

## 1/31/14 - Research Results

1. Have you used temps provided through Texas Workforce Commission? If so, what kind of position? (concerns about security of tenant information)

Yes, for clerical duties such as answering phones, taking tenant rental payments, and minor bookkeeping duties; however, security of tenant information is always considered before assignment of duties. For this reason, we seldom use these temps.

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Never used temps from Texas Workforce Commission but have used AARP workers.

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We use them through a temp agency and they sign confidentiality forms and are told how critical it is to keep all information confidential.

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Not through TWC. We have used temp agencies for short term projects. We had a person doing file reorganization and purging for several weeks one time. She had to view the EIV training and sign the EIV security certification since the EIV data was in the files.

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We are currently using temps from a temp agency (Express and Kelly Services) Management Clerks, HCV Housing Specialist and Maintenance. So far no issues and we have them to sign a confidentiality form.

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We haven't used TWC temps in our Housing Division but have used them in other parts of our agency. We've mainly used them in clerical positions...good ones transitioning into permanent positions.

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Public Housing had a temp from the Senior Program with the Tx Workforce. This person worked as an assistant to the Admin. Asst. Worked very well. She signed our Confidentiality Agreement. I did have a pre-employment conference with her advising her of all the personal information that would be exchanged. I never had a problem with her or other personnel we have used.

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We use Experience Works temps and they sign Confidentiality Form.

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We use Experience Works which is a component of TWC. We have them sign a non-disclosure agreement and also have one on file with the Experience Works counselor.

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We have used temps in the past through a Youth to Work Program with TWC. They mainly did filing and data entry. They were required to attend EIV and other types of security training much like a permanent staff.

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The Experience Works program from Tx Workforce places seniors at the property. It is considered a training program and lasts about 2-3 months. The agency can hire the person or deny employment. We have found the program to be helpful and free. Tx. Workforce pays them. They are asked to sign a confidentiality agreement.

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Call your local twc placement office with concerns. Sign confidentiality agreement.

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Yes, through their Experience Works project. Have had 1 and waiting to see if we get another one. Mainly answering the phone, directing calls and handing out applications, etc.

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Only in telephone or receptionist capacities.

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I have looked at this option however was concerned about privacy so decided against.

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Only outside labor – never office help

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Yes we use temps but not from the Texas workforce Commissions and only in the maintenance Dept. and we have them screened, drug tested and background checks through the temp agency before they can come to work.