



Frequently Asked Questions for SuccessLink Employees

APPLYING FOR SUCCESSLINK:

DEPARTMENT OF YOUTH ENGAGEMENT & EMPLOYMENT

- **How do I know if I qualify for a job with the SuccessLink Employment Program?**
 - You must be:
 - 15 years old before the start of the program, 18 years old until the end of the program
 - be a full-time resident of Boston; currently enrolled in high school or a GED program
 - legally authorized to work in the United States
- **How long does the SuccessLink School Year Employment Program run for?**
 - The program runs from November to April.
- **How long does the SuccessLink Summer Employment Program run for?**
 - The program runs from July to August
- **How do I apply for the program?**
 - Apply to jobs through the SuccessLink portal, www.youth.boston.gov.
 - SuccessLink Employment Partners will have the opportunity to select you for an interview. Once a SuccessLink partner selects you for a position at their site, they are required to inform us of their decision.
 - Upon letting our office know they are selecting you, you will receive an onboarding email prompting you to complete all the required onboarding forms and to upload your documents online.
 - After that, you will receive an email to come into our office with all the required documents in order to finish the hiring process.
- **After I apply, am I placed in a job?**
 - No, applying for a job does not guarantee employment.
- **How many jobs can I apply for?**
 - You can apply for up to 15 jobs.

HIRING/ONBOARDING PROCESS:

- **Which documents are required to apply?**
 - In all original forms:
 - A proof of U.S. citizenship, such as a valid passport, a green card, or a birth certificate



- A social security card (a social security receipt can replace it, but the card still must be presented to us)
- A work permit or work permit application, only if the child is under 18 years old
- Signed SuccessLink Employee Contract
- ONE proof of school/GED enrollment, such as a report card, a progress report, or a transcript
- TWO proofs of Boston residency, such as a water, phone, or credit card bill, a bank statement, car registration, or a current lease agreement.

*Please refer to the [SuccessLink Document Checklist](#) on the website for more specific information!

- **What if my residency documents are not in my name?**
 - The residency documents do not have to be under your name! They can be under your parent's/guardian's name as long as it matches the home address on the school proof.
- **How can I apply if I am homeless or displaced?**
 - Please contact YEE if you want to participate in the SuccessLink Employment Program and are homeless or displaced.
- **What should I do if I don't have any of the approved documents under the Boston residency section?**
 - We cannot hire you without the proper Boston residency documents.
- **Can my parent/guardian bring in my papers for me if I cannot make your office hours?**
 - Parents or guardians cannot complete the hiring process for you. The youth must come to the YEE office in order to sign the appropriate hiring documents.
- **If I'm missing one document, can I just bring in the other documents?**
 - No, you are required to bring in ALL documents to complete the hiring process.
- **How can I complete the hiring tasks and upload the documents if I don't have a computer/scanner/printer at home?**
 - Our website (youth.boston.gov) is phone-friendly. You can use your phone to fill out the forms and upload the documents!
 - If you do not have access to a phone, you can come into our office during office hours to complete your tasks and upload your documents.
- **Am I done with the hiring process if I finished filling out all the forms online and uploaded my documents?**
 - No! After filling out the forms online, you must look for the email telling you to come into our office to complete the hiring process.
- **Why do I need to come into the office to complete the hiring process?**
 - To verify your documents and upload them if needed, to confirm that all forms are filled out correctly, to sign your I-9, and to print out your ID if necessary.



- **What is the maximum amount of hours that I can work?**
 - You can work up to 10 hours per week during the school year and up to 25 hours during the summer.
- **How do I know when to start working?**
 - You will receive an email or call from your site supervisor when you are cleared to work. If you do not hear from them, you can contact SuccessLink at SuccessLink@boston.gov for assistance.

PAYROLL:

- **How often will I get paid?**
 - You will be paid on a bi-weekly pay schedule.
- **How much will I get paid?**
 - Youth employees are paid at the federal minimum wage of \$12 per hour.
- **How do I make sure I get paid correctly?**
 - Make sure that you sign in and out correctly on the timesheet at your work site everyday!
- **How can I cash my check?**
 - You can cash your check anywhere that cashes checks or at your bank. If you don't have an ID and need one to cash your check, you can come to the YEE office during office hours to have one made for you.
- **Can I set up direct deposit?**
 - No, SuccessLink does not set up direct deposit for youth employees.