



**Senior Service America Inc.
Senior Community Service Employment Program**

Participant Handbook Checklist for Local Sponsors

Submit this cover Page with the Participant Handbook

Amended September 2017

Project Name: _____ Project #: _____

Contact or Project Director Name: _____

Submit the revised Participant Handbook; this Checklist for Local Sponsors and the Sponsor Agency's Drug Free Workplace Policy to your assigned Program Officer or to SSAI Connect at scsephelp@ssai.org.

Check one: _____ This is ready for review by SSAI

_____ This is a draft; I must get approval from either the Board/City Council/County Commission before this draft Handbook can be finalized for distribution. I will notify SSAI when the Handbook is finalized.

Date Submitted: _____ (TO BE COMPLETED BY SSAI STAFF)

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| Minimally your SCSEP participant handbook must include the following: | |
| <input type="checkbox"/> | Mission and Purpose of the SCSEP Program |
| <input type="checkbox"/> | Discrimination Policy |
| <input type="checkbox"/> | You must include your Drug Free Workplace Policy; the sponsor can reference the Drug Free Workplace Policy in this handbook but you must provide SSAI with a copy for files. You may fax or email separately if you cannot send it electronic. Email to your assigned Program officer or SSAI Connect at 301-578-8989. |
| <input type="checkbox"/> | Eligibility <ul style="list-style-type: none"> • Criteria • Documentation • Recertification |
| <input type="checkbox"/> | Community Service Assignment and Rules of Conduct |
| <input type="checkbox"/> | Assessment and Individual Employment Plan (IEP) |
| <input type="checkbox"/> | Written Community Service Assignment Description |
| <input type="checkbox"/> | Host Agency Safety Procedures and Other Monitoring Host Agency Safety Procedures and Other Monitoring Yes ___ No ___ : Disaster Response and Recovery Plan referenced? |
| <input type="checkbox"/> | Hours |
| <input type="checkbox"/> | Participant Meetings (indicate the frequency of meetings; minimum of 2 per year required) |
| <input type="checkbox"/> | Training |
| <input type="checkbox"/> | Unsubsidized Jobs |
| <input type="checkbox"/> | Unsubsidized Placement Follow-ups (include signing the Release Form) |
| <input type="checkbox"/> | Participant Performance Evaluations (optional) <i>If you do not conduct Performance Evaluations, this section should be removed from the Handbook)</i> |
| <input type="checkbox"/> | Changing Community Service Assignments – make sure your policy is IEP based |
| <input type="checkbox"/> | Four Year/48 Month Durational Limit of Participation in SCSEP |
| <input type="checkbox"/> | Transition Assessment and IEP for participants approaching 4 year cap (including 12 month, 90 day and 30 day termination with exit date being the same as date participant reaches 4 year limit; as well transitional assessment to be completed at 12 months before the four year date and updated minimally at least 90 days and 30 days before the four year date) – make sure your policy is IEP based |
| <input type="checkbox"/> | Injury on Training Assignment – indicate how a Participant reports an injury and indicate where the Workers’ Compensation information is posted |
| <input type="checkbox"/> | Nepotism Prohibited at Host Agencies |
| <input type="checkbox"/> | Participant Records |
| <input type="checkbox"/> | Payroll Distribution: <ul style="list-style-type: none"> • Wages |

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| | <ul style="list-style-type: none"> • Time sheets (<i>policy can include faxed as long as original timesheets are available somewhere – consult with agency’s auditors</i>) • Pay schedule - customize to your agency’s policy • Distribution Methods - customize to your agency’s policy Designee - customize to your agency’s policy Direct Deposit - customize to your agency’s policy |
| <input type="checkbox"/> | Fringe Benefits: <ul style="list-style-type: none"> • FICA • Unemployment Insurance (<i>only if required by State Law, for SSAI this is NY only</i>) • Physical Examinations • Workers Compensation |
| <input type="checkbox"/> | Leave Time: <ul style="list-style-type: none"> • Certain “lost” time • Federal Holidays (<i>make up hours only, if the participant is scheduled to work on a day the host agency is closed for a federal holiday</i>) • Sick leave • Inclement Weather and Disaster Closings (<i>state your policy</i>) • Leave Without Pay (<i>Sponsors include the upper limits – such as 30 days, 60 days,</i>) • Jury Duty (<i>state the Sponsor’s Policy</i>) • Alternative Assignment |
| <input type="checkbox"/> | Transportation Reimbursement |
| <input type="checkbox"/> | Supportive Services – (<i>Sponsors need to insert the availability of supportive services that can be made available to participants</i>) |
| <input type="checkbox"/> | Limits to Activities: <ul style="list-style-type: none"> • Political • Volunteering at Host Agencies • Labor Practices-Maintenance of Effort |
| <input type="checkbox"/> | Exiting SCSEP - Voluntary Exits |
| <input type="checkbox"/> | Disciplinary/Termination Procedures (include all 3 steps) |
| <input type="checkbox"/> | Other Reasons for Terminations (Participants may not be terminated until 30 calendar days after you have been provided a written notice. Written notices of termination including the reason for the action and appeal procedures must be given to the Participant if the sponsor expects to terminate a participant from SCSEP. Participants have the right to appeal any decision) <ol style="list-style-type: none"> 1. Termination for Cause 2. Termination for Individual Employment Plan Violation 3. Termination for Income Eligibility (<i>Participants are allowed to continue working at their Community Service Assignment until exited</i>) |

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| | <ol style="list-style-type: none">4. Termination for Violation of Leave Without Pay (<i>the project may call this Approved Break in Service</i>)5. Termination for Reaching Durational Limit (<i>Participants are allowed to continue working at their Community Service Assignment until exited</i>)6. Termination Due to Program Ineligibility (<i>Participants are allowed to continue working at their Community Service Assignment until exited</i>)7. Termination Due to Becoming Employed While enrolled in SCSEP |
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Grievance/Complaint Procedure (*write out your specific procedure and be sure all steps can be addressed within 45 business days*)

Notification of Filing of Complaint required by Participant - *The project sponsor must notify the SSAI SCSEP National Director and provide a copy of the complaint within seven business days.*

Complaint Resolution/Grievance Procedure Steps

1. Upon receipt of a written complaint, the project director, the participant who filed the complaint and the host agency supervisor, if appropriate, should seek promptly to resolve the differences in an informal conference.
2. A written statement outlining the result of the conference should be provided to all involved persons including the participant.
3. If the participant is not satisfied with the results of the informal conference, they have the right to appeal to an established complaint resolution committee or to the chief executive officer of the (Insert Sponsor Name) as provided for in this Participant Handbook
4. (Insert Sponsor Name) shall ensure the appeal is heard promptly.
5. The participant has the right to use the assistance of others at the hearing, to call witnesses and to question those involved in the complaint.
6. A written summary of the decisions made at the hearing must be provided promptly to all involved
7. The time limit of the complaint resolution procedure for each project sponsor is 45 business days, including the time for filing the appeal to SSAI.



Adverse Action Against Participant - the sponsor must notify the participant in writing of the reason or reasons for the action, and advise him or her of the complaint resolution procedures and of his or her right to appeal to SSAI's SCSEP National Director.

Right to Appeal to Senior Service America, Inc. (SSAI)

Persons who are dissatisfied with a decision resulting from the project sponsor's complaint resolution procedure have the right to appeal to SSAI.

1. SSAI will send a letter to the participant acknowledging receipt of the complaint and will review the results of the complaint resolution procedure and may hold a hearing to gather additional information.
2. SSAI will affirm or amend the decision within 15 business days and provide the participant and (Insert Sponsor Name) a written copy of the decision stating that the decision is final, except if the participant appeals to the U.S. Department of Labor.

Department of Labor Appeal

A complaint alleging violations of law may be appealed to the U.S. Department of Labor (DOL) as described below if the complaint is not resolved within 60 business days of the time of filing by the combined complaint resolution procedure of the project sponsor and the SSAI SCSEP National Director. A complaint alleging violations of law is appealed to the following DOL unit:

1. Complaints alleging violations of the law. A complaint alleging violations of law, other than a complaint alleging discrimination, which is not resolved within 60 business days as a result of the combined complaint resolution procedure of a project sponsor and SSAI may be filed with the Chief, Division of Adult Services, Employment and Training Administration, U.S. Department of Labor, 200 Constitution Ave., N.W., Washington, D.C. 20210.

U.S. Department of Labor regulations governing SCSEP provide that, except for complaints alleging violations of the law, and for complaints alleging discrimination, the department shall limit its review to determining whether the appeals procedures of a project sponsor and SSAI were followed.

Complaints or Questions Regarding Nondiscrimination Requirements

1. Complaints or questions regarding nondiscrimination requirements, or complaints alleging a violation of the nondiscrimination requirements of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Section 188 of the Workforce Investment Act of 1998 (WIA), or their implementing regulations **must be directed or mailed** to Civil Rights Center at the U.S. Department of Labor at: Director, Civil Rights Center, U.S. Department of Labor, Room N-4123, 200 Constitution Ave., N.W., Washington, D.C. 20210.
2. Sponsor Staff must refer complaints alleging discrimination on the basis of race, color, religion, gender, sexual orientation, national origin, disability or age – except when age was used as a valid requirement for SCSEP eligibility as described in the SSAI Policy and Procedure Manual (Policy 203, Eligibility Requirements) – to the Civil Rights Center.
3. Sponsor staff should not process an allegation based on discrimination. (Insert Sponsor Name) staff should advise the participant that the complaint or question will be filed with the Civil Rights Center in accordance with this Section.
4. Pending the disposition of the allegation by the Civil Rights Center, (Insert Sponsor Name) should assist the participant to resolve any Program problems in the same manner as sponsor staff would assist any other participant regardless of the discrimination allegation.

Applicable Internal Sponsor Policies