



# **HOST AGENCY HANDBOOK**

**NORTH CAROLINA**

**Senior Community Service**

**Employment Program**

## **Welcome to North Carolina SCSEP**

We are pleased to welcome you to the North Carolina Senior Community Service Employment Program (SCSEP). We look forward to partnering with you to help enhance the opportunities for older workers in your community. As a host agency, you will be getting useful provisional manpower from the program, but the valuable training that you are giving to the participants is much more important.

This handbook is designed to provide you with information about North Carolina SCSEP policies and the terms and conditions of your 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 program.

If you have any questions, please do not hesitate to contact your local North Carolina SCSEP Program Office. We look forward to the contributions of everyone on our North Carolina SCSEP team. Working together, everyone wins. The real work of the program falls in the hands of our participants; we look to them to tell us what they hope to achieve. It is both our responsibility as the SCSEP program sponsor and your responsibility as a host agency to do everything we can to turn the participants' hopes into real successes.



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### **Please Note:**

All information contained in this handbook is subject to change, without notice, as a result of legislation or changes in Department of Labor or North Carolina State SCSEP policies. North Carolina 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 North Carolina SCSEP Program Office.

**Section One: Important Program Information**

About SCSEP -----5

**Section Two: Required Paperwork**

Proof of Non-Profit Status -----6  
Host Agency Agreement -----6  
Host Agency In-Kind Supervision Report -----6  
Host Agency Orientation Form -----7  
Training Plan -----7  
Other Paperwork -----7

**Section Three: Being a Host Agency**

What a Host Agency Does -----8  
The Goal of SCSEP -----8  
Assignment -----8  
Orientation -----9  
Training -----9  
Participant Training Hours -----9  
Supervision -----10  
Evaluation -----11  
Reassignment -----11  
Hiring Participants -----11  
Participants Leaving for Unsubsidized  
Employment -----11  
Host Agency Meetings and Orientation -----11  
Monitoring -----12  
Benefits of Being a Host Agency -----12

**Section Four: Other Important Information**

Participants are Not Employees -----13  
Limits to Activities -----13  
Background Checks -----13  
Enrollment of Participants -----13  
Maintenance of Effort -----13  
Participant Meetings and Workshops -----14  
Volunteering -----14  
Problems and Issues -----14  
Grievance Procedure -----15  
Nepotism -----15  
Political Activity by Participants -----15  
Policy Regarding Drugs in the Workplace -----15  
Other SCSEP Sponsors -----16  
American’s with Disabilities Act -----16  
Federal Regulations -----16

**Section Five: Safety and Accident Information**

Host Agency Health and Safety Conditions -----17  
Workers Compensation -----17

**Host Agency Handbook**

Accident Reporting -----17  
Driving -----18

**Section Six: Payroll and Time Sheets**

In-Kind Contributions -----19  
Payroll Periods and Paychecks -----19  
Participant Timesheets -----20  
Correcting Errors on Timesheets -----21  
Host Agency Closings -----21

**Section Seven: Responsibilities as a Host Agency**

Responsibilities -----22

**Section Eight: Attachments**

Grievance Policy -----23

**- SECTION ONE -**

**Important Program Information**

The following information will provide you with a better understanding of your responsibilities as a SCSEP partner and of our responsibilities to you as a SCSEP program sponsor. As a community agency wishing to provide training to older workers, you must understand the true mission of the program. It is only with this understanding and the commitment to follow policies and procedures that the program can be successful for our partners and participants.

**About SCSEP**

The Senior Community Service Employment Program (SCSEP), funded under Title V of the Older Americans Act, has three purposes: 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; to foster individual economic self-sufficiency; and 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 states' Departments on Aging, fifteen national organizations have been awarded SCSEP grant funds.

**- SECTION TWO -**

**Required Paperwork**

Some paperwork must be completed before an organization becomes a host agency for the North Carolina SCSEP. The original copies of all paperwork will reside at the local SCSEP office. All paperwork must be on file at the local program office before a participant may be assigned to the host agency. You will be asked to complete this paperwork annually.

**Host Agency Application**

As an organization that is interested in becoming a host agency with North Carolina SCSEP, you must fit into one of two criteria:

- Private non-profit organization with current 501(c)(3) designation from the Internal Revenue Service; or
- Government agency

If your organization is within the area of our program sites, fit the qualifications, and are interested in participating as a host agency, you will be requested to fill out the *Host Agency Application form*.

**Proof of Non-Profit Status**

Federal Regulations require that all SCSEP host agencies be either 501(c)3 non-profit organizations or public agencies. Proof of non-profit status, if applicable, will need to be obtained and kept on file at the local SCSEP program office.



**If at any time your Section 501(c)(3) certification changes, you must notify the local SCSEP office immediately.**

**Host Agency Agreement**

This agreement lays out the main responsibilities of the host agency. An official representative of your agency should be designated to sign the *Host Agency Agreement*. This form asks for your organizations FEIN; this number is kept confidential and is used only as a unique identifier for your organization in the Department of Labor's participant database. Each host agency supervisor must also sign this form, thus agreeing to all of the responsibilities listed.

**Participant Timesheet**

An authorized host agency representative must sign a *Participant Timesheet*.

This should, in most cases, be the host agency supervisor. A *Participant Timesheet* cannot be processed without a signature from the authorized representative.



**Host Agency In-kind Supervision Report**

The *Host Agency In-kind Supervision Report* is to be completed at least quarterly (preferably with each bi-weekly participant timesheet) to gather the wage information for all host agency staff members who will be directly supervising North Carolina SCSEP participants.

## ***Host Agency Handbook***

The information gathered on this form is strictly confidential and is used only by the local SCSEP finance department for the purpose of calculating the in-kind contribution amount that your organization contributes to SCSEP. (See Section Six)



**Please notify SCSEP program staff of any changes in the hourly wage of supervisors and source of wages (federal vs. non-federal) by submitting an updated *Host Agency In-kind Supervision Report*.**

### **Host Agency Orientation Form**

This form is a checklist of topics that will be covered with you during your orientation to the North Carolina SCSEP. If you have any questions about anything covered during orientation, please feel free to call the local SCSEP.

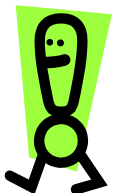
### **Training Plan**

After you are accepted as a host agency, SCSEP program staff will seek your input on determining what training opportunities might be available at your agency. They will work with you to develop a *Training Plan* for the type of training you will provide. If your organization has multiple training positions available for participants, a *Training Form* must be completed for each. Each time a new participant is assigned to your organization, the *Training Plan* will be tailored to the individual participant and signed by all parties.

Community service assignments will need to list duties that provide opportunity for use of participant's skills and aptitudes. The notation "and all other duties as assigned" or similar language may not appear on any participant's *Training Plan*.

Participants can perform only those duties listed on the *Training Plan* and are asked to notify SCSEP program staff if asked to perform duties not listed. If you want a participant to complete a task that is not on the *Training Plan*, please contact the SCSEP program office to have the form modified.

Participants may not volunteer to perform their usual training assignment duties. They may volunteer for the host agency, but not for the duties that are a part of their *Training Plan*. Permitting participants to volunteer for assigned duties under SCSEP may jeopardize host agency status.



**You must contact the North Carolina SCSEP program staff if you want a participant to do a task that is not included on his/her *Training Form*.**

### **Other Paperwork**

Other paperwork may be required as needed. (i.e. *Incident/Accident Report, Participant Evaluation form*, etc)

## - SECTION THREE-

### Being a Host Agency

#### **What a Host Agency Does**

As a host agency for the North Carolina SCSEP, you provide the training and resources for participants to complete their community service assignments. Because SCSEP is not only a job-training program, but also involves a community service component, participants are required to get the bulk of their training in the community service environment at the host agency. The relationship between the participant and the host agency should be a mutually beneficial one where participants are getting practical, hands-on training, and host agencies are getting valuable, temporary manpower.

#### **The Goal of SCSEP**

The goal for SCSEP is for the participants to find permanent, unsubsidized employment. At all times, it is important to remember that as a host agency, your primary responsibility is to support the participant in their job-training and employment goals. You are expected to create a learning and supportive environment at your agency.



**Take an active role in the participant's journey towards employment by:**

- **Suggesting additional skills for the participant to learn**
  - **Communicating frequently with SCSEP program staff**
  - **Suggesting possible opportunities for the participant to acquire unsubsidized employment**
- ***Participate in review of the participants Individual Employment Plan (IEP)***

#### **Community Service Assignment**

Once a participant is enrolled, he or she is placed in a community service assignment at the host agency that offers the most appropriate training for that participant. Each participant is assigned to a community service assignment based on his/her existing skills and aptitudes, interests, career goals, barriers to employment, and training needs. The program staff will contact your designated supervisor to seek approval for the assignment, to modify the *Training Plan* to the specific participant, and to arrange a start date.

A participant will be assigned to an agency until hired by that agency, hired by another employer, transferred to new community service assignment at another host agency, or otherwise separated from the program.

The host agency or the participant can request a transfer to a different host agency at any time. In addition, SCSEP program staff reserves the right to transfer a participant to another assignment at any time. When the host agency requests that a participant be transferred, program staff may request further documentation to better help the participant succeed with his or her next assignment.



No participant shall be assigned to training:

- Involving the construction, operation or maintenance of any facility used or to be used as a place of sectarian religious instruction or worship, including, but not limited to, assignments in classrooms, lunchrooms, offices, and maintenance departments. (Community service programs that operate in religious facilities are exempt, provided their function does not involve religious instruction or worship.);
- At a host agency site in another state unless a signed agreement has been obtained with each state's SCSEP coordinator, agreeing to the training assignment, for the benefit of the participant;
- That primarily benefits private, profit-making organizations;
- That benefits, directly or indirectly, any private or personal undertaking of any executive or member of the staff of the affiliate or of any host agency;
- At a site where the activities are entrepreneurial in nature and are revenue or income generating, including those sites where the intended purpose is to provide marketing opportunities for individuals or groups who consign crafts or other goods for public sale; and/or
- Benefiting any political party.

### **Orientation**

Participants need to become acquainted with your organization through a formal orientation. This should include giving the participant a tour of the facility; introducing him/her to all personnel he/she will be working with, describing required duties, and all relevant safety information.



**You are required to provide a complete orientation for each participant assigned to your organization.**

### **Training**

During the first few weeks of assignment, it may be difficult for the participant to adjust to their new assignment and to the new environment. Your patience is appreciated and so is your attention to detail with training. After a few weeks, you should start to see that the participant is doing well working on tasks without constant supervision. With time, they will become a great help to your organization.

Because it can take time for an individual participant to become comfortable doing their tasks, it is important that they are not assigned time-sensitive tasks, particularly at the beginning of their training assignment. Additionally, since participants can seek new employment, or be transferred to another host agency at any time, it would not be practical to expect them to complete regularly scheduled tasks that are critical to the operation of your organization.

### **Participant Training Hours**

The participant's assignment schedule will be determined by the SCSEP program staff, the host agency supervisor, and the participant. Once determined, a participant's assignment hours will be on file in the local SCSEP program office on the *Training Plan*. Because North Carolina SCSEP provides workers' compensation for participants, any (temporary or

## ***Host Agency Handbook***

otherwise) changes to the participant's training hours must be immediately reported to the SCSEP program office. Though temporary or one-time changes are expected, only program staff may permanently alter the participant's training hours/schedule.

In most cases, a participant will be assigned to train at the agency 5 days per week, 4 hours per day, for a total of 20 hours per week. There may be variations to these hours depending on the participant's specific community service assignment. A participant may request to train fewer than 20 hours per week; if such a request has been made and approved, this information will be made known to the host agency supervisor when the participant's training schedule is determined.

Under no circumstance may a participant work more than 40 hours in one week. Participants cannot train more than 8 hours a day without prior SCSEP office approval. If a participant does train 8 hours in one day, he or she is entitled to an unpaid meal break. Time spent on breaks and meals is not to be included in the total training hours for the day. Only actual time in training is recorded on the *Participant Timesheet*.

With prior approval from the host agency and the SCSEP program staff, participants may arrange extra hours during and up to two pay periods to receive training hours lost due to a holiday, closing, jury duty, sickness absence, and bereavement absence.

SCSEP does not authorize pay for overtime or compensatory time. Host agencies that ask or require participants to work late or volunteer at their regular assignment are in strict violation of SCSEP policy.



**Participants must not be asked to work additional hours or to volunteer for any duties listed on their Community Service Assignment Description.**

### **Supervision**

You must provide daily supervision of participants, so they can perform as productive and effective trainees. The participants should feel comfortable asking questions, seeking help, and growing as a contributing participant in the work place. If possible provide one or two contacts for the participant so they have mentors or supporters to help with the questions. Even if programs are being given to the participant from different departments or managers within your organization, it is best to filter those programs through the one host agency supervisor.

As a supervisor, please ensure that the participant is never the only person at the host agency. They should not be given the responsibility of opening or closing the facility. A supervisor is required at all times.

Hours devoted to supervision must be recorded on the *Participant Timesheet* every pay period for the calculation of in-kind contribution (see Section Six).

### Evaluation

Periodically, the host agency supervisor will be asked to formally evaluate the participant's performance on assigned tasks. They should provide comment on areas in which the participant is performing well and provide guidance on areas in which the participant could improve. The resulting feedback and discussions the supervisor has with the participant are valuable input for the participant to develop those skills necessary to get and keep a permanent job. When it is time for the evaluation to be completed, the appropriate form will be sent to the supervisor along with guidelines for completing it, discussing results with the participant, and returning the form to the SCSEP program office.



**Host agencies are required to evaluate each participant's performance when requested by local SCSEP program staff.**

### Reassignment

SCSEP staff is committed to helping participants gain as much experience as possible during enrollment and is continually reevaluating the participants' training needs. As a result, participants may be reassigned to different host agencies as program staff and participant progress deem appropriate. This could mean that you may not always have a participant assigned to your agency, even though you have a signed agreement with the program. You will be provided advance notice of all reassignments.

### Hiring Participants

Host agencies are strongly encouraged to hire SCSEP participants where feasible and appropriate. Many of our host agency supervisors have found that as unsubsidized jobs become available at the agency, they are able to fill the positions with trained SCSEP participants who have the advantage of being well versed in the mission and work procedures of the agency. If a position with the same or similar duties as those being performed by the participant becomes available and the participant is not hired, program staff may consider transferring the participant to a different host agency with better hiring potential.



**Host agencies have the responsibility to consider participants for any positions that become available at their organization for which the participants assigned there are qualified.**

### Participants Leaving for Unsubsidized Employment

When a participant becomes employed and leaves the program, it may not always be possible for SCSEP staff to give the agency prior notice and it may not be possible to replace the participant with another. SCSEP program staff will make every effort to keep the host agency personnel informed of changes.

### **Host Agency Meetings and Orientation**

SCSEP program staff will provide a thorough orientation to each host agency supervisor so that each supervisor is familiar with the goals and objectives of the program. Additionally, program staff will hold an annual host agency meeting in June of each year.

At that time, you will be asked to sign a new *Host Agency Agreement* indicating that you continue to support the mission of the program (in addition to completing new versions of the other required host agency forms.)



**Attendance at all host agency meetings is required by a representative who is authorized to sign paperwork on behalf of the organization.**

### **Monitoring**

You will be monitored at least once a year by SCSEP staff. You will be interviewed to discuss the participant assigned to your organization and to make sure that:

- There are no major problems
- You are pleased with the performance of the participant(s) assigned to your organization
- You are fulfilling your responsibilities

In order to ensure that your agency continues to provide viable training opportunities for SCSEP participants, your participation as a host agency will be evaluated each year.

### **Benefits of Being a Host Agency**

There are quite a few benefits to hosting an older worker. First, the addition of a SCSEP participant will increase the capacity of your programs' resources; second, you provide an opportunity for the older worker to put their existing skills to good use while acquiring new job skills; and third, your host agency provides an opportunity to the participant to contribute in tangible ways to their communities. Your impact is immediate and overall as you instill knowledge and sense of being useful to the participant as well as importance of your organizations work in the community. SCSEP participants can strengthen the programs and services you provide to the community. Many of our host agency supervisors have found that they are able to delegate work assignments and complete priority tasks more effectively by having SCSEP participants train at their agency.

Additionally, as a host agency, you will be providing valuable training for a person in your community who is trying to reenter the workforce. You should be proud of your contributions through this program.

**- SECTION FOUR -**

**Other Important Information**

**Participants are Not Employees**

It is important to remember that participants are not employees of your agency. Even though program staff does everything in their power to clearly explain the program to participants, it is sometimes difficult for them to distinguish between a job and a training assignment. Because of this, we rely on host agencies to reinforce the difference to participants. Participants should not be referred to as employees, and host agency supervisors should not be referred to as the participant's "boss."

**Limits to Activities**

Participants may not be assigned to activities involving handling of monies unless there is a direct supervisor who is accountable for the activity. SCSEP participants should also not be given the responsibility of opening or closing a facility.

**Background Checks**

Any background check required by the Host Agency will be completed and paid for by the host agency. SCSEP is not financially responsible for any costs involved in any background checks or drug screening

**Enrollment of Participants**

Participants go through a specific process to be deemed eligible and enrolled in SCSEP. Acquaintances of host agency personnel who are interested in becoming SCSEP participants should be referred to the SCSEP program office for evaluation.

**Maintenance of Effort**

Participants can only be assigned to do tasks that would otherwise be unfunded at your organization. SCSEP community service assignments should create new or expand existing community services that your agency provides. Therefore, participants assigned to your agency should supplement, not supplant positions or programs that would normally be funded by your organization.

Training assignments must not:

- Result in the total or partial displacement of currently employed workers via:
  - Reduction in hours (non-overtime)
  - Reduction in wages or employment benefits
- Impair existing contracts for services or substitute Federal funds (the wages that are paid to SCSEP participants) for other funds that are currently used to support these services;
- Substitute SCSEP community service assignments for existing federally-assisted jobs; or
- Include tasks that are the same or substantially the same as those that are performed by any person who is on layoff, vacation, or sick.

Some subtle violations of Maintenance of Effort rules include assigning a participant to act as a "floater", (filling in for others who are sick or vacationing); assigning a participant to a

revenue generating task where the participant is the only person at a given time who is performing that function; and keeping the participant for more hours than s/he is assigned to be at your organization (this indicates a critical need for the participant's services.) Generally, participants should be performing tasks that others are doing, to help take some of the burden off other employees, or helping complete special programs that are not time-sensitive.



**Assignment of participants to your organization must not at any time displace current employees, or violate Maintenance of Effort guidelines.**

### **Participant Meetings, Workshops and Training**

Periodically, the SCSEP staff may hold meetings, workshops or training for participants. Attendance at meetings, workshops or training is mandatory for participants as directed by the SCSEP staff. Participants report to the meeting location instead of to their host agency for that day and are paid for hours to attend the meetings (these hours are then recorded in the "Training" columns on the *Participant Timesheet* – see Section Six.)

Host agencies must be supportive of the participant's absence to attend such meetings, workshops or training. The SCSEP program staff will make every effort to inform host agency supervisors in advance of planned meetings and related participant absences.

### **Volunteering**

Participants are not allowed to volunteer at the host agency to do duties that are similar to those the participant completes as a part of their community service assignments. However, participants are free to volunteer at the host agency doing other tasks.

### **Problems or Issues**

Problems or issues that cannot be resolved should immediately be reported to the SCSEP Program Director. If a disciplinary problem arises with a participant, the host agency supervisor should contact the SCSEP program staff immediately. Host agency personnel can request the removal of a participant, but cannot order them to leave the agency without approval from the SCSEP program office. The SCSEP program director has sole authority for enrolling and terminating an individual.

The following are conditions and/or situations that may lead to a participant being terminated from the program if the gravity of the situation warrants it. Reasons may include, but are not limited to:

- Physically abusive behavior that may endanger oneself or others
- Unwillingness to perform assigned duties
- Frequent tardiness or unauthorized absences
- Falsification of time sheets or other official records
- Obscene/abusive language or behavior
- Non-compliance with Drug Free Workplace Policy
- Failure to cooperate with SCSEP staff and/or host agency staff



**Please notify SCSEP program staff if you have any of the above issues with a participant who is assigned to your organization.**

The program staff will attempt to resolve any conflicts. If a resolution cannot be reached, the SCSEP program director may arrange for a transfer of the participant to another community service assignment or termination from the program. The SCSEP staff will request a letter from the host agency supervisor citing the reason(s) why a transfer is being requested or why steps towards termination are being initiated.

### **Grievance Procedure**

Procedures exist to provide participants and host agency staff with mediation of problems encountered at host agencies or with the SCSEP program staff. A copy of the *Grievance Procedure* is attached to this handbook. A copy is also posted in the SCSEP program office. For issues that cannot be resolved, please direct participants to their copy of the *Grievance Procedure*. Host agencies should also use this procedure to report a grievance.

### **Nepotism**

Participants may not be assigned to a host agency where any member of his or her immediate family is employed.

### **Political Activity by Participants**

Because SCSEP is funded by the federal government, anyone paid by SCSEP funds (participants) may not participate in partisan or nonpartisan political activities during hours during which they are paid by SCSEP.



**Host agencies must ensure that participants are not assigned to positions or tasks that involve political activities on behalf of either partisan or non-partisan groups.**

### **Policy Regarding Drugs in the Workplace**

As a condition of continued enrollment in SCSEP, participants may not unlawfully use, be under the influence of, distribute, dispense, possess, or manufacture drugs or alcohol during paid working 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 of participant.

Use of legally prescribed medications is permitted as long as their use does not adversely affect ability to satisfactorily perform duties assigned and does not pose a risk to the safety of participants or others.

Participants found “guilty” (or entered a plea of “nolo contendere”), or sentenced to serve time, or both, for a federal, state, or city criminal drug statute violation that occurred

## ***Host Agency Handbook***

during training assignment hours on host agency or SCSEP property, must notify the SCSEP program staff within five days of the verdict or sentencing.



**Report all violations of the Drugs in the Workplace policy to SCSEP staff.**

### **Other SCSEP Sponsors**

Your organization can only be a host agency for one SCSEP sponsor. While you are a host agency for the North Carolina SCSEP, you cannot sign an agreement with another national or state SCSEP sponsor. One-Stop Career Centers are exempt from this rule.

### **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. SCSEP staff will assist participants with disabilities and host agencies in identifying effective and reasonable accommodations, if needed, which will help participants perform the responsibilities of their training assignment.

### **Federal Regulations**

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



**- SECTION FIVE -**

**Safety and Accident Information**

SCSEP holds the safety, welfare, and health of its staff and participants in the highest regard. No task is so urgent that it cannot be done safely. By agreeing to supervise participants, host agencies also are agreeing to provide a safety orientation and to provide the participant with the proper information, tools and working environment to safely perform their assigned tasks.

**Host Agency Health and Safety Conditions**

Participants must not be permitted to perform tasks in buildings or under any conditions that are unsanitary, hazardous or dangerous to the participants' health or safety. SCSEP staff will visit each site prior to placement to assure all safety conditions are met. Annual safety evaluation visits will also be made subsequent to placement to assure all required training site conditions are maintained.



**Your agency must provide a safe and healthy work environment for participant.**

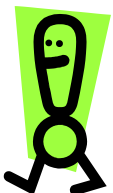
**Workers Compensation**

All participants are covered under workers compensation insurance while performing their assigned tasks as identified in their *Training Plan*.

**Accident Reporting**

If a participant has an accident or suffers an occupational illness during his or her community service assignment, the SCSEP program staff must be notified immediately.

1. If immediate medical attention is required, the host agency should assist the participant in obtaining emergency medical treatment and notify the SCSEP program staff immediately.
2. If medical attention is not considered an emergency, the Participant will be directed to make an appointment to visit a medical provider.
3. Following the accident or illness, the host agency supervisor will be asked to complete an *Incident/Accident Report* and return it to the SCSEP program office.



**You must notify SCSEP program staff immediately if an accident occurs.**

### **Driving**

Under most circumstances, participants are not allowed to drive their personal vehicle as a part of host agency duties. However, a participant may drive a vehicle belonging to the host agency if it is listed as a duty on the *Training Plan*, and has been approved by the SCSEP program staff, and is covered by the host agency's insurance policy. No participant may provide any "incidental driving" for the host agency (i.e., driving two blocks to the post office, driving a few blocks to pick up lunch, etc.) at any time.

If a host agency has participants who are authorized to drive as a part of their *Training Plan*, the host agency is responsible for collecting and maintaining all necessary paperwork for the participant who is driving. This may include the following documents: agreement of continuous liability coverage (\$100,000/\$300,000), agency insurance information, insurance declaration pages, official driving record of the participant, and a copy of the participant's valid driver's license. The host agency should consult its insurance agency to confirm what documentation is necessary to minimize its liability in the case of an accident.

SCSEP is in no way liable for participants who drive for the host agency.

**- SECTION SIX -**

**Participant Timesheets and In-Kind Contributions**

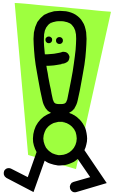
**In-Kind Contributions**

SCSEP is required to provide documentation of all non-federal in-kind contributions that are provided through the program. The most significant portion of the non-federal contributions to this program is the value of salaries of the host agency personnel who directly supervise the participants.

The number of hours provided in supervision each pay period will need to be documented on the *Participant Timesheet*. This number should be accurate and not simply an estimate. This must reflect the actual time spent directly supervising or training the participant one-on-one (distant, general oversight should not be included in this calculation). In general, count only time spent with participants in blocks that are at least 15 minutes in length. Typically, time spent advising the participant for less than 15 minutes at a time is considered general oversight.

The number of supervision hours is multiplied by the supervisor's hourly salaries from the Supervisor's *In-Kind Wage Funding Statement* to determine the dollar value of the contribution you have made to the program. Salary information on the *Supervisor's In-Kind Wage Funding Statement* is only seen by SCSEP financial personnel and is kept strictly confidential.

If you have questions on how to calculate supervision hours, you may call the SCSEP program office.



**Payroll Periods and Paychecks**

Participants are paid for their time at the host agency and other required training assignments by the SCSEP program, not by the host agency. Participants will be given a list of pay periods and pay dates. *Participant Timesheets* must be returned to the SCSEP program office as soon as possible after the last day of the pay period so that the hours may be processed and there will be no delay in participants receiving their paychecks.

Payroll is processed at the SCSEP program office.

The local SCSEP program office will offer specifics on payroll deadlines and pay dates. Please note that participants are not paid for any hours that they were not actually present in training at their host agencies or in other approved activities. This includes non-federal holidays, bereavement leave, and jury duty. Participants are allowed to make up any hours missed for these reasons during the pay period the hours were missed or the next pay period. They must first get approval from their host agency supervisor and SCSEP staff to make up hours.

### Participant Time Sheets

Host agency supervisors will be provided a *Participant Timesheet* form by the SCSEP program staff for each participant assigned to their agency.

The *Participant Timesheet* should be completed and signed each pay period by each participant. The timesheet needs to be approved and signed by the appropriate supervisor/signer as well. *Participant Timesheets* will not be processed without the signature of the authorized host agency supervisor. Time sheets must be completed in blue or black ink only and never in pencil. Time sheets may be completed electronically. However, a hard copy must be printed and signed by both the participant and the host agency supervisor. This serves as a legal document.

Below are some of the pertinent fields on the *Participant Timesheet*:

- **Date** – The calendar days within the given pay period
- **Community Service** – Hours spent at the host agency for each date/week.
- **Federal Holiday** - Participants will be paid if they are scheduled to work on a day that and their host agency is closed for a federal holiday (see below for list of federal holidays).
- **Training** – All hours spent doing training to increase the participant’s employability (i.e. IEP development, resume workshops, computer courses, etc)
- **OJE** – Hours spent working at the On-the-Job employment site (if applicable)  
In-Kind Hours.
- **Total Hours of Supervision** – Total of hours the host agency supervisor spent in direct supervision of the participant (i.e. giving training direction, making training assignments, reviewing training outcomes, providing feedback on performance, training, giving instructions on new assignments, etc.) The time supervisors spend on these activities with a participant is usually one or two hours per week. Supervisory time orienting and training a newly assigned participant will ordinarily be much greater than 1 to 4 hours during the initial weeks of the assignment.

It is common for host agency supervisors to supervise more than one participant. Although it may be reasonable, especially for new assignments, to claim supervision hours equal to 100% of the hours the participant spent in training, under no circumstances should the total hours of supervision reported by a supervisor, for all participants combined, exceed the total number of hours that a supervisor works in a pay period.

- **Name/Signature of Participant** – The participant should fill in his/her own name and sign off on the timesheet once s/he has completed it, and also date his/her signature. The participant should not sign the timesheet before the hours have been completed.
- **Name/Signature of Host Agency Supervisor** – The host agency supervisor should verify that all hours on the timesheet are correct and sign off on the *Participant Timesheet*. Only authorized host supervisors may sign off on participant timesheets. The host agency supervisor should not sign off on the timesheet until all of the hours

## ***Host Agency Handbook***

for that pay period have been completed on the timesheet and the participant has signed off on it. Supervisors should also date their signature.

If there are changes in the staff that are authorized to sign the time sheets, the SCSEP program staff must be notified.

Once the time sheet is completed after the last day the participant trains in a week, the host agency supervisor must return the time sheet to the SCSEP program office by faxing/e-mailing to the SCSEP office on the cover of this handbook. The host agency should keep a copy for their files.

### **Correcting Errors on Time Sheets**

If an error is made in recording training hours on a participant's time sheet, corrections should be made by drawing a single line through the error and indicating the correct information. The host agency supervisor and the participant should initial and date each change made to the time sheet. At no time should correction fluid ("white-out") be used to correct time sheets.

### **Host Agency Closings**

If a host agency is closed due to inclement weather, or other emergency, and the participant is unable to train at the host agency, the participant should be allowed to make up those hours during the current or immediate next payroll period.

### **Federal Holidays**

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

**- SECTION SEVEN -**  
**Responsibilities as a Host Agency**



**As a host agency for SCSEP, you have certain responsibilities. These responsibilities are to ensure that the training that you offer is productive, fair, and safe. The following are your responsibilities as a host agency:**

➤ **Take an active role in the participant's journey towards employment**

by:

- Suggesting additional skills for the participant to learn
  - Communicating frequently with SCSEP program staff
  - Suggesting possible places the participant may acquire unsubsidized employment
- **Provide a complete orientation** for each participant assigned to your organization.
- **Not ask participants to work additional hours or to volunteer** for any duties listed on their Training Assignment Description
- **Evaluate participants' performances** as requested by SCSEP program staff.
- **Consider participants for any positions that become available** at your organization for which the participants assigned there are qualified.
- **Ensure that a representative who is authorized to sign paperwork on behalf of the organization attends all required host agency meetings** (typically annually).
- **Not displace current employees, or violate Maintenance of Effort guidelines** with SCSEP participants
- **Ensure that participants are not assigned to positions or tasks that involve political activities** on behalf of either partisan or non-partisan groups.
- **Keep the work environment at your agency safe and healthful** for each participant
- **Report all hours of supervision and supervisor's salaries** so that an accurate in-kind contribution can be calculated
- **Provide any necessary tools, equipment, supplies, continuing education, and supportive services** to participants that may be required in order for participants to perform their training assignment
- You must **contact the SCSEP program staff for all of the following situations:**
- If at any time your Section 501(c)(3) certification changes
  - If there are any changes in authorized supervisors and/or signers
  - If there are any changes in the hourly wage of supervisors and source of wages (federal vs. non-federal) by submitting an updated *Supervisor's In-kind Wage Funding Statement*.
  - If you want the participant to do a task that is not included on his/her *Community Service Assignment Description*
  - If you have any disciplinary issues with a participant who is assigned to your organization
  - If a participant violates the Drugs in the Workplace policy
  - If an accident occurs
- **Abide by all requirements as agreed upon in the Host Agency Agreement**

**- SECTION EIGHT -**

**Attachments:**

**Senior Community Service Employment Program (SCSEP)  
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.

## ***Host Agency Handbook***

**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 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



**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 \_\_\_\_\_

<b>Local SCSEP Program Office</b>	<b>Counties</b>
<p data-bbox="203 310 698 348"><b><u>Land of Sky Regional Council</u></b></p> <p data-bbox="203 388 633 493">339 New Leicester Highway Asheville, N C 28806 828-251-6622</p>	<p data-bbox="820 310 1031 420">Buncombe Henderson Transylvania</p>
<p data-bbox="203 535 641 609"><b><u>Isothermal Planning and Development Commission</u></b></p> <p data-bbox="203 651 609 756">111 W. Court Street Rutherfordton, N C 28139 828-287-2281</p>	<p data-bbox="820 535 998 682">Cleveland McDowell Polk Rutherford</p>
<p data-bbox="203 798 795 835"><b><u>Centralina Council of Governments</u></b></p> <p data-bbox="203 877 738 982">525 North Tryon Street, 12<sup>th</sup> Floor Charlotte, N C 28202 704-372-2416</p>	<p data-bbox="820 798 1023 913">Anson Mecklenberg Stanly</p>
<p data-bbox="203 1024 714 1098"><b><u>Upper Coastal Plain Council of Governments</u></b></p> <p data-bbox="203 1140 511 1245">121 W. Nash Street Wilson, N C 27894 252-234-5958</p>	<p data-bbox="820 1024 1031 1207">Edgecombe Halifax Nash Northampton Wilson</p>
<p data-bbox="203 1287 495 1325"><b><u>AARP Foundation</u></b></p> <p data-bbox="203 1367 633 1472">171 Comtech Drive-Suite B Pembroke, N C 28372 910-316-0090</p>	<p data-bbox="820 1287 982 1577">Bladen Cabarrus Hoke Richmond Robeson Rowan Scotland Union</p>
<p data-bbox="203 1623 609 1661"><b><u>Iredell Council on Aging</u></b></p> <p data-bbox="203 1703 552 1808">344 E. Front Street Statesville, N C 28677 704-872-2658</p>	<p data-bbox="820 1623 925 1661">Iredell</p>