

## **Safety and Health Investment Projects FINAL REPORT REQUIREMENTS**

The purpose of the final report of your SHIP project is to:

1. Evaluate and document the achievements, challenges, and shortcomings of the project for the constructive benefit of others interested in learning from SHIP projects; and
2. Provide the Division of Occupational Safety and Health with information that shows:
  - a. The outcomes specified in the project application were met; and
  - b. The grant was used for the purpose(s) for which it was approved and in accordance with relevant WAC rules and any special conditions or requirements; and
  - c. The outputs of the project have been disseminated as specified in the application.

The report format has four sections:

1. Cover Sheet
2. Narrative Report (part I)
3. Financial Information (part II)
4. Attachments (part III)

Please provide complete and detailed information in the final report. If you have questions, please call your SHIP grant manager.

**REMINDER!!:** All products produced, whether by the grantee or a subcontractor to the grantee, as a result of a SHIP grant are in the public domain and can not be copyrighted, patented, claimed as trade secrets, or otherwise restricted in any way.

# SAFETY AND HEALTH INVESTMENT PROJECTS FINAL REPORT

Health and Safety Investment  
Project # 20142C00291  
August 1, 2015 – August 31, 2016

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Millionair Club Charity

September 30, 2016

Tracy Eileen Davidosn



*Funding and support for this project has been provided by the State of Washington, Department of Labor & Industries, and Safety & Health Investment Projects.*

**Millionair Club Charity** is solely responsible for the content of and views expressed in this report and related materials unless they have been formally endorsed by the Washington State Department of Labor and Industries.

## PART I

### *Narrative Report*

#### **Organizational Profile**

For awarded organizations, to include partners and collaborators, provide a brief description of each organization. Mission, vision, and purpose for each of the organizations who applied (this includes partners and collaborators) for the grant.

The Millionair Club Charity, a 501c (3) organization, was founded in 1921 with a mission to help promote dignity through work. For 93 years we have operated under the fundamental belief that full and/or part-time employment is a crucial element to the economic health and vibrancy of our local economy. The Millionair Club Employment program is a temporary and permanent staffing service. By contracting annually with over 4,500 host employers who need trained workers to augment their business flow, we provide an entry point back into the workforce for our participants. We pay our workers \$11 per hour, well above the minimum wage, because we believe in the quality and value our workers bring to the companies who contract with us. The Millionair Club has a proven track record of providing quality workers, but we do much more. Our staff provides extensive supportive employment services that focus on the development of hard and soft employment skills; this approach has proven successful in placing 126 safety trained workers into full time employment over the past 18 months. Jobs are offered through a large network of employers who contract with us for temporary or full time staffing. Annually, 500 temporary workers are dispatched to over 12,000 temporary jobs.

The Millionair Club's Temporary and Permanent Staffing business has two goals. The first goal is to provide temporary employment opportunities for those experiencing employment barriers, i.e., homelessness, and secondly, to place 100 workers into permanent full-time jobs annually.

#### **Abstract:**

Present a short overview of the nature and scope of the project and major findings (less than half a page).

The goal of this project was to train 75 MCC temporary employees in 10 Hour OSHA General Industry. The focused areas of this training were General Labor, Warehousing, and Construction Industry workplace safety, which account for about 80% of our temporary

staffing. These training programs are intended to Promote workplace safety and health by making employees more knowledgeable about their to entry level workers about their rights, employer responsibilities, and how to identify, abate, avoid and prevent job related hazards on a job site. With this knowledge, we hope they become confident, qualified and employed in full time positions, moving them out of homelessness and unemployment and into the work force.

The majority of the temporary workers at MCC is unsheltered adults. Often, workplace safety is the last thing in their mind. When homeless, unsheltered adults are concerned about what they will eat for the day and where they will sleep at night. Here at Millionaire Club Charity, we provide breakfast and lunch on site. If they have a job off-site, MCC provides a sack lunch. MCC works with other nonprofits throughout Seattle to help provide shelters to homeless workers. MCC also has an apartment building which provides studio apartment living to workers who work forty-hours a week and apply. All these services are provided in hopes that MCC can break some of the barriers unsheltered adults face, and that they can start focusing on securing full time employment. The major findings in this part of project are that unsheltered adults would rather make money than sit in a classroom to learn about workplace safety; however, those workers who came to the training did learn about their rights for a safe and healthy workplace, which for many was new information. They were thankful to learn that someone is looking out for them while they are at work.

Another purpose of this project is to educate host employers about the safety challenges that confront temporary workers and provides a model for the safe and efficient use of trained temporary labor in diverse industries. At the beginning of the project, we learned that many host employers did not know their roles or responsibilities in keeping temporary workers safe at work due to lack of partnership between MCC and host employers.

It was concluded that in order to have host employers understand their responsibilities; MCC needs to communicate with host employers on what role each party plays in keeping temporary workers safe. The project developed a safety video for host employers that employ Millionair Club Charity's temporary workers. The main goal of producing this safety video is to educate the host employers around the Seattle area of their responsibilities in keeping Millionair Club Charity temporary workers safe by providing a safe working environment.

**Purpose of Project:**

Describe what the project was intended to accomplish.

This is a capacity building project that ensures MCC temporary employees have an increased and more comprehensive understanding in a number of workplace safety and health topics. We also hoped to ensure that host employers are providing a safe working environment by strengthening their current safety training program through the creation of a partnership between MCC and host employers that reduces the risk of injury to the temporary employees.

**Statement and Evidence of the Results:**

Provide a clear statement of the results of the project include major findings and outcomes and provide evidence of how well the results met or fulfilled the intended objectives of the project.

The Millionair Club has identified the OSHA 10 general industry certification course as a good approach to train temporary employees. The goal was to train 75 temporary workers, but reaching the proposed number of targeted population proved to be challenging due to the unique situation of this work force. As a result, 35 temporary workers were trained.

The project encountered several barriers throughout the duration of the project. The training did not start on schedule due to a staff change at the beginning of the project. Hiring a new project manager, getting her on board to train OSHA 10 General Industry courses , developing customized training materials, and obtaining approval from DOSH technical experts took more time than had been expected. Hence, the training time continued to get pushed back.

The training started about 5 months into the grant project. The first class was full because those who wanted to participate in the voluntary program were paid for their time to volunteer, however, the reality was that it would financially unsustainable. It was decided to incentivize participation with a 3 day priority pass, since job openings are low during winter months, and this would give them priority for the few jobs openings.

While jobs openings picked up in the spring, class attendance dropped because Workers would rather work than sit in a voluntary class that augmented the required safety training they had already received by MCC.

The 35 temporary employees that did come to the training all passed and got their certification. Out of the 35, there were 3 workers who got 100% on their test. In order to get more workers trained, the training time and the incentives need to be re-evaluated. One idea would be more

opportunity for training in the winter months when job availabilities are low and . e-evaluating the incentive program to determine how to sell this voluntary program so we can help them make the choice to increase their employability by obtaining this training.;

The outcome of the safety video is yet to be determined. The safety video has not been on the MCC website, so there is no feedback from host employers. Once the safety video is on the website is will help host employers understand their responsibilities in keeping temporary workers safe.

**Measures to Judge Success:**

If relevant, state what measures or procedures were taken to judge whether/ how well the objectives were met and whether the project or some other qualified outside specialist conducted an evaluation.

Creating a workplace safety culture takes time. The unique characteristics of the temporary workforce and the barriers we encountered with our particular demographic prevented us from meeting our targeted number. With 35 workers trained, we hope that they can be a safety ambassador at their worksites and help other MCC employees to be safe at work. A training evaluation form was handed out at each training session, and it was exciting to hear how they enjoyed the class, how much they learned, and how it was nice to be heard.

It's important we understand that in working with the unsheltered population; they may be depressed, lonely, and fighting addictions. Being in training and participating in class activities can make a difference for them in not only learning about safety, but getting confidence they may not have had in a long time. The project did make differences in 35 people's lives; with this safety knowledge, they became confident, qualified to work safely in general industries in a full time position which will move them out of homelessness and unemployment; they felt appreciated and that they accomplished something important. We consider this as a project success.

Training more workers on workplace safety is definitely needed as this voluntary safety program involves over time. With temporary workers having a higher injury rate over full-time workers, safety training is a must for every temporary worker. It can be expensive to have a trainer that is qualified to teach the OSHA 10 general industry class in a non-profit organizations. It will be important to explore opportunities that will allow this program to move from a voluntary program to a required component of our organization. Safety training can be done without a certification, but with unsheltered adults, getting certification helps in many ways other than just learning about safety.

**Relevant Processes and Lessons Learned:**

Specify all relevant processes, impact or other evaluation information which would be useful to others seeking to replicate, implement, or build on previous work

AND

Provide information on lessons learned through the implementation of your project. Include both positive and negative lessons. This may be helpful to other organizations interested in implementing a similar project.

Many lessons learned in the duration of this project:

**Host Employers:**

The project encountered resistance from host employers when trying to present safety messages. The project manager realized that there were no policies in place at MCC order to implement the project's objectives. The first thing that needs to be in place is a safety agreement between the staff agency and the host employer. Every host employer needs to know their responsibilities before hiring a worker. Staff agencies and host employers need to communicate and work together in keeping temporary workers safe. Host employer needs to know that the staff agency has the right to come and inspect the site. Policies needed to be set in place to protect all parties involved: staffing agency, host employer, and the worker. It is set up for failure if policies are not in place before the worker goes to a host employer's site.

**Temporary Workers:**

In designing & providing training, it's crucial to understand and know your targeted population. In training temporary, unsheltered adult workers, its important to consider many factors to include that some of the participants may not get a good night's rest which can interfere with training. Evaluate each training session accordingly, consider frequency of the breaks and the length of the training. A evaluation of each training session is an ideal tool to use to keep making it better for all employees.

The best way to get temporary workers safe is through new hire orientation. Every week, MCC has a 4 hours training before workers can start working. This is a great start, but it needs improved upon. When training this unique population, having expertise in the specific fields alone is not enough, it's important to understand their learning style and get

the vital safety messages across to them.

### **MCC and Company Policies:**

A safety committee is an effective safety management tool for MCC and meets needs to be held regularly. When forming a safety committee, we found that the CEO and upper managements are great to have at the meetings to ensure that issues are addressed. Their presence at the safety committee meetings show everyone in the company that upper management is for safety, an example for all employees to follow.

When working with a team of multiple departments, a safety professional needs to weigh in what he or she knows about safety, and how to integrate and present that knowledge and incorporate others' thoughts and ideas. Creating a safety culture takes time and perseverance. As safety professionals, we are here to motivate, educate, and create safety cultures in a partnership with supervisors and managers. Upper management involvement in safety and health is invaluable to the success of the businesses, it's crucial to be informed on how safety makes an impact in the business and the effects all employees. Promoting workplace safety does pay off. Safety does make a difference in a company success. Persistence is the key. Networking with other safety professionals and organizations proven to be a effective way to receive good ideas and encouragements.

Sometimes the best way to grow is to work outside your comfort level. Writing, acting, and helping produce a video was fun, but hard work. When working on a project where so many people will benefit from it, you want the right words to produce a great product. With social media such as a video being a part of society, I think making a video will not only broaden skills of the temporary workers at MCC, but it will also get the message out to many other workers. Having a partnership with host employers to protect our worker's safety proven to be crucial to our organization.

**Product Dissemination:**

Outline of how the products of the project have been shared or made transferrable.

The products of this project will be shared through links on the MCC Website. You will be able to access the links to:

- Safety Video for Host Employees
- The OSHA 10-Hour General Industry Training Powerpoints
- Link to L&I website for additional Washington State standards and regulations in protecting worker safety.

**Feedback:**

Provide feedback from participants, trainees, individuals who have used your products/processes, as well as any reports from an independent evaluator on the project.

Feedback from the participants of the training were all positive. The workers were so appreciative that they now understand their workplace rights. With this population, the Host Employers sometimes take advantage of MCC workers. Now with the knowledge they gained through this project, the OSHA 10 trained workers can not only protect themselves, but also pass the safety messages to other co-workers.

A few evaluation comments on training: they learned a lot, they didn't know about their workplace rights, they really enjoyed the hands on exercise of ladder safety and proper lifting techniques. All trainees were happy that they were encouraged to participate in class activities, share their stories and contribute to group learning process.

Feedback for the safety video by others in the safety field were mostly positive. We hope to receive positive feedback from host employers in the future once the safety video is posted at MCC's website.

**Project's Promotion of Prevention:**

Explain how the results or outcomes of this project promote the prevention of workplace injuries, illnesses, and fatalities?

The safety culture has been changing at MCC since last year and having a full time safety coordinator, who was charged with implementing the OSHA 10 program, has made positive difference in this change. Having a consistent message regarding the training and education for workplace safety and health created an improved safety culture at MCC. There is still work to do, but the majority of employees are ready to use the safety knowledge they gained through this project. Some supervisors have been working with each other and discussing about safety concerns that arose and came with the better solutions to eliminate the hazards. One employee received 30 hour OSHA general industry training certification. Supervisors took initiative in getting PPE for temporary workers when there were safety concerns and discussed safety issues with the safety coordination. There is more work to be done and additional policies that can be implemented and supervisors can play a big role in further improving the safety culture in MCC.

We've seen a reduction in workplace injuries as a result of the OSHA 10 training to temporary workers through this project. Along with having increased understanding of occupational safety and health the training also strengthened trainees ability to::

- know what to do (and identify) about safety concerns and how to report;
- how to stay safe at jobs-site;
- when to call in when a safety concern arises at a host employers work place;
- and how to report injuries.

Finally, along with the increase in safety culture, having a full time safety professional on board did allow for the ability to conduct investigation of injuries. Doing a thorough investigation in a timely matter is the key in finding out when and where the injury actually occurred and how to prevent the injury in the future. It can also help determine if it's the host employer's lack of a safe work environment or processes and how MCC works with the host employer to prevent it from occurring again.

***Uses: How might the products of your project be used within the target industry at the end of your project?***

The results of this project can definably help other temporary staffing agencies. The temporary workforce injuries are one of the highest in all the industry. Temporary workers are part-time, and go to many worksites. Their injury rates are high due to lack of proper safety training. They need to be properly trained on the different hazards at each work-site.

The safety video will be helpful to educate the staffing agency as well as host employer on responsibilities to keep workers safe. Both host employers and staff agencies need to create a partnership in providing a safe and healthy worksite for all employees, no matter if workers are full-time, part time, seasonal, and temporary workers.

Host employers are starting to play a role in reducing injuries in their workplace. Both good and not so good responses were received during my interacted with host employers regarding workplace safety concerns. I have seen host employers eagerly wanting to learn about what they need to do to keep workers safe, and there were others don't want to comply with safety rules. Those do not want to comply with safety rules no longer cannot be a host employers for MCC workers. Some host employers still want to get cheap labors and hope that the temporary workers do not understand their workplace rights. Setting standards and educating the workers before they are send out to a worksite will help lessen the possibility of host employers taking advantage of temporary workers.

***Is there potential for the product of the project to be used in other industries or with different target audiences?***

Most industries use temporary, part-time, and seasonal workers. It is not just staff agencies that have high injuries in temporary workforce. We anticipated a broad target audience for this project. The completed products are versatile and can be adapted for use with many industries and different sized companies with temporary workforce.

## Additional Information

<b>Project Type</b> <input type="checkbox"/> Best Practice <input type="checkbox"/> Technical Innovation <input type="checkbox"/> Training and Education Development <input type="checkbox"/> Event <input type="checkbox"/> Intervention <input type="checkbox"/> Research <input type="checkbox"/> Return to Work <input checked="" type="checkbox"/> Other (Explain): Accident Prevention	<b>Industry Classification</b> (check industry(s) this project reached directly ) <input type="checkbox"/> 11 Agriculture, Forestry, Fishing and Hunting <input type="checkbox"/> 21 Mining <input type="checkbox"/> 22 Utilities <input type="checkbox"/> 23 Construction <input type="checkbox"/> 31-33 Manufacturing <input type="checkbox"/> 42 Wholesale Trade <input type="checkbox"/> 44-45 Retail Trade <input type="checkbox"/> 48-49 Transportation and Warehousing <input type="checkbox"/> 51 Information <input type="checkbox"/> 52 Finance and Insurance <input type="checkbox"/> 53 Real Estate and Rental and Leasing <input type="checkbox"/> 54 Professional, Scientific, and Technical Services <input type="checkbox"/> 55 Management of Companies and Enterprises <input type="checkbox"/> 56 Administrative and Support and Waste Management and Remediation Services <input type="checkbox"/> 61 Educational Services <input type="checkbox"/> 62 Health Care and Social Assistance <input type="checkbox"/> 71 Arts, Entertainment, and Recreation <input type="checkbox"/> 72 Accommodation and Food Services <input checked="" type="checkbox"/> 81 Other Services (except Public Administration) <input type="checkbox"/> 92 Public Administration														
<b>Target Audience:</b> Temporary Employees															
<b>Languages:</b> English															
<b>Please provide the following information - -</b> <i>(information may not apply to all projects)</i> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td style="width: 40%;"># classes/events:</td> <td style="width: 60%; text-align: center;">6</td> </tr> <tr> <td># hours trained</td> <td style="text-align: center;">60</td> </tr> <tr> <td># students under 18</td> <td style="text-align: center;">0</td> </tr> <tr> <td># workers</td> <td style="text-align: center;">35</td> </tr> <tr> <td># companies represented</td> <td style="text-align: center;">1</td> </tr> <tr> <td># reached (if awareness activities)</td> <td style="text-align: center;">0</td> </tr> <tr> <td><b>Total reached</b></td> <td style="text-align: center;">35</td> </tr> </table>	# classes/events:	6	# hours trained	60	# students under 18	0	# workers	35	# companies represented	1	# reached (if awareness activities)	0	<b>Total reached</b>	35	<b>List, by number above, industries that project products could potentially be applied to.</b>
# classes/events:	6														
# hours trained	60														
# students under 18	0														
# workers	35														
# companies represented	1														
# reached (if awareness activities)	0														
<b>Total reached</b>	35														
<b>Potential impact (in number of persons or companies) after life of project?</b>															
<b>Have there been requests for project products from external sources? No</b> <i>If Yes, please indicate sources of requests:</i>															

## PART II

### *Financial Information Budget Summary*

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**Project Title:** Health and Safety Investment

**Project #:** 20142C00291

**Report Date:** September 30, 2016

**Contact Person:** Tracy Davidson

**Contact #:** 206.957.3859

**Start Date:** August 1, 2015

**Completion Date:** September 30, 2016

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1.	<b>Total original budget for the project</b>	\$ <u>233,654</u>
2.	<b>Total original SHIP Grant Award</b>	\$ <u>104,327</u>
3.	<b>Total of SHIP Funds Used</b>	\$ <u>104,327</u>
4.	<b>Budget Modifications (= or - if applicable)</b>	\$ 0
5.	<b>Total In-kind contributions</b>	\$ 15,000
6.	<b>Total Expenditures (lines 3+4+5)</b>	\$ 119,327.00

#### Instructions:

- Complete the Supplemental Schedule (Budget) form first (on the next page).
- The final report must include all expenditures from date of completion of interim report through termination date of grant.
- Indicate period covered by report by specifying the inclusive dates.
- Report and itemize all expenditures during specified reporting period per the attached supplemental schedule.
- Forms must be signed by authorized person (see last page).
- Forward one copy of the report to Anar Imin, **SHIP Grant Manager at PO Box 44612, Olympia, WA 98504-4612**

PART II (Continued)

*Financial Information*

*Supplemental Schedules (Budget)*

<b>Project Title:</b>	Health and Safety Investment		
<b>Project #:</b>	20142C002921	<b>Report Date:</b>	September 30, 2016
<b>Contact Person:</b>	Tracy Davidson	<b>Contact #:</b>	206.957.3859
<b>Total Awarded:</b>	104,327.00		

**ITEMIZED BUDGET:** How were SHIP award funds used to achieve the purpose of your project?

	Budgeted for Project	Amount Paid Out	Difference
<b>A. PERSONNEL</b>	79,327.00	85,960.58	-6,633.58

**Explanation for Difference and other relevant information:** Project was worked on longer than expected. The difference was for a month of personal salary and fringe benefits.

	Budgeted for Project	Amount Paid Out	Difference
<b>B. SUBCONTRACTOR</b>	6,000.00	6,050.00	-50.00

**Explanation for Difference and other relevant information:** Budget went over than expected. Budget Modification was approved to use \$50.00 from another project.

	Budgeted for Project	Amount Paid Out	Difference
<b>C. TRAVEL</b>	12,000	7623.92	4,376.08

**Explanation for Difference and other relevant information:** Budget Modification were approved to use money in other project area to complete grant.

	Budgeted for Project	Amount Paid Out	Difference
<b>D. SUPPLIES</b>	1,500	1529.46	-29.46

**Explanation for Difference and other relevant information:** Budget went over than expected. Budget Modification was approved to use \$29.46 from another project.

	Budgeted for Project	Amount Paid Out	Difference
<b>E. PUBLICATIONS</b>	2,500	2,442.04	57.96

**Explanation for Difference and other relevant information:** Budget Modification were approved to use money in other project area to complete grant.

	Budgeted for Project	Amount Paid Out	Difference
<b>F. OTHER</b>	3,000	721.00	2,279.00

**Explanation for Difference and other relevant information:** Budget Modification were approved to use money in other project area to complete grant.

	Budgeted for Project	Amount Paid Out	Difference
<b>TOTAL DIRECT COSTS</b>			
	Budgeted for Project	Amount Paid Out	Difference
<b>TOTAL INDIRECT COSTS</b>			

	Budgeted for Project	Amount Paid Out	Difference
<b>TOTAL SHIP BUDGET</b>	104,327	104,327.00	0

	Budgeted for Project	Amount Paid Out	Difference
<b>G. IN-KIND</b>	100,000	15,000	85,000
Explanation for Difference and other relevant information: Did not extend employ contract for the 2 <sup>nd</sup> year after the SHIP grant funding expired. The \$15,000 was used to purchase PP&E, transportation for workers to job sites, additional van expenses, flat screen TV for training, OSHA 10 training costs, etc.			

I hereby certify that the expenditures listed on this report were made with my approval:

10-11-2016

Date



Signature of Project Manager

### PART III

#### ***Attachments:***

Provide resources such as written material, training packages, or video/ audio tapes, curriculum information, etc. produced under the grant.

Also include copies of publications, news releases, curriculum, posters, brochures, etc.

**The above information should also be provided on a CD or DVD for inclusion in the file.**

- DVD: must be in an MP4 format  
Other video files must be provided in uncompressed source files.
- Publications:  
PDF of publication should be provided. SHIP also needs the original publishing documents (design documents), .eps, and .psd (if any illustrations/graphics are used)

**Attachments were sent by mail and email.**

**REMINDER!!!** All products produced, whether by the grantee or a subcontractor to the grantee, as a result of a SHIP grant are in the public domain and can not be copyrighted, patented, claimed as trade secrets, or otherwise restricted in any way.