

**NORTH CAROLINA
Senior Community Service
Employment Program (SCSEP)**

**Participant
Handbook**



Welcome to SCSEP

Congratulations for taking your first steps towards becoming employed! As a participant in the Senior Community Service Employment Program (SCSEP), you will have the opportunity to develop the skills necessary to find and keep a job. While doing so, you'll be providing valuable service to your community through your community service assignment. The goal of your participation in SCSEP is for you to become employed. With hard work and dedication, you will!

This handbook is designed to provide you with information about North Carolina Division of Aging and Adult Services SCSEP policies and the terms and conditions of participation in the program. As a federally- funded employment and training program, through the United States Department of Labor, this handbook also defines the guidelines established for the program.

If you have any questions or problems, please do not hesitate to contact your local SCSEP Program Office. We look forward to doing whatever we can to help you succeed in your goal of finding permanent employment.

Very Important, Please Note:

All information contained in this handbook is subject to change, without notice, as a result of legislation or changes in the U. S. Department of Labor or North Carolina Division of Aging and Adult Services SCSEP policies. SCSEP staff will make every attempt to keep program participants informed of policy changes. For questions regarding information not covered in this handbook, please contact your local SCSEP Program Office.

Section One: Information about the North Carolina SCSEP

About SCSEP -----4

Section Two: Training in SCSEP

Eligibility -----5
 Assignment -----5
 Assessment -----5
 Orientation -----6
 Individual Employment Plan -----6
 Participant Meetings / Job Clubs -----6
 Employability Training -----6
 On-the-Job Employment -----6

Section Three: Community Service Assignments

Training Plan -----7
 Driving for the Host Agency -----7
 Training Hours -----7
 Length of Assignment -----8
 Request for Reassignment -----8
 Supportive Services -----8
 Evaluations -----8

Section Four: Payment of Training Wages

Payroll Periods and Paychecks -----9
 Direct Deposit -----9
 Participant Timesheets -----9
 Fraudulent Timesheets -----10
 Host Agency Closings -----10
 Unpaid Leave of Absence -----10
 Federal Holidays -----10
 Sick Leave -----11
 Bereavement Leave -----11
 Jury Duty -----11
 Inclement Weather & Disaster Closings -----11

Section Five: Safety, Accident, and Health Information

Workers Compensation -----12
 Accident Reporting -----12
 Physical Examinations -----12

Section Six: Finding a Permanent Job

Applying for Jobs -----13
Once You Find a Job -----13
Employment Follow-up -----13
Changing Employers -----14

Section Seven: Additional Program Information and Policies

Drugs in the Workplace -----15
Americans with Disabilities Act -----15
Age Discrimination in Employment Act -----15
Disciplinary Procedures -----15
Termination Procedure -----16
Grievance Procedure -----16
Political Activity -----16
Privacy of Participant Records -----16
Federal Regulations -----16

Section Eight: Participant Responsibilities

Responsibilities -----17

Section Nine: Attachments

Grievance Procedure
Termination Procedure
Political Activities Notice
Privacy Act Policy

- SECTION ONE -

About SCSEP

The Senior Community Service Employment Program (SCSEP), funded under Title V of the Older Americans Act, has three purposes: 1) to foster and promote useful part-time opportunities in community service activities for unemployed low-income persons who are 55 years of age or older and who have poor employment prospects; 2) to foster individual economic self-sufficiency; and 3) to increase the number of older persons who may enjoy the benefits of unsubsidized employment in both the public and private sectors.

Services provided to participants include:

- up to 20 hours a week of part-time training in community service assignments
- job training and related educational opportunities
- opportunities for placement into unsubsidized jobs

SCSEP was initiated in 1965 by national aging organizations, under a demonstration program grant from the U. S. Department of Labor (DOL). In 1978, the states became partners in delivering program services. SCSEP is administered by the Employment and Training Administration (ETA) of the DOL through grant agreements with eligible organizations. Examples of eligible organizations are governmental entities and public or private nonprofit organizations. In 2012, DOL solicited competitive grant applications from national organizations to operate the program. In addition to the individual state units on aging, fifteen national organizations have been awarded SCSEP grant funds. In North Carolina, in addition to the Division of Aging and Adult Services, there are four national organizations that administer SCSEP in 98 counties across the State.

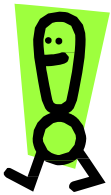
- SECTION TWO-

Training in SCSEP

Eligibility

The SCSEP staff has already interviewed you and determined you to be eligible for the program. You were determined eligible because you are age 55 or older, your family income was at or below 125% of the federal poverty guideline, you lived in a county that North Carolina SCSEP serves, and you are unemployed.

To continue to be eligible for SCSEP, your family income must remain at or below 125% of the federal poverty guideline and you must remain unemployed. This will be recertified annually.



If at any time you become employed or your family size or income changes, you must tell the SCSEP office immediately.

Assignment

At enrollment, you were assigned to a community service assignment at a host agency that will provide you hands-on training. This is where you will get the majority of the training you will receive as a participant in SCSEP. Your assignment at the host agency is not a job, but rather a practical training assignment. Your supervisor at the host agency is not your boss, but will supervise your training to help you gain the skills you'll need to get a permanent job. You will learn more about the community service assignment and host agencies in the next section of this handbook.

You should expect to be reassigned to another host agency at some point during your time in SCSEP. Your reassignment will help you to gain the best training possible. The SCSEP project staff understands that change is sometimes difficult. They will be there to help make the transition smooth for you.

Please contact SCSEP staff if you are having any problems or difficulties at your community service assignment. They are always willing to help find ways to make your training better for you.

Assessment

As a participant, you will go through an established process that will help identify your employment goals, barriers to employment, marketable skills, and your training needs. This information is gathered through the *Participant Needs Assessment*. This form asks you to disclose some personal information about your abilities and needs. The more honest and open you can be, the more SCSEP staff can find the right training for you.

Orientation

You will be provided an Orientation to SCSEP by the SCSEP project staff. They will explain all of the information contained in this handbook and will fill out any additional paperwork that is necessary for enrollment. You will have time to ask questions about the program during orientation.

Individual Employment Plan (IEP)

After participating in SCSEP for a few weeks, the SCSEP project staff will make an appointment with you to develop your *Individual Employment Plan (IEP)* with them. The *IEP* will help you plan your road to success in finding permanent employment. Please tell the project staff all of your interests and employment preferences when you are completing the *IEP*, as it will help them to build the best training plan for you. You will be expected to identify all the barriers or challenges you may have that may interfere with your participation in the SCSEP training and permanent employment. The SCSEP staff will discuss these challenges with you and help identify community resources that can assist you. You will be expected to identify a target date for employment in your *IEP*. The SCSEP staff will help you with this decision.

Participant Meetings/Job Clubs

SCSEP staff will periodically hold participant meetings. Your attendance at these meetings is required. If your participant meeting is scheduled on at the time of your community service assignment, you will go to the designated meeting location instead of going to your host agency. Your Host Agency Supervisor will also have a schedule of the meetings, but it doesn't hurt to remind them before you are scheduled to be gone for the meeting. During these meetings, you will learn about training or information on job searching, employment trends and opportunities or other information relevant to older workers. You will also get the opportunity to meet other SCSEP participants.



If for some reason, you are unable to attend the job club meeting, you must notify the SCSEP project staff in advance.

Employability Training

The SCSEP staff will offer you various types of employability training that will help you prepare for success in the workplace. This training can include computer classes, resume workshops, practice interviewing and filling out applications, and other activities that will prepare you to get and keep a job. If there are types of classes or training that you would like to participate in, please tell the SCSEP staff, and they can help find ways to provide that training for you.

On-the-Job Experience (OJE)

After you have participated in host agency training for several months and once you have developed your skills, you may be a candidate to participate in On-the-Job Experience or OJE. If you are assigned to OJE, you will be assigned to a new short-term training position at a company that has agreed to hire you after a certain period of time. This is a great way to bridge your training at a SCSEP host agency to a permanent job.

- SECTION THREE -

Community Service Assignments

Training Plan

You will receive a *Training Plan* that lists your host agency, its address, your training hours, your duties at the community service assignment, and other training to which you are assigned. When you sign this description, you are agreeing to the duties of the assignment as listed. You are only allowed to do duties that are listed in the *Training Plan*.



If you are asked to do duties other than those listed on the *Training Plan*, please contact the SCSEP project office.

Driving for the Host Agency

You may not drive your personal vehicle as a part of your community service assignment duties. Also, you may not drive a vehicle that belongs to the host agency without written permission from the SCSEP Project Director.

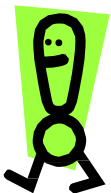


SCSEP is not liable for participants who drive for the host agency.

Training Hours

In most cases, you will be assigned to train no more than 25 hours per week for part-time status. Hours may range from 18-23 hours per week, with 21 hours as an ideal number. No less than 18 hours per week is preferable, depending on your community service assignment. In no case may you work more than 8 hours in one day or more than 32 hours in one week.

Your hours will be determined by you, the project staff, and your Host Agency Supervisor. The days and times you are scheduled to train at the host agency are listed on your *Training Plan*. You are not allowed to work different or more hours unless it is approved by the SCSEP staff.



If you are asked to work at a different time, or more hours than what is listed on your *Training Plan*, please contact the SCSEP office.

Length of Assignment

The length of any community service assignment is determined by many factors. You may be assigned to an agency until you are hired by that agency, hired by another employer, transferred to another host agency, or otherwise separated from the program. The average length of assignment is twelve (12) months, but individual circumstances are taken into consideration.

Request for Reassignment

If you are having problems at your host agency that cannot be solved you can request to be reassigned to another host agency.

Supportive Services

You will have several supportive services available and SCSEP staff will assess the program's ability to assist you with these services. The types of supportive services include but are not limited to:

- Job Training as described previously;
- Job Search Assistance (creating resume, interview skills, etc.)
- Counseling and Referrals;
- Employee Assistance, including for drug or alcohol related problems;
- Incidentals such as uniforms, safety glasses; and/or
- Reasonable transportation assistance.

You are to consult with the SCSEP staff if you need assistance with these types of services.

Evaluations

Periodically, the Host Agency Supervisor will be required to formally evaluate your work performance and provide comments to you and the project staff on areas in which you are performing well and guidance on areas in which you could improve. The resulting feedback and discussions the supervisor has with you are meant to be positive feedback for you and will help you to develop those skills necessary to get and keep a permanent job.

The SCSEP staff will also talk to you periodically, either in person or over the phone. These calls will provide opportunities to review your progress towards your goal of permanent employment, as well as your challenges and barriers and how to address them. Your *IEP* will be updated based on these conversations. Your input is important in the creation of this document and how you carry out the goals you list.

- SECTION FOUR -

Payment of Training Wages

You will be paid by the SCSEP project office for your time at your community service assignment and other training assignments approved by the SCSEP staff. This wage is to be considered a training wage and does not indicate that you are employed by North Carolina SCSEP, the federal government, or by the host agency where you are completing your community service assignment.

Payroll Periods and Paychecks

You will be given a list of pay periods and pay dates for your SCSEP program. Payroll is processed at the local SCSEP office. You must submit your *Participant Timesheet* accurately and on time to your Host Agency Supervisor, so you can be paid as scheduled.

Direct Deposit

Direct deposit of your paycheck is available and strongly encouraged. When you use Direct Deposit, your paycheck is deposited directly into your bank account. This is safe and eliminates a trip to the bank. You do not receive a check for your wages, only a pay stub indicating the amount that was deposited.

This is a very efficient and safe way for your paycheck to reach your account and it eliminates a trip to the bank. It is strongly encouraged, though not required, that you sign up for this service. Forms and instructions will be provided by the local SCSEP office.

Participant Timesheets

It is your responsibility to complete your *Participant Timesheet*, because this is a requirement of most jobs. Your Host Agency Supervisor can help you if you have questions, and s/he is responsible for approving your timesheet.

You should record the exact hours spent training at the host agency just below the “Community Service Hours” column next to the appropriate day and date on the time sheet. Only the hours you were physically present at the host agency or on a host agency assignment should be recorded under “Community Service Hours” on the time sheet.

If you attended a Participant Meeting/Job Club or another training assignment as directed by the SCSEP staff, you will put those hours in the “Training Hours” column.

If you need help figuring out what column to put hours in or have other timesheet questions, you can always call the SCSEP office.

At the end of the pay period, once all of your hours have been recorded in the appropriate columns, you will sign and date the timesheet and submit it to your Host Agency Supervisor for his or her review and signature. You should never sign a blank timesheet. Your Host Agency Supervisor will deliver your timesheets to the SCSEP office.

You should make a copy of your signed and completed *Participant Timesheet* for your own files.

Fraudulent Timesheets

If it is discovered that you purposefully reported inaccurate hours on your *Participant Timesheet*, you will be immediately terminated from SCSEP. Fraud can include reporting more hours than you actually spent at the host agency, or reporting hours when you never actually showed up at the host agency.

Host Agency Closings

If your host agency is closed due to inclement weather, or other emergency, and you are unable to train at the host agency, you will be able to make up those hours within the next payroll period.

Unpaid Leave of Absence

If you must take a leave of absence from the program, you must make this request in writing to the SCSEP office at least one week in advance. The SCSEP office reserves the right to approve or deny the request. In the event of an unexpected illness or accident, verbal or written notification must be given to your supervisor as soon as possible.

You may a request to the SCSEP staff and your Host Agency to use leave without pay if you will be absent for more than (3) three consecutive working days. If your leave without pay is approved, and if it exceeds more than three (3) working days, the SCSEP staff will put you on an approved break in service of up to 30 days maximum, during which time you will still be enrolled in SCSEP.

Requests for extensions of the 30-day leave period, such as an extended leave for medical reasons, must be approved by the SCSEP Program Office. If you have not returned to work by the end of the approved break, you will be terminated from the Program, but you may reapply at a later date.

Federal Holidays

You can only be paid for hours worked/spent in training, with the exception of Federal Holidays. You will be paid if you are scheduled to work on a Federal Holiday **and** if your host agency is closed on that day. The approved Federal Holidays are: New Year's Day; Birthday of Dr. Martin Luther King, Jr.; President's Day; Memorial Day; Independence Day; Labor Day; Columbus Day; Veterans Day; Thanksgiving Day; and Christmas Day.

Sick leave

If you are sick for less than three (3) consecutive days, you may make-up hours missed in the same pay period

Bereavement Leave

In the event of the death of one of your family members or friends, you can miss up to 5 days of training for bereavement leave, but you will not be paid for this time. You have the option of making up missed hours during the same pay period you missed the hours, or the next pay period. You must get approval from your host agency and SCSEP staff for your bereavement make up schedule.

Jury Duty

If you are called for jury duty, you must notify your host agency and the SCSEP project staff, and must provide the SCSEP office with the Notification to Serve letter from the court. You have the option of making up missed hours during the same pay period, or the next pay period. You must get approval from your host agency for your jury duty make up schedule.

Inclement Weather and Disaster Closings

If the Host Agency is closed due to snow, weather, power, or other factors, these are not paid days. With prior approval of SCSEP staff and if the Host Agency can accommodate, you may make up the time in the same period.

In the event of a natural disaster, you may be assigned to temporary host agencies, including disaster assistance agencies such as the Red Cross. You will receive wages as long as you continue working at a community service assignment or are in paid training. If temporary assignments are not feasible, the SCSEP office may allow you to make up for lost time when the host agency reopens. The opportunity to make up time will not be limited to the next payroll period.

- SECTION FIVE -

Safety, Accident, Health Information and Supportive Services

SCSEP holds your safety, welfare, and health in the highest regard. No task is so urgent that it cannot be done safely. By enrolling in the program, you are agreeing to exercise maximum care and good judgment in preventing accidents.

Workers Compensation

You are covered under a Workers Compensation Insurance carrier while performing your assigned tasks as identified in your Community Service Assignment Description.

Accident Reporting

If you have an accident or suffer an occupational illness during your community service assignment, notify your Host Agency Supervisor immediately. The Host Agency Supervisor will then evaluate the situation, call emergency help if necessary and report the incident to the SCSEP project staff. You should also call the SCSEP staff to notify them about your accident or illness.

Physical Examination

You will be offered a physical exam that is reimbursed up to \$75.00 by SCSEP. This is a benefit to you for being a participant in SCSEP. You may refuse the offer of a physical examination, in which case you must sign *a Physical Exam Offer Waiver* stating your waiver of the exam. This offer will be made available to you annually.

If you do accept this benefit, the project staff will coordinate arrangements with you. The results of the physical are your property and will not be accepted by or retained in the SCSEP project office.

- SECTION SIX -

Finding a Permanent Job

Your primary responsibility in SCSEP is to obtain a permanent job. SCSEP is only a training program, and is therefore only temporary. Permanent employment will contribute to financial freedom, security, and personal satisfaction.

Applying for Jobs

If you find out about a job that you are interested in applying for, contact the SCSEP staff and they will help you in preparing your resume, application, etc. Likewise, if the project staff hears of a job that they think would be good for you, they will contact you. Also, apply for all jobs at your host agency for which you qualify. Your host agency already knows you, so they already know your skills, abilities, and dedication.

Searching for a job can be a difficult and stressful process. The project staff is here to help you in any way that they can. If you have questions, concerns, problems, or if you just need to talk about your difficulties in finding a job, do not hesitate to call the project office. Their job is to help YOU!

Once You Find a Job



If you are hired for a permanent job, you must contact the SCSEP office immediately.

The SCSEP staff will ask you to come into the office to fill out paperwork that is necessary to exit you from the program. This paperwork asks for information about the company or organization that hired you and about your new job.

Employment Follow-up

The federal government requires that SCSEP track your employment success for up to one year after you are hired. The project staff will contact you and your employer a few times after you are hired to make sure everything is going well and to help you resolve any issues that you may be having. They will also gather information about your wages. This information is strictly confidential and is only gathered to report the success of the program to the federal government.

Do not be concerned about your employer knowing you were a part of SCSEP. If you have not already told your employer about SCSEP, the project staff will explain the program to them and tell them about the success you had in your training. Your participation in SCSEP shows employers that you are dedicated to improving your skills and that you are able to learn new skills. Those are two qualities that employers value.

If you have any challenges that interfere with your success at your new job, be sure to discuss them with the SCSEP staff. They may be able to assist you.

Changing Employers

If at any time, you are no longer employed by the company that hired you after you left SCSEP, please notify the SCSEP staff immediately. They can help you find another job or provide you with supportive services to help you find a new job. If you've already found another job on your own, the project staff will need that employer's information to continue to follow your progress.



If at any time your employer changes (up to one year after your leave SCSEP), you must notify the SCSEP staff about the new employer so that they can continue to follow-up on your progress as required by the U.S. Department of Labor.

Additional Program Information and Policies

Drugs in the Workplace

As a condition of continued enrollment in SCSEP, you may not unlawfully use, be under the influence of, distribute, dispense, possess, or manufacture drugs or alcohol during paid training or meeting hours on SCSEP or host agency property. Note: Any violation of this policy can result in disciplinary action up to and including termination from the SCSEP program.

Use of legally prescribed medications is permitted as long as your use does not adversely affect your ability to satisfactorily perform your duties, and does not endanger your safety, or the safety of others.

If you are found “guilty” (or entered a plea of “nolo contendere”), or sentenced to serve time, or both, for a federal, state, or local criminal drug statute violation that occurred during training assignment hours on host agency or SCSEP property, you must notify the SCSEP Program Office within 10 days of the verdict or sentencing.

Americans with Disabilities Act

The Americans with Disabilities Act (ADA) is the federal civil rights law that prohibits discrimination against people with disabilities in employment, access to state and local government services, public accommodations, transportation and telecommunications. If you have a disability, SCSEP staff will assist you in identifying ways to perform the responsibilities of your community service assignment and obtain and keep permanent employment.

Age Discrimination in Employment Act

The Age Discrimination in Employment Act is a federal public law intended to prohibit age discrimination in employment. This act was enacted in 1967 “to promote employment of older persons based on their ability rather than age; to prohibit arbitrary age discrimination in employment; to help employers and workers find ways of meeting problems arising from the impact of age on employment.” All participants should become aware of their rights under this act; if you would like a copy of this public law, please talk to your SCSEP Program Office.

Disciplinary Procedures

If a disciplinary problem arises at your community services assignment location, your Host Agency Supervisor will contact the SCSEP office immediately. The SCSEP office will attempt to resolve any conflicts, but if a resolution cannot be reached, the SCSEP Program Office may arrange to transfer you to another community service assignment.

Continued disciplinary problems could be grounds for your termination from SCSEP.

Termination Procedure

There are four types of termination that can occur while you are in the SCSEP program:

1. Termination due to 48 month participation limitation
2. Termination due to being employed while enrolled in the program
3. Termination for Cause
4. Terminations related to IEP

A copy of the Termination Procedure is attached to this handbook and discusses details for each type of termination.

Grievance Procedure

Procedures exist to provide you with mediation of problems encountered at host agencies or with SCSEP staff. A copy of the Grievance Procedure is attached to this handbook.

If you have an official complaint you should follow the steps in the Grievance Procedure. Upon request, SCSEP staff will provide you with the proper procedures for filing complaints.

Political Activity

You may not participate in partisan or nonpartisan political activities during the hours during which you are paid by SCSEP. This includes hours at your community service assignment, OJE, employability training, or other paid activities. The Political Activities Notice, which details allowable and unallowable activities, is attached to this handbook.

Privacy of all Participant Records

The privacy of our participants is of utmost importance to the North Carolina Senior Community Service Employment program. The Privacy Act policy is attached to this handbook.

Federal Regulations

Regulations governing the Senior Community Service Employment Program are contained in the Section 20 Code of Federal Regulations, Part 641, dated September 1, 2010. It is the responsibility of the SCSEP office and other project staff to ensure compliance with these regulations.

- SECTION EIGHT -

Participant Responsibilities



As a participant in SCSEP, you have certain responsibilities. These responsibilities are to ensure that your time training with SCSEP is productive, fair, and safe. The following are your participant responsibilities:

- **Continue to seek employment** – This is your primary responsibility. Because SCSEP is not a permanent job, only a training program, it is essential to your participation that you want to find a job and are actively seeking a permanent job.
- **Communicate with the SCSEP project staff** - It is only with this open communication that the SCSEP staff can fully assist you in realizing your employment goals. Types of information you should share with the project staff include your activities, concerns, progress and goals.
- **Tell your Host Agency Supervisor about your employment goals** – Your Host Agency Supervisor wants to help you find a job, so request his or her assistance with locating a permanent job.
- **Register with the nearest Department of Labor Career Center** – Notify the project staff when this has been completed.
- **You must contact the SCSEP project office for all of the following situations:**
 - When you are unable to report to your scheduled community service training assignment (you must also contact your host agency)
 - You want to make any changes to your scheduled training hours at your community service assignment
 - If you are unable to attend a Participant Meeting/Job Club
 - If you are asked to do duties other than those listed on the Training Plan
 - If you are asked to work at a different time, or more hours than are listed on your Training Plan
 - If you are asked to drive somewhere as a part of your community service assignment, and driving is not listed on your Training Plan
 - When you apply for a job or go on an interview, so your job search efforts can be noted in your file
 - If there are changes to your income, family size, or employment status. Changes to personal information such as address, telephone number or marital status must also be communicated to the office in a timely manner.
 - If you encounter problems with your training assignment, duties, supervisors, co-workers or staff, or if you are injured or become ill while at your assignment
 - When you accept permanent employment.
 - If you change employers (after exiting the program with a job placement), so that the SCSEP staff can continue to follow-up on your progress as required by the Department of Labor
- **Abide by all requirements as agreed upon in the *Participant Enrollment Agreement***

- SECTION NINE-

Attachments

Grievance Policy

Purpose:

The North Carolina Department of Health and Human Services, Division of Aging and Adult Services (DAAS) has established a procedure for resolving complaints that arise in the Senior Community Service Employment Program (SCSEP) between the grantee, employees of the grantee, sub-grantees, applicants and/or participants. Participants will be informed of the grievance policy during orientation and provided a copy, which they will sign indicating they are fully aware of the grievance policy.

Steps in the Grievance Procedure

Step 1 Participants are encouraged to discuss problems with sub-grantee staff with the intent to resolve the situation.

Step 2 If participants feel their concerns were not satisfactorily handled and they are unable to resolve the issue; a grievance may be filed in writing within 30 days and mailed to:

Attn: State SCSEP Coordinator
NC Division of Aging and Adult Services
2101 Mail Service Center
Raleigh, NC 27699-2101

Step 3 The State SCSEP Coordinator will review the case notes on the complaint, conduct an interview with the participant and sub-grantee by telephone and/or in person, and then provide a written determination to the participant and the sub-grantee within 10 working days.

Step 4 If the participant believes the State SCSEP Coordinator's determination is justified, the case will be closed and all paperwork regarding the grievance will be kept in the grantee and sub-grantee's files.

Step 5 If the participant believes the State SCSEP Coordinator's determination is unjustified, the participant may request a review by the Division of Aging and Adult Services (DAAS) Director within 30 days of notification. The participant must provide written documentation explaining why he/she disagrees with the termination.

Step 6 The DAAS Director will review the case and provide a written determination to the participant and the sub-grantee within 10 working days.

Step 7 If the participant believes the DAAS Director's determination is justified, the case will be closed and all paperwork regarding the grievance will be kept in the grantee and sub-grantee's files.

Step 8 If neither of these reviews meets with the participant's satisfaction, the participant may request a review by the U.S. Department of Labor to determine whether the grantee has followed its procedures or if there is a violation of federal law, an appeal can be sent to:

Division of Older Workers
Employment and Training Administration
U.S. Department of Labor
200 Constitution Avenue, NW
Washington, D.C. 20210

Step 9 If a participant has a complaint alleging discrimination regarding violation of civil rights law, the participant may request a review by:

Director, Civil Rights Center
U.S. Department of Labor
Room N-4123
200 Constitution Avenue, NW
Washington, D.C. 20210

NC SCSEP Participant Handbook
Participant Appeal Form

NAME _____ DATE _____

ADDRESS _____

PHONE NUMBER(S) _____

NAME OF HOST AGENCY _____

I am filing a complaint because I have been (check all that apply)

Dismissed

Suspended

Denied Enrollment

Other _____

Name of organization or person the complaint is about _____

Briefly describe what happened (Can add additional information on separate page)

What rules, policies, or procedures do you believe were violated?

What resolution are you seeking? _____

Signature _____ Date _____

Purpose:

The North Carolina Department of Health and Human Services, Division of Aging and Adult Services (DAAS) sub-grantees will provide all participants a written copy of the *Participant Termination Policy* and will verbally review this form with each participant at the time of enrollment. The Participant Termination Policy will be followed fairly and equitably in terminating any participant. There is no upper age limit for participating in SCSEP and participants cannot be terminated due to age. All terminations require a 30-day written notice. All terminations are subject to the *DAAS Grievance Policy* and participants will be informed of their right to appeal.

Termination Due to 48 Month Participation Limitation

A participant will be terminated when he or she meets the DAAS 48-month individual participant durational limit. All new participants will be notified at time of enrollment of the time limit and active participants will be notified at job clubs, host agency visits, and annual recertification. Sub-grantees will give the participant written notice 30 days before the 48-month maximum participation date is reached. They will explain the reason for termination and will terminate the participant according to the policy after they have received a written notice.

Termination Due to Employment While Enrolled

If at any time, a participant is discovered to be employed while enrolled in SCSEP without having notified the program of the employment, he or she will be terminated from the Program. The participant will be removed immediately from the host agency and placed on leave without pay during the 30-day notice period.

Termination For Cause

A participant may be terminated “for-cause” [20 CRF Part 641.580(d)]. Sub-grantees may terminate a participant for-cause when he or she commits willful misconduct that conflicts with the terms or goals of the Program. In most cases, the participant must be given one verbal and one written warning with specific corrective measures that must be taken to resolve the problem so that he or she will have a meaningful opportunity to correct the behavior.

The participant may be terminated no sooner than 30 days after issuance of a written notice which outlines the reason(s) for termination and has been given written information about the right to file an appeal. The participant will be permitted to remain at the host agency during the 30-day notice period, except for serious violations like fraud, violence, conveying threats, destroying or stealing property, using abusive or harassing language or displaying inappropriate behavior. In this case, the participant may be placed on leave without pay during the 30-day notice.

Reasons:

- (a) Knowingly giving false information in the eligibility determination process
- (b) Ineligible for program due to changes in family income and/or size
- (c) For Cause:
 - Refusal to cooperate in recertification process to determine continued eligibility
 - Refusal or failure to perform assigned duties without good cause
 - Refusal to accept a different community service assignment without a reasonable explanation
 - Frequent tardiness or unauthorized absences (three instances of absence without legitimate documentation)
 - Theft
 - Intentional loss, damage, destruction, or unauthorized use of property, records or information
 - Conviction of a felony or any criminal drug statute for a violation occurring in the workplace while on or off duty, or while on duty away from the workplace
 - Workplace harassment or discrimination on the basis of sex, race, color, religion, national origin, age, marital status, or disability
 - Insubordination (willful disregard for a supervisor's direct orders)
 - Obscene/abusive language and/or violent behavior
 - Non-compliance with substance abuse policy that prohibits any use, consumption, sale, purchase, transfer or possession of any controlled substance by any participant while on duty or while on a training site or SCSEP premises. Participants are also prohibited from being under the influence of alcohol and/or any controlled substance while performing training site assignments or while attending SCSEP sponsored training sessions or meetings
- (d) Refusal to accept three job offers or referrals to unsubsidized employment

Termination Related to Individual Employment Plan (IEP)

Federal regulations allow for IEP related terminations, but all practical steps should be taken to avoid this option. In most cases, the participant must be given one verbal and one written warning with specific corrective measures that must be taken to resolve the problem so that he or she will have an opportunity to meet the necessary requirements. The participant may be terminated no sooner than 30 days after issuance of a written notice which outlines the reason(s) for termination and the right to file an appeal.

The following are circumstances in which corrective action and possible IEP related terminations might occur:

- Refusal to register at the local One-Stop Center
- Refusal to participate in training opportunities in accordance with timeframes established in the IEP
- Refusal to participate in job search activities
- Refusal of job interviews consistent with IEP goals
- Deliberately undermining job interviews

- Refusal of supportive services to improve personal habits or appearance to increase employability
- Refusal to comply with IEP

Participants may be exempt from adherence to the *IEP Termination Policy* when there are extenuating circumstances such as transportation issues or health related conditions. These will be considered on a case-by-case basis. All terminations are subject to the grievance policy and participants will be informed of their right to appeal.

Disciplinary Procedures

A three-step procedure will be used with the goal of helping the participant resolve their non-compliance in not meeting the requirements of their plan. At each step, attempts will be made to offer solutions for constructive resolution. The SCSEP will allow a period of 30 days for each step to be completed in order to provide sufficient time for the participant to take corrective action.

Step One - Verbal Warning

Participants will receive a verbal warning that he/she is not complying with the goals established on his/her IEP. SCSEP staff will then provide coaching and guidance to attempt to resolve the concern within a 30-day period. This will be documented in the sub-grantee’s case notes.

Step Two - Written Warning

If Step 1 is not effective in resolving the concern(s), the participant will receive a written notice of corrective action, preferably in person. This notice will be accompanied by coaching and guidance regarding the steps the participant can take to be successful. Participant will then have a 30-day period to resolve the concern. Detailed documentation will be made in the sub-grantee’s case notes.

Step Three - Termination from program

The participant will receive a written notice from the sub-sponsor that previous attempts to resolve the concern(s) have not been successful and he/she will be terminated from the Program in 30 days. Reasons for the termination must be included in the letter.

Signature of Participant

Date

SCSEP Staff Signature

Date

NC SCSEP Participant Handbook
Political Activities Notice

§ 641.321 Political activities.

(a) General. No project under Title V of the OAA or this part may involve political activities.

(1) No enrollee or staff person may be permitted to engage in partisan or nonpartisan political activities during hours for which they are paid with SCSEP funds.

(2) No enrollee or staff person, at any time, may be permitted to engage in partisan political activities in which such enrollee or staff person represents himself or herself as a spokesperson of the SCSEP program.

(3) No enrollee may be employed or out-stationed in the office of a Member of Congress, a State or local legislator, or on any staff of a legislative committee.

(4) No enrollee may be employed or out-stationed in the immediate office of any elected chief executive officer(s) of a State or unit of general government, except that:

(i) Units of local government may serve as host-agencies for enrollees in such positions, provided that such assignments are nonpolitical; and

(ii) Where assignments are technically in such offices, such assignments actually are program activities not in any way involved in political functions.

(5) No enrollee may be assigned to perform political activities in the offices of other elected officials. However, placement of enrollees in such nonpolitical assignments within the offices of such elected officials is permissible, provided that grantees develop safeguards to ensure that enrollees placed in these assignments are not involved in political activities. These safeguards shall be described in the grant agreement and shall be subject to review and monitoring by the grantee and the Department.

(b) Hatch Act. (1) State and local employees governed by 5 U.S.C. Chapter 15 shall comply with the Hatch Act provisions as interpreted and applied by the Office of the Special Counsel. (2) Each project subject to 5 U.S.C. Chapter 15 shall display a notice and shall make available to each person associated with such project a written explanation, clarifying the law with respect to allowable and unallowable political activities under 5 U.S.C. Chapter 15 which are applicable to the project and each category of individuals associated with such project. This notice, which shall have the approval of the Department, shall contain the telephone number and address of the DOL Inspector

General. [Section 502(b)(1)(P) of the OAA.] Enforcement of the Hatch Act shall be as provided at 5 U.S.C. Chapter 15.

NC SCSEP Participant Handbook
PRIVACY ACT POLICY

North Carolina SCSEP	
Senior Community Service Employment Program	<p>The privacy of our participants has always been of utmost importance to the North Carolina Senior Community Service Employment Program. The Privacy Act of 1974, 45 USC 2555 5b (10/02) requires us to protect the information we collect from you.</p> <p>This is our notice to you about why we collect your personal information; how we use it; what your choices are for how we use your information; and how we protect the information we collect and maintain.</p>
<i>Why We Collect Your Personal Information?</i>	<ul style="list-style-type: none"> ◆ We collect personal information from you when you voluntarily enroll in the North Carolina Senior Community Service Employment Program. (Non-disclosure of information can delay or prevent action of your application.) ◆ We do not use the information for any other purpose. ◆ We collect personal information from you such as your name, address, age, Social Security number and treat this information very carefully. ◆ Public Law 104-134 (April 26, 1996) – In GENERAL: Section 7701 of Title 31, requires that any person doing business with the Federal Government must furnish a Social Security number or tax identification number. ◆ Your personal information is maintained on a secure computer system and can only be retrieved with proper access codes. It is also in your case file and kept in a locked cabinet.
<i>How We Will Use Your Personal Information?</i>	<ul style="list-style-type: none"> ◆ We do not sell or give anyone the information you provide us. Your personal information is used only in connection with the administration of the North Carolina Senior Community Service Employment Program. For statistical purposes, we also collect non-personal information about you. We share this information in a database that does not personally identify anyone.
<i>Who We Will Share Your Personal Information With?</i>	<ul style="list-style-type: none"> ◆ We may disclose personal information with your written permission or when required by Federal law, such as the Privacy Act or the Social Security Act to a local Job Center, Technical College, or job developer and an employer for training purposes that assist your goal in obtaining unsubsidized employment.

	<ul style="list-style-type: none"> ◆ Your name as a participant of SCSEP is considered public information. However, SCSEP staff shall maintain the confidentiality of all other information in file including but not limited to family income, application forms, assessment interviews, tests, and evaluations. ◆ SCSEP staff may divulge confidential information without your permission, only as necessary, for purposes related to project administration or evaluation. Only persons having official responsibilities in connection with the project or government authorities and their agents to the extent required for the proper administration of the Senior Community Service Employment Program will have access to the confidential information. ◆ Your file information may be reviewed by appropriate North Carolina DAAS staff, North Carolina SCSEP grantee and agents of the U.S Department of Labor for the purposes of program monitoring and technical assistance. ◆ For other disclosures/purposes, we must get your written authorization before we can discuss or provide information.
<p><i>Questions?</i></p>	<p>If you have any questions, contact your local SCSEP staff.</p>

North Carolina Senior Community Service Employment Program

Local SCSEP Program Office	Counties
<p><u>Land-of Sky Regional Council</u></p> <p>339 New Leicester Highway, Suite 140 Asheville, NC 28806 828-251-6622</p>	<p>Buncombe Henderson Transylvania</p>
<p><u>Iredell Council on Aging</u></p> <p>344 East Front St., Statesville, NC 28677 704-872-2658</p>	<p>Iredell</p>
<p><u>Isothermal Planning and Development Commission</u></p> <p>111 W. Court Street Rutherfordton, NC 28139 828-287-2281</p>	<p>Cleveland McDowell Polk Rutherford</p>
<p><u>Upper Coastal Plain Council of Governments</u></p> <p>121 W Nash Street Wilson, NC 27894 252-234-5952</p>	<p>Edgecombe Halifax Nash Northampton Wilson</p>
<p><u>Centralina Council of Governments</u></p> <p>525 North Tryon Street, 12th Floor Charlotte, NC 28202 704-372-2416</p>	<p>Anson Mecklenburg Stanly</p>
<p><u>AARP Foundation</u></p> <p>171 Comtech Dr., Suite B Pembroke, NC 28372 910-316-0090</p>	<p>Bladen Cabarrus Hoke Richmond Robeson Rowan Scotland Union</p>