

WORK SITE SUPERVISOR'S HANDBOOK

SCOPE AND PURPOSE

Work sites are developed to allow a DCF Work Program participant the opportunity to develop a current work history and establish references for employment seeking efforts. Internships for work experience can also increase the participant's self-esteem and self-confidence. Evaluations of the work experience assignment will benefit the DCF worker and the participant in identifying strengths and weaknesses that affect employability.

The major goals and objectives are:

1. Participants who can work should be encouraged and have the opportunity to work.
2. Both the organization and the participant will benefit from this program. Useful services are performed in the organization while participants gain needed work experience.
3. Participants will develop good work habits and will establish work experiences that assist in gaining permanent employment.
4. Participants will receive an individual DCF assessment of employment needs and services required to become employable.
5. Participants will take part in an orientation session before placement to further enhance the opportunity for employment.

The success of this partnership depends upon the positive attitudes of those involved. The role and expectations of the work site supervisor is most important.

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SITE SELECTION

DCF develops work sites with public and private non-profit as well as for-profit organizations. The Work Site Agreement validates the partnership between the work site and DCF to provide opportunities for participants. The agreement does not contain an expiration date. Either party may give a 30 day written notice to terminate the agreement.

Non-profit organizations are asked to provide verification of tax exempt status which will become part of the agreement.

Some participants may not have developed quality work habits such as satisfactory time and attendance, proper work appearance, etc. The agency will provide expectations and information on how to be successful on the work site before the participant begins their assignment. These habits will be reinforced during the work site placement and will promote job retention once the participant becomes employed.

WORK SITE RESPONSIBILITIES

The work site is to provide supervision of participants in accordance with the organization's established personnel policies and procedures.

In the event that a participant has been referred to the work site for an assignment and the participant is believed to be unsuitable, the work site should report this to the DCF immediately.

DCF will contact the work site after placement to answer any questions the participant or work site supervisor may have. The participant and work site supervisor will be notified in advance of any change in the number of assigned hours.

The work site supervisor may reschedule missed hours within the same month if the participant missed work without a DCF approved valid reason. Days missed due to holidays, inclement weather or closure of the work site for other reasons do not have to be made up by the participant.

The work site supervisor may be asked to submit a written statement or testify should a participant appeal an DCF case decision resulting from the work assignment.

PARTICIPANT'S REQUIREMENTS

The site and the participant will be informed of the number of work hours assigned. If there is a change in the number of hours, the participant and the site will be informed the month before the change by a written notice.

The work assigned shall be within the ability of the participant to perform and should take into consideration the experience and skills of the participant.

DCF does not encourage participants to volunteer for extra hours due to the Fair Labor Standards Act and liability issues.

PARTICIPANT'S RIGHTS

Work related expenses, such as tools necessary to perform assigned tasks, are to be furnished by the work site unless other arrangements have been approved by the local DCF office. Participants are to be treated like regular employees. The work site is to maintain reasonable work conditions in compliance with Federal, State or local health and safety standards.

Participants may not be involved in political, electoral, sectarian or partisan activities. Non-sectarian activities include those offered by religious organizations to the community. Examples include child care, recreational, congregate meal activities, or services provided such as janitorial or lawn care.

The work site shall not discriminate against any participant assigned to the work site.

PARTICIPANT PROTECTION

Prior to the first day of the work site assignment, participants and the work site supervisor must be informed of the policy and procedures to follow in the event of an injury occurring at the work site.

Anytime a participant is injured while completing the work site assignment the site must notify the DCF staff person immediately. The DCF representative should gather basic information regarding the injury, such as the date, time, account of how the injury occurred with a general description of the injury and the name and address of the medical provider and/or treatment facility.

If the work site is not providing Workers Compensation or comparable coverage, DCF will provide the comparable coverage for services related to a work site injury. Medicaid funds (the participant's medical card) will be used to pay for the needed medical care.

Claims for medical services provided to injured participants should be sent by the medical provider to the Medicaid fiscal agent for payment. If payment is denied for exceeding limitations, the medical provider sends the remittance advice which verifies denial to the local DCF office. The claim is then paid by the local DCF office as an administrative expense.

REFERRAL, SELECTION AND ASSIGNMENT

In making work site assignments, DCF will take into consideration the participant's job skills, prior work experience or training and occupational goals. Physical proximity to the work site will also be considered to reduce transportation barriers and costs.

The site should have the opportunity to interview the participant for the position. The participant should discuss goals and expectations with the site supervisor to assure that appropriate work experiences are available to meet the participant's needs.

The number of assigned hours per week will be provided in writing to the participant and the work site before the first day of the assignment. The work site will determine the scheduling in regard to days and hours to be worked during the week.

TIME, ATTENDANCE AND PERFORMANCE EVALUATION

Work sites will provide DCF with an attendance report and a performance evaluation every two weeks. The DCF will review the report. If any problems are noted in the report, a contact with the participant and/or the work site supervisor will be made.

The local DCF office will notify the work site when a participant will no longer be assigned to the site.

Assignments to a work site should not exceed a six month period. If circumstances exist that substantiate a longer assignment, the reason must be clearly documented.

An Attendance and Performance Report is part of the bi-weekly time sheet which will benefit DCF in working with the participant. Additional space is provided for comments regarding the participant's work performance and attendance and/or any recommendations. The evaluation should be reviewed with the participant by the work site supervisor.

It is important that good time and attendance records be kept on each participant.

If problems arise, the work site supervisor can notify DCF to assist in resolving the problem. A participant who does not meet work related requirements without valid reasons may be ineligible for certain DCF benefits.

TERMINATION AND REPLACEMENT OF PARTICIPANT

A participant can be terminated for the same reasons as a regular employee. In the event of a problem, DCF requests you to notify DCF and try to resolve the problem before you terminate the participant.

When a participant does not report to the work site without a valid reason or has been terminated from the work site, please let the DCF office know if you would like a replacement.

SUMMARY

Should you as a work site supervisor have any questions or problems regarding the program or a participant, contact the DCF staff person for assistance. The aim of the program is to have a meaningful work experience for participants in order to accomplish the ultimate goal of permanent employment. It will take the coordination and cooperation among DCF, the work site supervisor and the participant to make this a successful and beneficial program.

Your DCF Contact Person is: _____

Phone: _____