

# **SCSEP Participant & Host Agency Handbook**

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## **SECTION ONE: INTRODUCTION**

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### ***WHAT IS THE AARP?***

AARP is the nation's leading organization for people age 50 and older. It serves their needs and interests through information, education, advocacy, and community services that are provided by a network of local chapters and experienced volunteers throughout the country. The organization also offers members a wide range of special benefits and services including "AARP The Magazine", the monthly "AARP Bulletin", and a Spanish-language newspaper, "Segunda Juventud".

### ***WHAT IS THE AARP FOUNDATION?***

The AARP Foundation is an AARP affiliated, 501(c)(3) nonpartisan, charitable organization, established in 1960. It administers publicly and privately funded programs, such as AARP Tax Aide and AARP Senior Community Service Employment Program. The Foundation also carries out national litigation through AARP Foundation Litigation and the Washington D.C. based advocacy programs funded through Legal Counsel for the Elderly, Inc. These programs also receive support from AARP.

### ***WHAT IS THE AARP FOUNDATION WORKSEARCH?***

Through its *WorkSearch* programs, AARP Foundation supports older workers as they remain in or re-enter the workforce by facilitating their navigation of the public and private workforce system, providing access to training that will allow them to remain competitive in the job market, and by providing connections to companies who value their experience.

The AARP Foundation *WorkSearch* has three programs that provide direct services to individuals seeking employment:

- AARP Foundation *WorkSearch Assessment System* targeted at individuals over the age of 40.
- AARP Foundation *First Step* is an abbreviated version of the *WorkSearch Assessment System*.
- AARP Foundation *Senior Community Service Employment Program (SCSEP)* targeted at financially eligible individuals over the age of 55.

### ***WorkSearch Assessment System***

The *WorkSearch Assessment System* is a web-based assessment & skills development learning tool that provides community-level job and career information and services to individuals who are seeking to remain in, or re-enter the workforce. The *WorkSearch Assessment System* is privately funded by the AARP Foundation and there is no age or income-qualifications that must be met in order to provide the *WorkSearch Assessment System* to job seekers. The *WorkSearch Assessment System* provides a variety of services, including interest and ability inventories, skills assessments, information about the

community job market, and connections to local training and employment opportunities at no cost to the individuals.

The *WorkSearch* Assessment System enables self-rating and objective measurement of skill strengths and weaknesses for hundreds of job roles. Participants are analyzed based on strengths and areas for improvement relative to a particular job role. As participants proceed through training and post training assessment, this system updates dynamically to show improvement and to indicate when full job skill certification status has been achieved or surpassed. Participants engage in targeted training for the specific areas where they lack the skills required for a specific job role.

#### **Features of the tool**

- A customized system that provides a seamless path from personal job interests through skills assessments, skill tests, and on line courses.
- Uses a selected system run by the National Business Services Alliance (NBSA), a growing consortium of eight universities with 120 employer consultants who have vetted over 1200 job-specific on line courses (Eighty are certified) that represent 75% of all job titles in the Bureau of Labor Statistics job bank.
- Registrants can access any of the features of the system as many times as they desire with no time limit and at no cost to them.
- At any point in the process, an individual can do a local job match based on the assessments completed to that point, and will be taken to any one of three job banks where all available jobs within 25 miles matching the assessed interests and skills will be downloaded and printed.
- The *WorkSearch* Assessment System is also available in Spanish.

Our goal is to provide all mature workers with an informed choice regarding their employment interests and options, to assist them with meeting their employment goals, and to help them gain increased financial security.

In order to begin using the *WorkSearch* Assessment System, job seekers must first visit a *WorkSearch* office to have an account created for them. Once an account has been completed, users can access the *WorkSearch* Assessment System from any high-speed internet connection 24 hours per day, 7 days per week.

#### **First Step Assessment System**

AARP Foundation First Step is an abbreviated version of the WorkSearch Assessment System. Job hunting is never an easy process. It can be especially daunting if you have not been in the job market for a long time. Two critical actions to take as you begin your job search are to 1) assess your own interests and skills and 2) to see what jobs might be available in your community. AARP Foundation has developed a comprehensive assessment system specific to your

needs. This system helps you assess your work interests and personal characteristics as well as your workplace and transferable skills. The system will also help you see what jobs are currently available in your community and link you to the application process. The assessment process begins with the First Step system. This First Step system will help you zoom in on the most promising job openings. Do your research and you can match your job search to fields that demand your skills and the areas that match your interests.

### **Senior Community Service Employment Program (SCSEP)**

***The goal of the AARP Foundation SCSEP is to provide useful, but part-time temporary, community service to host agencies in the community and to assist participants with updating or developing the skills they need to obtain a permanent “unsubsidized” job in their community. Our success adds directly to the economic vitality of the communities in which we work by providing a source for dedicated, trained, mature workers. A corollary benefit is the partnerships we form with public and non-profit host agencies that provide a short-term training environment for each of our participants, and in return, receive a temporary supplement to their staff at no cost. This partnership provides our communities with millions of hours of service annually that would not otherwise be available.***

All AARP Foundation SCSEP participants will also have full access to the WorkSearch Assessment and First Step Systems.

In addition to the WorkSearch Assessment System, SCSEP provides opportunities for eligible individuals age 55+ to obtain new job knowledge, enhance their skills and gain a competitive edge in today's job market. To be eligible, applicants must be financially qualified, unemployed, and must be interested in bettering their current employment circumstances.

**Note:** Within SCSEP, the term “enrollee” and “participant” are used interchangeably. “Enrollee” and “participant” are SCSEP specific terms and are not used outside SCSEP.

SCSEP Program participants are placed in temporary assignments with nonprofit community organizations or with federal, state, county or city organizations, where they have an opportunity to sharpen and develop skills while searching for a permanent job. While working in their temporary training assignments, participants earn the prevailing minimum wage per hour of training they receive. Participants also benefit from SCSEP's “Trial Employment” opportunities which allows employers to try SCSEP participants in their vacant positions for 2 to 4 weeks at no cost to the employer.

Unlike the WorkSearch Assessment System, the AARP Foundation SCSEP is funded by a grant from the U.S. Department of Labor with support from AARP and the AARP Foundation.

During its sponsorship of the program, AARP Foundation's SCSEP has served more than 400,000 people across the country. Historically, the AARP Foundation serves approximately 23,000 low-income older workers and has the highest job placement and service rate of any national sponsor in history. Participants in the AARP Foundation SCSEP contribute approximately 8,000,000 hours of service in local communities annually, valued at over \$135,000,000. 85% of our participants were still in their jobs six months after leaving our program—the highest rate of any state or national sponsor.

The AARP Foundation Senior Community Service Employment Program (SCSEP) manages 73 project sites in 22 states and Puerto Rico, with approximately 10,000 participants.

The success of the AARP Foundation SCSEP contributes unequivocally to the economic vitality of the communities. We assign our mature job seekers to subsidized training and aid them in their search for unsubsidized jobs within their community.

There are two primary personnel entities that participants interact with while enrolled in SCSEP:

- The Project Director
- Project Office Participants

Each are dedicated to cultivating the quality of life for mature workers by promoting opportunities for their economic independence.

The Project Director is familiar with the local job market and the job skills that are in great demand within their community. The SCSEP Project Director works closely with employers' to understand the qualifications required, work environments and job opportunities created for mature workers.

Participants assigned to the Project Office are termed Project Office Participants. Although the Project Office Participants are not considered employees of the AARP Foundation, they fully comprehend both the mission of the program and the related responsibilities that share in the success of the program's project sites.

Two-way communication and cooperation with the Project Director and Project Office Participants is critical to the success of every SCSEP participant.

**Our Motto:**

***"Your Job Is To Get A Job, Our Job Is To Help You!"***

## **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 program. Whether you are a job seeker looking for assistance or a community agency wishing to provide training to older workers, you must understand the true mission of the program. Only with this understanding and a commitment to follow policies and procedures can the program be successful for our partners. All participants in the program are asked to sign a *Program Requirements* form (see sample in Section Two below) that outlines our responsibility as a sponsor and their responsibility as a participant. It is important for both participants and host agency partners to understand the policies and responsibilities each agrees to upon enrolling in SCSEP.

### **Limited Funding**

Given that the total funding provided for all sponsors and states under Title V of the Older Americans Act can reach less than 1% of the eligible population, the AARP Foundation SCSEP is committed to helping as many older individuals as possible gain the skills and confidence they need to find real employment and better their lives. In order to serve more individuals it is critical that we free up as many participant slots as possible. We do this by placing participants into unsubsidized employment so that we can bring new participants into the program to replace those who have left with jobs. It also means that those participants who fail to actively participate in their host agency training assignments and in the unsubsidized job search process as required by the grant could be separated to make room for new participants.



## **SECTION TWO: GETTING STARTED**

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### **AS A PARTICIPANT**

Project Office Participants must first determine an applicant's eligibility for enrollment. Eligibility is based on age, residency, employment status, and income guidelines established by the U.S. Department of Labor and by our ability to provide the services you need. We may not be able to help everyone who is eligible. Once your application has been accepted, and your enrollment forms, which include Program Requirement form shown below, are completed your program services begin. These services will include:

- Assignment to a host agency
- An assessment of skills
- A formal program orientation
- The creation of an Individual Employment Plan (IEP) that will identify barriers to employment and recommended assignments, training and services to overcome these barriers.
- Assistance with setting employment goals
- Referrals to employment opportunities
- Follow-up meetings, evaluations and reviews to determine your progress and "next steps" in your enrollment
- Obtaining assistance from other programs (e.g., disability and aging programs and veterans groups)

### **The Participant's Responsibilities**

As a participant on the program, it is important that you communicate your activities, concerns, progress and goals to the Project Office Participants. It is only with this open communication that we can fully assist you with realizing your employment goals.

This communication should include, but is not limited to:

1. When you are unable to report to your host agency as scheduled, you will contact both the Project Office and your host agency supervisor in a timely manner.
2. You will notify the Project Office before making any changes to your scheduled work hours at your assignment.
3. You are only authorized to work your scheduled/approved hours.
4. You will tell your host agency supervisor of your employment goals and request his or her assistance with locating a permanent job. This includes applying for appropriate jobs available at the agency and requesting a written recommendation.
5. When you apply for a job or go on an interview, you will contact the Project Office so your job search efforts can be noted in your file.
6. You will register with the State Employment Service or One-Stop and will notify the Project Office when this has been completed.
7. You will notify the Project Office immediately if there are changes to your income or family size. Changes to personal information such as address,

telephone number or marital status must also be communicated to the office in a timely manner.

8. If you encounter problems with your training assignment, duties, supervisors, co-workers or staff, you will report these issues to the Project Director in a timely manner so the issues can be resolved.
9. If you are injured or become ill while at your assignment, you will report these issues to the Project Director in a timely manner so the issues can be resolved.
10. Most importantly, when you accept permanent employment off the program, you will notify the Project Office immediately. This helps to support program goals and continued funding for others
11. Some agencies may require certain background checks and screening on participants. The results could affect a participant's assignment to a particular host agency.

## Program Requirements Form (Sample)

### SCSEP PROGRAM REQUIREMENTS

The purpose of the SCSEP is to provide part-time training while I actively work to find a job off of the program. This is not a permanent job. This program does not have the funding to serve everyone who is eligible, and this program does not have the ability to serve those with no reliable transportation or those who do not wish to find a job off the program. (Initial \_\_\_\_\_)

If I am determined eligible and enroll and/or when I get a job off the program, I understand that I may lose all or part of those public benefits I now receive.

These benefits may include: Public Housing, Food Stamps, SSI/SSD, Medicaid, and Unemployment.

(1) I acknowledge that if I am found eligible and enroll and/or when I find unsubsidized employment that I may lose all or part of the benefits noted above. (Initial \_\_\_\_\_)

(2) I agree—even if I may lose benefits—that if I am enrolled I will cooperate with the Project Director/ Project Office Participants by:

- accepting referrals and interviews for unsubsidized jobs (Initial \_\_\_\_\_)
- conducting an ongoing search for unsubsidized employment as specified in my IEP and as directed by the Project Director and/or Project Office Participants (Initial \_\_\_\_\_)
- accepting regular transfers of my host agency assignments as necessary to further my training and work experience (Initial \_\_\_\_\_)
- maintaining registration with the State Employment Service and/or One Stop Center (Initial \_\_\_\_\_)
- attending job search training, job clubs, participant meeting, etc., when required by the Project Office, and to engage in continuing unsubsidized job search activities. (Initial \_\_\_\_\_)

(3) SCSEP is a short-term, work-training program usually lasting months, not years, which helps to prepare participants for unsubsidized employment. SCSEP participants are considered to be in temporary, training status, preparing to accept unsubsidized employment off of the program. The program is not an entitlement, nor is it designed to provide income maintenance. I acknowledge that training with the host agency is NOT a job and if I am enrolled I am not an employee of either the AARP Foundation or the host agency to which I am assigned. (Initial \_\_\_\_\_)

(4) The Project Director may change my enrollment status or terminate my work training host agency assignment at any time. Participants complete a skills assessment and an Individual Employment Plan (IEP) upon enrollment. Based on the needs identified in my (IEP) and the skills I possess, AND based on the needs of the AARP Foundation SCSEP, I could be transferred from one work-training assignment to another to broaden my experience and better prepare me for an unsubsidized job off of this program or to make adjustments to the

program as required by funding. The number of transfers, length of training assignments, and the location of my assignment are based on my place and progress in the program AND the needs of the program for ongoing support. I should not compare my progress, transfers, and tenure on the program with anyone else. (Initial\_\_\_\_\_)

(5) AARP Foundation reserves the right to set participant training hours based on the budget available and other program considerations in the county where the participant is assigned. This may result in cases where less than 20 hours per week is available. (Initial\_\_\_\_\_)

(6) Do you own a vehicle? If yes, my initials attest to having both a valid drivers license and valid auto insurance. (Initial\_\_\_\_\_)

(7) At the time of participation, I am not employed, i.e.:

- I do not do any work at all as a paid employee. (Initial\_\_\_\_\_)
- I do not do any work at all in my own business, profession, or farm. (Initial\_\_\_\_\_)
- I do not work 15 hours or more as an unpaid worker in an enterprise operated by a member of my family. (Initial\_\_\_\_\_)
- I do not have a job or business from which I was temporarily absent because of illness, bad weather, vacation, labor-management dispute, or personal reasons. (Initial\_\_\_\_\_)

(8) I may not volunteer time at my Training Assignment, and I will not be paid for any time that was not authorized or that was performed outside of my work-training schedule. In addition, the Training Provider may request my removal anytime my behavior, attendance, attitude, or aptitude proves detrimental to the agency or SCSEP. (Initial\_\_\_\_\_)

(9) AARP Foundation SCSEP may change participant benefits and guidelines at any time, and reduce my hours if necessary due to budgetary constraints. (Initial\_\_\_\_\_)

(10) My enrollment in the SCSEP is based on a number of things, including my continuing eligibility, satisfactory performance of my work-training assignments; suitable transportation that allows me to accept training and an unsubsidized job at locations throughout my community; and my willingness to actively cooperate in the job search process as spelled out in my IEP and directed by the Project Director and/or Project Office Participants. If information I provided to meet the program's eligibility is inaccurate I may be subject to immediate dismissal. (Initial\_\_\_\_\_)

(11) I understand that enrollment in the SCSEP is normally months, not years. Under most circumstances a participant will have taken advantage of all the resources & services in this program after two or three training assignments and

should be well on his or her way to finding unsubsidized employment off the program. Given AARP Foundation SCSEP's limited funding and the number of eligible individuals who need our help, AARP Foundation SCSEP cannot keep individuals on the program who have exhausted all our resources. (Initial \_\_\_\_\_ )

(12) While not a condition of enrollment, it is expected that participants will maintain a bank account and utilize the program's direct deposit service. (Initial \_\_\_\_\_)

(13) I agree to provide SCSEP all my employment information, once I have secured an unsubsidized job, no matter how the job was obtained. (Initial \_\_\_\_\_)

(14) I agree to allow the release of information about my enrollment, assignments, employment status and wages while enrolled or for up to a year after leaving the program for reporting or program promotion purposes. (Initial \_\_\_\_\_)

(15) I understand that as part of my enrollment I may be asked to complete a Customer Satisfaction Survey. I agree I will complete this survey and submit it in a timely manner if asked. (Initial \_\_\_\_\_)

(16) As part of my enrollment, I may be asked/directed to attend meetings, conduct job searches or come into the Project Office. Because of our limited resources, the Project Site is not responsible for payment for mileage or transportation to such meetings. (Initial \_\_\_\_\_)

(17) Your application/enrollment process is not complete until you have completed your first day of training at your new training assignment. You will **not** be paid for any part of the application or enrollment process unless and until you have completed this first day of training. You will then be paid for all time spent previously during the application/enrollment process. (Initial \_\_\_\_\_)

By signing this document, I acknowledge my understanding of the purposes of this program. If the program has vacancies, if I am found eligible, and if the program has the ability to meet my needs, I will be enrolled. If enrolled, I will receive the Participant & Host Agency Supervisor Handbook and orientation to the SCSEP. I will be provided with a copy of the Training Assignment Description for my training assignment. If enrolled, by signing I agree to comply with all policies and procedures of the SCSEP. I further understand that failure to comply with the terms of this agreement at any time during my time on the program could put my enrollment at risk and may result in my separation from the program.

Participant \_\_\_\_\_ Date \_\_\_\_\_  
Project Director \_\_\_\_\_ Date \_\_\_\_\_

## **AS A HOST AGENCY SUPERVISOR**

Project Office Participants will further explain SCSEP and its mission and determine if your agency qualifies to serve as a training site. Federal Regulations require that all SCSEP host agencies be either 501(c)(3) non-profit organizations or public agencies. Proof of nonprofit status (a 501(c)(3) letter or IRS 990) if applicable, and your Federal Employer Identification Number (FEIN) will need to be provided to the Project Site Office, and will be kept on file at the AARP Foundation SCSEP Project Office. Project Office Participants will seek your input on determining what training opportunities might be available at your agency and will work with you to develop identify the responsibilities for these training positions.

Once qualified, an official representative of your agency should be designated to sign the Host Agency Agreement (see sample below). This individual should also determine who would be directly supervising the participants assigned to the agency. These supervisors must also sign the Host Agency Agreement authorizing them to sign participants' Time & Attendance Reports. Participants should not be given a blank Time & Attendance Report or complete their own Time & Attendance reports. It is the Supervisor's responsibility to fill in the daily hours and the total number of hours worked. The participant should verify those hours and then sign and date the timesheet along with the supervisor. In order to become a host agency, the organization **must** have a fax machine in good working order in order to both receive and send participant Time & Attendance Reports from and to the Project Site office's payroll system at **1-866-949-1389**. All paperwork must be on file in the SCSEP office before a participant may begin training. In order to ensure that your agency continues to provide viable training opportunities for our participants, your participation as a host agency will be evaluated each year. At that time, you will be asked to renew the new Host Agency Agreement indicating that you continue to support the mission of the program. If, during this annual review, it is determined that the host agency is not fulfilling its obligation to adequately train, supervise and guide the participant toward securing permanent employment, the SCSEP may discontinue its agreement with the agency and participants will be re-assigned.

### **Additional Responsibilities of a Host Agency**

Prior to committing your agency to become a training site for SCSEP participants, you should understand and agree to the following:

- The host agency will bear the cost for training materials, background/security/police checks and/or health screenings required by the agency.
- The host agency will provide a safety orientation to all assigned participants.
- The host agency will inform the Project Site office of any changes to a participant's work schedule or training responsibilities.

- The host agency will notify the Project Office if the participant's Supervisor is compensated with Federal Funds by checking the appropriate box on the Host Agency Agreement.
- The host agency agrees to consider qualified SCSEP participants for permanent positions within the Agency when and if they become available.
- AARP Foundation reserves the right to set participant training hours based on the budget available and other program considerations in the county where the participant is assigned.
- Host agencies will ensure that participants are not unsupervised or left alone. In the event that a participant must be unexpectedly left alone for a short period, then the host agency should immediately notify the Project Site Office.

### **Host Agency Resource Site**

The [Host Agency Resource Site](http://www.aarpworksearchha.org) offers a variety of resources and information that can assist the Host Agency Supervisor in performing their responsibilities successfully.

<http://www.aarpworksearchha.org>

### **Maintenance of Effort**

#### **Very Important, Please Note:**

- It is illegal for SCSEP participants to substitute for agency staff positions either directly or indirectly. Federal funds may not be used as a substitute for local funds. SCSEP is intended to be a "job creation" program meaning host agencies must create jobs specifically for SCSEP participants, not fill existing positions with SCSEP participants.
- AARP Foundation SCSEP participants must not reduce the number of employment opportunities or vacancies that would otherwise be available to individuals who are not SCSEP participants.
- Participant training positions may not replace or fill vacant positions within the host agency. SCSEP participants must be assigned to "non-staff" status positions in the host agency and be considered temporary extra help. AARP Foundation SCSEP must not influence the displacement of currently employed workers, including partial displacement, such as reduction in hours of non-overtime work, wages or employment benefits. Participants may not be assigned to complete the same or substantially similar work performed by any other person who has been laid off from the host agency.
- AARP Foundation project site offices may not assign or continue to assign a participant to perform the same work or substantially the same work as that performed by any other individual who is on layoff.

- AARP Foundation SCSEP participants may not impair existing contracts or result in the substitution of federal funds for other funds in connection with work that would otherwise be performed.
- The host agency must be able to operate independently of occurrences when one or more participant(s) is/are assigned to a training position. If there is an indication that this policy is being violated in any way, all participants currently assigned to the agency must be re-assigned and the host agency agreement terminated. Participants may not be paid a supplemental per hour wage by the host agency (in addition to SCSEP wages) for the purpose of increasing the participant's hourly wage.

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

SCSEP can provide your organization with the temporary additional manpower necessary to 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 one of our participants train at their agency.

Upon enrollment and to determine the best training opportunity, the Project Office Participants assess the skills and abilities of each participant. This allows the Project Office Participants to make the most appropriate assignment that will allow the participant to focus on those skills that will support his or her employment goals and it allows your agency to work with an individual who has an aptitude for the tasks involved in the training assignment. 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.

The Project Office Participants will monitor the participant's progress in the assignment and will assist you with evaluating the participant's performance. Because we are eager to have participants gain as much experience as possible during their short enrollment with us, all participants should expect regular reassignments to another host agency to ensure they are given every opportunity to broaden skills and gain the breadth of work experience necessary to compete for quality unsubsidized employment in the community.

However, many of our host agency supervisors have also found that as permanent jobs become available at the agency, they are able to fill the positions with trained SCSEP participants, already well versed in the mission of the agency, rather than starting over with untrained or unfamiliar job applicants.



# Host Agency Agreement (Sample)

Senior Community Service  
Employment Program

## HOST AGENCY AGREEMENT

Host Agency:

FEIN:

Phone:

Fax:

Address:

The above named agency/organization, an equal employment opportunity employer, requests the services of enrollees from the AARP Foundation Senior Community Service Employment Agency.

This agency is:

- A Non-Profit Organization.  
(Tax exempt under the Internal Revenue code 501(c)(3))
- A Public Organization.

Enrollee Supervisors are

- Compensated with federal fun
- Not compensated with federal fun

To ensure our host agency partners understand their important role in the daily lives of our participants and their responsibilities in supporting each participants quest for an unsubsidized job, we ask that each host agency supervisor clearly understand and support the following requirements that are part of each participant's agreement with our program:

(1) The purpose of the SCSEP is for a participant to provide community service while they actively pursue unsubsidized employment off of the program. When an individual enrolls and/or gets a job off the program they may lose their public benefits. These benefits may include, but are not limited to: Public Housing, Food Stamps, SSI/SSD, and Medicaid.

(2) Participants are asked to cooperate with the Project Director and Employment Specialists b

- Accepting referrals and interviews for employment outside the program;
- Conducting an ongoing search for unsubsidized employment as specified in their IEP and as directed by the Project Director and/or project site staff;
- Accepting regular transfers to other host agency assignments as necessary to further their training and work experience;
- Maintaining registration with the State Employment Service and/or One Stop Center;
- Attending job search training, job clubs, participant meetings, etc., when offered by the Project Office, and to engage in continuing unsubsidized job search activities.

Note: These activities may cause the participant to miss some hours at their host agency assignment.

(3) The Senior Community Service Employment Program (SCSEP) is a short-term, work-training program to prepare participants for unsubsidized employment off of the program. The program is not an entitlement, nor is it designed to provide income maintenance. SCSEP participants are considered to be in training status, preparing to accept unsubsidized employment. They, and you as the host agency supervisor, must understand and accept that training with the host agency is a short-term training opportunity, NOT a job, and that participants are NOT employees of either the AARP Foundation or the host agency to which they are temporarily assigned.

(4) Host Agency understands that AARP Foundation SCSEP does not conduct background checks or drug screenings on Program participants. Host Agencies may conduct background checks and drug screenings in their sole and exclusive discretion and in accordance with applicable law. The AARP Foundation SCSEP is not financially or otherwise responsible for any costs, expenses or claims associated with background checks or drug screenings.

(5) Host agencies must not use participants as substitutes for permanent employees in their agency. Federal regulations prohibit this violation of "maintenance of effort." Host agencies must not substitute federal dollars for local dollars. Participants are additions to, not substitutes for, regular agency staff.

*AARP Foundation SCSEP*

03-18-2012

(6) To become and remain a Host Agency, the Host Agency agrees to have a fax machine in good working condition in order to both receive and send participant Time Attendance Reports from and to the Project Site office or designated fax number. "Good working order" includes insuring that the document output settings are correct so that the fax is readable—not overly dark or overly light. Without good fax copies, AARP Foundation SCSEP cannot scan timesheets. If AARP Foundation SCSEP is consistently unable to scan your timesheets, AARP Foundation SCSEP participants cannot be paid and would potentially have to be transferred to a host agency where fax machines work properly.

(7) Host agencies agree to give serious consideration for any permanent job openings in the agency to qualified assigned participants. This Host Agency agrees to provide supervision, training, and a safe work site for each assigned participant. The Host Agency also agrees to the provisions outlined in the Participant - Host Agency Handbook provided by the program as a condition of participation in the Senior Community Service Employment Program.

(8) The Department of Labor (DoL) now requires a survey of randomly selected Host Agencies. This survey is generally done in January. If selected please complete the survey as it influences continued DoL funding for this grant. The DoL will make three attempts to get a completed survey from you. While the survey may have up to 20 questions, answering any five completes the survey for DoL purposes and prevents these follow-ups.

9) Insurance and Safety for SCSEP Participants: AARP Foundation SCSEP will be responsible for providing workers' compensation insurance for all Participants, in accordance with state law. The Host Agency is responsible for maintaining a safe working environment for SCSEP Participants during their normal course of duties; and to insure that proper equipment, procedures, and safe practices are used in conformance with state law. AARP Foundation has the right to coordinate safety inspections with the Host Agency to insure that work procedures, equipment and practices are used to protect the safety of SCSEP Participants. If the Host Agency, fails to adhere to reasonable safe working practices, AARP Foundation SCSEP has the right to terminate the contract for cause and for the protection of SCSEP Participants.

Five key safety issues that the Host Agency must keep in mind at all times:

- No lifting over 20 pounds
- No step stools or ladders
- Participants may not drive their personal vehicle while conducting Host Agency business. Participants are authorized to operate an insured Host Agency vehicle as part of their training assignment
- No open-toed or high heel shoes
- Enrollees are always supervised

(10) AARP Foundation SCSEP is a federally funded program and as such, is required by federal regulations to maintain documentation (timesheets) to substantiate the expenditure of federal funds for wages. It is understood and agreed that AARP Foundation SCSEP shall pay the wages of participants assigned to the host agency. The host agency agrees to verify, sign and return completed timesheets to AARP Foundation SCSEP for processing. Federal regulations also require that timesheets be signed by the individual participant and by a responsible supervisory official having first hand knowledge of the hours worked by the participant. AARP Foundation SCSEP recognizes that assigned supervisors change and may not always be available to sign participant timesheets. Therefore, to ensure compliance with federal regulations, in lieu of providing the names and signatures of authorized supervisors, by signing this Host Agency Agreement, the authorized agency representative agrees to ensure that the participant signs his/her timesheet and that a responsible supervisory official of the agency certifies that the reported information on the timesheet is correct.

## HOST AGENCY AGREEMENT

(11) The host agency supervisor will be listed on the Time Attendance Report. If there are changes to a participant's supervisor, the Project Office must be notified so that the Project Site Office can update the information in our databases.

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Main Contact

Date

Project Director

Date

## **SECTION THREE: PROGRAM SERVICES**

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The AARP Foundation SCSEP offers a number of program services to its participants to provide them with the tools, information and training they need to be successful in getting and keeping a permanent job. Upon enrollment, all participants are provided with a formal program orientation that provides them with information on topics such as: policy of no overtime or compensatory leave, pay periods and paydays, *Time & Attendance Reports*, Project Office Participants, holidays, safety procedures and accident reporting, grievance procedures, participant meetings, limitations on political activities, evaluations, and policy of separation for inactivity.

### ***Participant Meetings and Workshops***

Periodically, the Project Director may hold meetings or workshops to provide participants with training or information on job searching, employment trends and opportunities or information relevant to older workers. Attendance at meetings or workshops is mandatory for participants as directed by the Project Director.

- Participants must notify the Project Director in advance if unable to attend the meeting. (Only emergency situations will be a valid reason for not attending.)
- Participants report to the meeting location instead of to their host agency for that day but are paid for hours attending the meetings.
- Host agencies must be fully supportive of the participant's absence to attend such meetings or workshops. The Project Office will make every effort to inform host agency supervisors of scheduled meetings and related participant absences.

### ***The Trial Employment Program***

The Project Office Participants work hard to develop relationships with businesses and organizations in the community and be seen as a staffing resource to employers. In an effort to further our standing in this area, the program is able to offer employers, both private and non-profit, a short-term opportunity to work with/train a participant to determine if the participant's skills and experience match well with those required for an available position. Further information regarding this Trial Employment program can be obtained from the Project Director.

### ***Intensive Services***

As an added program benefit, a participant may be assigned to participate in the program's Intensive Services assignment. During this time, the participant will be assigned to work directly with the Project Director and Project Office Participants to complete job development activities including, but not limited to, resume

preparation, interviewing for prospective jobs, attending job clubs, updating the Assessment and IEP, etc. Following the Intensive Services assignment, the Project Director will make recommendations on the most appropriate next step in the individual's enrollment which may be accepting an unsubsidized job, returning to the same assignment as the participant had prior to taking part in Intensive Services, transferring to a new assignment for additional training, entering a Specialized Training or Trial Employment assignment, or separating from the SCSEP. Workers Compensation covers participants assigned to Intensive Services. If the participant will be driving as part of their Intensive Services, the participant must have liability insurance and a copy of this insurance in their file. AARP Foundation SCSEP does not reimburse participants in Intensive Services for mileage incurred.

### ***Enrollment Reviews***

In the rare instances that a participant remains on the program for one year or longer or if the Project Director believes that a participant's progress toward meeting his or her employment goals has stalled, the program is required to conduct a series of updates to the participant's personnel file to ensure eligibility for continued enrollment. These updates may include:

- A re-certification of the participant's income to determine that he or she is still income eligible to participate in the SCSEP.
- An update to the participant's *Individual Employment Plan* (IEP) to determine if previous goals set are still appropriate and to identify additional actions that need to be taken to support current goals.
- Following these updates, the Project Director may formally endorse the participant's continued participation in the program and will identify "next steps" in the individual's progress which may include:
  1. returning to his or her current assignment
  2. being reassigned to another agency for further training
  3. or taking part in the program's Specialized Training, OJE, or Intensive Services assignment.
- If the Project Director determines that the participant is no longer eligible for SCSEP or the participant's behavior or performance warrants termination, alternative services will be discussed and the termination process will begin.

### ***WorkSearch Information Network (WIN)***

WorkSearch Information Network is a great online employment guide that covers the entire job search process from start to finish. The site provides resume helps, job searching techniques, a 5-step Starter Kit for job seekers, career assessment tools, education and training information, success stories, and so much more. Click here to view W.I.N. [aarpworkSearch.org](http://aarpworkSearch.org).

## **SECTION FOUR: HOST AGENCY ASSIGNMENTS**

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The information provided through assessing a participant's past experience, current interests, training needs, and employment goals assists the Project Office Participants in determining the most appropriate host agency assignment for a participant.

### **Very Important Information About Assignments and Transfers**

1. An assignment must not be confused with a permanent job. A permanent job, or "placement", occurs when participants are paid by an employer and no longer subsidized by the AARP Foundation SCSEP.
2. The length of any assignment is determined by many factors. A participant may be assigned to an agency until hired by that agency, hired by another employer, transferred to another host agency assignment, or otherwise separated from the program.
3. Participants may not be assigned to a host agency in which any member of his or her immediate family is employed in an administrative capacity and/or serves as a Supervisor to that participant.
4. Participants may not perform their work-training from their home or any other participant's homes. (Excluded for OJE assignments)
5. AARP Foundation SCSEP does not conduct background checks or drug screenings on any participants. Host agencies are permitted to conduct background checks and drug screenings for participants assigned to their organization. AARP Foundation SCSEP is not financially responsible for any costs involved in any background checks or drug screening.
6. The host agency or the participant can request a transfer to a different host agency. In addition, the Project Director reserves the right to transfer the participants to another assignment at any time.
7. When the host agency requests a participant be transferred, the Project Director will request further documentation to better help the participant succeed with their next assignment.
8. When a participant separates from the program, it may not always be possible to give the agency prior notice and it may not be possible to replace the participant with another participant. The Project Office will make every effort to keep the host agency personnel informed of changes.

### ***Training Assignments***

1. Participants must only perform those duties that they were assigned.
2. A participant may drive a vehicle belonging to the host agency if it has been approved by the Project Director, and is covered by the host agency insurance

with a copy of the coverage on file in the AARP Foundation SCSEP office. However, participants may not transport passengers as part of their host agency assignment under any circumstances.

3. Participants may not drive their own vehicles during the course of performing their host agency assignments.

**Very Important, Please Note**

Continued or deliberate failure to comply with these responsibilities may result in disciplinary procedures up to and including separation from the program for the participant and/or discontinuing the partnership with the host agency.

***Training Assignment Evaluations***

Periodically, the host agency supervisor will be asked to give a verbal evaluation on the participant's work performance and provide comments on areas in which the participant is performing well and guidance on areas in which the participant could improve. The resulting feedback and discussions the supervisor has with the participant is invaluable for the participant to develop those skills necessary to get and keep a permanent job.

## SECTION FIVE: SAFETY & ACCIDENT INFORMATION \_\_\_\_\_

The AARP Foundation SCSEP holds the safety, welfare, and health of its Project Office Participants and participants in the highest regard. No task is so urgent that it cannot be done safely. By agreeing to supervise participants, host agencies are also 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. By enrolling in the program, participants are agreeing to exercise maximum care and good judgment in preventing accidents.

### ***Workers Compensation***

Host Agencies do not pay Workers' Compensation costs for participants. All participants are covered under the AARP Foundation SCSEP Workers Compensation Insurance carrier during their assigned hours and while performing their assigned tasks. To ensure continued coverage, it is very important that participants and/or supervisors communicate changes to job duties or scheduled hours to the Project Office Participants immediately. Participants who volunteer and work over time are not covered under Workers Compensation. (Note: Participants are not permitted to volunteer to do the same work they perform during their normal work hours.)

### ***The AARP Foundation SCSEP Safety Program***

#### **Participant Safety Review**

- The Host Agency Safety Review is a part of the *Host Agency Agreement*.
- Prior to starting their first assignment all participants must:
  - View the Participant safety video
  - Receive & Review the *Participant Safety Review*
- As part of their IEP reviews & updates, all participants must receive and review the *Participant Safety Review* in the unlikely event that they are at the same assignment for more than 1-year.
- Participants should report any unsafe conditions, equipment, or practices to their host agency supervisor and the Project Director or Project Office Participants.

#### **Initial Host Agency Agreement and Safety Review**

- The Host Agency Safety Review is a part of the *Host Agency Agreement*.
- The Host Agency Agreement and Safety Review must be completed before the first participant may begin their assignment.
- When an organization is initially established as a Host Agency, the initial *Host Agency Agreement* and *Safety Review* will take place at the Host Agency.
- It will involve both the Host Agency Supervisor and the AARP Project Director or designated Safety Assistant. The AARP Project Director or designated Safety Assistant will complete with host agency personnel the following:
  - *Host Agency Agreement*
  - *Host Agency Safety Review* (attached to the *Host Agency Agreement*)
  - *Host Agency Safety Video*



- Each host agency supervisor must be informed of work safety issues and accident reporting procedures upon the completion of the Host Agency Safety Review.
- Any work safety issues noted on the initial Host Agency Safety Review must be addressed and resolved by the host agency within 30 days.
- Repeated accidents that are the result of inadequate Host Agency safety practices and supervision could be cause for the Project Director to remove all participants from the host agency.

### **Subsequent Host Agency Agreement and Safety Reviews**

- Host Agency safety reviews will be updated annually in July as part of the annual Host Agency Agreement.
- The annual Host Agency Agreement & Host Agency Safety Review will be faxed or otherwise be made available via the internet to the Host Agency for completion.
- They will be completed by a supervisor or the Main Contact at that agency.
- In addition to the Host Agency Agreement & Host Agency Safety Review, the supervisor or Main Contact of the Host Agency have the option of watching the Host Agency Safety Video .
- Any work safety issues found during the Host Agency Safety Review must be addressed and resolved by the host agency within 30 days.
- Repeated accidents that are the result of inadequate Host Agency safety practices and supervision could be cause for the Project Director to remove all participants from the host agency.
- Host agencies must agree to provide the protective equipment required for completing the tasks on the participant's job description safely.
- AARP Foundation SCSEP encourages participant participation on host agency safety committees.

### **Safety Videos**

- The participant Safety Video must be viewed by all participants during Program Orientation (AT hours) and the Annual Enrollment Safety Review
- The viewing of the Host Agency Safety Video is mandatory as part of the initial safety review conducted for new agencies. On all subsequent annual safety reviews it is optional.

### **Accident Reporting**

If a participant has an accident or suffers an occupational illness during his or her host agency assignment, the Project Office 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 Project Office immediately.
2. If medical attention is not considered an emergency, the Project Office Participants will contact the medical providers used by AARP Foundation SCSEP's workers compensation insurance carrier and the participant will be contacted concerning his or her appointment date and time.

3. Following the accident or illness, the host agency supervisor will be interviewed by either the Project Director or a designated safety Project Office Participant regarding the accident. The project office safety assistant or the Project Director will review this report with the host agency supervisor and the participant to make sure there is agreement on corrective actions so the incident will not recur.

# SECTION SIX: PAYROLL & TIMESHEETS

## Blank Time & Attendance Report (Sample)

**SCSEP Timesheet**  
Pay Period: 02-12-2012 - 02-25-2012 Site No: 951

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Participant:	File No: Assignment: Work Schedule:	Supervisor: Phone: Fax:
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SCSEP Phone: 212-423-9922 Timesheet Fax: (866)949-1389 SCSEP Email: jdirac@aarp.org SCSEP Location: 103 East 125th Street, Suite 7E Manhattan, NY 10035	Comments:
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	Sun 02-12	Mon 02-13	Tues 02-14	Wed 02-15	Thurs 02-16	Fri 02-17	Sat 02-18	Sun 02-19	Mon 02-20	Tues 02-21	Wed 02-22	Thurs 02-23	Fri 02-24	Sat 02-25
Sample = 4.5 hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0 <input type="radio"/>	1	0	0	0	0	0	0	1	0	0	0	0	0	0
1 <input type="radio"/>	2	0	0	0	0	0	0	2	0	0	0	0	0	0
2 <input type="radio"/>	3	0	0	0	0	0	0	3	0	0	0	0	0	0
3 <input type="radio"/>	4	0	0	0	0	0	0	4	0	0	0	0	0	0
4 <input checked="" type="radio"/>	5	0	0	0	0	0	0	5	0	0	0	0	0	0
5 <input type="radio"/>	6	0	0	0	0	0	0	6	0	0	0	0	0	0
6 <input type="radio"/>	7	0	0	0	0	0	0	7	0	0	0	0	0	0
7 <input type="radio"/>	8	0	0	0	0	0	0	8	0	0	0	0	0	0
8 <input type="radio"/>	1/2	0	0	0	0	0	0	1/2	0	0	0	0	0	0
1/2 <input checked="" type="radio"/>														

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00951000000000000002122012

I certify that the hours reported on this timesheet are correct.

Notes:	Supervisor Hours	_____ Supervisor (Printed Name and Signature)	_____ Date
		SCSEP Project Director	_____ Date

### Participant Payroll & Timesheet Training Video

Visit the link below to view the Participant Payroll & Timesheet Training Video to ensure that you thoroughly understand the Payroll and Timesheet process:

<http://www.brainshark.com/aarp/participantpayrollandtimesheet>

### Who Pays Participants?

Participants are paid for their time worked at their host agency or other training assignments by the AARP Foundation SCSEP, not by their host agency. Host agency supervisors are responsible for accurately recording the hours a participant works each day at his or her training assignment. AARP Foundation reserves the right to set participant training hours based on the budget available and other program considerations in the county where the participant is assigned.

Following are important payroll procedures all participants and supervisors should follow in documenting hours and transmitting this information to the Project Office.

## ***Payroll Periods & the Payroll Cycle***

- A payroll period covers 14 calendar days beginning on a Sunday and ending the second Saturday.
- Payroll is processed at the Project Office the week after the end of the payroll period.
- Checks are generated via direct deposit from our National Headquarters in Washington, DC the following week.
- Consult the "*First Check, Direct Deposit, Holiday Information Handout*" that should have been given to you during your enrollment process for specific payroll and paycheck schedules.
- **\*\*\*NOTE:** For new participants, this payroll process could mean that there will be a delay of up to one month before they are paid from the program and they should plan accordingly.

## ***Participant Wages and Certification of Time & Attendance Reports***

- AARP Foundation SCSEP is a federally funded program and as such, is required by federal regulations to maintain documentation (*Time & Attendance Reports*) to substantiate the expenditure of federal funds for wages.
- It is understood and agreed that AARP Foundation SCSEP shall pay the wages of participants assigned to the host agency.
- The host agency agrees to verify, sign and return completed timesheets to AARP Foundation SCSEP for processing.
- Federal regulations also require that timesheets be signed by the individual participant and by a responsible supervisory official having first hand knowledge of the hours worked by the participant.
- **AARP Foundation SCSEP recognizes that assigned supervisors change and may not always be available to sign participant timesheets. Therefore, to ensure compliance with federal regulations, in lieu of providing the names and signatures of authorized supervisors, by signing this Host Agency Agreement, the authorized agency representative agrees to ensure that the participant signs his/her timesheet and that a responsible supervisory official of the agency certifies that the reported information on the timesheet is correct.**
- Project Sites must have a copy of the current authorized agency representative's signature on file in the Host Agency file. This person is also referred to as the Main Contact on the Host Agency Agreement.
- The Host Agency supervisor will be listed on *Time & Attendance Report*.
- If the Main Contact at the Host Agency leaves or is replaced, a new agency representative (Main Contact) must be identified and must sign the Host Agency Agreement when the *Host Agency Agreement* is renewed.

## Receiving & Completing the Time & Attendance Reports

- Host agency supervisors will be faxed a Time & Attendance Report by the Project Office at the beginning of each pay period for each participant assigned to their agency.
- Host agency supervisors are responsible for maintaining control of and accurately recording the hours a participant works each day.
- **\*\*\*IMPORTANT:** Participants should not fill in their own hours on the timesheets. That is the supervisor's responsibility. Participants are responsible for verifying the hours & then signing & dating the document on the last day that they worked.
- Time & Attendance Reports must be completed in blue or black ink only and never in pencil.
- Host agency supervisors should record the exact, actual hours a participant works below the appropriate day on the Time & Attendance Report by filling in the appropriate oval in the column that represents the actual hours worked by the participant.
- When filling in an oval, ensure that the oval is filled in completely to ensure that the correct hours are scanned into the Payroll system.
- Only the hours a participant was physically present at the host agency to the nearest half-hour should be recorded on the Time & Attendance Reports.
- When a participant is absent from their assignment, the Zero Hour oval should be filled in and a note should be entered in the section at the bottom of the Time & Attendance Report indicating the reason for the absence.
- **Entering Supervisor Hours into the Timesheet**
  - AARP Foundation SCSEP is required by the U.S. Dept. of Labor to collect and report hours spent by non-federally funded individuals supervising SCSEP participants during their assignments.
  - It is AARP Foundation SCSEP policy that during the participants' work hours, supervisors will ensure that participants are not unsupervised or left alone and/or the supervisor is at least accessible if not directly supervising in a one-on-one situation.
  - A 'Supervisor Hours' box is located at the bottom of the timesheet next to the signature lines.

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I certify that the hours reported on this timesheet are correct.

<b>Supervisor Hours</b>		Date
<div style="border: 1px solid black; width: 50px; height: 50px; margin: 0 auto;"></div>	Supervisor (Printed Name and Signature)	Date
	SCSEP Project Director	Date

- Supervisors must record the total hours they feel were spent directly overseeing or training each participant, using the following guidelines:
- AARP Foundation SCSEP understands that agency personnel have their own work to do and will not be providing direct supervision to a participant during their entire work schedule, however SCSEP participants may often require more supervision and training than agency employees and ask that supervisors give this your best estimate.
- If the participant worked more than 20 hours within the **pay period**, **a minimum of 3 hours** should be recorded to allow for completing the day-

to-day paperwork, timesheets, status updates and reviewing participants' work.

- If the participant worked *less than 20 hours* within the **pay period**, record the hours you feel are appropriate keeping in mind that **a minimum of one hour would be expected.**
- In many cases multiple agency personnel supervise participants, not just the assigned supervisor or person signing the timesheet, so the total time spent by all agency personnel providing direct supervision should be recorded.
- Example:
  - If Supervisor #1: 3 hrs
  - If Supervisor #2: 1hr
  - Then 4 hrs total:

I certify that the hours reported on this timesheet are correct.

Supervisor Hours		Date
4	Supervisor (Printed Name and Signature)	Date
	SCSEP Project Director	Date

- It is acceptable to use a realistic percentage of time. For example, the supervisor estimates he/she supervises a participant 25% percent; if the participant worked 40 hours then record 10 hours.

I certify that the hours reported on this timesheet are correct.

Supervisor Hours		Date
10	Supervisor (Printed Name and Signature)	Date
	SCSEP Project Director	Date

- After all hours have been worked in the pay period and recorded on the Time & Attendance Report, the participant worked, the participant and host agency supervisor sign and date the Time & Attendance Report on the last day of the pay period that
- Signatures indicate accuracy of the Time & Attendance Report, which serves as a legal document.
- **\*\*\*IMPORTANT:** Time & Attendance Reports must never be signed and dated prior to the last day worked.
- **\*\*\*IMPORTANT:** Time & Attendance Reports are not to be pre-populated by either the participant or the supervisor with hours prior to the date that they were actually worked.
- In California only:
  - Supervisors must also indicate the start and end times of the participants' workday and lunch times.

- If a participant works over 5 hours they must take a ½ hour unpaid break,
- The break start and end times must also be documented on the timesheet
- This policy is in response to California labor laws.
- Participants are required to submit their initials, indicating that they have taken their mandated breaks during each workday as obligatory by California labor laws.

### ***Correcting Errors on the Time & Attendance Reports***

- If an error is made in recording work hours on a participant's Time & Attendance Report prior to faxing into the Project Site Office, corrections should be made by the host agency supervisor by drawing a single line through the error and indicating the correct information.
- The host agency supervisor must also write a brief explanation for the change in the notes section at the bottom of the timesheet.
- At no time should correction fluid ("white-out") be used to correct time sheets.

### ***Submitting the Time & Attendance Reports***

- Participant should pay close attention to the payroll schedule in order to make sure the Time & Attendance Report is completed, signed and faxed in on time.
- Time & Attendance Reports must be faxed to the Project Office via the designated fax # **1-866-949-1389** 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.
- In order to become a host agency, the Host Agency ***must*** have a fax machine in good working order in order to both receive and send participant Time & Attendance Reports from and to the Project Site office or designated fax number.
- It is the policy of the AARP Foundation SCSEP that host agencies retain the original Time & Attendance Report in their files.
- Time & Attendance Reports may ***not*** be hand delivered or mailed to the Project Site Office by either the host agency supervisor or the participant.
- The host agency must keep the original for their files for 1 year.

**Fax Completed Timesheets on the last day worked for the pay period But no earlier than the last day worked**

**1-866-949-1389**

**SCSEP Timesheet**

Pay Period: 02-12-2012 - 02-25-2012 Site No: 951

Participant: \_\_\_\_\_ File No: \_\_\_\_\_ Supervisor: \_\_\_\_\_  
 Assignment: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Work Schedule: \_\_\_\_\_ Fax: \_\_\_\_\_

SCSEP Phone: 212-423-9922  
 Timesheet Fax: (866)949-1389  
 SCSEP Email: jdirac@aarp.org  
 SCSEP Location: 103 East 125th Street, Suite 7E Manhattan, NY 10035

Comments: **Due to the Holiday on Friday, Please remember to fax in your timesheet on Thursday**

**Zero Hours**

**Look for messages for AARP**

Sample = 4.5 hours	Sun 02-12	Mon 02-13	Tues 02-14	Wed 02-15	Thurs 02-16	Fri 02-17	Sat 02-18	Sun 02-19	Mon 02-20	Tues 02-21	Wed 02-22	Thurs 02-23	Fri 02-24	Sat 02-25
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**Fill in Circles Completely**

**Mark Time to Nearest 1/2 hr**

00951000000000000002122012

I certify that the hours reported on this timesheet are correct.

**Jane Doe** *Jane Doe* 2/23/2012

Note: **Jane was out sick Wednesday and made up her hours the next week**

Supervisor Hours **9**

**Mr. Supervisor** *Mr. Supervisor* 2/23/2012

Supervisor (Printed Name and Signature) Date

SCSEP Project Director Date

**Enter # of Hrs of Direct Supervision**

**Sample of a Completed Time & Attendance Report**



## ***Direct Deposit Paychecks***

It is AARP Foundation SCSEP's expectation that participants will have their paychecks direct deposited at the bank of their choosing. This is the most efficient and safest way for an individual's paycheck to reach their bank and it is strongly encouraged that participants sign up for this service. Forms and instructions can be obtained from the Project Office.

## **Very Important, Please Note**

Participants who do not have an established bank account and/or do not choose to use direct deposit may be assessed a charge of \$5 or more when cashing their payroll checks at a banking or check cashing institution. This charge must be paid by the participant and will not be paid by the program.

## ***Work Hours, Overtime and Compensatory Time***

In most cases, a participant will be assigned to train at the agency 3 or 4 days per week, 4.5 to 5 hours per day. There may be variations to these hours depending on the training assignment, budgetary constraints or other economic conditions. But host agency supervisors should make every effort to create a schedule of 3 or 4 days per week instead of 5 days per week in order to reduce the burden of transportation costs on the participant. Contact your local Project Site Office for guidance on the number of hours and days per week that a participant is to work.

1. In no case may participants work more than 8 hours in one day or more than 40 hours in one week.
2. The host agency and the participant determine what preference they have for the assignment hours. Once determined, participant's proposed assignment hours must be discussed with the Project Director before being placed on file in the AARP Foundation SCSEP office. AARP Foundation SCSEP provides the workers compensation insurance for participants, thus making the participant's schedules important concerning coverage issues. Therefore, and any changes to participant assignment hours must be immediately reported to the Project Office.
3. If a participant does work 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 work hours for the day. Only actual time worked is recorded on the participants *Time & Attendance Report*. (Note: Individual state laws may vary. The Project Director will inform participants and agencies of specific requirements based on state law.)
4. Participants must not be asked to work additional hours or to volunteer their time.
5. SCSEP does not authorize pay for overtime or compensatory time.
6. Prior written authorization from the Project Director is required for: Saturday, Sunday and work hours outside project office hours of 8 a.m. to 4 p.m.

7. Participants who volunteer time performing the same responsibilities as their Training Assignment are in strict violation of SCSEP policy.
8. If a participant chooses to volunteer on their own time at the location of their host agency assignment, the Project Site office must be contacted immediately and the participant must volunteer in an area completely separate from the role of their AARP Foundation SCSEP Training Assignment.

**Meal Breaks:**

In some states, opportunities for Meal Breaks **must** be given to participants after working a certain amount of hours. See the table below:

<b>STATE</b>	<b>Meal Break Required</b>	<b>Time Owed</b>
California	Worked Over 5 hrs	½ hr. Unpaid Break
Colorado	Worked Over 5 hrs	½ hr. Unpaid Break
Kentucky	Worked Over 5 hrs	½ hr. Unpaid Break
Washington	Worked Over 5 hrs	½ hr. Unpaid Break
New York	Worked Over 5 hrs	½ hr. Unpaid Break
Puerto Rico	Worked Over 5 hrs	1 hr. Unpaid Break

***Host Agency Closings***

If a host agency is closed on a day other than an AARP Foundation SCSEP paid holiday, participants are allowed to make up their time missed during the same or next pay period. If a host agency is closed due to inclement weather or other emergency, and the participant is unable to work at the assignment, the participant will not be paid for regularly scheduled hours for that day but will have the opportunity to make up the time missed during the same or next pay period.

***Policy Regarding Unpaid Absences***

Participants who find it necessary to take time away from their assignment must do so with the understanding that:

- Their assignment may not be available upon their return and they may need to wait until sufficient resources are available to reassign them to a host agency.
- They may not be able to go back to their former work training assignment.
- They may be placed in a Hold designation for up to a maximum of 60 calendar days before being separated from the program.
- Participants who must take a leave of absence from the program must notify the Project Director in writing in advance.
- If a participant is absent from their assignment, the participant is allowed to make up their time missed during the same or next pay period.

## **SECTION SEVEN: ADDITIONAL PROGRAM INFORMATION & POLICIES**

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

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

- Any violation of this policy must be reported to the Project Site Office immediately.
- Legally prescribed medications are permitted as long as their use does not adversely affect ability to satisfactorily perform duties, participant safety, or the safety of others.
- Participants 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 work assignment hours on host agency or SCSEP property, must notify the Project Director within five calendar days of the verdict or sentencing.
- Convictions must be reported to the Federal Government.

### ***Policy Regarding Weapons in the Workplace***

It is against the AARP Foundation SCSEP policy to carry or have in their possession any weapon at any time during work hours, whether in the Project Site Office or meeting location or at a host agency.

- **Note:** Any violation of this policy can result in disciplinary action up to and including termination of enrollment.
- Weapon is defined but not limited to any firearm or any knife with a blade exceeding 2 1/2 inches.
- If any participant is observed carrying a weapon in the workplace, it should be reported immediately to the host agency supervisor, law enforcement authority, and the Project Director.

### ***Approved Break***

To protect the enrollment status of participants on the SCSEP, a participant may be on Approved Break when they cannot work their CS assignment.

### **Timing of placing a Participant on Approved Break**

When a participant has not been working in their assignment for ONE full pay period or longer or participants may be put on an approved break immediately if they clearly expect to be away from their assignment for more than 10 business days.

### **When Approved Break is appropriate**

Approved Break can only be used in select circumstances to temporarily suspend the durational limit clock.

Approved Break should **only** be used in the following circumstances:

1. **Health/Medical issue**
2. **Family care issue**
3. **Workers Comp**
4. **No suitable assignments available**
5. **Legal reasons**

Approved break is not authorized for:

- Routine missed days or taking vacation
- Holding place for participants who have disappeared or abandoned their assignment. Instead those participants who have disappeared or abandoned their assignment would likely be an Involuntary Termination for Cause.
  - Assignment Abandonment is considered: 5 consecutive work days, as long as attempts have been made to contact the participant.
- To extend Entered Employment opportunities

### **Time Limits (60 Days) for Some Approved Break Reasons**

#### **Health/Medical or Family Care**

- Approved break for health/medical or family care shall not exceed 60 days from the first day missed.
- If the participant has not returned within 60 days they must be exited from the program as a Voluntary Separation – Voluntary –Retirement unless the *Health Family Care Separation form* has been received in which case they would be exited as a Voluntary Separation for Health/Medical.
- If the participant is to be exited for Cause, no 30 day Pending Termination letter is required and instead, the participant can be exited immediately because the participant has already received notice of termination from the 60 day letter sent to the participant when they were first placed on Approved Break.
- The Exit date will be the date after the 60 days has expired.

#### **Workers Comp or No Suitable Assignment or Legal Reasons**

- Approved break due to Workers Comp, No Suitable Assignment Available or other legal reasons do not have a definitive time limit.
- If it is decided that the participant is to be exited, the participant may **not** be exited immediately and instead they must be first placed in Pending Termination and a 30 day Pending Termination Letter is must be sent to the participant. The participant will be terminated from SCSEP no earlier than 30 days after the date the participant is provided with the 30 day notice of termination letter.

### ***Durational Limits***

Under U.S. Department of Labor regulations, the maximum time limit for enrollment in the Senior Community Service Employment Program (SCSEP) is 48 months. The 48 month period commences from the later of July 1, 2007, or the date of the individual's enrollment in the program.

The AARP Foundation will implement the statutory individual participation durational limit of 48 months without the possibility of extensions. This means that no participants will be offered an extension beyond the 48 month time limit for participation in SCSEP.

AARP Foundation SCSEP maintains an aggregate participation duration cap of 27 months, unless a waiver is approved. It is anticipated that participants will have been provided with program services sufficient for assisting them to transition into permanent employment in nine (9) months or less.

## ***Participant Involuntary Termination Policy***

Any time a participant is involuntarily terminated the following considerations will be applied fairly and equitably:

- Participants will not be terminated based on age (unless under the age of 55, and are therefore, unable to meet the eligibility requirements for SCSEP); AARP Foundation will not establish an upper age limit for participation in the SCSEP.
- In most cases, participants will receive progressive discipline and an opportunity for corrective action before a formal termination notice is issued. However, AARP Foundation reserves the right to terminate a participant from SCSEP without the use of progressive discipline. This policy is outlined in these sections:
  - Participant Corrective Action and Warning
  - For-Cause Terminations that Require Immediate Removal from Host Agency and Leave Without Pay Pending Termination
- Participants will typically receive a 30 Day Notice of Termination Letter notifying them of the date of exit, the reason for the termination, and the right to appeal under AARP Foundation's SCSEP Grievance Procedures.
- Any participant provided with a termination notice will be informed about the AARP Foundation SCSEP Grievance Procedures. Grievance procedures are also provided and discussed during the enrollment process.
- Participants will receive both a copy and a verbal explanation of the Involuntary Termination Policy during orientation.
- When a participant is terminated, except "for-cause" reasons (see below), the participant will be referred to the One-Stop and other local support agencies.
- Documentation will be completed on each issue that relates to involuntary terminations.

Participants may be exited from AARP Foundation SCSEP involuntarily for 1 of 5 reasons:

1. Being determined no longer eligible at recertification
2. Being incorrectly determined eligible at enrollment or the annual recertification
3. Reaching the maximum 48 months enrollment limit (Durational Limits )
4. Becoming employed during enrollment
5. For cause

A detailed description of each reason and appropriate actions follow:

### **1. Termination Due to No Longer Being Eligible**

Annually, or more frequently if there is a substantial change in circumstances, each participant is recertified to determine if he or she continues to be eligible for participation. During the recertification, a participant may be determined ineligible due to a change in eligibility criteria such as income, family of one due to a change in disability status, employment status, number of household members, or residency.

- Action: If this occurs, the participant will be notified and immediately sent a 30 Day Notice of Termination Letter and placed in Pending Termination "With Pay" (if the participant is receiving pay at the time of notification). The participant will be able to continue participating in the program (participant may return to their assignment) until the date of exit as noted in the letter. The participant will be terminated from SCSEP no earlier than 30 days after the date of the 30 day notice of termination letter.

## **2. Termination Due to Being Incorrectly Determined Eligible**

A participant will be terminated if, at any time, the participant is found ineligible for participation in the SCSEP because eligibility was incorrectly determined through no fault of the participant. For example, an error was made in recording or calculating includable income when determining eligibility during enrollment or at annual recertification.

- Action: If this occurs, the participant will be notified regarding the error and immediately sent a 30 Day Notice of Termination Letter and placed in Pending Termination "With Pay" (if the participant is receiving pay at the time of notification). The participant will be able to continue participating in the program (participant may return to their assignment) until the date of exit as noted in the letter. The participant will be terminated from SCSEP no earlier than 30 days after the date the participant is provided with the 30 day notice of termination letter.

## **3. Termination Due to Reaching the 48-Month Maximum Participation Limitation**

A participant will be terminated when he or she meets the 48-month maximum participation date on SCSEP (Durational Limits).

- Action: If this occurs, the participant will be notified in writing and in their follow-up IEP assessment and transition meetings approximately six months in advance of the separation date. Project Office Participants will review and update the participant's IEP with transition actions approximately six months in advance. The participant will also be sent a 30 Day Notice of Termination Letter a minimum of 30 days before the 48 month maximum participation date. The participant will be able to continue participating in the program (participant may return to their assignment) until the date of exit as noted in the letter.
- Project Site Offices will complete the Transitional IEP 6 months prior to the durational limit date and provide a list of referral services that may be able to assist the participant going forward once exited from the AARP Foundation SCSEP.

## **4. Termination Due to Becoming Employed During Enrollment**

To qualify for enrollment in the SCSEP, a participant has to be unemployed; all participants are informed that they may not be employed while participating in the

program and that they must notify the program representative immediately upon becoming employed. A participant who is discovered to be employed while enrolled without having notified the Project Site Office of the employment will be terminated from the program.

## **5. Termination for Cause**

When warranted, a participant may be terminated for certain behaviors and/or conduct. There are two categories of reasons for 'For Cause' terminations:

- Those that allow for warnings
- Those that warrant immediate removal from the host agency.

### *Reasons for Termination for Cause that Allow for up to 3 Warnings*

Multiple documented instances (3) of any combination of the below actions will lead to termination.

1. *Refusing to accept job offers or referrals* to unsubsidized employment or for not complying with the Individual Employment Plan (IEP).
  - a. Example:
    - i. Participant States: "I am not interested in getting a job. I just want to stay in my host agency"
2. *Failure to cooperate fully with the Project Director or Project Office Participants* to accomplish the goals of his or her service strategy. Examples of lack of cooperation with the Project Director or Project Office Participants to accomplish IEP service strategies may include but are not limited to the following when provided for in the participant's IEP:
  - Refusing to search for a job
    - i. Participant States: "I am not interested in getting a job. I just want to stay in my host agency"
  - 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 or action steps
    - i. IEP States: By December 31<sup>st</sup>, Mrs. Smith will have applied to Wal-Mart, Sear, and JC Penny. However, as of December 31<sup>st</sup>, Mrs. Smith states that she has not applied to them yet because she just has not had the time to get around to it."
  - Refusal to cooperate with the assessment or IEP process, e.g., refusing to participate in completing the assessment and training development plan
  - Failure or refusal to perform assigned duties



- Removal from assignment at host agency's request for negative behavior or actions by the participant
- Unauthorized tardiness or absences

The above list is not all inclusive; other similar reasons that demonstrate willful misconduct or an intentional disregard of program rules may cause involuntary termination. However, any involuntary terminations for reasons other than those listed above must have prior written Area Manager approval.

### Participant Corrective Action and Warning

Prior to termination for the above reasons, participants will generally be given two formal warnings and the opportunity to correct his or her behavior or conduct, or his or her failure to comply with the IEP requirements. These warnings must be documented.

At any point, if a participant makes positive efforts or the participant's lack of action is justified, corrective action will be discontinued. The following steps for corrective action will be taken:

- **Step 1: First Warning**
  - If a participant displays behavior or conduct outlined in the reasons for "for-cause" terminations or refuses to comply with the IEP requirements, the participant will be given a verbal warning and counseled to correct his or her actions. Documentation of the warning will be maintained.
- **Step 2: Second Warning**
  - When a participant continues to display behaviors or conduct outlined in the reasons for "for-cause" terminations or refuses to comply with the IEP requirements, the participant will be warned and counseled to correct his or her actions. The AARP Foundation SCSEP Project Director will send the participant a written warning that he or she has 30 days from the date of the letter to correct his or her behavior or conduct. In the case of an IEP violation, the participant may be directed to complete specific IEP-related tasks. The written warning will include a statement that failure to make improvement or complete the IEP-related tasks will result in termination. Documentation of the warning will be maintained.
- **Step 3: 30 day Notice of Termination Letter**
  - When a participant still does not make improvement in his or her actions or for a third time displays behavior or conduct outlined in the reasons for "for-cause" terminations, a 30 Day Notice of Termination Letter will be sent notifying the participant that he or she will be exited 30 days from the date of the letter. The notification letter will explain the reason(s) for termination.
  - If this occurs, the participant will be placed on Pending Termination "Without Pay" immediately (participant may not return to their assignment). The participant will be terminated from SCSEP no earlier than 30 days after the date the participant is provided with the 30 day notice of termination letter.

- At this time the participant will also be referred to the written copy of AARP Foundation SCSEP's Grievance policy in the Participant & Host Agency Supervisor's Handbook.

**Reasons for Termination for Cause that will result in Immediate Removal from Host Agency and Leave Without Pay Pending Termination**

When a participant's violation of AARP Foundation policy is of a serious nature, immediate action to remove the participant from the host agency may be required. In this case, the participant will be placed pending termination "without pay" and provided a 30 Day Notice of Termination Letter.

Examples of circumstances warranting immediate removal from the host agency and leave without pay include, but are not limited to:

1. ***Knowingly Providing Any False Information in the Eligibility Process***  
Example: when an SCSEP applicant was asked to provide the Project Director or Project Office Participants with their income from the last 12 months, the applicant provided information regarding their Social Security income but intentionally did not provide information about a state pension they were also receiving for fear that their pension income would determine the participant to be ineligible to enroll onto the SCSEP.
2. ***Refusal to cooperate in recertifying eligibility***  
Example: refusing to provide required documents to determine continued eligibility or refusing to attend or be available for the recertification appointment.
3. ***Fraud -A participant may be terminated for fraudulent or falsification actions***  
Example: Intentionally signing the signature of the host agency supervisor on a time sheet or other official document, or including hours on a time sheet that are not accurate
4. ***Employed while enrolled on the SCSEP and unable/unwilling to provide employment data need for placement credit***  
Example: A participant who has been determined to be employed while enrolled on the SCSEP and is unwilling or unable to provide the employment information necessary (i.e. employer name, supervisor, wage...) in order for the Program to receive credit for a placement.
5. ***Intentional disclosure of confidential or private information obtained from the host agency, grantee, or local project***  
Example: informing others of information that is supposed to be kept private or confidential
6. ***Insubordination***  
Defined as intentionally refusing to carry out the direction or instructions of a host agency supervisor or the Project Director or Project Office Participants,

provided there were no extenuating circumstances and the directions or instructions were reasonable.

7. *Exceeding approved leave without pay by failing to return from an approved break without due notice or good cause*
8. *Assignment abandonment (participant "disappears")*.
  - a. Assignment Abandonment is considered: 5 consecutive work days, as long as attempts have been made to contact the participant.
9. *Workplace harassment or discrimination*  
On the basis of sex, race, color, religion, national origin, age, marital status, disability, or any other protected characteristic.
10. *Obscene, abusive, harassing, or threatening language or behavior*
11. *Physical violence or intentional destruction of property*  
Example: Physical violence, the threat of physical violence, or intentional destruction of property.
12. *Theft*  
Defined as illegal taking or withholding the property of another without permission
13. *Causing an imminent threat to health or safety of self or others*  
This includes weapons in the workplace
14. *Non-compliance with drug and alcohol free policy*  
Defined as prohibiting participants from consuming, selling, purchasing, manufacturing, distributing, possessing or using any illegal or non-prescribed drug or from being under the influence of alcohol and or drugs while performing their host agency assignment or while carrying out objectives required by the IEP. Legally prescribed medications are excluded if they do not affect the participant's ability to perform his or her duties or protect the safety of the participant or others.

At the time of enrollment, participants must sign the Participant Involuntary Termination Policy. See example below:



**Participant Involuntary Termination Policy**

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I, \_\_\_\_\_, have been given a copy of the revised Participant & Host Agency Handbook that includes the Involuntary Termination Policy.

I, \_\_\_\_\_, have had the Involuntary Termination Policy reviewed with me in detail by the AARP Foundation SCSEP Site Participant or the Project Director.

As a result, I understand that I can be involuntarily terminated from the AARP Foundation SCSEP for any of the following reasons:

1. Being determined no longer eligible at recertification
2. Being incorrectly determined eligible at enrollment or the annual recertification
3. Reaching the maximum 48 months enrollment limit (Durational Limits )
4. Becoming employed during enrollment
5. For cause (specific reason will be included in the notice of termination)

\_\_\_\_\_  
**Participant Signature**

\_\_\_\_\_  
**Date**

## **AARP Foundation Non-Discrimination & Grievance Policy**

- AARP Foundation is committed to the continuous enhancement of a workplace culture that respects and values individual differences, and enabling all qualified individuals to enjoy equal consideration and participation in SCSEP.
- AARP Foundation complies with all non-discrimination provisions set forth in the Department of Labor's regulations governing nondiscrimination in federally assisted programs on the basis of race, color, or national origin (codified at 29 C.F.R. § 31). AARP Foundation also complies with Section 188 of the Workforce Investment Act ("WIA"), which prohibits discrimination against applicants, employees and participants in WIA Title I-financially assisted programs and activities, and programs that are part of the One-Stop system, on the grounds of race, color, religion, sex, and national origin.
- AARP Foundation does not discriminate on the basis of disability in violation of Section 504 of the Rehabilitation Act of 1973 (codified at 29 C.F.R. § 32). Section 504 applies to any program or activity receiving or benefiting from federal financial assistance. AARP Foundation does not discriminate on the basis of disability in the admission or access to, or treatment in its programs or activities.
- AARP Foundation prohibits discrimination or harassment in the administration of the SCSEP on the basis of any characteristic protected by applicable law including but not limited to sexual harassment and the Age Discrimination Act of 1975 which prohibits discrimination on the basis of age in programs or activities receiving federal financial assistance (42 U.S.C. §§ 6101-6107).
- Any participant who believes that s/he has been the victim of discrimination or harassment should immediately file a complaint so that the AARP Foundation can investigate and take prompt corrective action as appropriate. Accordingly, AARP Foundation will provide necessary training and direction to personnel involved in the grievance process who will be responsible for conferring with affected policies upon receipt of a complaint.
- Procedures exist to provide participants with mediation of problems encountered at host agencies or with the project office staff. The Grievance Procedure is available in the Project Site Office.
- Participants are informed of the AARP Foundation Non-Discrimination & Grievance Policy during the enrollment and orientation process. The policy is also included in the Participant & Host Agency Handbook, which is provided to participants during orientation. This policy is applied fairly and uniformly, as applicable.
- Participants who have questions relating to this policy or wish to file a complaint concerning any form of discrimination or harassment should contact their Project Director as the first step who will follow the established AARP Foundation Grievance Procedure as outlined below:

- File a written complaint with the Project Director within 20 business days from the date the issue(s) occurred that caused the concern. The Project Director will respond to the complaint within 10 business days of receipt.
- If a participant is unable or unwilling to submit a written complaint to the Project Director, or is dissatisfied with the Project Director's response, the complaint should be submitted to the AARP Foundation SCSEP Communication and Business Support Representative within 20 business days from the date the issue(s) occurred that caused the concern or within 10 days of receipt of the Project Director's response. The AARP Foundation SCSEP Communication and Business Support Representative will respond to the complaint within 10 business days of receipt. Applicable contact information can be obtained from the Project Director or a representative in the project site office.
- If a participant's complaint is not resolved by the Project Director and/or the AARP Foundation SCSEP Communication and Business Support Representative, or the participant is dissatisfied with the resolution, s/he may submit a written complaint to the Area Manager within 10 business days from the date of the response from the AARP Foundation SCSEP Communication and Business Support Representative. The contact information for the Area Manager can be obtained from the Project Director or a representative in the project site office at the participant's request.
- The Area Manager will respond to the participant within 20 business days from receipt of the complaint.
- If the participant's complaint is not resolved at the Area Manager level, or s/he is dissatisfied with the resolution, s/he may submit the complaint to the Assistant National Director for SCSEP within 10 business days from the date of the response received from the Area Manager. The contact information for the Assistant National Director will be provided from the Area Manager at the participant's request. The Assistant National Director will respond to the participant within 25 days business days from receipt of the complaint.
- If the participant is not satisfied with the resolution offered by the Assistant National Director, s/he may submit the complaint to the National Director for SCSEP at AARP Foundation's National Office within 10 business days from the date of the response received from the Assistant National Director. The contact information for the National Director will be provided from the Assistant National Director at the participant's request. The National Director will be provided from the Assistant National Director at the participant's request. The National Director will respond to the participant within 30 business days from receipt of the complaint.
- Response from the AARP Foundation SCSEP National Director is considered final unless the complainant alleges grievance procedures were not followed or

that a violation in Federal law occurred. In which case, the complainant may file an appeal with:

**Chief, Division of National Programs, Tools and Technical  
Assistance Employment and Training Administration  
U.S. Department of Labor  
200 Constitution Avenue, N.W., Room C-4510  
Washington, DC 20210**

- Participants or their representatives may also file complaints alleging discrimination with the Director, Civil Rights Center at:

**U.S. Department of Labor  
200 Constitution Avenue, N.W., Room N-4123  
Washington, DC 20210**

- In cases involving a complaint of discrimination on the basis of disability, a participant should follow the internal grievance procedure first. If the complaint is not resolved, a participant or his/her representative may file a complaint with the Director, Civil Rights Center at the address noted above.
- Participants who have filed a complaint alleging illegal discrimination or harassment are protected from retaliation of any kind. Participants who believe they are being retaliated against for making a complaint or for having participated in an investigation of allegations of discrimination should immediately contact the National Director for the AARP Foundation SCSEP and the Director, Civil Rights Center.
- Participants who believe they have been retaliated against for complaining about disability discrimination or for having participated in an investigation involving allegations of disability discrimination should immediately contact the National Director of the AARP Foundation SCSEP and the Assistant Secretary of Labor.
- AARP Foundation SCSEP may not use grant funds to pay the cost of pension benefits, annual leave, accumulated sick leave, or bonuses.
- Participants who wish to file a complaint relating to financial misconduct should refer to the policy and procedure below:
  - It is AARP Foundation's policy to comply with applicable laws and regulations, as well as established internal policies, to protect the accountability and integrity of the organization. Participants and Host Agency personnel are encouraged to disclose promptly concerns of suspected misconduct so that they can be addressed appropriately. The *Policy on Reporting and Investigating Concerns of Suspected Misconduct* (which outlines several avenues for reporting concerns) can be obtained from AARP's Ethics & Compliance Office (*please send requests to [ethics@aarp.org](mailto:ethics@aarp.org) or AARP, 601 E Street, N.W., Washington, DC 20049, attention: Ethics & Compliance Office – room A10-120*). AARP Foundation is

fully supportive of laws that protect covered individuals from retaliation for reporting unlawful conduct related to financial management.

*Note: This policy relates to concerns such as the theft, misuse, or abuse of SCSEP program resources (e.g., financial resources, as well as confidential information), fraudulent financial reporting, conflicts of interest, or the violation of a law, rule or regulation related to grant funds. It is not intended to cover concerns that fall within the scope of the SCSEP enrollee participant Grievance Procedure, such as discrimination.*



## **Other Participant Policies and Benefits**

### ***Paid Holidays***

Nine paid holidays are authorized each calendar year. A list of these holidays is available and will be sent to participants and supervisors once published. Authorized holidays will also be pre-noted on the participant's *Time & Attendance Report*.

- Participants may not report to their assignment at their host agency on AARP Foundation SCSEP holidays even if their host agency is open.
- Participants are paid 4 hours for each AARP holiday. Participants normally working more hours on a scheduled paid holiday may make up any time lost within the same pay period if possible. Participants who normally do not work on the day the holiday occurs will still be paid for the holiday and adjustments must be made to their work schedule for the remainder of the payroll period so that hours do not exceed their normal total hours worked per pay period.
- Host agency supervisors are encouraged to provide participants with a listing of the host agency holiday closings.
- If host agency and AARP Foundation SCSEP holiday closings are not the same, participants are allowed to make up any time lost within the same pay period if possible.
- New participants who begin their assignments the day after the holiday(s) are not paid for those day(s).
- Participants who have been placed in unsubsidized employment are not paid for holidays occurring during this period. However, participants who begin an unsubsidized job the day after the holiday are paid for the holiday.
- Participants who have not earned any hours during the 2-week pay period that a Holiday falls in are not paid for holidays.

### **Jury Duty**

If a participant is called for jury duty, he or she must notify the Project Office and must provide the office with a "Notification to Serve" letter from the court. If called for jury duty, participants will be paid their regularly scheduled hours for the day(s) they are required to serve. Participants should inform the courts that they will be receiving regular pay, but may be entitled to and may accept reimbursement from the court for expenses.

### **Physical Examination**

Upon enrollment, all participants are offered a physical exam paid for by the AARP Foundation SCSEP. The results of the physical are the property of the participant and will not be accepted by or retained in the Project Office. In the unlikely event that a participant is still on the program after one year, he or she will be offered an annual physical. Details regarding the amount reimbursed or to make arrangements to accept or decline the physical offer can be obtained from the Project Office.

### ***AARP Membership***

Participants receive a one time only complimentary membership in AARP for a period of one year upon enrollment. If already a member, the current membership period will be

extended by one year. With this membership, participants will receive the AARP Bulletin and AARP the Magazine.

### ***Political Activity***

Participants may not participate in partisan or nonpartisan political activities during hours for which the AARP Foundation SCSEP pays them. This includes periods of jury duty and paid holidays. Participants may act in an administrative capacity at polling places.

### ***Federal Regulations***

Regulations governing the AARP Foundation Senior Community Service Employment Program are contained in the 20 Code of the Federal Regulations, Part 641, dated April 9, 2004. It is the responsibility of the Project Directors, Area Manager and the Project Office Participants to ensure compliance with these regulations.

### ***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 AARP Foundation SCSEP policies. The Project Director and Project Office Participants will make every attempt to keep program host agencies and participants informed of policy changes. For questions regarding areas not covered in this handbook, please contact the Project Director.