

CUMBERLAND COUNTY
SENIOR COMMUNITY
SERVICE
EMPLOYMENT PROGRAM
HOST AGENCY MANUAL

Revised 2012

Introduction

Senior Service America, Inc. (SSAI) is one of 18 national sponsors of the Senior Community Service Employment Program (SCSEP) authorized under Title V of the Older Americans Act Amendments of 2000. SSAI's SCSEP is funded by a grant from the U.S. Department of Labor's Division of Older Worker Programs and operates its SCSEP program exclusively through sub grants to more than 75 local organizations in 16 states. Its sub grantees (also known as SCSEP project sponsors) include faith-based and community-based organizations, community action agencies, local area agencies on aging, local workforce development agencies, regional councils of government and community colleges.

SSA's four-part strategic vision for SCSEP is to:

1. Implement demand-driven strategies to meet local job market and employer needs while maintaining SCSEP's proven, participant-centered approach to serving older job-seekers with multiple barriers to employment.
2. Increase engagement of SCSEP providers in the public workforce system, Chambers of Commerce, and networks of agencies serving the elderly, at the local and state level.
3. Incorporate more skill development into community service employment as a work-based training activity and complement it with other permissible training (computer skills training, on-the-job experience with private for-profit employers, adult basic education, etc.)

Strengthen coordination and collaboration among all SCSEP providers, especially between national and (SCSEP) grantee.

Mission and Purpose of the SCSEP

SCSEP fosters and promotes useful, part-time opportunities in community service activities for unemployed, low-income people ages 55 and older with poor employment prospects; the program also fosters individual economic self-sufficiency and increases the number of older people who may enjoy the benefits of unsubsidized employment in the public and private sectors.

ELIGIBILITY STANDARDS

Eligibility for enrollment in the Senior Aides Program is based on age, income and place of residence.

1. **Age:** To be eligible for enrollment or re-enrollment as a Senior Aide, an individual must be 55 years of age or older on the date of determination of eligibility. No person 55 years of age or older may be denied eligibility because of age.
2. **Income:** To be eligible for enrollment as a Senior Aide, an individual must have income or be a member of a family which has an income that does not exceed 125% of the Federal poverty level. A Senior Aide or applicant who is a member of a family receiving cash welfare payments is eligible if he or she is counted in the determination of the amount of the welfare payment.
3. **Place of Residence:** To be eligible for initial enrollment or re-enrollment, an individual must reside in Bladen, Cumberland, Lee, Moore, Richmond or Robeson County. Place of residence means an individual's permanent dwelling place. If while enrolled by the Senior Aides Program one moves into another county, that person may remain enrolled by the Program.

COMMUNITY SERVICE EMPLOYMENT DEFINED

Senior Aides shall be employed to provide community services in assignments which contribute to the general welfare of the community and which provides services related to government owned and operated facilities and projects or services sponsored by non-profit (501)(c)(3) organizations. Community service means social, health, welfare, and educational services; legal and other counseling services and assistance, including tax counseling and assistance and financial counseling; library, recreational and other services; conservation, maintenance or restoration of natural resources; community beautification or betterment; weatherization activities, and such other services essential and necessary to the community.

HOST AGENCIES

Host Agencies are the agencies and organization that provide the work and training sites for Senior Aides. Host Agencies are government owned or non-profit organizations exempt from taxation under the provisions of Section (501) © (3) of the Unites States Internal Revenue Code. Once a Senior Aide is assigned to a Host Agency, the Senior Aide is assigned a supervisor. The supervisor will direct the Senior Aide in their job duties and training.

HOST AGENCY PROPOSAL

Prior to the beginning of each program year, Host Agencies are required to complete a Host Agency Proposal packet indicating services they provide, how Senior Aide would benefit from assignment at their agency, number of Senior Aides requested, and etc. The Project Director/Coordinator reviews each Proposal and based on the number of allocated slots, community needs and Agencies prior hiring practices, Senior Aide slots are allocated.

SENIOR AIDES HOST AGENCY & PROJECT RESPONSIBILITIES

Prior to assignment of Senior Aides to a Host Agency, an Agreement must be on file. This Agreement spells out the responsibilities of the Host Agency and the Senior Aides Program.

Host Agencies must agree to the following:

- To provide a safe and healthful work site for each Senior Aide, to provide adequate orientation and training necessary to perform assigned duties in accordance with a written community service assignment description, to provide additional training as opportunities occur and, to the extent possible, to treat each Senior Aide as a regular member of the Host Agency staff:
- To consider each Senior Aide for regular employment, either full-time or part-time, when vacancies occur in the Host Agency staff or when new positions are created. The Host Agency will also recommend suitable training for unsubsidized placement of the Senior Aide:
- To provide adequate supervision to enable each Senior Aide to perform as a productive and effective worker:
- To abide by the hours and work schedules mutually agreed to for each Senior Aide and to provide properly prepared time sheets, periodic performance evaluations, and other required documents. In addition, the Host Agency agrees and understands that each Senior Aide will be required to attend periodic Senior Aides Project meetings during regular work hours.

Project Sponsor Agrees to the following:

- To recruit, enroll, and assign Senior Aides to the Host Agency for the purpose of engaging in productive community service employment with duties and task as specified in a written community service assignment description;

- To be responsible for all administrative and fiscal controls of the Senior Aides Project and for paying wages and providing fringe benefits to each Senior Aide.

DESCRIPTION OF SENIOR AIDE ASSIGNMENT

A community service assignment description outlines the duties and responsibilities of the Senior Aide while assigned to a Host Agency. The assignment description includes work hours and days, job location, the prevailing and actual wage, required skills, duties and responsibilities, and plans for training. An assignment description will be provided to the Senior Aide and a complete overview of its contents will be discussed. Any change in the assignment description must be reported to the Senior Aides Project Coordinator with a revised assignment description requesting approval by the Project Director. Each Senior Aide will receive a copy of his/her assignment description. Any changes in the assignment description must be reported to the Senior Aides Coordinator with a revised assignment description requesting approval by the Project Director. Each Senior Aide will receive a copy of his/her assignment description.

PERFORMANCE EVALUATION

Each Senior Aide shall have an evaluation made of his or her performance no less frequently than once a year. This periodic performance evaluation lets the Senior Aide know how his or her performance is regarded. It identifies areas of accomplishments, areas where improvement may be needed, and areas in which additional training or experience may improve likelihood of unsubsidized employment. The Host Agency supervisor will be the person to provide the performance evaluation. The contents of the evaluation will be discussed with each Senior Aide being evaluated. Each Senior Aide will receive a copy of his or her evaluation and be given the opportunity to comment upon or respond to the evaluation in writing. This evaluation will become a part of the permanent personnel record for each Senior Aide.

TERMINATION PROCEDURES

Termination from the program is defined as being discharged from employment and participation in the Senior Aides Program. Reasons for administrative termination may include, but is not limited to:

1. Refusal to cooperate in establishing eligibility;
2. Inability and/or unwillingness to perform assigned job duties;

3. Refusal to accept a different Senior Aid job assignment;
4. Frequent tardiness or unauthorized absences;
5. Falsification by the Senior Aide of time sheets or other official records;
6. Insubordination;
7. Obscene/abusive language or behavior;
8. Non-compliance with substance abuse policy;
9. Failure to cooperate with project and/or Host Agency staff.

Additional reasons for termination are:

1. Refusal to attend monthly meetings and training sessions; and
2. Continued resistance in following the policies of the program as outlined in the Senior Aides Policy and Procedures handbook.

A 30-day written notice is not required for administrative terminations caused by wrong doing on the part of the Senior Aide. Senior Aides determined ineligible because of change in income or change in family number shall be given a 30 calendar day's written notice, and shall be terminated at the end of the notice period.

Host Agency Director/Supervisors **cannot** terminate a Senior Aide from the Program. However, they have the authority to request that a Senior Aide be removed from their agency/organization.

UNSUBSIDIZED EMPLOYMENT

The Goal of the Senior Aides Program is to place as many Senior Aides as possible in full-time or part-time employment. Senior Aides are required to continue to look for employment while participating in the Senior Aides Program and to remain registered at the Employment Security Commission on a monthly basis.

HOURS OF WORK

Each Senior Aide is allowed to work 20 hours per week. Work schedules are flexible and may be adjusted to suit the mutual convenience of the Senior Aide and Host Agency.

WAGES FOR SENIOR AIDES

Upon placement into part-time community service employment, Senior Aides receive wages at the federal minimum wage.

TIME SHEETS

Each Senior Aide is required to complete a time sheet for each pay period indicating the dates and hours of work and the type of other compensated hours, if any. A bi-weekly payroll system is used by the County of Cumberland SCSEP. Time sheets for the preceding two weeks of work must be signed by the Senior Aide and submitted to the Host Agency supervisor who will countersign the time sheet. It is the responsibility of the Host Agency Director or designee to submit the time sheets to the Senior Aides Project Coordinator by Wednesday of the second week of pay period. Late time sheets may result in the late issuance of a paycheck. Faxed copies of the time sheet will ensure the processing of the payroll. The original time sheet must be submitted within two weeks following the pay period.

All Senior Aides are required to maintain time sheets on the job and to complete them daily. Senior Aides may be asked to make available their time sheet to representatives from the Department of Labor Representative, Senior Aides Coordinator, or Program Officer from SSAI during an unannounced visit to the Host Agency at any time. Senior Aides should not wait until the end of the pay period to complete their time sheets and they should not be completed in advance, except for Wednesday before pay period, by filling in **Thursday** and **Friday**; with the assumption that they will work those days and hours (**Thursday and Friday**) as indicated on the time sheet. If, for some reason, the Senior Aide cannot work those hours, an adjustment in pay will be made within the next pay cycle for the hours previously recorded; but not worked. **Changes** on the time sheets are not permitted after the supervisor has signed it. **White-out** is not permitted and time sheets completed in pencil will not be accepted.

OVERTIME

In accordance with federal guidelines, Senior Aides cannot be paid for more than the number of hours authorized in a 40-hour pay period. Occasionally, however the participant may work more hours in a week to compensate for time that will be taken off in the following week due to holidays, etc. This may be due to a Senior Aide working on a special project or a busy week at the Host Agency. In this case, the Senior Aide may work a few hours extra and “balance out” the total hours by working less hours the next week. However, the “balancing of hours” must take place within one payroll period. For example: An Aide works 30 hours the first week, then he/she can only work 10 hours the second week of the payroll period to “balance out” the total of 40 hours which he/she could work in a two-week period. Senior Aides cannot accumulate or be compensated for overtime.

PAYDAY

Payday is every other Friday. Senior Aides checks will be directly deposited into their checking or savings account. A schedule of pay dates will be given to the Senior Aide at orientation, and is on file at the Host Agency and Cumberland County SCSEP Project office.

LEAVE OF ABSENCE

The Senior Aide must submit a leave slip to the Senior Aides Coordinator when he/she is expected to be out of work for more than three (3) working days. If the Senior Aide is expected to be out of work beyond three days, he/she the Senior Aides Coordinator will determine if a break in service is necessary. The break can be granted for up to 60 days; however, if the participant is unable or unwilling to return after 60 days, a letter of termination will be sent giving the participant a 30-day termination notice.

HOLIDAYS

The Senior Aide is paid for Federal holidays only if the participant is scheduled to work on that day. If the office is closed for any other reason, the participant is given the opportunity to make up those hours during the same pay period.

- Alternate Assignment

The Senior Aide may request an alternate assignment if the Host Agency is to be closed for an extended time.

PHYSICAL EXAMINATION

Each Senior Aide shall be offered the opportunity to take an annual physical examination after enrollment. The physical is a fringe benefit and not an eligibility criterion. The results of the physical exam are the private property of the Senior Aide. The most that the SCSEP can pay for a physical examination is \$75.00.

WORKER'S COMPENSATION

All Senior Aides are protected by Worker's Compensation which covers injuries received on the job. If a Senior Aide is involved in an accident or sustains an injury while on the job, even minor injuries, they must report this information immediately to their supervisor and the Senior Aides Project Coordinator. The Host Agency supervisor will complete an Accident Report Form (319) covering such injuries.

SENIOR AIDES QUARTERLY MEETINGS

Attendance at periodic meetings of all participants for the purpose of providing training and information is required. Meetings are held at least four times each year, but may be held more frequently. SCSEP participant meetings are training sessions and provide opportunities for participants to gain information and engage in skill training. Attendance at regular SCSEP participant meetings is mandatory. Hours spent at a participant meeting shall be compensated at the regular rate of pay.

FORMAL CLASSROOM TRAINING

Training for job skills is an important part of the SCSEP Program. Training and other opportunities should be offered at the Host Agency. Senior Aides who indicate a desire to enhance job related abilities may apply to attend formal in-classroom training at institutions of higher learning where such classes are available. Senior Aides must apply in writing to the Senior Aides Coordinator prior to the beginning of the desired class. Our budget is very limited for classroom training because our budget is allocated for payroll.

DURATION LIMIT

Our philosophy is that new assignments in different Host Agencies will provide the Senior Aide with a greater opportunity to enhance their skills and capabilities and their potential for unsubsidized employment.

The durational limit of a training assignment or the amount of time the Senior Aide will spend in a specific community service training assignment will be determined by their IEP, and will not last for more than twelve (12) months. If it is determined that further time at the Host Agency will result in **significant** training opportunities or more time will provide a greater chance of being hired, the Senior Aide may be given an extension by the Project Coordinator. A transfer

may be made by the Project Coordinator at any time it is deemed to be in the best interest of the participant.

DISCRIMINATION

Cumberland County SCSEP will not subject any person to discrimination in employment, services and activities on the grounds of race, creed, color, national origin, disability, religious belief, political affiliation, sex, age, veteran status or participation in other government programs, except where age is a consideration for eligibility or where participation in other programs may affect income eligibility.

Cumberland County SCSEP is an Equal Opportunity Employer, and shall use its best efforts to ensure a safe and healthful working environment, free of substance abuse (drugs and alcohol), harassment and hazardous conditions.

POLITICAL ACTIVITIES

No Senior Aide shall engage in any political activity during hours for which the senior is being paid with Senior Aides Project funds.

NEPOTISM

No Senior Aide shall be assigned to a Host Agency where a member of the immediate family of the Senior Aide is in a supervisory or administrative capacity involving oversight of the Senior Aide. Immediate family includes: wife, husband, son, daughter, mother, father, brother, brother-in-law, aunts, uncle, niece, nephew, step-parent, step-child, grandparent and grandchild.

VOLUNTEERING

Senior Aides are prohibited from volunteering at his/her assigned Host Agency for work which is the same as or substantially the same as the work defined in the Senior Aide position description.

FIELD MONITORING VISITS

The Senior Aide Project Coordinator will routinely monitor the work sites to evaluate the activities of the Senior Aides and to provide the opportunity to consult with supervisors

regarding any problems or concerns. In addition, random site visits will be made by a field representative from the Senior Service America or the Department of Labor to assure compliance with Policies and Procedures.

HOST AGENCY SUPERVISOR REPORT

This Report is due at the end of each pay period. This is known as the In-Kind Report, where the supervisor indicates the amount of time he/she spent directly supervising the Senior Aide. If the Supervisor's salary is paid with federal dollars, it is not necessary for them to complete this Report.