



Frequently Asked Questions

Do I have to make arrangements in advance?

No, you can make arrangements on the spot for general laborers. Just go to the Center of your choice to speak with an Employment Specialist and pick up workers (see below for contact information). If you need skilled workers (carpenter, painter, concrete workers, etc.) it might be a good idea to call a few days in advance to make arrangements.

What are the pay rates?

General labor runs from \$10-\$15 an hour. Skilled labor is negotiated by the worker - wages may vary from \$15- \$35 per hour.

How will the worker get to the job?

Most general laborers will rely on you to provide transportation to and from the job, but occasionally they can arrive in public transportation if it is possible. Many skilled workers have their own transportation and at least the basic tools.

When does the job clock start and end?

Workers are paid from the time they begin the job until they finish the work, but often employers will pay at least one way or the other of travel time. Discuss with the Employment Specialist whether drive time, breaks and lunchtime will be included or not.

What about breaks, food and drink?

You should have water available at all times or make arrangements for the worker to purchase something before leaving for the job. If you have a full work day, be sure to provide break times.

How are workers paid?

Payment should be made in full at the end of the workday or as arranged during negotiations with the worker in the office. Most workers prefer to be paid in cash, but are often willing to accept company checks. Sometimes workers receive a tip in addition to their wages, but this is not required. *Workers do not accept personal checks.*

What employment services does CASA offer?

- All of the workers who use CASA's services are committed to follow CASA's ***Code of Ethics and Standards of Practice*** to insure that the employers get honest, reliable and professional workers
- CASA is dedicated to the ***security and well-being of our workers and employers***. To insure a high-degree of professionalism, CASA distributes identification cards recognized locally and by the Montgomery County Police to the workers who use our services
- CASA's ***multicultural, multilingual staff*** is available to assist in communication during the negotiation and throughout the job via telephone during CASA's business hours
- At the PGWC we ***classify workers according to their skills and experience*** in order to provide you with the correct workers according to their abilities
- We uphold a written agreement between you and the worker to keep track of who you are working with at all times and ***all your information is kept completely confidential***
- To insure employer satisfaction we have a ***quality control process*** that includes a brief feedback sheet where employers can comment on job performance and encourages employers to return to request workers with whom they have had a positive experience

What else should I know about CASA of Maryland?

CASA does not charge employers or workers fees for our services. As facilitators, our role is to provide a meeting place for workers and employers (CASA does not screen workers or check references). We know many of the workers and help match the worker to the type of work needed. We trust the worker to meet your expectations and we trust you to treat the worker fairly.

Hours:

The Workers' Center function Monday through Saturday roughly according to the following schedule: Monday through Friday 6:30am to 2:30pm and Saturday 6:30am to 12:00pm.

~ CASA is closed for all federal holidays, except Columbus Day, and will also be closed the day after Thanksgiving as well ~

For More Information:

Please email or call to speak with an Employment Specialist at one of our five convenient locations according to the following contact information:

Baltimore 2224 Fayette St. Baltimore, MD 21231 Tel: (410) 732-7777 Fax: (410) 732-2692 mtrejo@casamd.org		Prince George's 7978-B New Hampshire Ave Hyattsville, MD 20783 Tel: (888) 669-7422 Fax: (301) 431-1029 akaminski@casamd.org	
Silver Spring 734 University Blvd. E. Silver Spring, MD 20903 Tel: (301) 431-4177 Fax: (301) 431-1293 sgutierrez@casamd.org	Shady Grove 16642 Crabbs Branch Way Rockville, MD 20855 Tel: (301) 926-0810 Fax: (301) 926-0300 fpainemilla@casamd.org	Wheaton 2729 University Blvd W. Wheaton, MD 20902 Tel: (301) 933-4461 Fax: (301) 933-6690 jnino@casamd.org	