
Access of Pacific Gateway Services by Family Members

PURPOSE

This policy is established to provide guidance and direction on employees and participants with personal relationships within the workplace. All staff, subrecipients, and partners of Pacific Gateway Workforce Innovation Network (Pacific Gateway) are expected to read, understand, and apply this policy to ensure the integrity and effective oversight of workforce programs, services and to avoid potential disruption of the work environment.

POLICY

Administered by the City of Long Beach, Pacific Gateway coordinates services supporting the workforce needs of the residents and businesses of Long Beach, Signal Hill, and the Los Angeles Harbor Area. Family members of employees can seek services from Pacific Gateway if they are not placed in a position where an employee could directly influence the program eligibility of the individual or the type of services provided. These services include, but are not limited to, case management, the approval of supportive services, training, work experience, or any other reportable services.

A. Definitions

Employee: Current full-time, part-time, non-career, and non-city (hourly temporary) individuals who work for Pacific Gateway.

Family Member/Relative: Spouse or significant other, parent/step-parent, child/stepchild, grandparent, grandchild, brother/brother-in-law, sister/sister-in-law, uncle, aunt, nephew, niece, first cousin, in-laws (father, mother, son, daughter).

Participant/Customer: An individual who has received services and satisfies all applicable programmatic requirements for the provision of services, such as eligibility determination.

Personal Relationships: Include, but not limited to, association by blood, adoption, marriage and/or cohabitation. There may be personal relationships beyond this general definition that could be subject to this policy.

Supervision/Supervisor: All direction and control of work: performance appraisal, determinations with regard to merit pay, promotions, transfers, leaves of absence, and sick leave, and all disciplinary actions.

B. Code of Conduct

It is the goal of Pacific Gateway to avoid creating or maintaining circumstances in which the appearance or possibility of favoritism, conflicts, or disruption of services occurs between employees

and participants. Employees with personal relationships with participants may be allowed under the following conditions:

- They may not directly case manage a family member;
- They may not create a supervisor/subordinate relationship with an intern or non-city employee who is a family member;
- They may not enroll or evaluate a family member;
- The relationship will not create an adverse impact on work productivity or performance;
- The relationship may not create an actual or perceived conflict of interest; and
- They may not approve any supportive services, training, or any other program activities that require a decision.

There may be appropriate situations for an employee and participant who have a personal relationship to work together in a group setting. However, these situations should be particularly cautious: 1.) where persons who have a personal relationship may be directly involved (i.e., teaching the workshop); and 2.) where persons who have a personal relationship have a direct or indirect evaluation of the class.

PROCEDURE

Employees are responsible for immediately reporting any family members who are referred to Pacific Gateway for services or any other change in personal relationships to their supervisor. This policy must be considered when new participants are enrolled in a program administered by Pacific Gateway. The Program Manager is responsible for ensuring policy compliance.

If there are potential impacts from employees with a personal relationship (not within the scope of this policy), a determination will be made whether the relationship is subject to Pacific Gateway's Access of Pacific Gateway Services by Family Members policy. The Executive Assistant Director and Contracts and Compliance Manager will carefully evaluate the impact of the connection on the following factors to ensure that the personal relationship has no adverse effects on the workplace:

1. The direct relationship of employee and participant;
2. The safety, security, and morale of the employee and participant; and
3. The fair and impartial review of services provided.

It is the responsibility of every employee to identify any potential or existing personal relationship(s) that falls under this policy's definitions. Employees who fail to disclose personal relationships covered by this policy may be subject to disciplinary action.

INQUIRIES

For questions or assistance related to this policy, please contact the Pacific Gateway Workforce Innovation Network staff at (562) 570-3748.

NS: am