9.41
From junior through completion of senior year	\$8.75	\$10.36
First year graduate level	\$10.00	\$11.36
Second year graduate level and above	\$10.00	\$12.96

## VII Timecard Regulations:

**T**imecards may be obtained directly from the Public Service Corps by the Supervisor. The Supervisor bears the responsibility for maintaining security of the timecard. Timecards are to be kept by the Supervisor, not the intern.

Supervisors must follow the instructions on the reverse side of the timecard. The signature of the Supervisor attests to the accuracy of the timecard submitted for payment. Supervisors are directly responsible for the accuracy of the timecard. This responsibility cannot be abrogated nor shifted to the intern.

Interns must take at least a half-hour (1/2) work break after six (6) consecutive work hours. The timekeeper will automatically deduct one hour from each day worked if the work break is not indicated on the timecard after six (6) consecutive work hours.

The intern must submit one timecard for each one-week period as outlined on the payroll schedule. A timecard must not contain parts from two different pay periods. Timecards received late or incorrectly filled out will cause a delay in payment to the intern.

At the end of a payroll period, the timecard is to be first signed by the intern. After checking for accuracy and authenticity of days and hours indicated on the timecard, the Supervisor signs the timecard. A line must be drawn through all days including Saturday, Sunday, and holidays in which an intern does not work.

One of the approved Supervisory signatures which appeared on the Intern Assignment Form must appear on the timecard for it to be considered valid. Advise the Public Service Corps in writing if there is a change of Supervisor and provide a signature sample.

The Supervisor is responsible for placing the signed timecard in a specially pre-printed Public Service Corps envelope, sealing it, signing it, and forwarding it by U.S. Postal Service or through the messenger service to the Department of Citywide Administrative Services. Any timecard which is not in a sealed, signed, specially printed Public Service Corps envelope will not be accepted.

Supervisors must keep an in-house daily time record for interns. The Public Service Corps timecard is not to be used for this purpose. This daily time record is maintained by the Agency and is to be retained by the Agency as a permanent record in the same way that it is maintained and retained for regular employees. The in-house records should be kept by the Agency for at least one year after the intern's last day of work. Problems concerning timecards should be directed to the PSC at 212-386-0057.

Timecards are subject to audit by the Public Service Corps staff. The primary objective of an audit is to examine and evaluate timekeeping procedures at the sites to assure the accuracy of the timecard and to prevent misuse.



## VIII Academic Credit Internships:

Unpaid academic credit internship opportunities are available to undergraduate and graduate students who have obtained departmental approval to work for credit. Participating students are expected to abide by the same regulations covering Public Service Corps interns who receive stipends. The minimum commitment of time is 10 hours per week. However, most agencies prefer at least 15-20 hours per week during the academic year.

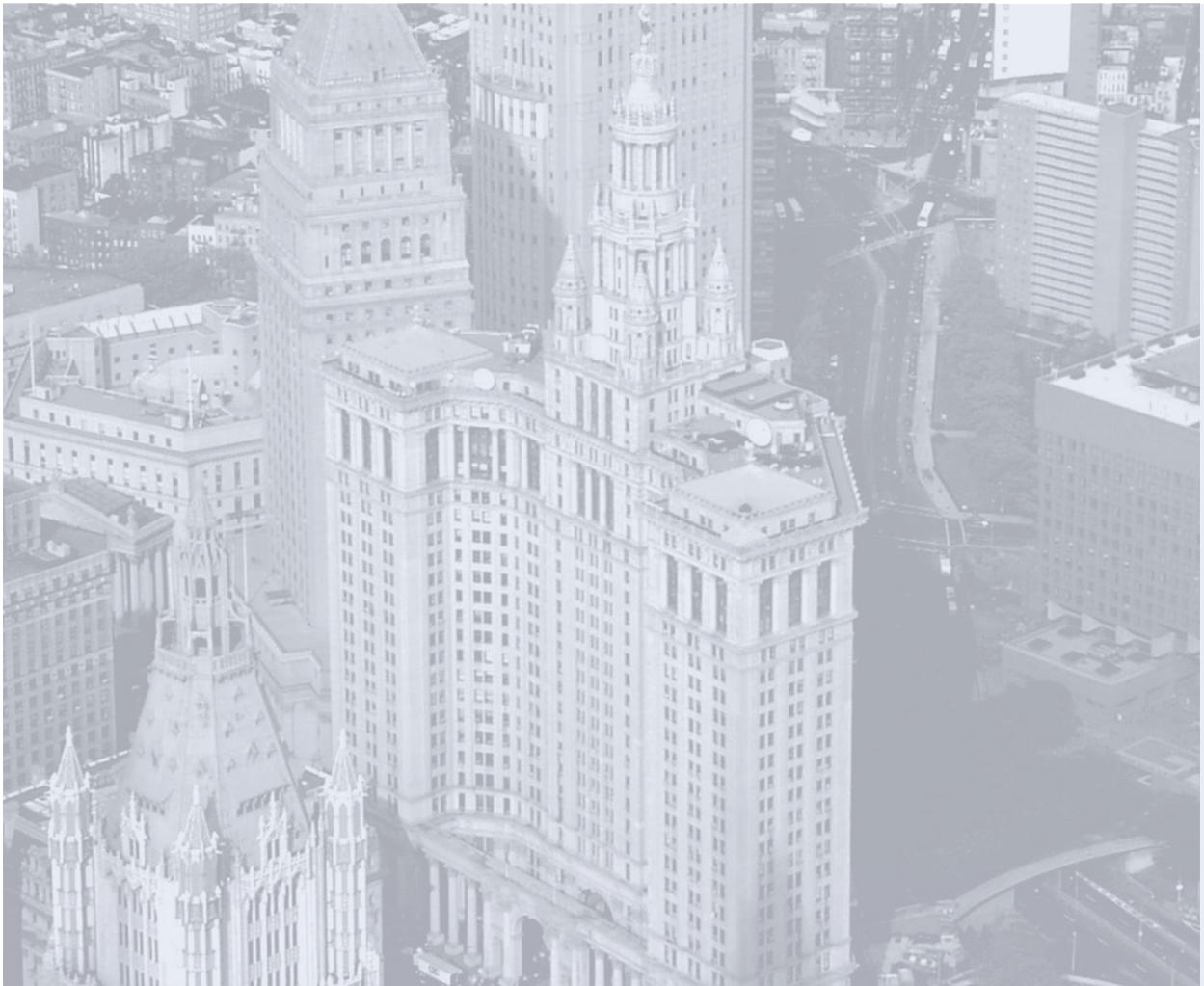
## IX Forms:

The following are samples of some of the forms used by the Public Service Corps:

**A. Weekly Timecard**

**B. Intern Assignment Form**

**C. Intern Request Form**



## A. Weekly Timecard

VG #05-173776-L W-149632

SEE INSTRUCTIONS ON BACK

**PRESS HARD TO INSURE THAT ALL COPIES ARE LEGIBLE**

### New York City Public Service Corps Weekly Timecard

Return to DCAS Timekeeping, 1 Centre Street, New York, NY 10007

FOR OFFICE USE ONLY				
DOCUMENT #				
DOCUMENT #				

NAME (LAST)		(FIRST)		INTERN NO.
SOCIAL SECURITY NUMBER			FOR OFFICE USE ONLY	
			CD	
COLLEGE (Print Name in Full)			WEEK NUMBER	
AGENCY NAME				
WORK LOCATION NAME AND ADDRESS (SITE)			WORK LOCATION PHONE NUMBER	

	DATE		IN	Lunch/Break		OUT	TOTAL HOURS FOR DAY
	MONTH	DATE		OUT	IN		
SUN							
MON							
TUE							
WED							
THU							
FRI							
SAT							
TOTAL HOURS FOR WEEK							

**X**

INTERN'S SIGNATURE		DATE
I HEREBY CERTIFY THAT THE ABOVE HOURS ARE CORRECT.		
SUPERVISOR'S SIGNATURE		
DATE	SUPERVISOR'S NAME (PLEASE PRINT)	
FOR OFFICE USE ONLY		
AMOUNT DUE \$		INT.
ON-LINE <input type="checkbox"/>	ETR <input type="checkbox"/>	INT. DATE

*PLEASE NOTE: Late, improperly completed, or illegible timecards will delay the intern's paycheck by at least two (2) weeks. Please review card before submitting.*

Original (Do not detach this copy when submitting the timecard)

## B. Intern Assignment Form

NYC Dept. of Citywide Administrative Services

Public Service Corps

1 Centre Street, Room 2435, NY, NY 10007-1602

212-669-3684 212-669-3633 (Fax) [psc@dcas.nyc.gov](mailto:psc@dcas.nyc.gov)

## Intern Assignment

07/17/2006

Intern No. 69999 College ZZZZ Reference No. Date Assigned 07/17/2006

Jack Sparrow 1 Centre St. New York NY 10007 Phone #: (212) 123-4567 Cell #: email: sparrow@internet.com		6789		TERMS OF INTERNSHIP are set by the school and may not be altered except by written permission from the school and approval from Public Service Corps.	TERMS OF INTERNSHIP		
Agency Id Code MTA		Job Category A01			Job # 001		
Counselor: (select counselor)							
1 City Department or Transit Authority		2 Name of Center (if Applicable) Central Office			3 Section or Unit Surface Transit		
4 Work Location Address 1 Centre St.				City NEW YORK		State NY	
5 Unit Chief Vincent Terrace		Telephone and Ext. (212) 788-1234		6 Supervisor Sue Simmons		Title Supervisor II	
						Telephone and Ext. (212) 331-3609	
7 Description of intern's Job Miscellaneous							
8 Student should go directly to supervisor						9 Recorded on calendar: Timecard packet sent: <input type="checkbox"/>	
<b>SECTION #10 - TO BE COMPLETED BY AGENCY COORDINATOR</b>							
10 Agency Coordinator's Craig Allen				Address 67 Sesame Street, NY		Zipcode 10000	
						Telephone and Ext. (212) 566-5690	
Agency Coordinator's signature is required.				Agency Coordinator's			
<input type="checkbox"/> Accepted <input type="checkbox"/> Not Accepted - Reason _____							
<b>SECTION #11 - TO BE COMPLETED BY SUPERVISOR OR UNIT CHIEF</b>							
11 Intern's starting _____							
<b>ONLY THE AUTHORIZED SIGNATURES IN THE BOXES BELOW WILL BE ACCEPTED ON THE INTERN TIME CARD</b>							
Signature of supervisor authorized to sign time X				Print Name		Telephone and Ext.	
Alternate signature authorized to sign time X				Print Name		Telephone and Ext.	
<input type="checkbox"/> Accepted <input type="checkbox"/> Not Accepted - Reason _____							
<b>SECTION #12 - TO BE COMPLETED AND SIGNED BY INTERN</b>							
12 <input checked="" type="checkbox"/> I accept this assignment under the terms of Internship listed <input type="checkbox"/> I decline this assignment							
Intern's Signature X						Date	

Timekeeping   
  File Copy   
  Intern Copy   
  Supervisor   
  Field Staff Copy   
  College   
  Agency

## C. Intern Request Form



Public Service Corps  
1 Centre Street, Room 2435  
New York, NY 10007

psc@dcas.nyc.gov  
(212) 386-0057 tel  
(212) 669-3633 fax

### INTERN REQUEST FORM

Agency and Work Location					
Select Agency					Agency Code
Name of Center (if applicable)	Name of Work Unit				
Work Location Address	City	State	Zip Code	Borough	
Agency PSC Coordinator Name	PSC Coord. Phone	PSC Coord Email			

Work Unit Function and Supervisors				
Function of Unit	Work Unit Head	Phone	Fax	Email
Supervisor	Phone	Fax	Email	

Internship Description, Duties, Responsibilities and Prerequisites	
Description of Internship (Be Specific)	
Non-Clerical Work	<input type="text" value="0"/> % Duties
Clerical Work	<input type="text" value="0"/> % Duties
Field Work	<input type="text" value="0"/> % Duties
Special Experience Required to Complete Assignment	Skills Required
Courses Required (Preferred)	
What skills can the intern expect to develop?	
Interpersonal	<input type="checkbox"/>
Interviewing	<input type="checkbox"/>
Writing	<input type="checkbox"/>
Computer	<input type="checkbox"/>
Organizational	<input type="checkbox"/>
Analytical	<input type="checkbox"/>
Oral	<input type="checkbox"/>

Internship Schedule							
1. Select a Program Year from the drop-down list (right)			Select Program Year				
2. Select an Academic Term from the second drop-down list (far right)			Select Academic Term				
3. Start and End Dates (below) must be entered in MM/DD/YYYY format, only highlighted fields are required							
Note: End Dates must be greater than Start Dates, and Fall Start Date must be greater than Summer End Date							
	Start Date	End Date	Mon - Fri	Weekday Schedule	Sat	Sun	Weekend Schedule
Summer (Jun - Aug)			<input type="checkbox"/>	<input checked="" type="radio"/> Day <input type="radio"/> Eve <input type="radio"/> Both	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/> Day <input type="radio"/> Eve <input type="radio"/> Both
Fall - Spring (Sep - May)			<input type="checkbox"/>	<input checked="" type="radio"/> Day <input type="radio"/> Eve <input type="radio"/> Both	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/> Day <input type="radio"/> Eve <input type="radio"/> Both

Interview Preference		
<input type="checkbox"/> Intern can go directly to Unit Head/Supervisor for interview	<input type="checkbox"/> Intern must see Agency Coordinator first	<input type="checkbox"/> Intern must see Agency Coordinator after seeing Supervisor

**Submit Form**

For PSC Office Use Only: Time Stamp      Category      Agency ID      Status Code      Status      Creation Date

# Notes



# Public Service Corps

Agency  
Coordinator /  
Supervisor  
Manual

A large, blue-tinted image of the Statue of Liberty, showing her head with the crown, her right arm raised holding a torch, and her left arm extended holding a tablet. The statue is set against a light blue background with a faint map of New York City.

**NYC**<sup>®</sup>

Citywide Administrative  
Services

Bill de Blasio  
Mayor