

PARTICIPANT

# HANDBOOK



## Senior Community Service Employment Program

---

**Georgia Department of Human Services**  
Division of Aging Services

## **Welcome**

A message from the Georgia State Coordinator

Congratulations for taking your first steps toward 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 Georgia State Senior Community Service Employment Program (SCSEP). 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 Coordinator. We look forward to doing whatever we can to help you succeed in your goal of finding permanent employment.

Sincerely,

### **Almaz Akalewold**

State SCSEP Coordinator  
Georgia Department of Human Services  
Division of Aging Services  
2 Peachtree Street, Suite 33.452  
Atlanta, GA 30303  
404.657-5332 (phone)  
404-478-8172 (eFax)  
almaz.akalewold@dhs.ga.gov

**Sub-grantee:**

**Address:**

### **Very Important | 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 Georgia Division of Human Services, Division of Aging Services SCSEP policies. Georgia 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 project staff.

# Contents

<b>Section 1: Information about the Georgia SCSEP</b>	<b>5</b>
About Georgia Department of Human Services, Division of Aging Services	5
About	7
About SCSEP	7
<b>Section 2: Training in SCSEP</b>	<b>8</b>
Eligibility	8
Assessment	8
Assignment	8
Orientation	8
Individual Employment Plan	9
Participant Meetings	9
Employability Training	9
On-the-Job Experience	9
<b>Section 3: Community Service Assignments</b>	<b>10</b>
Community Service Assignment Description	10
Training Hours	10
Length of Assignment	10
Driving at a Host Agency	10
Request for Reassignment	10
Evaluations	10
<b>Section 4: Finding a Permanent Job</b>	<b>11</b>
Applying for Jobs	11
Once You Find a Job	11
Employment Follow-up	11
Changing Employers	11
<b>Section 5: Payment of Training Wages</b>	<b>12</b>
Payroll Periods and Paychecks	12
Direct Deposit	12
Participant Timesheets	12
Fraudulent Timesheets	13
Host Agency Closings	13
Unpaid Leave of Absence	13
Holidays	13
Bereavement Leave	13
Jury Duty	13

**>> Continued on Page 4**

# Contents

<b>Section 6: Safety, Accident, and Health Information</b>	<b>14</b>
Workers Compensation	14
Accident Reporting	14
Physical Examinations	14
<b>Section 7: Additional Program Information and Policies</b>	<b>15</b>
Drugs in the Workplace	15
Americans with Disabilities Act	15
Age Discrimination in Employment Act	15
Disciplinary Procedures	15
Termination Procedure	15
Other Reasons For Termination	16
Grievance Procedure	16
Political Activity	16
Federal Regulations	16
<b>Section 8: Participant Responsibilities</b>	<b>17</b>
Responsibilities	17
<b>Section 9: Attachments</b>	<b>18</b>
Grievance Procedure	18
Disciplinary & Termination Procedures	19
Political Activities Notice	22

# Section 1

## INFORMATION ABOUT THE GEORGIA STATE SCSEP

### About the Georgia Division of Aging Services

The Division of Aging Services (DAS) works to continuously improve the effectiveness and efficiency of services. We fully comply with the requirements of the Older Americans Act to ensure that services are properly and effectively administered to meet the needs of elderly Georgians.

#### Vision:

Living Longer, Living Safely, Living Well.

#### Mission Statement:

The Georgia Department of Human Services (DHS) Division of Aging Services supports the larger goals of DHS by assisting older individuals, at-risk adults, persons with disabilities, their families and caregivers to achieve safe, healthy, independent and self-reliant lives.

#### Values:

##### A Strong Customer Focus

We are driven by customer – not organizational – need. Our decisions involve our customers and include choice.

##### Accountability and Results

We are good stewards of the trust and resources that have been placed with us. We base our decisions on data analysis and strive for quality improvement.

##### Teamwork

Teamwork is the way we do business. Our decision-making is shared, and everyone's opinion is valued. From teamwork come innovation, creativity and opportunity. We value collaboration and seek ways to include others.

##### Open Communication

Communication is the lifeblood of organizations. Ours is open, two-way and responsive. We listen to our customers and partners and provide them accurate, timely information.

##### A Proactive Approach

We anticipate the needs of our customers and advocate on their behalf.

##### Dignity

We respect the rights and self-worth of all people.

##### Our Workforce

Our workforce, including volunteers, is our best asset. We respect one another and treat one another with fairness and equity.

## Trust

We are honest with one another and with our customers. Compassion and integrity underlie what we do and who we are.

## Diversity

We value a diverse workforce because it broadens our perspective and enables us to serve our customers.

## Empowerment

We believe in self-determination for our customers. We support the right of our customers and workforce to make choices and assume responsibility for their decisions.

## Positive Work Environment

We maintain a learning environment with opportunities to increase professional growth, knowledge and stimulate creative thinking. We share a sense of family.

The Division of Aging Services (DAS) coordinates with 12 Area Agency on Aging (AAAs) identified by geographical boundaries. All community-based services for older Georgians are coordinated through these agencies. AAAs are effective advocates for the needs of Georgia's aging population.

To find contact information for your local AAA, visit: [aging.dhs.georgia.gov/local-area-agencies-aging-aaas](http://aging.dhs.georgia.gov/local-area-agencies-aging-aaas)

The Georgia State SCSEP contact, address and telephone number is:

Almaz Akalewold

State SCSEP Coordinator

Livable Communities

Georgia Department of Human Services

Division of Aging Services

2 Peachtree Street, Suite 33.452

Atlanta, GA 30303

404.657-5332 (phone)

404-478-8172 (eFax)

[almaz.akalewold@dhs.ga.gov](mailto:almaz.akalewold@dhs.ga.gov)



## About your organization

About your organization:

Below is the address and telephone number of the local Georgia SCSEP project office:

Contact Name:

Contact Title:

Subgrantee Name:

Address:

City, State, Zip:

Phone number:

Fax number:

## 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. Periodically DOL solicits competitive grant applications from national organizations to operate the program. In addition to the individual states' Departments on Aging, several national organizations have been awarded SCSEP grant funds.

## Section 2

### 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 percent of the federal poverty guideline, you lived in a county that the Georgia SCSEP serves, and you are unemployed.

To continue to be eligible for SCSEP, your family income must remain at or below 125 percent 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 project staff immediately.

#### 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 may concern you, because it asks you to disclose some personal information about your abilities and needs. But the more honest and open you can be, the more it will help the staff to find the right training for you.

#### 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 the project 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.

#### Orientation

You will be provided an Orientation to SCSEP by the SCSEP project staff. They will explain all 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 a thorough assessment to determine the most suitable employment and community service assignment, 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 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 project staff will help you with this decision.

## Participant Meetings

Project staff will periodically hold participant meetings. Your attendance at these meetings is required. On the day of a participant meeting, you will go to the designated meeting location instead of going to your community service assignment at your host agency. Your host agency supervisor will also have a schedule of the meetings, but it doesn't hurt to remind them the day before that you are going. 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 meeting, you must notify the SCSEP project staff in advance.

## Employability Training

The SCSEP project 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 project 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 (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 at the end of the specified training period. This is a great way to bridge your training at a SCSEP host agency to a permanent job.



## Section 3

### COMMUNITY SERVICE ASSIGNMENTS

#### Community Service Assignment Description

You will receive a Community Service Assignment Description 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 Community Service Assignment Description.

If you are asked to do duties other than those listed on the Community Service Assignment Description, please contact the SCSEP project office.

#### Training Hours

In most cases, you will be assigned to train no more than 39 hours per week for part-time status. Hours may range from 18 to 23 hours per week, with 21 hours as an ideal number. At least 18 hours per week is preferable, depending on your community service assignment. In no case may you work more than eight hours in one day or more than 40 hours in one week.

You will be offered a certain number of hours per week training assignment based on available funds. You may request fewer hours of training per week. In that case, you must receive approval from the SCSEP project director.

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 Community Service Assignment Description. You are not allowed to work different or more hours without SCSEP project staff approval.

If you are asked to work at a different time, or more hours than what is listed on your Community Service Assignment Description, please contact the project 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 12 months, but individual circumstances are taken into consideration.

#### 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.

#### Request for Reassignment

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

#### 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 toward 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.

## Section 4

### 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 project 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 project 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 can 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 while you were in SCSEP, notify the project staff immediately. They can help you find another job or provide you with 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 you are employed by a new employer, you must notify the SCSEP project staff about the new employer so that they can continue to follow-up on your progress as required by the Department of Labor.

## Section 5

### **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 Georgia SCSEP, the federal government, or by the host agency where you are completing your community service assignment.

#### **Payroll Periods and Paychecks**

A payroll period generally covers 14 days beginning on a Sunday and ending the second Saturday. You will be given a list of pay periods and pay dates for your SCSEP program. Payroll is processed at the SCSEP project office the week after the end of the payroll period. Checks are generated the following week. For new participants, this payroll process could mean that there will be a delay of up to one month before receiving their first check from the program, and they should plan accordingly.

You must submit your Participant Timesheet accurately and on time to your host agency supervisor, so you will 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 bank. It is strongly encouraged, though not required, that you sign up for this service. Forms and instructions can be obtained from the SCSEP project 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" 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" on the time sheet.

If you attended a Participant Meeting or another training assignment as directed by the SCSEP project staff, you will put those hours in the appropriate column:

Community Service Hours

Other Hours

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

At the end of the pay period, once all your hours have been filled into 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 may want to make a copy of your 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 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 regularly scheduled for that day during 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 Project Director at least one week in advance. The Project Director reserves the right to approve or deny the request. An unpaid leave of absence occurs when you are absent from your training assignment and receive no pay for a predetermined period. If approved, you will be put into a Leave without Pay status for the leave period, up to 30 days, during which time you will still be enrolled in SCSEP. You will be exited from the program if you are absent beyond this time but may reapply at a later date.

### **Holidays**

You will have the opportunity to make up hours missed if you were scheduled to work but your Host Agency was closed for a Federal Holiday. You must make up the hours during that pay period or the one following. The list of Holidays will be given to you by your host agency supervisor.

### **Bereavement Leave**

In the event of the death of one of your family members or friends, you can miss up to five 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 you 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 and for your jury duty make-up schedule.

## Section 6

### **SAFETY, ACCIDENT AND HEALTH INFORMATION**

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 the Georgia State Labor and Industries 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 fully paid for 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 Waiver of Offer of Physical Exam stating your waiver of the exam. You will be offered a physical exam annually if you remain in the program for more than 12 months.

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 7

### **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 your 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 Project Director 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 project director.

#### **Disciplinary Procedures**

If a disciplinary problem arises at your community services assignment location, your host agency supervisor will contact the SCSEP project director immediately. The project director will attempt to resolve any conflicts, but if a resolution cannot be reached, the project director may arrange to transfer you to another community service assignment.

Continued disciplinary problems could be grounds for your termination from the program.

#### **Termination Procedure**

If a disciplinary problem arises at a community service assignment location, the host agency supervisor will contact the SCSEP project staff immediately. The SCSEP project staff should notify the AAA SCSEP staff within five business days of notification from the host agency supervisor. The SCSEP project staff will attempt to resolve any conflicts, but if a resolution cannot be reached, the SCSEP project staff may arrange to transfer the participant to another community service assignment.

A copy of the Termination Procedure is attached to this handbook. A copy is also posted in the SCSEP office.

## **Grievance Procedure**

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

If you have an official complaint you should follow the steps in the Grievance Procedure. Upon request, the SCSEP project 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 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.

## **Federal Regulations**

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



## Section 8

### **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 WIA One-Stop – Notify the project staff when this has been completed.
- You must contact the SCSEP project office for all the following situations:
  - 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.
  - You are unable to attend a participant meeting.
  - You are asked to do duties other than those listed on the Community Service Assignment Description.
  - You are asked to work at a different time, or more hours than are listed on your Community Service Assignment Description.
  - You are asked to drive somewhere as a part of your community service assignment, and driving is not listed on your Community Service Assignment Description.
  - You apply for a job or go on an interview, so your job search efforts can be noted in your file.
  - Your income, family size or employment status changes. Changes to personal information such as address, telephone number or marital status must also be communicated to the office in a timely manner.
  - You encounter problems with your training assignment, duties, supervisors, co-workers or staff, or you are injured or become ill while at your assignment
  - You accept permanent employment.
  - You change employers, so that the project 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 9

### ATTACHMENTS

#### Grievance Procedure

Procedures exist to provide mediation of problems encountered at host agencies or with the SCSEP project staff. A copy of grievance procedures should be provided to each participant during orientation to the SCSEP program and be included in the Participant Handbook. All participants should have signatures on file indicating that they have received the grievance procedures and are aware of their right to file a grievance.

A participant who has a complaint should take the following actions:

Step I: Informal: Discuss the Issue:

- In order to effectively address the participant's issues/problems, he or she should first contact the host agency Supervisor either by telephone or in writing, within five calendar days of the occurrence of the problem. The host agency supervisor must inform the SCSEP project staff upon receipt of the participant's grievance. The SCSEP project staff should inform the AAA SCSEP staff upon receipt of the host agency's notification of the participant's grievance.
- The host agency supervisor should work with the participant to provide a solution or explanation within 10 additional calendar days of the receipt of the grievance. If the host agency supervisor requires more time to provide a response, the participant will be provided with a projected response date.

Step II: Formal Grievance Procedure: If Not Satisfied with Informal Resolution

- If the participant is unable to receive a satisfactory answer or resolution from the host agency supervisor, the participant should contact the SCSEP project staff by phone or in writing within five calendar days of receipt of the response from the host agency supervisor.
- The SCSEP project staff must meet with the AAA SCSEP staff to compose and provide a written response to the participant's grievance within five calendar days of receipt of the response from the host agency supervisor. The response should include an invitation for a face-to-face meeting, if the participant chooses.

Step III: Appeal

- If the participant is not satisfied with the AAA response, he or she has the right to appeal the grievance in writing to the Georgia Division of Aging Services SCSEP coordinator at [almaz.akalewold@dhs.ga.gov](mailto:almaz.akalewold@dhs.ga.gov) within 10 business days of receipt of the AAA response.
- The Georgia Division of Aging Services SCSEP coordinator will confer with the affected parties within 10 business days of receiving the appeal and make and provide a written decision to the complainant. The decision should inform the participant of his or her right to a fair hearing (a face-to-face discussion) with someone other than the host agency supervisor or the SCSEP project staff, or the AAA SCSEP staff.

- If the participant is not satisfied with the final determination of the grievance by the Georgia Department of Human Services' Division of Aging Services, the participant may appeal with the:

Division Chief, Division of National Programs, Tools, and Technical Assistance  
Employment and Training Administration  
Office of Workforce Investment  
United State Department of Labor  
200 Constitution Ave, NW, Room C4510  
Washington DC 20210

- All documentation of the grievance process and decisions will be kept in the files of the AAA SCSEP staff and the Division of Aging Services SCSEP Coordinator. If a participant's complaint alleges a violations 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, the participant should be informed in writing of his/her right to file a written complaint with the Director, Civil Rights Center, U.S. Department of Labor, Room N-4123, 200 Constitution Ave., NW., Washington, DC 20210 within 60 days of the submission of the original grievance to the host agency supervisor.

### **Disciplinary & Termination Procedures**

If a disciplinary problem arises at a community services assignment location, the host agency supervisor will contact the SCSEP project staff immediately. The SCSEP project staff should notify the AAA SCSEP staff within five business days of notification from the host agency supervisor. The SCSEP project staff will attempt to resolve any conflicts, but if a resolution cannot be reached, the SCSEP project staff may arrange to transfer the participant to another community service assignment.

The disciplinary procedure will typically include the following three steps. The host agency supervisor or the SCSEP project director may skip Steps I and II and go straight to Step III (outlined below) and terminate a participant immediately for serious violations such as fraud, theft, destruction of property, violence or threats to health and safety of the participant or others.

#### Step I: Documented Verbal Warning

The host agency supervisor or the SCSEP project staff will verbally warn a participant and follow up with written documentation of the warning. This documentation will be placed in the personnel file. The documentation will be copied to the AAA SCSEP staff.

#### Step II: Written Warning

The host agency supervisor or the SCSEP project staff will prepare a written warning to a participant and discuss with them via telephone or in person. A copy of the written warning will be sent to the participant and placed in the participant's file and a copy sent to the AAA SCSEP staff.

During both Steps I and II, the participant will be informed of the corrective action needed and the time frame in which the corrective action must be taken.

### Step III: Termination

- Standard termination: Participants may not be terminated until 30 calendar days after they have been provided a written notice. Written notices of termination, including the reason for the action, appeal procedures and a copy of the Grievance Policy, must be given to the participant if termination is expected. Participants have the right to appeal any decision. Corrective action letters should be sent to the participant from the AAA SCSEP staff. The letters must be progressive in that the first letter should serve as a warning, and the second and third letters should emphasize that in the event of no satisfactory corrective action the participant will be terminated. All written correspondence regarding termination should be copied to the state SCSEP Coordinator at the Georgia Department of Human Services, Division of Aging Services. The director of the Division of Aging Services is the final arbiter for terminations.
- Termination for Cause: A sub-project may terminate a participant for cause. Participants cannot be terminated for cause without warning and an opportunity to correct the behavior, except in cases involving serious harm or imminent threat to health, safety, or property. The corrective action letters must be progressive, in that the first letter should serve as a warning and the second and third letters should emphasize that in the event of no satisfactory corrective action, the participant will be terminated. When a participant does not make improvement or correct the behavior and a termination decision is made, the sub-project must give the participant immediate written notice explaining the reason(s) for termination. All written correspondence regarding termination should be copied to the state SCSEP coordinator at the Georgia Department of Aging Services' Division of Aging Services. Termination for cause includes Individual Employment Plan (IEP) related reasons for termination and non-IEP related termination reasons:

#### *Non-IEP Related Reasons*

- Intoxication, use of alcohol, or illegal or inappropriate use of drugs while at the sub-project or host agency;
- Possession of, or use of a firearm or weapon while at the sub-project or host agency;
- Violent use of force or dangerous behavior at the sub-project or host agency, which endangers the well-being of participants, other staff, or self;
- Obscene or abusive language or behavior;
- Failure or refusal to cooperate with sub-project or host agency staff. (Examples would be refusal to cooperate with the recertification process by not providing required documents, and refusal, without good cause, to perform assigned duties and carry out instructions of the host agency supervisor; or violation of approved break policy);
- Continued or gross negligence in the performance of work duties. (Examples would be a participant's knowledge of and failure to report equipment damage or need for equipment repair on the worksite, and a participant van driver failing to conduct periodic van safety checks);
- Theft, unauthorized use, or misappropriation of sub-project or host agency property or equipment;
- Insubordination;
- Frequent tardiness or unauthorized absences, including reporting to the assignment late or not reporting to the assignment and not informing the supervisor. (Generally, three instances of absence without good cause or without proper notice may warrant termination);
- Failure to report to work at the host agency, contact the host agency, or contact the sub-project for three consecutive days and no extenuating circumstances exist;

- Failure to attend mandatory meetings and training sessions. (Participants are expected to attend required training sessions and meetings scheduled by the SCSEP Coordinator or agency. Disciplinary action may be taken if a participant fails to attend one mandatory meeting and/or training session and there are no extenuating circumstances);
- 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;
- Falsifying community service work hours at host agency site;
- Intentional disclosure of confidential or private information obtained from the host agency or sub-project. (An example would be informing others of information that is supposed to be kept private or confidential).

#### *IEP-Related Reasons*

- Refusing to accept a reasonable number of jobs offers or referrals to unsubsidized employment or for not complying with the Individual Employment Plan (IEP).;
- Becoming subject to disciplinary action up to and including termination when the participant refuses a total of three job offers and/or referrals to job openings and/or to follow through with objectives to achieve goals that are based on the IEP;
- Failure, without good cause, to cooperate fully with sub-project staff to accomplish the goals of the participant's IEP. (An IEP-related termination "for-cause" may be in order).

Examples of lack of cooperation with sub-project staff to accomplish IEP goals may include, but are not limited to, the following when provided for in the participant's IEP:

- Refusing to search for a job;
- Sabotaging a job interview, (for example, a participant tells the interviewer that he or she is not interested in the job or tells the interviewer that he or she is not qualified);
- Refusing or not participating fully in training opportunities;
- Refusing to transfer to a new community-service training assignment;
- Refusing to register at the One-Stop/Job Service;
- Refusing to take advantage of WIA opportunities;
- Refusing to accept or lack of follow-through in obtaining supportive services that will enhance the participant's ability to participate in a community service assignment consistent with the IEP;
- Refusing to cooperate with other IEP-related referrals;
- Refusing to cooperate with the assessment or IEP process ( Examples include refusing to participate in completing the assessment and IEP).

If the participant is found in violation of any of the above, it will be at the discretion of the AAA SCSEP staff as to whether the participant will be placed on 30-day administrative leave without pay or will be allowed to stay in the program for an additional 30 days and be terminated at the end of that time.

In all cases, the participant will be given a written notice within 30 calendar days of the termination date to allow for appeal.

- Termination for Reaching Individual Durational Limit

The federal statute and regulations allow a program participation time limit of 48 months. The state of Georgia encourages each person enrolled in the program to complete training and obtain employment within 48 months of entering the SCSEP program. If the participant has not found employment by the end of 48 months, he or she will be terminated from the program. A participant who is within 12 months of his or her durational limit will be notified by the sub-project and invited to meet with the SCSEP project staff to review transition activities, including but not limited to:

- Escalating job development activities;
- Re-designing the IEP;
- Rotating host agencies;
- Determining suitability for specialized training and/or OJE.

Participants terminated for reaching Individual Durational Limit also will receive referrals to needed services, including but not limited to:

- Subsidized housing
- Energy assistance
- Utility discount
- Food stamps
- SSI
- Transportation assistance
- AoA programs and services
- Homemaker and home health aides
- Congregate and home-delivered meals
- Friendly visiting programs
- Additional services referral available through the DAS Aging and Disability Resource Connection (ADRC) network

### **Political Activities Notice**

Section 641.321 Political activities.

- General. No project under Title V of the OAA or this part may involve political activities.
- 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.
- 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.
- No enrollee may be employed or out-stationed in the office of a member of congress, a Sstate or local legislator, or on any staff of a legislative committee.
- 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:
  - Units of local government may serve as host agencies for enrollees in such positions, provided that such assignments are nonpolitical; and
  - Where assignments are technically in such offices, such assignments are program activities not in any way involved in political functions.
- 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.]
- 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.

- 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

