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Desk Aid

Help for Individuals Affected by Hurricane Harvey

*Remember, we help the customer as we always do. We listen to what the customer tells us she wants or needs, and we decide how we can best use our service to figure out the best plan of action for the customer.*

Following are talking points for you to use when speaking with customers about Workforce Solutions help for individuals affected by Hurricane Harvey.

**Temporary Employment**

* Temporary positions include jobs for clean-up, demolition, repair, renovation and reconstruction of ***public*** structures, buildings, facilities and lands, as well as some jobs for direct humanitarian assistance to individuals affected by the floods.
* Temporary jobs are not involved in repairing private homes or businesses.
* Temporary jobs can last up to a year; however, if the job at one worksite ends before that, a customer may be able to transfer to another temporary job at a different worksite.
* Temporary workers cannot exceed a one-year period of temporary work.
* Temporary workers receive a rate of pay that is commensurate with the pay of employees who are in a same or similar full-time position at the worksite.
* Help the customer understand that the temporary job is just the first step. Workforce Solutions will support the customer to help them transition to permanent employment.
* Customers can receive and participate in training opportunities and should be offered financial aid if they want or need it.
	+ Financial aid can include assistance with child care expenses, transportation expenses and other supportive services
* All open positions will require a drug screen.
* Positions may or may not require a background check.
* Temporary jobs in clean-up and repair require OSHA safety certification. Workforce Solutions will provide the training, and a customer must pass the certification exam prior to being placed on a worksite.
* Workforce Solutions will pay for necessary clothing and equipment needed for a temporary job.

**Training**

* Customers can choose to go to training through Workforce Solutions without participating in a temporary job.
* Customers can also choose to go to training through Workforce Solutions while working on a temporary job.

**Financial Aid**

* All types of short-term and substantial financial aid are available to customers who work in temporary jobs.
* All types of short-term and substantial financial aid are available to customers who are *not* in a temporary job but who are otherwise eligible Harvey dislocated workers.