



COMMERCE WORKFIRST PROGRAM ORIENTATION

The Community Jobs and Community Works Programs are designed to give the participants on public assistance the opportunity to develop new job skills or upgrade their current skills, which allows them the opportunity to compete for jobs so they can get employment to support their families. DSHS sets the number of hours a participant will be allowed to be in training per week, up to nine (9) months for Community Jobs or up to twelve (12) months for Community Works. A majority of the training will take place in a non-profit organization or a local, tribal, or state government agency. The Worksite will support, mentor, and provide job skills training which will offer the participant the benefit of recent work history, up-to-date job skills, and the opportunity to learn and/or demonstrate soft skills (i.e., workplace basics, such as understanding directions completing assignments, and showing up on time). Additionally, participants will have the opportunity to attend another 10 to 20 hours of education, training, and/or job search activities over and above the worksite training.

Everyone receives benefits through these Commerce WorkFirst Programs. The participant, the worksite, and of course, the community benefit as well. When a business provides job skills training to a participant, the benefits include:

- Developing the skills of prospective employees who are ready to meet the needs of an organization,
- The participant's time and effort with no direct monetary cost to the business, and
- A new prospective to the workplace in which a participant brings, such as new ideas in resolving problems from a different insight.

Participants have a wide range of skills, interests, and experience. Some are exploring career options; the majority have limited experience in the workplace. With encouragement, guidance, and thorough instruction, participants have the opportunity to practice complex tasks. *We ask that Supervisors hold the participants to the same standards as other employees, however, recognizing that extra training and guidance will need to be provided along with monthly evaluations to assist the participant to achieve these expectations set forth in the training.*

While participating in the WorkFirst training programs, participants will be involved in other training activities designed to develop their job skills.

HOW DO THE PROGRAMS WORK?

- DSHS WorkFirst Case Manager refers the participant to one of the Commerce WorkFirst Program Contractors.
- The Contractor's WorkFirst Case Manager completes an assessment with the participant.
- The case manager will screen participants for placement at worksites.
- The case manager develops worksites in the community based on the assessment and conducts a program orientation for the worksite.
- The worksite supervisor interviews and selects the appropriate participant for their positions.
- The case managers work with the worksite supervisor to develop job descriptions and the skills the participant will learn at the worksite.
- Each participant receives training to support their transition to employment. Training is individualized and in groups depending on the topic and needs.
- Each participant will have a mentor at the worksite.

Community Jobs Participants Only:

- The Contractor acts as the employer and issues paychecks to the participants. Participants are only paid for hours worked at the worksite and State Recognized Holidays that fall on their scheduled workday. As the employer of record, the Contractor is responsible for applicable FICA and Washington State Labor and Industries coverage.

Community Works Participants Only:

- The Contractor shall provide Washington State Labor and Industries for participants based upon the hours worked at the worksite.

PARTICIPANT EXPECTATIONS

The expectations for participants while in training are the same expectations as an employee.

Participation:

Participants are required to participate 40 hours per week in activities that assist them in developing the skills leading to gainful employment. They must attend up to 20 hours per week at the worksite, 10 to 18 hours a week in education and/or training activities, and barrier removal. The combination of barrier removal and education/training activities cannot exceed 20 hours per week.

Attendance:

Good attendance is an essential quality of a good employee and is an expectation of ALL employers. Participants must notify their case manager and their worksite supervisor every day they are unable to attend. Failure to do so will be considered an unexcused absence.

Participants will be expected to adhere to the attendance policies of the worksite. Corrective action will be taken for repeated unexcused absences.

Punctuality:

It is expected that participants will report to their worksite, education and/or training classes, and appointments on time. The case manager will work with participants to resolve any problems that will make it difficult for them to be on time. If a participant arrives late, corrective action will be taken for excessive tardiness.

Appropriate Attire and Hygiene:

Dress and appearance are important aspects of getting and keeping a job. Neatness and

cleanliness are essential to the professional image we present to businesses, the public, and co-workers. Participants will be expected to adhere to the dress code and expectations of the worksite. The case manager will assist participants in obtaining the resources for appropriate work clothing.

Smoking:

Smoking is not allowed except in designated smoking areas during lunch or break time. Participants must adhere to the worksites policies on smoking.

Alcoholic Beverages and Narcotics:

It is strictly prohibited for participants to use, be under the influence of, possess, distribute, manufacture, or dispense controlled substances or alcoholic beverages while participating in a WorkFirst Program activity.

Equipment:

Participants must handle equipment appropriately and follow the worksites guidelines for proper use. Equipment may only be used for training and work-related activities. Telephones, computers, and other equipment cannot be used for personal use.

Lost or Stolen Items:

Participants must use extra care in bringing personal belongings to the worksite or other training activities. Participants will be responsible for any lost or stolen item(s) whether at the worksite or in the classroom.

Attitude:

Having a good attitude is important on a job. Participants are expected to demonstrate a sincere interest and a positive attitude at the worksite and in classroom training. Participants are expected to:

- Follow directions,

- Complete work neatly, accurately, and thoroughly.
- Use time efficiently,
- Complete assignments on schedule,
- Do their share of the work,
- Perform work at a satisfactory level of efficiency,
- Work well without constant supervision,
- Show respect for others,
- Take responsibility for their actions,
- Assist co-workers,
- Demonstrate a positive attitude, and
- Ask questions if the work assignment is unclear.

Evaluations:

Participants will receive regular feedback through evaluations from the worksite supervisor, education/training site, and case manager. The evaluation will rate the participant's performance on the skills outlined in the training plan. If the participant is experiencing any problems and has any concerns, they should notify their supervisor or case manager.

Supportive Services:

Participants are eligible for supportive services for the needs that directly impact their ability to complete the training. The case manager can assist in getting the things needed for the participant to be successful in their training when no other resources are available. Assistance and payment for services are approved on an individual basis.

There is no guarantee that any participant will receive a specific service.

Discipline:

To be successful at the worksite, participants need to understand the employer's expectations. Participants must communicate positively and resolve problems that come up. When communication at the worksite is an issue,

the case manager and the worksite supervisor will assist the participant in developing these communication skills. Please note that these are general guidelines. Discipline will be worked out on a case-by-case basis.

THE ROLE OF THE PARTICIPANT

The primary responsibilities of the participant are to:

- Report to the assigned worksite at the designated time each scheduled workday.
- Notify the worksite supervisor prior to the start of the workday when unable to come to work (i.e., illness, family emergency, etc.).
- Learn and follow all workplace policies (i.e., safety rules, break schedules, etc.).
- Follow instructions and directions of worksite supervisor.
- Dress appropriately for the worksite and maintain good grooming and hygiene.
- Call the case manager when issues or problems arise that may affect the performance or attendance at the worksite and/or at education/training.
- Complete and sign timesheets on specified due dates.
- Attend and participate in required classes/workshops.

THE ROLE OF THE CASE MANAGER

Each participant is assigned a WorkFirst case manager. The case manager responsibilities include, but are not limited to, the following:

- Provide an orientation to all worksite supervisors and participants regarding the Community Jobs or Community Works training activities.
- Complete enrollment and payroll/L&I documentation on each participant.

- Conduct an assessment with the participant to identify strengths and needs for successful employment.
- Develop an Individual Development Plan with each participant.
- Work with employers to identify the job skills required for the occupation and develop a training plan with the employer and participant to address skill mastery.
- Make regular, on-going worksite or educational site visits to review the participant's progress.
- Visit and evaluate the worksite to ensure that the specified training is being provided.
- Review the participant's timesheets and evaluation for accuracy and ensure timely submission for payroll to process.
- Arrange distribution of participant's paychecks.
- Be a resource to employers and participants throughout a participant's training. This support includes assisting participants and supervisors to overcome issues that may interfere with job performance.

The case manager will provide the worksite with the following:

- Worksite Agreement,
- Worksite Timesheets with evaluations,
- Payroll schedule, and
- Accident Report Form

THE ROLE OF THE WORKSITE SUPERVISOR

The primary responsibilities of the worksite supervisor are to:

- Provide and develop effective training opportunities to the participant in a specific occupational skill area as agreed upon in the job description.

- Provide an employee orientation to each participant, reviewing workplace expectations, rules of conduct, safety, etc.
- Adhere to payroll procedures and timelines.
- Allow participant's release time for activities as requested by the case manager.
- Notify the case manager prior to any changes in the work duties, supervisor, schedule, etc.
- Notify the case manager regarding any problems that arise with the participant.
- Complete evaluations and timesheets accurately and on time. Failure to do so may result in a delay in payment to the participant.
- Provide a safe working environment for the participants to grow and develop employable skills.
- Adhere to the specific provisions contained in the Worksite Agreement.

SELECTING A PARTICIPANT

You may be contacted either by the case manager and/or the participant to schedule an interview. The interview process is a valuable learning experience and should be treated as an authentic interview situation. After the interview the case manager and participant will ask for feedback as the interview is part of the participant's training.

Once you have selected a participant, you **must** notify the case manager to determine a start date. Prior to a participant starting a worksite, the participant, supervisor, and case manager must develop a training plan, and review and sign the Worksite Agreement.

GENERAL ORIENTATION

As part of the worksite orientation, worksite supervisors are asked to provide the participant with a general orientation to the workplace.

The goal of the orientation is to assure that the participant is familiar with the rules of the worksite, which include but is not limited to the following:

- Policy and procedures of the agency, especially those which pertain to the participant,
- Appropriate attire for the job,
- Safety policies and procedures,
- Proper use of any equipment,
- Procedures for reporting to work,
- Procedures for receiving work assignments,
- Where to park,
- Introduction to assigned supervisor and back-up supervisor,
- Telephone number to call when they will be late or absent from work,
- Location of restrooms, break and meal areas,
- Smoking regulations,
- Break schedule, and/or
- Procedures for disciplinary action and termination.

SUPERVISION

The supervisor will become the trainer and coach who provides the participant with the opportunity to develop their skills to become a productive team member. As the trainer, you create a learning-rich work setting by devising challenging learning opportunities and helping the participants meet those challenges.

Daily supervision should involve:

- Creating a learning-rich environment to teach the skills necessary for success.
- Teaching problem solving, communication, and interpersonal skills as it relates to the job.
- Facilitating learning on the job.
- Developing opportunities for the participant to learn the occupational skills outlined in the job description.
- Providing an understanding of “employer expectations.”
- Evaluating participant on Work Maturity and Job Skills outlined in the training plan.

WORK SCHEDULE

Participants shall work no more than 20 hours in a week. If participants miss work time, they are required to make up the missed time. However, in the event that hours need to be adjusted, the supervisor **must** call the case manager. ***All excused or unexcused absences must be reported immediately to the case manager.***

TIMESHEETS AND EVALUATIONS

Timesheets are the record of the hours worked by the participant. Supervisors and participants are responsible to ensure that participants do not exceed the hours contained in the Worksite Agreement.

Participants are to record daily their hours worked on their timesheets. The worksite supervisor must verify the timesheet for accuracy. ***It is important that all timesheets be completed accurately and on time.***

- All timesheets must be completed in blue or black ink – **no pencil.**

- Corrections must be made by crossing out and initialing – **do not use white out.**
- Participant and supervisor must sign timesheets before submitting for payment.
- All time needs to be rounded to the nearest quarter hours.
- Record holiday time.
- Timesheets will be due as specified on the timesheet schedule provided by the case manager.

Evaluations are required to be completed with each timesheet submitted. The worksite supervisor completes the participant evaluation and reviews with the participant their performance on the Work Maturity and Job Skills identified in their training plan.

Holidays:

State Recognized Holidays:

- New Year’s Day
- Martin Luther King Day
- President’s Day
- Memorial Day
- Juneteenth
- 4th of July
- Labor Day
- Thanksgiving
- Day After Thanksgiving
- Christmas Day

Holidays on a weekend:

- Whenever any legal holiday falls upon a Sunday, the following Monday shall be the legal holiday.
- Whenever any legal holiday falls upon a Saturday, the preceding Friday shall be the legal holiday.

Specific to Community Jobs Program:

Participants will be paid for their normal scheduled workday that falls on a State recognized holiday.

Specific to Community Works Program:

Participants scheduled to work on a day that falls on a State recognized holiday will be given participation credit for the number of hours scheduled. These hours will be entered into the eJAS Client Monthly Participation Screen Holiday section. Participants are not required to make up time missed due to holidays.

PAYROLL

Community Jobs Participants Only:

A unique benefit of this program is that participants earn money while they learn valuable work skills and professional conduct that will help in getting and keeping a livable wage job. Participants are paid by each Contractor for hours worked while in Community Jobs. Participants will be paid the current minimum wage rate for hours documented on the timesheet. Paychecks will be disbursed to participants according to the Contractors Payroll Schedule.

The Contractor provides the cost for Labor and Industries coverage.

DISCIPLINE POLICY

If a problem arises at the worksite, every effort should be taken to solve the problem prior to termination of a participant from the worksite.

If a participant does not meet the standards and/or expectations of the worksite, the worksite supervisor should immediately contact the case manager.

The case manager will work with the participant and the worksite supervisor to resolve issues and problems.

Worksite Supervisor’s Guidelines to Positive Discipline:

- Observe participant’s performance and behaviors on a regular basis.
- Conduct regular informal performance reviews – praising what has been achieved and provide clear guidance on improving performance.
- Coach participants in a positive manner to encourage skill development.
- Be very specific about behavior, performance, and issues that must be corrected and offer detailed examples of how to correct behaviors and improve performance.
- Clearly describe the consequences of behavior.
- Schedule time and dates for evaluations to review progress to date.
- Document details about extraordinary performance (negative or positive).
- Keep an open line of communication with the case manager.

Worksite supervisors will use the following corrective action process when the participant’s performance or behaviors need to improve:

- The supervisor will advise participants of performance issues.
- After a discussion with the case manager, collectively the supervisor, participant and case manager will develop a corrective action plan outlining the steps the participant needs to take to improve performance.
- The worksite supervisor and case manager will follow up on the corrective action plan to determine if improvements have been made.

- Termination may result if performance does not improve after counseling and corrective action.

TERMINATION

Participants may be terminated from the worksite for:

- Excessive tardiness,
- Absenteeism, or
- Violating program rules and responsibilities.

Participants may be terminated immediately for:

- The threat of force or intentional physical abuse of person(s) or equipment,
- Working under the influence of drugs or alcohol, or
- Possessing a weapon or dangerous instrument.

Specific rules of the worksite and the policy for termination from the worksite will be reviewed during worksite orientation.

WORKSITE MONITORING

The case manager will regularly monitor the worksite and should be consulted whenever questions arise. The Worksite Agreement provides for assurances for access to the worksite for such monitoring as is necessary to ensure that the worksite adheres to the provisions of the Agreement.

Should any area of concern be identified, the worksite supervisor must agree to make appropriate modifications to the situation or be subject to termination of the Worksite Agreement. The following instances are considered cause for action:

- Actual work experience does not coincide with the job description submitted by the agency,

- Failure to provide adequate supervision, or
- Noncompliance with program guidelines.

GRIEVANCE PROCEDURE

The worksite and the participants should always contact the case manager to resolve any problems that occur. If you are unable to resolve the problem with your case manager, please contact:

People For People,
WorkFirst Program Manager, 509-248-6727

If the issue needs further discussion or resolution, please contact:

South Central Workforce
Programs Director, 509-574-1950

PARTICIPANT CONFIDENTIALITY

The WorkFirst Program staff/volunteers are responsible for protecting the privacy of program participants. All personal information should be handled discreetly and on a need to know basis.

For the purpose of this program only and with a signed consent form from the participant, the case manager will release the following information to the worksite supervisors and DSHS WorkFirst Case Managers for the purpose of coordinating training plans, monitoring progress toward goals, and ensuring successful completion of WorkFirst Program activities. This information may include:

- Timesheets, evaluations, action plans, and goals relative to the worksite,
- Timesheets, evaluations, action plans, and goals relative to education and other job skills training,

- Progress notes and reports relative to worksite goals, and
- Job search activities including resumes, employers referred to and contacted by participants.

Contractor staff will not release personal confidential information given during assessment, service delivery, or case management unless the participant has so authorized in writing. The participant will be required to sign a release form prior to any information being shared and a copy of the release of information must be maintained in the participant's file.

WASHINGTON STATE PATROL BACKGROUND SCREENING AND PRE-EMPLOYMENT UA's

Contractors will have all participants complete the Washington State Patrol background screening. A Pre-Employment UA and finger printing will be completed prior to placement at a worksite if it is required by the worksite.

PROGRAM EVALUATIONS

Upon completion of a participant's work experience, the worksite supervisors may receive a survey requesting feedback and an evaluation of the WorkFirst Programs. The worksite supervisor's experiences are important and are to be used to improve services and programs. Confidential questionnaires and private interviews will be solicited periodically for feedback.

ACCIDENT OR INJURY

In case of injury, follow the worksite procedures and if necessary, please do the following:

- Immediately transport the participant to the nearest hospital or medical facility.
- Immediately notify the case manager.
- Within 24 hours of the injury, complete an accident report.