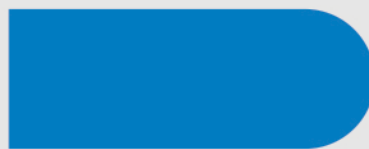
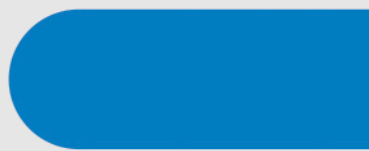




**SENIOR
COMMUNITY
SERVICE
EMPLOYMENT
PROGRAM
(SCSEP)**



SER NATIONAL

SER SCSEP
H A N D B O O K

SER Jobs For Progress National, Inc.

Effective Date: December 1, 2021

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All information contained in this handbook is subject to change without prior notice, as a result of legislation, changes from the U.S. Department of Labor, or from SER National's SCSEP policies. SER SCSEP staff will make every attempt to keep program participants and host agencies informed of policy changes in a timely manner.

For any questions, issues and/or concerns about SER SCSEP, or the host agency, please contact the local SER SCSEP office. SER National strives to make the time with SER SCSEP a productive time with positive outcomes.

INTRODUCTION

WHO IS SER JOBS FOR PROGRESS NATIONAL, INC. (SER NATIONAL)?

SER National is a national private nonprofit 501(c)(3) corporation established in 1964 as a project to address employment and economic concerns and inequities among minority groups in America. As part of the nation's community organizing agenda to win the "War on Poverty," SER National was incorporated into the legislative agenda as an example of an effective community-based employment and training project that could effectively address these issues. The mission of SER National is to develop programs and services that contribute to the social, educational, and economic development of minority groups in America and society as a whole. SER National's vision is to enable minority communities and other hard-to-serve populations to participate fully in America's socio-economic mainstream.

For over five decades, SER National has played a key role in the nation's workforce investment system, and is today recognized by DOL as the "premier community-based organization serving the employment needs of the underserved minority groups." *SER National* currently oversees a network of outstanding community-based organizations in more than 200 cities in 20 states, Puerto Rico and the District of Columbia. Within this extensive network, *SER serves over 1.2 million people* each year.

For more information regarding SER National, visit our web site www.ser-national.org.

WHAT IS THE SCSEP?

SCSEP is an acronym for Senior Community Service Employment Program (pronounced C- Sep). The SCSEP grew out of the older workers' component of Operation Mainstream, a pilot project established in 1965 under Title II of the Economic Opportunity Act. Operation Mainstream provided job opportunities for chronically unemployed, low-income adults. In 1973, the older worker component of Operation Mainstream was converted from a pilot project to an ongoing program under the Older Americans Comprehensive Service Amendments and named it SCSEP. The 1978 Comprehensive Older Americans Act Amendments re-designated the SCSEP as Title V of the Older Americans Act.

Amendments to the Older Americans Act (OAA Amendments) expanded the program's purpose to include increasing participants' economic self-sufficiency and increasing the number of persons who may benefit from unsubsidized employment. Along with the enactment of the Workforce Innovation and Opportunity (WIOA), Title V is a required partner in the workforce investment system. As a result, Congress amended SCSEP to include greater coordination with the WIOA System, including reciprocal use of Individual Employment Plans and other assessment mechanisms. New provisions of the OAA also include a greater proportion of funds for States when appropriations exceed current funding levels; the submission of State plans; grants for three years; new performance measures; and corrective action and sanctions for poor performance.

THE FOCUS OF THE SCSEP is to foster and promote useful part-time training opportunities in community service activities for persons with low incomes, unemployed, who are 55 years old or older, have poor employment prospects, and have the greatest economic need. SCSEP also attempts to provide economic self-sufficiency for persons who may benefit from unsubsidized employment. The Employment and Training Administration (ETA), Department of Older Worker Programs of the U.S. Department of Labor (DOL) administers the program by means of grant agreements with eligible

organizations, such as governmental entities and public and private agencies and organizations.

“Community service” is an important and unique part of SCSEP. Community services include social, health, welfare, and educational services (particularly literacy tutoring), legal and other counseling services and assistance, including tax counseling and assistance, financial counseling, and library, recreational, and other similar services. The conservation, maintenance, or restoration of natural resources, as well as community betterment or beautification, antipollution and environmental quality efforts, weatherization activities, and economic development, may also be considered essential community services.

SER National has been awarded the SCSEP contract since 2003 and has been providing services to countless seniors in the areas of service. In 2020 DOL re-awarded SER National the SCSEP grant in the following areas of service: *California, Colorado, Kansas, Missouri, Texas, and Wisconsin*. These areas are serviced by SER affiliates or through direct services from SER National.

GOALS OF THE SCSEP

- Upgrade job skills and work experience through hands-on experience at the host agency.
- Learn new job skills that are needed in today’s workplace.
- Serve communities while expanding skills and earning an income.
- Short-term paid training while preparing for and seeking a job.
- ***THE ULTIMATE GOAL IS TO FIND AND KEEP A JOB!***

QUALIFICATIONS FOR THE SCSEP

- Age 55 or older. Must be Unemployed.
- Family Income must fall within 125% of federal poverty guidelines.
- Must reside in a county served by SCSEP.
- Willing to mutually develop an Individualized Employment Plan (IEP) with SCSEP Staff.
- Must register at the local One-Stop or employment office for employment services.
- Must be willing and able to attend community service assignments and trainings.
- Must understand the responsibility to seek permanent employment as a condition of enrollment.
- Must provide income & household information for annual re-certification for continued SCSEP eligibility.
- Must be unemployed while enrolled; participants who start working, whether full-time or part-time, will be exited from the program for having obtained employment.
- Participants are NOT permitted to volunteer at assigned host agency site.
- Must not participate in partisan/non-partisan or religious activities at the host agency site.

DURATION OF PROGRAM PARTICIPATION (Length of time in the SCSEP)

- Depends on your individual employment Plan (IEP).
- May be exited for cause for failure to comply with IEP.
- Beginning June 30, 2011, participants who have been enrolled for 48-months and have not found a job will be exited due to durational limits.
- The SCSEP Durational Limit of 48 months is a lifetime limit. Do not use your 48 months all at

once!

- ‘Save Your SCSEP Years’ by conducting an aggressive job search to find a job. If you need to come back in the future, you would have some time left to re-enroll only if you save your years.

EMPLOYMENT – THE ULTIMATE GOAL OF THE PROGRAM!

- When you find a job,
 - You must report to your case manager.
 - You will be exited from the program as having obtained employment and
 - Your last day in SCSEP will normally be the day before you start your new job.
- Regularly working (part-time or full-time, no matter how little), while enrolled in SCSEP is not permitted.
- Any employment counts as employment; full-time, part-time (including work study), temporary or self-employment.
- Participation in VISTA, the Foster Grandparent Program, the Senior Companion Program, the Senior Demonstration Programs, and the Retired Senior Volunteer Program are not considered employment.
- Follow-ups: Staff are required to follow-up with All Exiters quarterly for over a year to confirm if working.

NOTE: You are enrolled in the SCSEP – an *Employment* and *Training* program, and you are not considered an employee of SER National, the project office, or the host agency.

Our Motto:

AGE IS NOT A LIMITATION, BUT A QUALIFICATION!

SECTION ONE

GENERAL SCSEP INFORMATION

The participant's primary experience in SCSEP takes place at the host agency training site. Part of the goal of SCSEP is to "*promote useful part-time opportunities in community service activities*" (Federal Register §641.120).

This handbook addresses the U.S. Department of Labor (DOL), as well SER National's regulations, policy and procedures for both the SCSEP participant and the host agencies. The majority of the information is 'participant driven;' however, there is additional information which relates mainly to the host agency. You are encouraged to become very familiar with this handbook, as it is a guide for successfully achieving the purpose of the program.

Each participant and host agency should receive a current copy of the SER SCSEP Handbook when becoming a part of the SER SCSEP, and at the beginning of each new program year; program years run from July 1 through June 30. SCSEP staff will review the handbook with the participants and host agencies to point out critical passages/pages of information.

'GOING TO TRAINING' VS. 'GOING TO WORK'

Although the training at a host agency may "feel" like a job, it is important to remember this is not a job and should not be treated as permanent or temporary employment. It is the participant's job to search for a job. A regular training schedule and a stipend, from federal funds, will be provided for each participant, but the goal is to learn/teach skill-sets to assist the participant in obtaining paid unsubsidized employment. It is important to refer to this as "*going to training*" and not "*going to work*." The ultimate goal of SCSEP training will always be to find a job.

NOTE: The participant is ***NOT*** an employee of the host agency, SER National or the local project office.

THE PARTICIPANTS' SER SCSEP PROCESS

SER SCSEP may not be able to help everyone who is eligible for the program, as SCSEP is NOT an entitlement program. Eligibility is based on age, residency, employment status, income guidelines, work history, skills, willingness, and ability to utilize the program to achieve the goal of unsubsidized employment. The SCSEP staff will collect all the required documentation needed from the applicant, review it for suitability and eligibility, then submit the paperwork to SER National for a final confirmation. Once the application has been accepted, the participant will be required to cooperate with the SCSEP staff in completing the additional paperwork and take part in several meetings including, but not limited to, developing an Individual Employment Plan (IEP), participating in a program and safety orientation, visiting potential training sites (host agencies), etc.

Below are a few pointers that will assist the participant toward their success:

- A. Keep in contact with the current host agency,
- B. Keep in touch with the SER SCSEP staff,
- C. Keep improving and developing new skills in order to reach employment goals,
- D. Keep diligently seeking employment that matches your skill level & interests, and
- E. Keep looking and sharing new ideas and opportunities for everyone to experience.

BENEFITS PROVIDED TO THE PARTICIPANT

PHYSICAL EXAMS

The physical examination is a fringe benefit and a service to the participant. The physical examination is a basic physical and is not used in determining eligibility. The results of the examination are to be provided to the participant only and are the property of the participant. The participant may, but is under no obligation to, share the results with the SCSEP staff, however the results should not be filed in the participant's file. If physical exam reports are retained, they will be kept in a separate locked file.

Each participant will be offered a physical examination within 60 calendar days after enrollment and offered annually, at the time of re-certification. The participant may waive his/her right to the examination, and reason for the waiver would be noted on the *Participant Orientation* form.

SER National will pay up to \$200.00 for the cost of the participant's physical examination. There are two (2) methods for requesting payment for the exams, (1) Direct Payment to Physician; or (2) Participant Reimbursement. SCSEP staff will work with the participant as to which payment best meets his/her needs.

MEDICAL TESTING AND/OR BACKGROUND CHECKS

Notwithstanding the earlier provisions, if required by applicable health laws, a physical examination may be required for certain participant assignments at a host agency. In such situations, the results of mandated tests (e.g. tuberculosis tests) will be made part of a participant's medical file.

If a participant objects to taking or sharing the results of mandated tests, that individual that may be limited or excluded from some assignments because of the need to comply with applicable health laws. **If the assignment requires a background check, the host agency is responsible for the payment thereof.**

HOST AGENCY'S INTERNAL POLICY TO PREVAIL

If a host agency requires physical examinations of all its employees, then the participant must submit to a physical examination when assigned to that particular host agency.

RE-ENROLLMENT WITHOUT A PHYSICAL EXAMINATION

A former participant may re-enroll without an additional physical examination offer, provided that no more than 12 months have elapsed since the last documented offer of a physical examination.

WORKERS' COMPENSATION

Workers' Compensation, commonly called Workers' Comp is a benefit provided for the participants by SER National. This benefit is only effective during the assigned training hours at the assigned host agency. Participants are **not** covered if they are injured "outside" the documented hours/days and/or at another host agency that is not documented on the most current Community Service Assignment (CSA) form, which is located in their participant file. Additionally, Workers' Comp covers the participant when they are performing the assigned duties listed on their current CSA form. ***NOTE: Filing a false Workers' Compensation claim is a felony and will be prosecuted to the fullest extent of the law.***

PROGRAM SERVICES FOR PARTICIPANTS

SERVICES PROVIDED

The following services are provided:

- 1) Conduct the Assessment.
- 2) Complete the Eligibility/Enrollment form with all the supporting documentation.
- 3) Develop the IEP in conjunction with the participant.
- 4) Provide referrals to Supportive Services, if applicable.
- 5) Assign the participant to a host agency.
- 6) Develop the Community Service Assignment (CSA) training plan in conjunction with the participant and the host agency.
- 7) Provide a full program and safety orientation.
- 8) Explain, and with the participant complete the required forms.
- 9) Present to the participant the SER SCSEP Handbook and review its contents, giving special emphasis to the following information:
 - a) Commitment Agreement (See Addendum One)
 - i. The participant is fully aware of his/her Individual Employment Plan (IEP);
 - ii. Is actively striving to meet all the timeframes and goals established on the IEP;
 - iii. Performs the assigned duties as listed on the CSA to the best of his/her ability;
 - iv. Reports to the SER SCSEP staff immediately should any of the duties or schedule change;
 - v. Abides by all SCSEP policies, rules and regulations;
 - vi. Attends all trainings, classes and other activities as required by SER SCSEP staff;
 - vii. Makes an honest and determined effort to find employment;
 - viii. Provides information to SCSEP staff regarding job retention and follow-up purposes;
 - ix. Is aware he/she cannot volunteer time at the current training site; and
 - x. Is aware he/she cannot participate in any political or religious activity during the SER SCSEP training hours.
 - b) Privacy Act Statement (See Addendum Two)

This informs the participants of the importance for SER staff to collect the participant's social security number for the purposes of administering the SCSEP. Provision of the information by participants is entirely voluntary; however, failure to do so may delay or prevent services. In some cases, SER staff will ask for a complete social security number, in other cases staff may ask for the last four digits only. SER staff takes great measures to ensure the safekeeping and confidentiality of personal information. Social security numbers and other important information are protected and stored in locked files that are not accessible to anyone other than authorized personnel.
 - c) Consent for Release of Information (See Addendum Three)

The participant authorizes a release of information to SER SCSEP in the following categories:

 - xi. Payroll Information;
 - xii. Employment Verification Information;
 - xiii. Case Management Information;
 - xiv. Host Agency Information;
 - xv. Unsubsidized Placement Information; and
 - xvi. Media.
 - d) SCSEP Enrollment Criteria (See Form # 8b)

This is to provide basic information about SCSEP and SCSEP eligibility requirement. The

participant is also informed about the durational limit policy and the rules/goals of employment.

e) Unemployment Ineligibility (See Addendum Five)

SER was awarded a SCSEP grant from the DOL to train older workers for placement in unsubsidized employment. SER is exempt from paying unemployment insurance. As a result, SCSEP trainees are **not eligible or entitled to unemployment insurance coverage and unemployment insurance benefits.**

f) Physical Examination Offer/Waiver

This documents the participant was offered a physical examination within 60 days of initial enrollment. The physical examination is offered to the participant every year the participant is in training during the re-certification process. Some assignments under law require health certification, and the participant may be excluded from these if he/she do not have a physical examination. This is a service to the participant, that SER SCSEP is offering to pay (the medical provider) for all or part of the cost of a physical exam up to \$200.00.

g) Notice of California Pay Law [CA Only] (See Form # 8c)

SER notifies all CA participants regarding the payment of SCSEP stipends and CA sick leave policy with this handout.

10) Each participant should receive a copy of the forms listed below.

At the end of the enrollment process, the participant will receive a copy of the following forms (this includes re-certification):

1. Participant Orientation;
2. SCSEP Enrollment Criteria;
3. IEP; and
4. CSA.

MEETINGS, WORKSHOPS, AND OTHER TRAININGS

SER SCSEP will hold periodic meetings/workshops to provide the participants with additional information regarding topics such as: the SCSEP training, job search, employment trends and opportunities, and/or information relevant to older workers. Attendance to these meetings/workshops is mandatory for all participants that are active and not on a Leave of Absence. The participants will be paid for the time at the meeting/workshops, however if the participants do not attend the mandated meetings/workshops, but instead choose to report to their host agency, they will be “written-up” in a *Corrective Action Warning/Notice*. **NOTE:** Three (3) ‘write-ups’ will be cause for SCSEP staff to submit a request to SER National for the participant to be exited from the program. If unable to attend, the participant must contact the SCSEP staff **PRIOR** to the date of the meeting/workshop.

When ‘Other Training’ is available to further enhance the employability of the participants, the SCSEP staff will notify the participants and host agencies. The participants are to attend and become involved in the ‘Other Training.’ The SCSEP staff will notify the host agency of the length of time the participant will not be reporting to the training site. Participants may be allowed to attend ‘Other Training’ and continue their host agency training, unless it has so been designated by the SER SCSEP staff in writing. All combinations of training will be scheduled to adhere to the maximum weekly training hours for the region.

‘Other Training’ may be one (1) day, one (1) week, or more. During the time spent in ‘Other Training,’

the participant will be paid the same hourly rate as paid during his/her host agency training. No time will lapse between the two (2) training.

Host agencies may not deny a participant from attending other SCSEP activities that have been designated by the SCSEP staff. Participants are not employees of the host agency and should not be treated as such. The host agency supervisor ought to communicate with the SCSEP staff prior to the SCSEP activity, if necessary.

THE POLICIES OF THE HOST AGENCY

The policies and procedures of the host site apply to the participant while in training. If there is a policy or procedure the participant disagrees with, the SER SCSEP staff should be notified to discuss and resolve the issue.

SUPPORTIVE SERVICES

All availability of supportive services will be based on the SCSEP funding for the specific area. Supportive services may be available to assist participants in obtaining needed services that are necessary to enable the active participant to successfully participate in a SCSEP training, including but not limited to payment of reasonable costs of transportation; health and medical services; special job related or personal counseling; incidentals such as work shoes, badges, uniforms, eyeglasses, and tools; dependent care; housing, including temporary shelter; needs- related payments; and follow-up services.

Supportive services can be provided for up to twelve (12) months following unsubsidized placement if necessary to retain employment. Permissible supportive services during follow-ups for unsubsidized employment exits include, but not limited to, help with transportation, uniforms or other work-related expenses, eyeglasses, and medical care.

If in need of supportive services, contact the local SER SCSEP office. Again, all supportive services are based on the availability of funds for the specific service area.

SECTION TWO

COMMUNITY SERVICE ASSIGNMENT

HOST AGENCY TRAINING

WHAT IS A COMMUNITY SERVICE ASSIGNMENT?

A community service assignment has a dual meaning: (1) is the title of the activity the participant is performing at the training site, which is called the host agency; the participant's training assignment will serve the community and enhance the individual's opportunities toward unsubsidized employment; and (2) it is the location (host agency) where each participant is placed which contributes to the general welfare of the community and provides services related to publicly-owned agencies and 501(c)(3) non-profit organizations.

THE COMMUNITY SERVICE ASSIGNMENT FORM (CSA)

The CSA form documents all the required information regarding the host agency where the participant will be receiving his/her hands on training. The SER SCSEP staff, along with the host agency and the participant, will develop a training plan that states the tasks and duties in which the participant will be trained by the host agency. Only the SER SCSEP staff has the authorization to change the information on this form. A copy of the form will be given to the participant and the host agency supervisor in order to keep track of the contact information of the host site, as well as training duties the participant is to perform while at the training site.

A HOST AGENCY (See Section Ten for more details)

Community service training will be conducted at a *host agency*. A qualifying SER SCSEP host agency is a public or non-profit organization which is not affiliated with any political party. A host agency is defined as *"a public agency or a private nonprofit organization exempt from taxation under the provisions of section 501(c)(3) of the Internal Revenue Code of 1986, other than a political party, which provides a work site and supervision for one or more participants. A host agency may be a religious organization as long as the projects do not involve the construction, operation, or maintenance of any facility used or to be used as a place for religious instruction or worship."* (Federal Register §641.140)

A host agency "hosts" the training of the participants. This is an opportunity to obtain or enhance their skills and gain practical experience, while providing additional service to the community agency. The participants are trained on real tasks, with actual equipment, dealing with real issues; however, they are not an employee of the host agency.

The host agency will provide a supervisor, referred to as the *host agency supervisor*, to provide needed training and support to help the participants achieve unsubsidized employment. This person will supervise and assist with the agreed upon training.

LIMITATIONS OF TRAINING SITES

Participants cannot participate in a community service assignment where the training involves:

1. The construction, operation, or maintenance of any facility used or to be used as a place of sectarian religious instruction or worship;

2. Training which primarily benefits private, profit-making organizations;
3. Training which benefits directly or indirectly any private or personal undertaking of any executive or member of the staff of the sub-grantee or of any host agency;
4. Training at the participant's place of residence (i.e. home, shelter, dorm, etc);
5. Training at a host agency where any member of their immediate family is engaged in a decision-making capacity (whether compensated or not) for the host agency.
6. Training at the participant's place of worship/study/club, etc.;
7. Training as a Security Guard to intervene in any type of altercation, physically apprehending, stopping a crime, or to carry a weapon [such as Firearms, Mace, Tasers, etc.]; and/or
8. Participants may not have keys to open and close the host agency's facilities.

***NOTE:** OJE/Classroom trainings may be conducted with for-profit organizations.

NEPOTISM

The following restrictions apply to SCSEP enrollments:

- SER SCSEP may not enroll any person who is an immediate family member of any SER staff who works in an administrative capacity or in a position who is engaged in a decision-making capacity (whether compensated or not) for SCSEP. This applies to staff including the ETS, sub-grantee or SER National staff.
- Participant may not be assigned to a host agency if any member of their immediate family is engaged in a decision-making capacity (whether compensated or not) for the host agency.

Immediate family means, spouse, son, daughter, mother, father, brother, sister, son-in-law, daughter-in-law, mother-in-law, father-in-law, brother-in-law, sister-in-law, aunt, uncle, niece, nephew, stepparent, stepchild, grandparent and grandchild.

Engaged in an administrative capacity includes those people who administer SCSEP projects or host agencies and have responsibility for, or authority over those with responsibility for, selecting participants from among eligible applicants.

TRAINING HOURS

SER National sets the weekly training hours based on the number of people enrolled and the availability of training funds in the county served. The average training hours are usually 18-20 per week, with hours going as low as 12 hours per week or as high as 28 hours per week. The project offices will notify the participants, as well as the host agencies regarding any changes to the participants' weekly training hours.

The hours may fluctuate throughout the program year due to many variables that govern the budget of SER SCSEP. The main item which affects the fluctuation is the number of active participants on a Leave of Absence (LOA), the number of new enrollments, as well as, the number exiting the program.

NOTE: Regarding participants' training schedules:

- a) The participant's training is scheduled during the host agency's standard business operating hours.
- b) The participant is scheduled a minimum of three (3) hours per training day or a maximum of eight (8) hours per training day.

- c) Meal/Rest Breaks: Under California and Colorado Labor Law, training periods exceeding five (5) hours, entitles the participant to an unpaid meal break of 30 minutes in which they are relieved of all duties. Host Agencies in all other states must adhere to the applicable state laws regarding meal/rest breaks.
- d) In California, a participant may waive their 30-minute unpaid meal break only when they're scheduled shift will be completed in 6 hours or less in one workday.
- e) Meal breaks cannot be taken before the start of the training day, nor added to the end of the training day.
- f) The participant's training schedule must not exceed five (5) consecutive training days.
- g) Participants must not be asked to train additional hours or to volunteer at currently assigned host agency.

DUTIES ASSIGNED

The participants may only perform those duties listed on their most current CSA form. The host agency staff may not ask the participants to perform any duties not listed on their CSA form, nor change the hours and/or responsibilities of any SER SCSEP participant who is training at the host site without contacting SCSEP staff to revise or update the CSA form. Only the SER SCSEP staff has the authorization to change the information on the CSA form. Please contact the local SER SCSEP Staff to recommend any changes to enhance or add new skills to the participant's CSA.

THE POLICIES OF THE HOST AGENCY

The policies and procedures of the host site apply to the participant while in training. If there is a policy or procedure the participant disagrees with, the SER SCSEP staff should be notified to discuss and resolve the issue.

RESPONSIBILITIES OF THE PARTICIPANTS

As a participant in the program, it is important to communicate all activities, concerns, progress, and goals to the SER SCSEP staff. The following are examples of times in which the participant should communicate with the SCSEP staff. **NOTE:** This is not an all-inclusive list.

1. When unable to report to the host agency as scheduled.

This includes, but is not limited to: doctors or other appointments, leaving out of town, calling in sick, etc. Calls should be made at the beginning of the day, even if scheduled to report in the afternoon. This gives the staff time to call the host agency and helps the host agency make any necessary arrangements, if needed.

2. When making any changes to the scheduled training hours.

Only SER SCSEP staff can approve any changes to the scheduled time. Should the host agency supervisor ask the participant to rearrange his/her hours for the day, for the week, or permanently; the participant must first contact the SCSEP staff to ensure the host agency received the approval to modify his/her time, before accepting different hours. This also includes short temporary changes (i.e. for a day). The reason for this strict policy is due to workers' comp issues.

3. When enhancing the training and/or asking the host agency for more duties.

This is a training program to assist in obtaining employment. There will come a time when the participant has mastered all training duties on his/her CSA; at that time the participant

should contact the SCSEP staff to review and/or update the IEP to enhance the current training or to add new skills to be learned. Opportunities are available for further trainings (such as OJEs, reassignments) to make the participant a qualified candidate for employers.

4. When applying for a position at the host agency.

The host agencies are encouraged to hire qualified SCSEP participants. Both the participant and the host agency personnel should notify the SCSEP staff if an opening for a position is available and the participant would like to explore and/or apply for the position.

5. When applying for a job and going to an interview.

*The goal of every SER SCSEP participant is to become employed. **It is mandatory to conduct an active job search when it is listed on the IEP.** Participants are required to submit job search logs. When the participant informs the SCSEP staff about the status of his/her job search, it enables the staff to assist in further job leads. Also, if the participant keeps applying and interviewing to no avail, it will indicate to the staff that a review of the participant's IEP may be in order.*

6. When registered with the local State Employment Service or the Workforce Center or now referred to as American Job center (some states refer to them as One-Stops).

*This is mandatory for participation in the SCSEP. Each participant is expected to, not only register but also to **frequent the center as often as needed for job search assistance.** These centers offer assistance in locating possible job leads, résumé writing, interviewing classes, and much more.*

If at any time services are refused to the participant, for any reason, he/she must contact the SCSEP staff. Like the SCSEP, the local employment offices/American Job Centers are funded under the same umbrella, and therefore should be assisting the SCSEP participants with workforce development techniques (it would help to get the name of the person that refused you services).

7. When there is a change in the living status, change of address, name, income, etc. of the participant.

It is important to keep the participant's file up-to-date. The participant must let the SCSEP staff know if there are any changes to: name, address, phone number, family income, or changes in living status (single, married, divorced, or widowed). Often the local SER SCSEP office need to contact the participant about meetings, job fairs, and other important events; having the correct information makes it easier to contact the participant.

8. When problems arise with the training assignment, duties, supervisors, other trainees, or staff.

Don't wait until a small problem becomes a big problem to contact the SCSEP staff. By keeping communication open with the SCSEP staff, many "problems" can be resolved before they turn into big problems.

9. When injured or becomes ill while at the host site.

The host agency supervisor must be notified immediately when the participant has been injured,

suddenly becomes ill, or if an incident occurs. Upon notifying the supervisor, the SCSEP staff must also be notified immediately in order to follow procedures.

10. When accepting permanent employment.

SER looks forward to hearing about this achievement. When accepting a job offer, the staff wants to celebrate (and document) the good news along with the participant and host agency. Since the goal of the program is to get a job, it is important to communicate this information to the SCSEP staff as soon as the participant accepts a job, or starts his/her own business.

A Note to Remember: *When the participant exits the training assignment for employment, SER SCSEP will periodically make contact with the participant and/or his/her employer to ensure the participant is doing fine. DOL uses the Customer Satisfaction Surveys, and the information provided when SCSEP staff conduct follow-ups, to evaluate the program and the outcomes for participants after leaving SCSEP.*

11. When deciding to leave SER SCSEP.

When a participant wants/needs to leave the program, SER SCSEP staff must be contacted, as soon as possible, preferably at least two (2)-weeks advance notice, but before the last day of training Arrangements need to be made to fill the vacant community service assignment position at the host agency, if possible and applicable.

If the participant is experiencing problems at the host agency, it must be reported to the SER SCSEP staff. If the SER SCSEP staff cannot rectify the problem, a transfer may be necessary. The participant may be placed on Administrative Leave while another host agency site is identified.

If the host agency is experiencing problems, the host agency may request that the participant be removed from their agency; however, a host agency cannot exit, terminate or dismiss the participant from the program. In this case, the SER SCSEP staff will investigate the problem; request a statement from the host agency. The participant may be placed on Administrative Leave while another host agency is identified; and/or may receive a corrective action notice; or the participant may be exited for cause depending on problem.

12. When the U.S. Department of Labor sends a survey regarding the program.

SCSEP is funded by federal funds from the U.S. Department of Labor (DOL) and therefore periodically DOL will contract with an organization, which will send out surveys to randomly select participants and host agencies, in order to gauge how the program is actually doing. This survey is at no cost to the participant or host agency and it is highly recommended that the survey is completed and returned to the sender. The comments and the replies from the survey assists DOL to make informative decisions regarding the SCSEP, as well as the grantees (such as SER National) to improve their SCSEP service to the participant and the communities served.

INTENSIVE JOB SEARCH

The purpose of Intensive Job Search is to assist specific participants in conducting a more extensive job search. The participants who have been assigned to this activity, will report frequently (preferable more

2-COMMUNITY SERVICE ASSIGNMENT - HA TRAINING

than once every two weeks) to the SCSEP staff the results of their job searches and will receive suggestions, ideas, and recommendations for improving the opportunities to obtain unsubsidized employment. This activity is used with participants who:

- Have successfully finished a specific training/class/workshop;
- Have completed all necessary training based on their IEP employment goal;
- Are within a year of their Durational Limit; and/or
- According to the SCSEP staff, are job ready.

The procedures to be followed by the SER SCSEP staff and the participant are:

1. The participant is assigned to complete a certain number of employer contacts;
2. Internet job searches are difficult to verify and therefore are not recommended for Intensive Job Search. This will be at the discretion of the local SCSEP staff;
3. The SCSEP staff will determine the time period for reporting back with the results of the job search conducted by the participant;
4. The participant will complete a Job Search Log form documenting where an application was filled out and submitted (phone calls asking if they are hiring are not accepted as searching for a job, at this level of Intensive Job Search);
5. The participant must continue at his/her Community Service Assignment while conducting job search activity (job search activities do not stand alone; participants cannot be paid for just conducting job searches);
6. The SCSEP staff must document in detail how the job searches were verified and the results of the verification in case notes; (the purpose of this is to also find out from the employer where they are in the hiring process and to tell them about the well-qualified job-seeker. This would also be an opportunity for the SER SCSEP staff to tell the employer about OJEs/Trial Employment); and
7. Once the Intensive Job Search form is submitted to SCSEP staff (preferably in person), it will be reviewed with the participant to discuss and learn how he/she is doing in this activity.

The SCSEP staff will choose two (2), three (3), or more, if needed, of the potential jobs listed on the form where the participant applied, and contact those locations to obtain the status of the participant's application, and/or to develop an OJE opportunity.

SECTION THREE

OTHER GOVERNING POLICIES

DEFINITION OF EMPLOYED

Employment is defined as receiving steady/regular income for services provided. SCSEP participants must be unemployed and remain unemployed throughout enrollment until they reach their goal of employment. Regularly working part-time (no matter how small the pay) is not permitted, while still enrolled.

Here are some examples of individuals who are considered employed (this is not an all-inclusive list):

- ❖ A participant who is paid on a regular basis to care for his/her grandchildren; or
- ❖ A participant selling products such as Avon, Tupperware, candles, etc.; or
- ❖ A participant who sells products/food personally or via the Internet; or
- ❖ A participant that provides paid housekeeping, handyman services, or odd jobs; or
- ❖ A participant enrolled in college and performing work study.

Steady income (no matter how small the pay is) is considered employment. The participant must report the information to the SCSEP staff. Failure to report being employed, based on the definition above is reason to be exited from the program, and may be asked to pay back any SCSEP money he/she received during the time of employment. A participant who has commenced, or is about to commence, unsubsidized employment must be exited from the SCSEP for reaching the goal of obtaining employment.

DEFINITION OF UNEMPLOYED

Unemployed is defined as an individual who is without a job and is available for work, including individuals who may have occasional employment that does not result in a constant source of income. The no-employment rule does not apply to casual, non-recurring labor. For example, if the participant occasionally tends to neighbor's garden, or occasionally babysits for a friend, this would not constitute employment. If they are regularly engaged in the business of landscaping or providing child care and received a regular income, this would be considered employment (see above). Work which is compensated by in-kind (such as a reduction in rent for doing maintenance work) does not constitute employment.

ROTATION POLICY

Participants need to be exposed to as many different work environments as possible in order to experience, and learn to adapt to multiple methods of performing the same type of tasks/duties at different locations. Rotations of community service assignments will be ***BASED ON THE PARTICIPANT'S TRAINING NEEDS*** as outlined in their Individualized Employment Plans (IEP). Rotation of a participant's assignment will allow for greater opportunities in obtaining his/her employment goal. SCSEP staff will reassess the participant and update the IEP to determine what steps are needed to further the acquisition of skills or is otherwise, in the participant's best interest. The rotation serves in the best interest of the participant; it allows greater access to a wider variety of job skills training needed to prepare for employment and provides additional work experience or training that will enhance the unsubsidized placement potential. Rotation also encourages host agencies to hire trained and qualified participants and reminds participants who are comfortable in their training assignment to focus on their job search responsibilities.

TEMPORARY ROTATIONS

A temporary rotation is the re-assigning of a participant to another host site for a period of no more than two weeks due to the closure of the current host agency. A temporary rotation is strictly a SCSEP staff choice and not a requirement.

NOTE: Host agencies that are closed *more than two weeks*, such as schools and other type of campuses (for winter/summer breaks) are not considered a temporary rotation. The participants at these sites will require regular rotation.

DRIVERS

Participants are not allowed to be drivers of any vehicle while on a community assignment, unless approved by the SER SCSEP Coordinator.

The participant may drive a vehicle belonging to the host agency, **if:**

1. It is approved by the SER SCSEP Coordinator, in writing;
2. The host agency provides a copy of their current insurance policy to the local SCSEP staff; and
3. The participant provides a copy of his/her valid driver's license to the local SCSEP staff.
4. If the HA is a federal agency: the Site Coordinator must obtain the agency's requirements for volunteers to operate the agency's motor vehicles/equipment and copies of participant's qualifications/documentation.

The participant may drive his/her own vehicle **if:**

1. It is requested by the host agency supervisor, in writing;
2. It is approved, in writing by the SER SCSEP Coordinator; and
3. The participant provides a copy of his/her valid driver's license with a copy of his/her current insurance/auto liability policy (if the participant continues to perform this duty, all documents on file must be kept current).
4. If the HA is a federal agency: the Site Coordinator must obtain the agency's requirements for volunteers to operate the agency's motor vehicles/equipment and copies of participant's qualifications/documentation.

NOTE: The host agency is responsible for payment of mileage to the participants when the participant use their own vehicle to conduct agency business.

CASHIERS

Participants may train to be cashiers. However, if bonding is required, it will be the responsibility of the host agency to provide this insurance requirement for the participant. The participant should receive the training necessary to ensure that he/she is able to attain the skills and the experience necessary to acquire a job as a cashier. Participants, training as cashiers, must take all the necessary precautions to ensure all the money is accounted for; this will affect their status with the program.

HOME-BASED TRAINING

Home-based training assignments are not permitted. The participants must be assigned to a host agency site that is NOT their place of residence; this includes, but is not limited to Homeless shelters, Dormitories, and Religious facilities. Furthermore, the participants may not take "work" home to complete. Any

violation of this policy will be reason to exit the participant from the program and terminate the Host Agency Agreement.

RECEIVING PAY FROM THE HOST AGENCY OR STAFF

Host agencies are not allowed to supplement participants' wages. Participants will be rotated and the host agency will be reconsidered as an active host agency if at any time participants receive any money (in any form – cash, gift card, check, etc.) from any member of the host agency staff. This includes any employee of the host agency staff "giving" money to the participant out of his/her personal funds. The host agency **may not** pay participants for "training" extra hours at their community service assignment; this is a strict violation of SER SCSEP policy.

VOLUNTEERING AT THE HOST AGENCY

The US Department of Labor *prohibits* participants from volunteering at their currently assigned host agency site. The Fair Labor Standards Act (FLSA) prohibits individuals, under certain circumstances, from volunteering for extra hours of service with a public agency if they are employed at the same agency. Section three of the FLSA does not permit an individual to perform volunteer service for a public agency when such service involves the similar, or identical, service that the individual is employed to perform for the same public agency. For this reason, participants should be told to volunteer at an organization other than the host agency where they are currently assigned.

FOREST SERVICE ACTIVITIES

In regards to forest fires, the participant cannot assist with the activity of putting out fires; this is a direct violation of the Host Agency Agreement and affects Workers' Compensation Insurance. If the SCSEP program staff determines this is occurring, immediate removal of the participant from the host agency is required and the host agency will not be able to participate as a training site in the future.

TRAINING AT A RELIGIOUS FACILITY

Participants cannot be assigned to carry out inherently religious activities or be required to participate in any religious activities. In addition, training that involves construction, operation or maintenance of any facility used, or to be used, as a place for sectarian religious instruction or worship, or that primarily benefits private, profit-making organizations, is not a permissible community service assignment. The construction, operation, and maintenance prohibition will not apply to secular facilities where religious worship or instruction is merely incidental or insignificant. For example, SCSEP participants cannot construct a church or synagogue; operate or maintain electrical systems that keep the church or synagogue running; or perform janitorial services in such a facility, since the inherent nature or purpose of the facility is for religious worship. However, the participant could perform janitorial duties at a secular facility such as a hotel, library, school, community recreation center that is occasionally used for religious worship, since the inherent purpose of the facility is not religious worship. This is a regulation from the U.S. Department of Labor, which funds SCSEP.

BEING INVOLVED IN A POLITICAL ACTIVITY

Participants may not be involved in a political activity (paid or voluntary) with their current host agency training. If the host agency is making phone calls, 'stuffing envelopes' for a candidate, sending letters to Congress, assisting others in these activities, or working on getting people out to vote, etc. the participant is not permitted to participate in this, or any other activity that deals (any way, shape, or form) with politics. The participants may volunteer with other agencies, organizations, or businesses

that are not their current host agency site.

DRUGS & WEAPONS

Drugs Usage: Participants may not use, be under the influence of, distribute, possess, or manufacture, illegal or non-prescribed drugs, or alcohol while enrolled in SER SCSEP and are on any SER SCSEP, or host agency properties. **NOTE:** Any violation of this policy can result in local law enforcement action and will include exiting from the SER SCSEP.

Legally prescribed medications are permitted as long as their use does not adversely affect the ability to satisfactorily perform duties, participant safety, or the safety of others. Usages of prescribed medications/drugs are limited to those whom the medication/drug is prescribed to; in other words – sharing prescribed medications is illegal and will be prosecuted to the fullest extent of the law.

Participants found “guilty” (or entered a plea of *nolo contendere*), or sentenced to serve time, or both, for a Federal, state, or city criminal drug statute violation that occurred during the training assignment hours on the host agency or SER SCSEP property, must notify SER SCSEP staff within five (5) days of the verdict or sentencing, in order to stop the participant’s SCSEP clock.

Weapons: Carrying any weapon (concealed or in the open), or using any object/instrument as a weapon during the training hours, whether on or near the SER SCSEP premises, at or near a SCSEP meeting location, or at or near the host agency is prohibited.

- A weapon is generally defined as, but not limited to, any type of firearm, knife-like object, or any form of weapon whose primary use is to inflict harm; this includes fireworks in any size, shape, or form.
- If a participant is observed carrying a weapon, or an object/instrument that can be used as a weapon, and it appears he/she is going to inflict harm to self or another individual in the training place, it must be reported immediately to the host agency supervisor, for immediate action, and the SER SCSEP staff.

NOTE: Any violation of this policy will result in disciplinary action including notifying the local law enforcement, and the participant’s exit from the program.

JURY DUTY

Participant training stipend does not include pay for Jury Duty. Participants that report to Jury Duty will be able to make-up their time at the discretion of the SCSEP staff and if accommodations can be made at the host agency.

UNEMPLOYMENT INSURANCE

Due to the fact that SCSEP is a training program and not a job, SCSEP does not pay Unemployment Insurance (UI); therefore, the participants are not eligible for UI wages. (See Addendum Five — *Unemployment Ineligibility*)

SECTION FOUR

TIMESHEETS, PAYROLL, & LEAVE OF ABSENCES (LOA)

TIMESHEETS (TIME AND ATTENDANCE REPORT)

The host agency supervisor will prepare and certify the participants' timesheets for hours trained at the host agency. Additionally, host agency supervisors are responsible to record the number of hours spent in the direct supervision and training of the participant for that pay period. The timesheet is to be completed in ink **only** and never in pencil or erasable ink; additionally, no 'white-out' may be used.

Each timesheet should be reviewed by the host agency supervisor and the participant prior to submitting it to the SER office. The review will ascertain that all hours are accounted for on the timesheet. Failure to review and submit an accurate and complete timesheet may cause a delay in the participant's paycheck. Timesheets are due at the SER office no later than **noon on Thursday** (the day after the pay period) ends to ensure timely processing.

At no time should a blank timesheet be signed; nor should a timesheet be filled out in advance/before the participant trains. These are not permissible.

The following are SCSEP activities for which participants will receive a stipend:

- Community Service Assignment training hours at an approved host agency;
- Meetings/Workshops approved by SER SCSEP;
- Classroom training (CRT); and
- OJEs.

For CRTs/Other Trainings outside of the host site, such as participant meetings, CRTs and OJEs, SER staff is responsible for verifying the number of training hours and inputting these hours in the appropriate column of the submitted Timesheet.

SER SCSEP will provide the host agency supervisors with a Participant Training: Time and Attendance Report (Timesheet) form at the beginning of each pay period for each participant who is assigned to train at the host agency. The host agency supervisor is responsible for maintaining the timesheet(s), and ***submitting the completed timesheet to the SER office.***

NOTE: If the participants' training occurs during a federal or state holiday, a note is required to be attached to the participant's timesheet indicating the day, date, and name of the holiday.

CORRECTING ERRORS ON THE TIMESHEET

If an error is made in recording training hours on a participant's Time and Attendance Report, corrections should be made by drawing a single line through the error and indicating the correct information. The host agency supervisor and the participant should initial and date each change made to the timesheet. Correction fluid is not accepted to correct timesheet.

NOTE: The timesheet will be rejected and returned if corrections of an error are not properly completed; this may cause a delay in the participant receiving his/her check.

PAYROLL PERIODS

A payroll period is two (2) weeks, fourteen (14) days, beginning on Thursday of the first week and ending on Wednesday of the second week. The *Participant Training: Time and Attendance Report* (timesheet) for each participant must be submitted to the SER office in a timely manner to avoid any delays in the participant receiving his/her stipend.

Payroll is processed at the SER National Corporate Headquarters, in Irving, Texas, the week after the end of the payroll period. SER National's payroll dept. will process the timesheets and upon completion, the participant will be able to access their check stub on-line.

NOTE: Sometimes processing of the first payroll could mean a delay of up to one month before the participant receives his/her first direct deposit from the program; therefore, participants should plan accordingly.

Any falsification of timesheets will not be tolerated and will be persecuted to the fullest extent of the law. This includes, but is not limited to:

1. Signing for someone else;
2. Including hours, the participant did not train;
3. Turning in timesheets when on a Leave of Absence (LOA);
4. Turning in timesheets after being exited from the program; and/or
5. Training more hours than approved on the CSA form.

Regarding participants' training schedules:

- a) The participant's training is scheduled during the host agency's standard business operating hours.
- b) The participant is scheduled a minimum of three (3) hours per training day or a maximum of eight (8) hours per training day.
- c) **Meal/Rest Breaks:** Under California and Colorado Labor Law, training periods exceeding five (5) hours, entitles the participant to an unpaid meal break of 30 minutes in which they are relieved of all duties. Host Agencies in all other states must **adhere to the applicable state laws regarding meal/rest breaks.**
 - a. In California, a participant may waive their 30-minute unpaid meal break only when they're scheduled shift will be completed in six (6) hours or less in one workday.
- d) Meal breaks cannot be taken before the start of the training day, nor added to the end of the training day.
- e) The participant's training schedule must not exceed five (5) consecutive training days.
- f) Participants must not be asked to train additional hours or to volunteer at currently assigned host agency.

END OF THE PAID PERIOD

The participant signs timesheet on or after the last date trained. The host agency supervisor will insert the appropriate number of **SUPERVISOR HOURS** for that specific pay period and participant when filling out the timesheet. The HA supervisor hours is defined as the number of hours the supervisor directly provides supervision and training to the participant; these hours cannot exceed 20 per pay period. This applies only

to supervisors paid with Non-Federal funds. The host agency supervisor signs the timesheets after the participant to validate the information on the timesheet; and submits to the SER office. The host agency supervisor is responsible for delivery of the timesheet to the SER office via fax, scan or hand delivery to the SCSEP office no later than noon Thursday after the pay period ends to ensure timely processing. It is recommended that the host agency keeps a copy of the participant's timesheet for their files. **NOTE:** Late timesheets will be paid on the following pay period.

ELECTRONIC PAYMENTS: DIRECT DEPOSIT & PAY CARDS

SER National's Payroll Dept. has changed to the electronic payment of participants' stipends. All participants will receive their training stipends by Electronic Fund Transfer. Participants have the option of receiving their stipend either by direct deposit into a bank account (Checking or Savings account) or unto a pay card from a third-party account. The direct deposit is the most efficient, quickest and safest manner for a participant to receive the stipend. The funds are deposited into the account and available to use on payday. Forms and instructions may be obtained from the SER SCSEP local office.

In order to ensure participants, receive their training stipend, it is the responsibility of the participants to inform SCSEP staff immediately of any changes to their direct deposit accounts or pay card to avoid any delays in the payroll process. Any changes or cancellations of direct deposits must be received at the SER National Payroll dept. by the Friday after the pay period ends.

Final Payment of SCSEP Wages:

SER will make this policy applicable to all SER SCSEP states as this final payment law is enacted. Upon notification from the SER National Payroll dept., the applicable SER SCSEP states will implement this policy. Currently the following states have expedited Final Pay Laws: California, Colorado, Missouri, and Texas.

This means in the above identified states, the project office staff will request a copy of the participant's last timesheet, with all appropriate signatures and dates, within two (2) hours of the start of the participant's final training day and submit to Irving Payroll via Payroll@ser-national.org.

LOST OR MISSING CHECKS/INCORRECT DIRECT DEPOSIT

If a SCSEP paycheck is lost or reported missing, or an incorrect direct deposit is made, the participant will need to contact the Employment & Training Specialist immediately. Participants will fill out the form Participant Declaration of Missing Check with the SER SCSEP staff. The ETS will contact the Payroll Specialist to begin an investigation that may last up to, but not more than 90 days. After the results of the investigation, the participant will be contacted with the outcome and solution.

TIME MISSED FROM TRAINING

SCSEP is an employment and training program with the ultimate goal of obtaining and keeping a job. It is imperative that when participants are making any appointments (such as doctor, dentist, housing, etc...) to request a time when they are not scheduled to train. In CA, participants must schedule use of their Sick Leave for any appointments connected with the diagnosis, care or treatment of an existing health condition for, or the preventative care of a participant or a participant's immediate family member. This Sick Leave (if available) is required to be used in these situations, before participants can make up time missed from training. Time missed for any appointment, or for being sick can only be made up with prior approval of the SER SCSEP staff, **not** the host agency supervisor. If the SCSEP staff (not the host

agency staff) concludes there is just reason to make-up the hours, the hours MUST be made-up within the same week/pay-period in which they were missed or the following week/pay-period, not to exceed eight (8) hours in one day or 40 hours in one week. SER National must approve any other special consideration.

If the participant trains during a federal or state holiday, a note from host agency is required and a copy should be attached to the timesheet. If the host agency is closed due to a holiday, inclement weather, power failure or other factors beyond their control, the participant(s) will not be paid. The host agency supervisor should contact SER SCSEP if the host agency closes on a day the participant(s) are scheduled to train. The time/hours lost due to host agency closings may be made-up .

Make up hours need to be approved by the project staff and should be within the same week/pay period or the following week/pay period only; not to exceed eight (8) hours per day or 40 hours in one week.

OVERTIME & COMPENSATORY TIME

SER SCSEP does not approve payment for overtime nor compensation (comp) time.

HOST AGENCY CLOSINGS

The host agency supervisor should contact the SER SCSEP staff if the agency closes on a day when participants are scheduled to train, such as:

- If the participants' training occurs during a federal or state holiday; and/or
- If the host agency is closed due to inclement weather, power failure or other factors beyond their control.

NOTE: The participants are not paid for days in which they did not train, however the time/hours lost due to their host agency closing may be made-up with prior approval from the SCSEP staff. The time should be made up within the same week /pay period or the following week/pay period only; not to exceed eight hours per day.

HOLIDAYS AND SICK LEAVE

SER SCSEP does not pay SCSEP participants for holidays or sick leave. Hours can be made-up/rescheduled (see sub-section above).

***** **CALIFORNIA ONLY** *****

NOTE: The CA State Law, AB1522 known as Healthy Workplaces, Healthy Families Act of 2014 requires the paying of sick leave to CA SCSEP participants. This sick leave may be used in connection with the diagnosis, care or treatment of an existing health condition for, or the preventative care of a participant or a participant's immediate family member. Leave under this policy may also be used for program participant trainees who are the victims of domestic violence, sexual assault, or stalking. For additional information, contact the SER SCSEP office.

LEAVE OF ABSENCES

Leave of Absences (LOAs) are approved requests, or policy mandated events which temporarily suspend all SCSEP training activities for a period of four (4) or more consecutive days. Participants must be reminded of the SCSEP requirement to notify SCSEP staff if they start working while on LOA. Participants are not paid while on any Leave of Absence. Therefore, participants are not required to take

part in any SCSEP activities (such as participant meetings, conducting job searches, etc...) while on a LOA. There are two types of LOAs: 1). **Voluntary** – participant initiated and 2). **Administrative** -- staff initiated.

Voluntary LOA [participant initiated]

Participants need to contact the SCSEP staff when they know they will be out of the program for an extended period of time. This is an actual request from the participant with an anticipated return date, and is different than missing training days. To request a LOA, participants must contact the SCSEP staff who will complete the *Notice of Leave of Absence* form. The project office may grant a voluntary Leave of Absence for up to **60 days** (no more than 60 days). Because this is a training program and not a job, it is recommended the field staff does not approve seasonal and/or yearly requests of LOAs. If the participant has not returned by the 61st day or the date requested (date requested must be 60 days or less), then the exit process will be initiated. If approved the participant's SCSEP clock is stopped until they return to training.

Unauthorized absences are not a LOA; this could lead to non-IEP related exit for training abandonment. Participants have an obligation to notify SCSEP staff and report to their training assignments and host agency supervisor if they are going to take longer or are unable to return on the agreed upon date.

Administrative LOA [staff initiated-- including Workers' Compensation]

Administrative LOAs are events that temporarily suspends all SCSEP activities and lasts for a period of four (4) or more consecutive days. Administrative LOAs may be used in the following circumstances:

- 1). A participant is receiving Worker's Compensation;
- 2). No suitable host agency is available;
- 3). Administrative delays in starting training including but not limited to the processing of paperwork or to conduct a background check; and
- 4). An Investigative LOA when a situation warrants the removal of a participant from the training site, or a complaint that must be investigated. SCSEP staff are required to notify SER National's HR dept. within 24 hours.

Project offices will place participants on an Administrative LOA with SER National's HR dept. notification/approval.

Workers' Compensation LOA

Participants who are on Worker's Compensation must be placed on an Administrative LOA until they provide documentation, from the treating physician, stating they are released back to training, or unless the participant turns in a written statement voluntarily leaving the program. Participants who are on leave due to Workers' Compensation will not be exited from the program unless released by doctor but fails to return to training or the person voluntarily requests an exit.

Returning from Workers' Compensation LOA

In order for a participant to return from a Worker's Compensation LOA, the ETS must contact the SER National HR and receive HR's approval of a participant's return to program activities. Documentation from the treating physician must be forwarded to SER National HR with any modified duty release documentation detailing the description of the modified activities. SER National must do its due diligence in reassigning these returning participants to a host site as soon as possible, including accommodating any 4-TIMSHEETS, PAYROLL, & LEAVES OF ABSENCES (LOA)

modifications to their training duties. Refusing to return to training after being released from the Worker's Compensation LOA would be considered Training Abandonment, which may lead to being exited from the program.

Participants returning from a LOA

If a re-certification is due while a participant is on a LOA; the re-certification must be completed upon the participant's return to the program. Upon the conclusion of the LOA, the participant must be scheduled for a re-certification; once all documentation is provided and the re-certification is completed then the participant can be allowed to return to the host site or be re-assigned to a new host site. When a participant is returning from a lengthy LOA, a safety training update must be conducted prior to assignment to host site. This updated training includes the reviewing of the PowerPoint – *Safety and Accident Prevention*, a review of the safety information in the *SER SCSEP Handbook, Participant Safety Training Orientation*, as well as the *Participant Orientation* (form# 8a).

NO PAY STATUS

No Pay Status is when participants are still enrolled in the program, but are not reporting to any assigned training. If on a voluntary LOA, then after 60 calendar days the participant must be ready to return to a host agency training, or the individual will be exited from the program.

If the participant cannot return within 60 days, that person will be exited. When the participant is able to return, he or she may be considered for re-enrollment in the program, but it is not guaranteed, and depends on whether the person is eligible and still not job ready, as well as, if there are available positions and the availability of host agencies.

NOTE: Re-enrollment is not a guarantee for any participant, plus participants cannot be assigned to their previous host agency if/when they re-enroll. However, upon returning from a LOA the previously assigned host site may or may not be available; SCSEP staff will make the determination based on what is best for the participant

PAY PERIOD SCHEDULE (See Addendum Six — *Pay Period Schedule*)

SECTION FIVE

CORRECTIVE ACTION WARNING/NOTICES & EXITING THE PROGRAM

Typically, participants will receive an opportunity for corrective action before a formal exit notice is issued. However, SER SCSEP reserves the right to exit a participant from SCSEP without corrective action warnings. See policy below regarding Corrective Action Warning/Notice and when two (2) Warnings/Notices are not required.

CORRECTIVE ACTION WARNING/NOTICE

A corrective action is a process of communicating with the participant the necessity to *adjust* unacceptable behavior or non-compliance with policy. The purpose of a corrective action is not negative in nature, but a positive learning tool for the participant. The goal is to guide the participant to appropriate conduct or behavior by identifying the problems, causes and solutions; not as punishment. SCSEP is an employment and training program; this means the participants' dealings with SCSEP staff must also serve as an illustration of workplace interactions. A corrective action reinforces what is expected of participants, compliance with rules and proper training site etiquette.

A meeting with the participant must be scheduled, immediately to personally address the situation at hand. A participant must be given an opportunity to correct his/her behavior or conduct, or to comply with the IEP requirements.

Verbal Warnings and Corrective Action/Warnings:

All participants are expected to behave appropriately, attend community service assignments/training and comply with their IEP. Whenever, a verbal warning is issued to counsel a participant to correct his or her actions, this warning will be documented.

- All verbal warnings are documented on the *Corrective Action* form (#51).
- In certain situations, up to two (2) warnings may be conducted to ensure that actions do not recur giving the participant the opportunity for corrective actions before being exited 'for cause' at the third (3rd) and final warning.
 - The SCSEP staff would schedule a meeting with the participant to address the issue at hand. If a face-to-face meeting cannot be conducted, then the warning can be conducted over the phone.
 - SCSEP staff are advised to have another staff present when conducting the meeting. If no other person is available to witness the call or face-to-face meeting, SER National's Human Resources representative may be contacted to be a witness via telephone.
 - The corrective action is a learning tool for the participant to ensure success in the program.
 - SCSEP staff will describe the unacceptable action and note the participant's explanation, if any.
 - The participant will be reminded of acceptable actions and program policies to remain in compliance.

When Two Warnings/Notices are Required

Participants may receive two (2) warnings/notices, based on different infractions from the SCSEP staff

as outline in the IEP related ‘For Cause’ reasons for exit. On the third violation and failure to make an improvement/correction and/or resolve the infraction, the SER SCSEP staff will begin the process for exiting the participant from SCSEP.

The corrective action notice will state the violation, the policy violated, a corrective action plan, the consequences if failure to abide by the corrective action plan and a date to review the outcomes with the participant. Improving/correcting/resolving the reason for the corrective action does not void the warning/notice.

NOTE: A host agency must report any infractions to the SER SCSEP staff.

First Warning/Notice

If a participant displays behavior or conduct outlined in the ‘For Cause’ reasons for exit or refuses to comply with his/her IEP requirements, the participant will be given a *Corrective Action Warning/Notice* along with counsel to correct his/her actions. This form is reviewed with the participant (and a witness), then it is signed by the participant as a sign of good faith to correct his/her behavior/conduct. It is also signed by the SCSEP staff. If the participant refuses to sign, the form would be noted that the “participant refused to sign document.”

Second Warning/Notice

If a participant, for a second time, displays behavior or conduct outlined in the ‘For Cause’ reasons for exits or refuses to comply again with the IEP requirements, the participant will be given a second opportunity to correct his/her actions. A second *Corrective Action Warning/Notice* will be given to the participant and the warning/notice will be checked as a second opportunity to correct his/her action(s). The participant must sign the form acknowledging the corrective action warning. If the participant refuses to sign, the form would be noted that the “participant refused to sign document.”

Exit Request

If a participant does not make a satisfactory improvement in his/her actions, or for a third time displays any behavior or conduct outlined in the ‘For Cause’ reasons for exit, a request to exit the participant will be submitted to SER National’s Human Resources (HR) Department for approval.

When Two Warnings/Notices are NOT Required

When a participant’s violation of policy is of a serious nature; as outlined in the non-IEP related ‘For Cause’ exit reasons, immediate action to remove the participant from the host agency and/or SCSEP may be required. In this case, the participant will be placed on Administrative LOA immediately, until further notice for SER National’s HR Department.

Some examples of “a serious nature” are (but not limited to):

- Commit, or intent to cause serious bodily harm, to self, the SER SCSEP staff and partners, the host agency’s staff, cliental, or others;
- Commit, or intent to cause imminent threat of health, safety and/or property, to self, or the SCSEP staff and partners, or the host agency’s staff, clientele, or others;
- No reply/response to an action letter or Form# 45—call for action/information;
- Falsification of timesheets and/or program records;
- Insubordination;

- Abusing the Leave of Absence (LOA) policies (no call no show);
- Unauthorized use of computers;
- Surfing the Internet for inappropriate sites, such as pornographic sites;
- Abuse of alcohol or being under the influence on any SER SCSEP or host agency's property;
- Illegal drug usage on any SER SCSEP or the host agency's property;
- Illegal possession of any weapons on any SER SCSEP or host agency's property;
- Theft (in any form) from any SER SCSEP or the host agency's property; and/or
- Using any object/instrument as a weapon at any SER SCSEP or the host agency's property.

EXITING THE SCSEP

There are two types of exits: voluntary (participant initiated) and involuntary (staff initiated). All participants have the right to voluntarily leave the program and preferably with at least two (2)-weeks advance notice, if possible. When participants voluntarily leave the program, they need to contact the SCSEP staff. This allows the staff to:

1. Contact the host agency to inform them of the changes; and
2. Complete the exit paperwork for a smooth transition out of SCSEP, which also reminds the participants of the requirement of SCSEP staff to conduct follow-ups;

VOLUNTARY EXITS

The following is a list of voluntary reasons to exit the program:

• Personally decided to leave the program;	• Moved from the area;
• Health/medical condition;	• Active Duty Military;
• Institutionalized; and	• Finding a job (ultimate goal of the program).

INVOLUNTARY EXITS

Participants may not be exited solely on the basis of age, race, color, creed, sex, (including gender harassment or medical conditions), religion, marital status, national origin, or any other consideration made unlawful by applicable federal, state or local laws.

NOTE: Host agencies may request for a participant to be removed from the agency; however, a host agency **cannot** exit, terminate, or dismiss the participant from the program. The SER SCSEP staff has sole authority to exit a participant from the program.

POSSIBLE REASONS FOR AN INVOLUNTARY EXIT

This is Not an All Inclusive List

Anyone who is involuntarily exited will received a written Exit Letter giving the individual at least 30 days advanced notice of the exit, explaining the reason for exit, and the exit date.

1) **For Cause** – Requires HR Approval

If at any time during the year, it is determined that a participant is not abiding by the rules, regulations, policies and procedures of SER SCSEP, and/or is showing unfavorable attitudes or actions he/she may be exited 'For Cause.'

Examples of IEP Related 'For Cause' Reasons

Examples of infractions that require disciplinary action (*Corrective Action Warning/Notice*) up to and including exit: **NOTE:** this list is not an all-inclusive list.

- Refuses to comply with the listed number of job search on the IEP;
- Refuses three job offers and/or referrals to job openings;
- Failure, or refusal to perform assigned duties including verifiable job searches;
- Failure, or refusal to accept an appropriate job offer;
- Sabotages a job interview, for example, attends the interview poorly dressed, is late, tells the interviewer that he/she is not interested or qualified, and/or does not show up for the interview;
- Refuses to or not participating fully in training opportunities;
- Refuses to transfer to a new community service training assignment (rotation);
- Refuses to register at the American Job Center (formerly One-Stop);
- Refuses to take advantage of WIOA opportunities;
- Refuses to accept follow-through in obtaining supportive services that will enhance ability to participate in a community service assignment;
- Refuses to cooperate with other IEP-related referrals; and/or
- Refuses to cooperate with the Assessment or IEP process, e.g., refusing to complete the Assessment, IEP, and other training development plan (PPRP appointment).
- Failure to participant fully in training due to excessive personal cell phone usage (including texting).
- Failure to attend training due to frequent tardiness (excessively reporting to the assignment late), leaving the training site prior to scheduled time without good cause, and/or not reporting to the assignment at all (unauthorized absences), which are not approved by the SCSEP office;

NOTE:

- Three (3) consecutive training days of being absent without good cause or without notification to the SCSEP office, equates to one ‘incident’. Three (3) ‘incidents’ is reason to request the participant be removed from the program.
- ***TRAINING ABANDONMENT*** includes:
 - unauthorized absences of *five or more* consecutive training days;
 - ignoring unapproved requests for a LOA;
 - refusing to return to training after being released from a Worker’s Comp LOA (including treating physician’s determination of light duty); and/or
 - failure to return from an approved LOA by the required date without good cause or notification.

Examples of Non-IEP Related ‘For Cause’ Reasons

Examples of circumstances warranting removal, including immediate removal consist of, but are not limited to the following non-IEP related reasons:

1. Refusal to cooperate in establishing eligibility (including failing to attend recertification appointment or failing to provide documents requested for recertification);
2. Falsification of official records, such as timesheets, for example, intentionally signing the signature of the host agency supervisor, or including hours on a timesheet that were not bona fide;

3. Intentional disclosure of confidential, or private information; for example, giving information to others about what has been stated, or is obvious that the information is to be kept private and/or confidential, such as, phone numbers, social security numbers, results of reports, medical information, etc.
4. Failure or refusal to perform assigned duties, e.g., refusing without good cause to do assignments that are part of the training description and required to increase skills and knowledge.
5. Insubordination, defined as intentionally refusing to carry out the direction or instructions of a host agency supervisor, or SER SCSEP staff member, provided there were no extenuating circumstances and the directions or instructions were reasonable.

NOTE:

- Includes participants on LOAs who fail to respond to SER requests or attend scheduled appointments with host agencies or SER offices.
6. Workplace harassment, including but not limited to verbal/visual/physical comments, slurs, cartoons, photography, and/or gestures that are derogatory or sexually oriented; or discrimination on the basis of sex, race, color, religion, national origin, age, marital status or disability.
 7. Using any obscene, abusive, harassing, or threatening language or behavior;
 8. Using any of the host agency's (including SER offices) equipment without permission, such as, computers (Internet, email, Facebook, etc.), copiers, phone, mail/postage-meter, etc.;
 - Using the host agency's equipment inappropriately, such as visiting Internet sites that are not related to the assignment, using the host agency's phones for private and personal usage, etc.;
 - 'Borrowing' (removal of) equipment (lawnmowers, lawn and office equipment, copy paper and other items/supplies, etc.) from the agency;
 9. Any physical violence or intent to be violent, for example, being violent and threatening to, or carrying out threats that may physically harm self, individuals or property;
 10. Theft, the illegal taking or withholding property of another without permission and any action that is prohibited by law, this includes the removal of food or food products, kitchen supplies/items, office and/or cleaning supplies, any sort of equipment (no matter how big or small);
 11. Causing an imminent threat of health or safety to self or others;
 12. Non-compliance with drug and alcohol free policy, which prohibits 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 on any premises conducting the SCSEP activities, including but not limited to the host agency, 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 and/or protect the safety of the participant and/or others).

2) **Incorrect Determinations due to Providing False Information**

If, at any time during the year, a participant is determined to be incorrectly declared eligible because of providing false documentation of age, income, residency, or employment status, he/she must be placed on an Administrative LOA immediately and given at least 30-days advanced notice of the exit.

3) **Incorrect Determinations through No Fault of the Participant**

If at any time during the year, it is determined that a participant was incorrectly declared eligible through no fault of the participant, the participant will be notified regarding the error.

4) **No longer Eligible (Ineligibility)**

If at any time during the eligibility verification, a participant is determined to no longer be eligible for the program, the participant would be given 30-day advanced notice of the exit.

5) **Reaching Individual Durational Limit**

A participant will be exited when he or she reaches their individual durational limit. The participant would be given at least 30-day advanced notice of the exit.

6) **Becoming Employed During Enrollment**

A participant who is discovered to be employed while enrolled without having notified the program, will be exited from the program for employment. The participant will be placed on an Administrative Leave of Absence immediately and given notice of the exit.

SECTION SIX

SAFETY PROCEDURES & REPORTING AN INJURY

SAFETY TRAINING POLICY

The safety of our participants is a primary consideration in the operation of SER SCSEP at all levels of program staff and partners. SER SCSEP complies with local, state and federal laws governing conditions of the “workplace for employees”, and the program participants. All staffs must be aware of the conditions in all training areas that may produce injuries (such as, wires/cables on the floor, rolling chairs, open file cabinet drawers, broken or damaged machinery, chemicals, faulty equipment, etc.), or health related issues (such as, mold, dust, fumes, etc.). Participants are not permitted to train at a host agency where the conditions are unsafe.

The host agency management personnel must provide safety training required for personal safety and health in keeping with the standards of the law and SER SCSEP’s policies. A key to successful safety training must embody the proper attitudes toward incidents and injury prevention. The objective is to build a safety training that will reduce the number of incidents and injuries to an absolute minimum.

Safety is paramount! Therefore, all SER SCSEP participants must receive a Safety Training Orientation from the SER SCSEP staff. This orientation consists of a review of a Power Point – *Safety and Accident Prevention*, and a review of the safety information in this handbook, including *Participant Safety Training Orientation*. SER SCSEP staff must ensure each participant receives an individual host agency safety training on the duties they will be assigned to perform at the host site.

SER SCSEP holds the safety, welfare, and health of all SCSEP participants in the highest regard. No task is so urgent that it cannot be done safely. The host agency must provide each participant with a safety orientation and all the proper information, tools and a working environment to safely perform the assigned tasks.

Participants must report unsafe conditions, practices and equipment to their host agency supervisors or SER SCSEP staff. All incidents or injuries must be reported within 24 hours. Failure to report incident/injury to the ETS within 24 hours is grounds for a Corrective Action/Warning Notice. Repeated accidents at the host agency site due to unsafe conditions will be cause for SER SCSEP staff to remove all participants from said agency.

Two Safety Trainings

1. Initial Training - is provided at the time participants enroll in SER SCSEP to ensure the participant understands the safety and health hazards at the training site.
2. Updated Training – is conducted during a recertification/PPRP, after accident/incident or return from Workers’ Comp LOA, or when returning from a lengthy Leave of absence.

USING LADDERS

Participants are not allowed to use any ladders (large or small) while in SER SCSEP training. The host agency must make its own arrangements for any tasks that require the use of a ladder, and may not ask a SCSEP participant to perform the task.

LIFTING MORE THAN 25 POUNDS

Participants may not lift, push, or pull more than 25 lbs. while performing their SCSEP duties at the host agency. Once again this would be the responsibility of the host agency to complete the task that requires lifting, pulling, or pushing more than 25 lbs.

ACTIVITIES SER SCSEP PARTICIPANTS CANNOT PERFORM:

- Lifting more than 25 pounds;
- Using a ladder, for example to change light fixtures;
- Repairing a light switch;
- Driving trucks; and
- Operating heavy equipment—such as dump trucks, commercial trucks, front end loaders, jack hammers, cranes, back hoes, etc. such as [heavy equipment used for construction sites or trenching, excavating] and/or transporting hazardous materials.

PROCEDURES FOR REPORTING AN INCIDENT/INJURY

Should the participant incur an incident or sustain an injury during the community service assignment, it is imperative that the *SER National's Human Resource Department* is **notified within 24 hours** of the occurrence using the *Participant Incident/Injury Report* form (see form in addendums). The SER SCSEP staff can provide a copy of this form to the host agency to have on hand in case there is a need to report an incident/injury. SCSEP staff will notify SER National's HR Department.

The following are procedures that should be followed:

- Notify the host agency first then the SCSEP field office;
- Determine whether or not the participant needs medical assistance;
 - a. If emergency medical assistance is needed, call 911, or
 - b. If non-emergency assistance is needed, request the injured participant to seek treatment with a medical facility or physician that accepts Workers' Compensation Insurance; and
- If the participant refuses to seek medical treatment, the incident must still be documented using the *Participant Incident/Injury Report* no matter how superficial or how "unimportant" the incident/injury may appear.

HOW TO COMPLETE THE PARTICIPANT INCIDENT/INJURY REPORT FORM

All incidents and injuries, regardless of the severity, must be reported within 24 hours to the Employment & Training Specialist. If injury occurs, seek medical treatment immediately. Delay in submitting the report in a timely manner may cause a delay in the participant receiving the necessary approval for medical treatment. Being late in reporting also gives the Worker's Comp provider reason to question the validity of the accident being reported.

Instructions for filling out the form

1. Ensure **all** fields have been filled out correctly and properly. Do not leave any field blank. If a field is not applicable, write N/A, or put a dash (--) indicating the field was addressed and not skipped or forgotten.
2. Use **blue ink**.
3. Be sure the form is **dated and signed** by all parties as indicated on the form (page 3 of 3).

4. Scan, fax or e-mail immediately to the SER SCSEP local office.
5. If there are any witnesses, have each one write a statement as to what they witnessed, date and sign the statement. Include these statements with the injury report.

NOTE: The submission of the above form via scan or e-mail requires an encrypted scan/e-mail to protect the participant's privacy and to align with DOL's requirements.

WINTERTIME SAFETY PREVENTION

No matter how often snow and ice is salted and removed from walking surfaces, there still may be some slippery surfaces. Walking to and from parking lots, on sidewalks and between buildings during the winter months requires special attention to avoid slipping and falling. It is easy to forget how dangerous slipping and falling can be. When walking on an icy or snow-covered walkway, take short steps and walk at a slower pace so you can react quickly to a change in traction.

Approach cleared streets and sidewalks with caution. Look out for "black ice." Dew or water vapor can freeze on cold surfaces, forming an extra-thin, nearly invisible layer of ice that can look like a wet spot on the pavement. It can happen early in the morning or in areas shaded from the sun.

Hazards to watch for: ☒ Snow-covered ice ☒ Black ice
 ☒ Uneven surfaces ☒ Unsalted sidewalks and parking lots

Here's what to do:

- ✓ Report unsafe areas and unsalted parking lots and sidewalks to the appropriate personnel immediately.
- ✓ Wear shoes or boots that provide traction on snow and ice. Avoid boots or shoes with smooth soles and heels.
- ✓ When getting in or out of any vehicle use the vehicle for support.
- ✓ Walk in designated walkways as much as possible. Taking shortcuts over snow piles and other frozen areas can be dangerous.
- ✓ Look ahead when walking; a snow- or ice- covered sidewalk may require travel along its grassy edge for traction.
- ✓ Bend your knees a little and walk slower and take shorter steps, this increases traction and can greatly reduce the chances of falling.
- ✓ When entering a building, remove as much snow and water from your boots as you can.
- ✓ Be aware that floors and stairs may be wet and slippery.

Do the "Penguin shuffle"

Walking like a penguin can reduce the chances of slipping and falling (so who's watching?).

- Point your feet out;
- Keep your head up;
- Slowly take short steps or shuffle; and
- Extend your arms out to your sides for balance and walk flatfooted.

If you are going to fall, try to avoid landing on your knees, wrists, or spine; relax your muscles and fall on your side.

Slipping and falling on ice can cause serious injuries that plague us for months. By following the simple steps listed in this handbook, it can reduce the chances of slipping and falling. Talk with the host agency personnel and/or the SCSEP staff as to what can be done at the training site to avoid winter slips and falls.

On the next pages are the Safety and Accident Prevention PowerPoint the SCSEP staff covers during Orientation. Please refer often to this section, this will help reduce or eliminate accidents at your training site.

What to Wear

- ☑ Dress warmly and wear boots with non-skid soles. (Avoid plastic and leather soles.)
- ☑ Wear a bright scarf or hat or reflective gear so drivers can see you.
- ☑ Keep warm, but make sure you can hear what's going on around you.
- ☑ Whatever you wear, make sure it doesn't block your vision or make it hard to hear traffic.
- ☑ During the day, wear sunglasses to help you see better and avoid hazards.

Driving in Winter Weather

- Maintain a safe following distance. Look ahead and keep plenty of distance between you and other vehicle [at least four seconds].
- Drop your speed to match road conditions. In winter, it is safer to drive below the posted speed.
- Watch for black ice. Slow down when approaching icy areas.
- Accelerate and brake slowly.
- Avoid sudden moves. Accelerate gently, turn slowly, and brake carefully and early. Avoid unexpected quick movements. Anticipate turns, stops and lane changes before they occur
- Know how to handle a skid. If you start to skid, ease off the brake or accelerator, look and steer smoothly in the direction you want to go. If you are on ice and skidding in a straight line, step on the clutch or shift to neutral.
- See and be seen. Always drive with your headlights on.



Safety and Accident Prevention SER SCSEP Presentation

SER – Jobs for Progress National, Inc.
Irving, TX

Safety and Accident Prevention

- Slips and Falls
- Office Ergonomics
- Proper Lifting Techniques
- Operating Machinery
- Chemical Safety
- Personal Protective Equipment
- Cutting Procedures



What is an Accident?



- An unintended happening, mishap.
- Most often an accident is any unplanned event that results in personal injury or in property damage.
- The failure of people, equipment, supplies, or surroundings to behave or react as expected causes most accidents.

3

Avoid slips and trips...



- Make sure walkways and stairs are well lit.
- Look before you walk—make sure your pathway is clear.
- Walk at a moderate pace
- Wear slip-resistant, well-fitted footwear.
- Clean up debris after each job and report accidental
- spills immediately.
- Secure wires, cords and cables away from walkways.
- Walk, don't run!



4

Causes of Falls

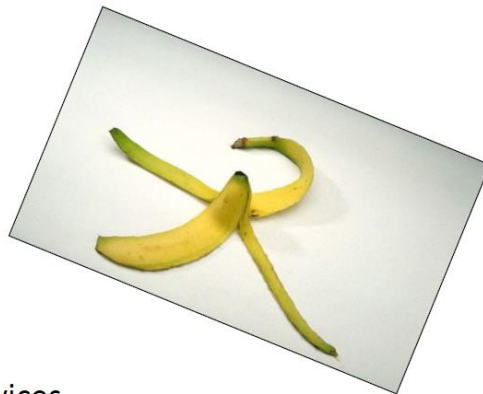
- Wet floors
- Uneven surfaces
- Debris on floors
- Poor lighting
- Inappropriate detergents / finishing compounds / waxes
- Inadequate rinse
- Phone and electrical cords across floors
- Frayed carpets



5

Common Reasons for Slips and Falls

- Decrease in visual activity
- Exterior/Interior hazards
- Decrease in balance
- Health Related Issues
 - ☐ Diabetes
 - ☐ Blood Pressure
 - ☐ Disease (s)
- Decreased feeling in feet
- Poor footwear
- Need for use of assistive devices
 - ☐ Cane/Walking stick
- Fear of falling



6

Identifying Fall Prevention Strategies for the Older Worker

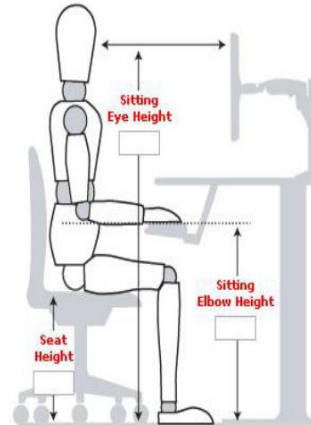
- Body awareness
- Awareness of surroundings
- Proper body mechanics
- Knowing your limits
- Floor Surface
- Lighting
- Visual Contrasts
- Handrails at all stairs/ramps
- Gradual slopes for ramps
- Contaminant Controls (trash, wet floors, matting, cords)
- Clear and illuminated signage
- Proper footwear
- Secure entrance floor matting



7

Office Ergonomics

- Chair Safety
- Keyboard & Mouse
- Computer Screen
- Proper Body Posture

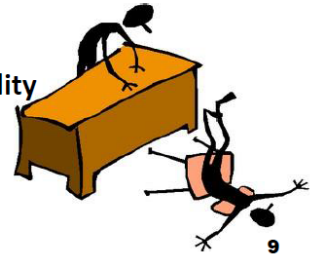


8

Getting in and out of chair safely

- **Make sure chair is in safe condition with safe operating casters.**
- **Don't lean so far back in your chair that the wheels or legs lift up off the floor.** Leaning can cause the chair to slip out from under you
- **Never put all your weight at the very front edge of the chair.** If you sit too far forward, the chair can tip over. Use a chair with a forward tilt mechanism if the task requires sitting in a forward position.

Use arm rests when getting in and out of chair for stability



The Keyboard



- Hand in line with forearm
- Neutral hand posture
- Place just below elbow height
- Arm at 90 degree angle
- Height adjustment is essential where possible
- Wrist rest should be same height as space bar

The Mouse



- ☞ Position to left or right of keyboard
- ☞ Keep within easy reach
- ☞ Same height as keyboard
- ☞ Keep wrist straight when using

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The Computer Screen



- Top of screen should be at eye level.
- Screen should be about 20 inches or more from eyes.
- Screen should be in front of your body.
- Use glare screen if possible.
- Place screen so the reflection of the windows/doors do not affect the view of the screen.



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Body Posture

- Maintain neutral position
- Head straight forward
- Do not slouch in chair
- Sit erect
- Relax; avoid tension



13

Posture

One of the best preventers of back pain is good posture, which can train the body to stay in positions that cause the least amount of strain to the lower back.

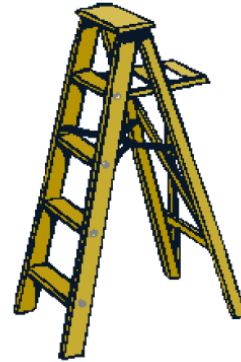


Benefits of good posture include decreasing ligament or muscle strain, preventing back pain, allowing the body to exert less energy because of proper alignment, and preventing the spine from abnormal positions. Even when sitting, posture should be upright and not slouching.

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Don't work on ladders

- Participants should not be asked to perform any work at elevation that requires a ladder or scaffold.
- Contact your case manager if asked to work off of a ladder.



15

RULES FOR LIFTING

- Never Bend, Lift, and Twist at the same time!
- Use mechanical aids or assistance when possible.
- Bend your knees and use your legs to lift!



16

Proper Lifting

- **Plan the Lift.**
Before attempting to lift or move something heavy, it is important to step back and analyze what needs to be accomplished.
- Think about how heavy the object is, how far it has to be moved, where it is going to end up?
- What is the shape of the object?
- Is it cumbersome, will it be easily manipulated?
- Is it a two-person job?
- Is there anything in the way that needs to be moved prior to lifting?
- Stand directly in front of the load, with feet about shoulder width apart; one foot should be in front of the other for balance.



Figure 1

17

Proper Lifting

Correct Positioning

- Get Help if Needed.
- If the load is too heavy, **DON'T TRY TO LIFT IT ALONE.** Find someone who can help carry it, or if possible, break the load into two smaller, more manageable loads.
- Bend the knees and tighten the stomach muscles. Using both hands, grasp the object firmly and pull it as close as possible to your body. (See Figure 2 and 3)



Figure 2

18

Proper Lifting

- **Lift With the Legs -- NOT THE BACK.**
Since leg muscles are stronger than back muscles, lift with the legs, until they are straightened.
- Avoid jerky movements. Keep the natural curve in the spine; don't bend at the waist.
- To turn, move the feet around by pivoting on the toes, not by twisting at the stomach.



Figure 3

19

Proper Lifting

- When it is time to set the load down, it is very important that it is done correctly.
- Reverse the procedures for lifting to minimize the strain on the back.
- If the load is going to set on the floor, bend the knees and position the load in front of you.
- If the load is to go at table height, set it down and keep in contact with the load until it is secure on the table.



Figure 4

20



Proper Lifting

- There is one final important rule:

"THINK BEFORE YOU LIFT"



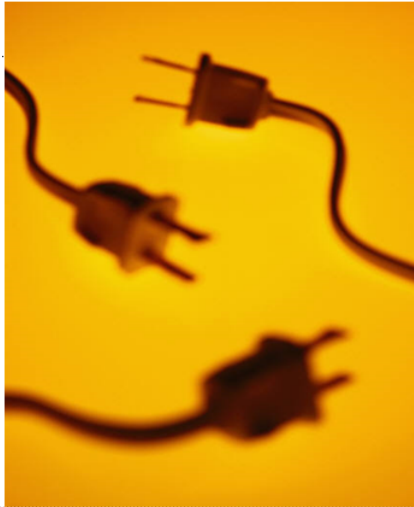
- Remember, in lifting, you are the major cause of your injuries; therefore, you have the major responsibility for preventing them.



21



Electrical Work



- Always check equipment before using.
- Follow instructions and procedures for using the equipment.
- Always use protected equipment.
- Don't use electrical equipment in wet or damp locations, unless its designed to be used in such manner.
- Don't use equipment that is damaged.
- Report any damaged equipment to the supervisor immediately.

22

Operating Machinery

- Don't use any machinery other than standard office equipment in an office setting.
- Don't use any heavy industrial machinery or power tools without first learning how to use it.
- Don't use any machinery that is not described on job description without case manager's approval.



23

Chemical Safety – Don'ts

- Don't use any chemical that you have not received training in proper use and safety precautions.
- Be sure you are familiar with each chemical you are using. If you don't know about it, **ASK** about it.
- SER Participants are only allowed to use standard household cleaners.
- Contact your case manager if asked to use other types of chemicals for approval.



24

Personal Protective Equipment

- Don't perform any work with chemicals without proper eye protection, gloves or other protective equipment needed for the job.
- Follow established safety guidelines.
- If in doubt, ask your host agency supervisor, or your SCSEP case manager.



25

Careful Driving in Bad Weather

Before you head out the door. . .

- Check the weather forecast.
- Check with your case manager before heading out on icy roads.
- Don't drive when you are tired or on medications that make you tired.



26

Safe Cutting Procedures



Make sure to always use sharp knives as opposed to dull ones.

1. When using a knife, keep your eyes focused on the job at hand.
2. Wear a cut resistant glove on your "off" hand when using a knife.
3. Always cut away from your body.
4. Keep the knife edge away from you. Carry knives pointing down.
5. Always use a cutting board, not a hand or plate.
6. Keep knives properly stored. Do not leave them in a sink.
7. Keep knife edges sharp, so you don't saw or hack.
8. Use the proper knife for the job, such as boning, paring, carving, etc.
10. When chopping, rest palm of hand not holding knife on top of flat side of knife for extra leverage.
11. When a knife falls, let it drop. Never try to catch it.
12. When coring tomatoes, use a coring tool, not a huge knife.
13. Cooks' knives should be wiped, dried and properly stored on a magnetic strip-holder or storage block.



27

Stairway Do's & Don'ts



- Always hold on to the handrail
- Never carry heavy or bulky items up the stairs.
- Watch your step.
- Avoid distractions.
- Step firmly.
- Never run up or down the stairs.



28

What do I do if I get hurt?



- Report the incident to your host agency supervisor as soon as it happens.
- Contact your SER Case Manager and provide a full description of the incident when it happens.
- If it is a serious accident, advise your supervisor so they can get immediate medical attention for the injured person.



29

Thank you!



If you have any questions at any time, please ask your host agency supervisor or call your case manager. Remember:



Be Safe!



30

PARTICIPANT SAFETY TRAINING ORIENTATION

SER SCSEP staff will review the policies and procedures related to safety in the Safety and Accident Prevention PowerPoint with every participant.

You, the participant, must initial each box as this item is covered during this Safety Orientation. This will indicate your full understanding of the material.

<u>TOPIC</u>	Participant Initials
Safety Rules <ol style="list-style-type: none"> 1. Ladder use is strictly prohibited. 2. Using industrial equipment is strictly prohibited, unless noted on the CSA (training description). 3. Chemical use is limited to household type cleaners. 4. Electrical work is prohibited. 5. Be aware of icy conditions and prepare accordingly (such as wearing appropriate footwear, parking in areas with sufficient lighting, and exercise caution when walking in the parking lot). 6. Covered additional safety rules for the training assignment. 7. Importance of contacting the SCSEP office if asked to perform any tasks not listed on the CSA. 	
Reporting Injuries – Notify the host agency first then the SCSEP project office; <ul style="list-style-type: none"> • Determine whether or not the participant needs medical assistance; 2. If emergency medical assistance is needed, call 911, or 3. If non-emergency assistance is needed, request the injured participant to seek treatment with a medical facility or physician that accepts Workers' Compensation Insurance; and 4. If the participant refuses to seek medical treatment, still document the situation using the same <i>Participant Incident/Injury Report</i> no matter how superficial or how "unimportant" the incident/injury may appear. <p>It is a violation of SER SCSEP's policy to leave the host site where the injury occurred without first reporting the injury. Failure to report the injury immediately may be subject to disciplinary action (up to and including exit from the program)</p>	
Medical Treatment – The process for seeking medical treatment for a training-related injury was explained. SER staff described the reason to use the <i>Injury/Incident Report</i> and the importance of notifying the supervisor. I cannot return to the training site without providing a note of release to the SCSEP office from the treating physician. NOTE: SER SCSEP will do its best to accommodate light duty, if applicable and available.	
Emergency Procedures – I must retain the host agency's policies for evacuation in the event of a major catastrophe (such as, fire, earthquake, flood, etc.). It is recommended I become familiar with all the exits when first arriving to the host site. SCSEP staff will follow-up to ensure I have knowledge of all exits.	
Unsafe Conditions – I must report unsafe conditions to your supervisor and SER	

<u>TOPIC</u>	Participant Initials
SCSEP staff. SER SCSEP personnel, along with the supervisor, will determine what course of action is needed. Also, I must be aware of unsafe conditions that may cause another individual to be injured (such as, water/grease on the floor, cords across aisles, unsafe chairs, etc.). When becoming aware of these and other possible infractions, I must report this to my supervisor; and the responsibility of not operating equipment that the participant has not been trained on (such as, trash compactor, meat slicer, sharp objects [knives, special scissors] lawnmowers, leaf blowers, electrical saws, etc.); as well as becoming aware of the possibilities of falling items from refrigerators, upper cabinets, high shelving, etc.	
Training Description – I must comply with the requirements on the signed CSA (training description). I must be oriented by host agency staff on safety methods to perform the basic duties listed on the CSA.	
Slip/Trip Exposure – Wear the proper footwear (such as open-toe shoes, non-slip soles, steel-toe boots, tennis shoes, etc.) for task. Also, the key components in reducing the chance of slips/trips and how to report unsafe conditions (such as cords/wires on the floors, poor housekeeping, and improper floor maintenance) were reviewed.	
Material Handling Strains – How to lift material in accordance with physical condition was discussed. 25 pounds is the maximum limit permitted by SER SCSEP . The importance of asking for help to lift heavy items, not to overload trays/tubs, and use carts whenever possible was explained. Two trips are always safer.	
Participant's Responsibility – I am ultimately responsible for my own safety; and must be aware of tasks that may expose me to a likelihood of injury (lifting too much, climbing on shelving, etc.).	
Workers' Compensation Fraud – It is a FELONY to report a knowingly fraudulent claim in order to obtain Workers Compensation benefits. SER SCSEP will prosecute to the fullest extent of the law ANY fraudulent activity.	

SECTION SEVEN

THE HOST AGENCY AS A PARTNER

This section addresses the regulations, policies and procedures that are primarily directed to the host agencies; however, the regulations, policies and procedures addressed previously in this handbook, regarding the participants also apply to the host agency.

SER National realizes the importance a host agency plays in the development and enhancement of the skill sets each participant needs in obtaining and retaining unsubsidized employment. Working together as partners, the participants are able to receive services and training that is outlined in their personal Individual Employment Plan (IEP) in order to reach their employment goal.

In order to partner with SER SCSEP, there are host agency responsibilities (other than direct services to or from the participant, i.e. *Host Agency Agreement*, In-Kind reporting, Maintenance of Effort, etc.) which must be adhered to according to DOL's regulations and SER National's policies and procedures.

A QUALIFYING HOST AGENCY

A qualifying SER SCSEP host agency is "a public agency or a private non-profit organization" exempt from taxation under the provisions of section 501(c)(3) of the Internal Revenue Code of 1986, which provides a training site and supervision for one (1) or more participants (See also OAA sec. 502(b)(1)(C).)

Qualifying non-profit host agencies must provide evidence of their non-profit organizational status **prior** to serving as a training site. A current copy of the 501(c)(3) IRS letter (not older than 10 years) if applicable, and a signed *Host Agency Agreement*, must be provided and on file at the local SER SCSEP office **prior** to SER SCSEP participants beginning their training at the site.

NOTE: The Federal Regulations which governs the SCSEP, state that only public agencies and **501(c)(3)** type of non-profit organizations are permitted to participate as a SCSEP host agency. Any other organization with IRS non-profit status, such as 501(c)(4), 501(c)(6), etc. do not qualify to be a SCSEP host agency. The objective of SCSEP is to "promote useful part-time opportunities in community service activities" (Federal Register §641.120). Since the participant's primary experience in SCSEP takes place at the host agency training site, it is imperative each non-profit host agency is verified to meet this Federal Regulation prior to any participants being assigned with the agency. Additionally, all host agencies must maintain General Liability Insurance. Because training assignments are participant specific, not all host agencies with a signed agreement will have a participant training at that site 100 percent of the time.

BENEFITS OF BEING A HOST AGENCY

SER SCSEP can provide host agency organizations with temporary support personnel to strengthen its programs and services being provided to the community. Many host agency supervisors find that support services provided by SER SCSEP participants allows them to complete priority tasks more effectively, as they are able to delegate some "must do, that are very time consuming." Work assignments (such as filing, answering the phones, cleaning and organizing areas, monitoring children while they play or sleep, decorating and maintaining learning centers, etc.) collectively helps the organization provide more services to the community.

Another benefit of being a host agency is being able to network with other community agencies, which provides opportunities to expand their marketing base. Through host agency meetings, and other events, each host agency is able further to assist the community by collaborating and sharing information with each other. Yet a more prominent benefit is the opportunity to train a future employee at no cost to the agency. The goal of SCSEP is for the participant to obtain unsubsidized employment; the host agency will not only train the participant, but will have the opportunity to learn about the participant's work habits, learning curve, integrity, honesty, loyalty, etc., all this while the participant is training at the host site.

THE HOST AGENCY AGREEMENT (HAA)

The *Host Agency Agreement* is an annual commitment/contract between the host agency and SER SCSEP. It provides a synopsis of the SCSEP and states the general expectations of the host agency. This annual agreement is meant to be general in terms as the main purpose is to document the partnership between the agency and SER SCSEP. **NOTE:** At no time may the *Host Agency Agreement* be altered without the prior approval of SER National (ask your SER SCSEP staff for a copy).

If a host agency wishes to create its own agreement due to its own policies and procedures, SER National will work with the potential host agency and come to an agreement PRIOR to placing a participant in training at the site. The approved modified agreement will stand until both parties involved should request a change; however, there must be a new signed *Host Agency Agreement* for each program year the host agency is involved with SCSEP.

NOTE: At no time will a participant train at an agency that does not have a signed current program year *Host Agency Agreement*, General Liability Insurance, and current (not older than 10 years) proof of IRS 501(c)(3) status [if applicable].

Agreements may be signed as early as the 4th quarter (April – June) of the prior program year, but all agreements must be updated during the first quarter of the current program year.

THE RESPONSIBILITIES OF A HOST AGENCY

The primary role of a host agency is to help prepare a participant for employment. Below is a list of host agency responsibilities, this is NOT an all-inclusive list:

1. Provide an orientation on safety issues to all assigned participants;
2. Work with the SCSEP staff and participant to establish a training schedule and specific tasks for the participant;
3. Provide orientation, supervision, instruction, and on-the-job training enabling the participant to achieve the goals and timelines set forth in his/her IEP;
4. Certifying the participants' training hours and submission of Timesheets;
5. Notify the SER SCSEP staff if the participant's supervisor is compensated with Federal Funds (for in-kind reporting purposes);
6. Cover the cost for background checks, health screenings or drug testing required by agency;
7. Agree to consider qualified SER SCSEP participants for permanent positions within the agency when they become available;
8. Maintain open communication with the SCSEP staff regarding the participant's training activities;

9. Help provide job leads to the participant, when available;
 10. Notify the SCSEP staff of any layoffs (within a two-year period) where participants may be assigned for training;
 11. Support the goals of SER SCSEP to contribute to the general welfare of the community;
 12. Attend the SCSEP meetings, facilitated and conducted by the local SER SCSEP office staff;
 13. Notify SER SCSEP staff immediately of any changes that affect the participant, such as changing supervisors, work stations, phone extensions, etc.; and
 14. Notify SER SCSEP staff if a participant is in violation of the SCSEP no-employment rules.
- Participant who starts working are exited for reaching the goal of unsubsidized employment.

When a participant is referred by an agency, the participant will be assigned to a different host site for training. This will alleviate the participant from believing they are being hired by the referring host agency and emphasize that they have enrolled in a training program.

NOTE: The host agency **cannot** fire, terminate, dismiss, and/or let-go of a SCSEP participant. If removal of the participant is desired, the host agency supervisor must submit a written request to the SER SCSEP staff stating the reason for the removal of the participant. If immediate removal of the participant is required, the host agency supervisor must contact the SER SCSEP staff immediately prior to letting the participant leave the premises in order for the staff to speak with the participant.

THE HOST AGENCY SUPERVISOR

As the host agency representative who will be directly supervising the participant(s) assigned to the agency, the local SER staff will seek input in determining what training opportunities might be available at the agency and help in developing a training plan for the position(s). The information will be detailed in the *Community Service Assignment* form (CSA) that is developed and agreed upon by the participant, SCSEP staff, and the host agency supervisor.

NOTE: The participant can **only perform** those tasks listed on the CSA. If there is a need to add to, or take away from the CSA, the SCSEP staff must be contacted **prior** to asking the participant to perform other duties not listed on his/her CSA. Be aware that this is a Worker's Compensation

requirement to protect the participant and host agency; should the participant become injured performing a task NOT listed on his/her CSA, the liability will fall on the host agency and not on SER SCSEP.

The role of the supervisor is to:

- Provide an orientation which covers, but is not limited to:
 - Safety,
 - Emergency Exits,
 - Agency's policies and procedures,
- Provide supervised training,
- Provide skill and personal development assistance,
- Provide encouragement for job search,
- Provide job leads,
- Validate the participants' training hours on the timesheets and submission to SCSEP office,
- Participate in the evaluation of the participants' progress,

- Work with the SCSEP staff in upgrading or identifying new tasks for the participant, and
- Attend the SER SCSEP Host Agency meetings (held quarterly).

The host agency supervisor is a partner with the local SER SCSEP staff in monitoring the participant's progress. Communication with the SER SCSEP staff is essential in helping the participant reach his/her goals. Any problems, challenges, praise, suggestions, and/or ideas for improving the participant's road to successful unsubsidized employment and/or the program, should be communicated to the SCSEP staff. SER SCSEP staff will ask the host agency to evaluate the program annually by submitting a completed *HA Assessment of SCSEP* form annually (ask your SER SCSEP staff for a copy).

EVALUATING THE PARTICIPANT

The host agency supervisor will be asked to evaluate the participant's performance, provide comments on areas in which he/she is doing well, and guidance in areas for improvement. This will enhance the participant's performance, as this feedback will permit the participant and the SER SCSEP staff to note the skills that need further development and are necessary to obtain and keep a permanent job. When it is time for the evaluation to be completed, the host agency supervisor will be contacted via phone, email, or an in-person visit. The *Participant Evaluation* is conducted at least twice in a program year.

THE IMPORTANCE OF REPORTING IN-KIND CONTRIBUTIONS

Cost-sharing, or matching, refers to the portion of the program costs not covered by the Federal Government. SER's non-federal share of the SCSEP program is met by the in-kind services provided by the **host agency supervisor** (who are paid from non-federal funds) through the direct supervision of the SCSEP participant(s). Listed as a responsibility of the Host Agency on the Host Agency Agreement, the supervisor must report direct supervision hours biweekly to SER SCSEP.

The **HA SUPERVISOR HOURS** will be captured on the biweekly *Participant Training: Time and Attendance Report* (form# 9). The host agency supervisor will insert the appropriate number of supervision hours for the specific pay period and participant when filling out the timesheet. The HA supervisor hours is defined as the number of hours the supervisor directly provides supervision and training to the participant; these hours cannot exceed 20 per pay period. This applies only to supervisors paid with **Non-Federal funds**.

MAINTENANCE OF EFFORT (MOE)

Maintenance of Effort refers to the substitution of participants for permanent agency employees. Federal regulations prohibit host agencies from using SCSEP participants as substitutes for their permanent employees. Participants must be additions to, not substitutes for, regular budgeted staff; the host agency is not allowed to substitute federal funds for local expense. Community service assignments must result in increased services in addition to those that would otherwise be available. The assignment must result in an increase in services and must not:

- Be used as substitutes for agency staff positions (or reduce vacancies available),
- Displace currently employed workers, including partial displacement (reduction in hours/wages/benefits),
- Impair existing contracts for service,
- Other costs being substituted by federal funds, in connection with work which would otherwise be performed,
- Substitute project assignments for existing federal jobs, or

- Use participants to perform work that is the same or substantially the same as that performed by persons on layoff.

The host agency must be able to operate without SCSEP participants. Host agencies that violate MOE are at risk of terminating their host agency status with SER SCSEP in addition to having to repay the Dept. of Labor SCSEP for all monies spent on the participant(s) in the assignment from non-federal funds.

HOST AGENCY LAID-OFF STAFF

If a host agency has laid-off staff, a participant cannot be assigned to that agency to perform the same or like duties of the staff that was or is about to be laid off. Should SER SCSEP staff realize this after assigning a participant(s) to the host agency, the participant(s) will be transferred to another assignment, immediately.

NOTE: The new assignment may be within other departments of the same host agency. According to DOL, a period of two (2) years must elapse before a participant can be assigned to performed the same or like duties of the employees that were laid off.

PARTICIPANTS ARE NOT THE HOST AGENCY’S EMPLOYEE

This is a training program for participants to acquire, or enhance, their workforce skills with the goal of obtaining unsubsidized employment. This is by no means an employment exchange program; therefore, a host agency supervisor may not fire, terminate, dismiss, and/or let-go of any participant. If removal is required, the supervisor must contact the SCSEP staff prior to the participant leaving the premises. A request must be made in writing requesting the removal of the participant.

It is recommended to keep the lines of communication open at all times, even if the “incident” is minor, it is recommended to call, or email SCSEP staff. Here are some examples of incidents where contacting the SCSEP staff is best:

- When the participant calls-in unable to report to his/her assignment;
- When it appears the participant is having problems arriving on time;
- When there is an insubordinate/inappropriate situation or behavior;
- When a change to the participant’s schedule, and/or tasks, is needed;
- When there is a breach of confidence;
- When the participant gets hurt or appears to want to hurt self or others – no matter how insignificant it may appear;
- When the participant is going through hardships that are affecting his/her performance; and/or
- When the participant has learned the tasks assigned and need new tasks to perform.

HIRING THE PARTICIPANT

Many host agency supervisors have found that filling available permanent positions within their agency with the trained SCSEP participant is cost efficient. Supervisors have had the opportunity to discern the work ethic and abilities of participants who are already well versed in the mission of the agency and know the work and staff; thus making filling the position a smooth and almost seamless transition.

When the host agency is considering and/or has hired the participant, the SCSEP staff must be notified

immediately. If the participant is hired and continues to receive SCSEP federal funds, he/she will be responsible to pay back the federal money that was received during the time of being hired. Furthermore, the relationship with the host agency may be terminated with no other participants being assigned to that host agency, if the agency fails to report the employment.

MONITORING THE HOST AGENCY

All host agencies will be monitored on a regular basis by the local SCSEP staff. This monitoring is conducted at least once a year and on an “as need” basis. The monitoring visits consist of a variation of the following, but is not limited to:

- ✓ Checking for safety issues;
- ✓ Interviewing the host agency supervisor;
- ✓ Interviewing participant; and
- ✓ A reviewing of the participants’ Training Duties as listed on the CSA.

THE FEDERAL REGULATIONS FOR SCSEP

Regulations governing SER SCSEP are contained in the 20 CFR Part 641, Senior Community Service Employment Program; Final Rule. It is SER National’s responsibility to ensure compliance by SER SCSEP staff and other program staff to with these regulations.

U.S. DEPARTMENT OF LABOR SURVEYS

The U.S. Department of Labor (DOL) conducts an annual Customer Satisfaction Survey of randomly selected SCSEP host agencies (as well as participants). The individual that has worked with the SER SCSEP participant would be the ideal person to fill-out the survey. Once completed, the survey is returned to a third party contractor (via a postage-paid envelope provided) who will compile all the survey results for the DOL. The response is confidential and are combined with other answers into one report created for DOL regarding SER National’s SCSEP. The DOL report is shared with SER National and its local SCSEP offices to review, to address any program ideas/suggestions/improvements, and to identify best practices.

NOTE: SER National appreciates the survey being completed and mailed promptly. Thanks to everyone who provides their feedback.

ADDENDUMS

AND

FORM

In the participant's file at the local SER SCSEP office is a signed copy of the *Participant Orientation* form which acknowledges his/her commitment and agreement to the program. The following pages contain important information that reminds the participants of their signed acknowledgment to commit and comply with the policies and procedures, and federal regulations governing the SCSEP, as delineated in this handbook.

Addendums

- Addendum One – Participant Commitment Agreement
- Addendum Two – Privacy Act Statement
- Addendum Three – Consent for Release of Information
- Addendum Four – Complaint Resolution Procedures and Grievance Policy
- Addendum Four-A – Complaint Resolution Procedures and Grievance Policy CO State
- Addendum Five – Unemployment Ineligibility
- Addendum Six – Payroll Schedule

Form

- Participant Incident/Injury Report (form #34)
- Résumé Builder Worksheet



ADDENDUM — ONE

PARTICIPANT COMMITMENT AGREEMENT

As a participant of SER SCSEP, I agree to:

- Participate fully in the formation of my Individual Employment Plan (IEP) and actively strive to meet all the timeframes and goals established in my IEP;
- Perform the assigned duties of my training site to the best of my ability and to report to the SER SCSEP staff immediately should any of those duties change;
- Abide by all SER SCSEP policies, rules and regulations;
- Attend all training, classes and other activities as required by SER SCSEP staff or my training site supervisor;
- Seek permanent employment on my own, register with the One Stop System, go to appropriate job interviews, report my job seeking activities to SER SCSEP staff, and to make an honest and determined effort to find employment;
- Upon exiting, whether voluntary or involuntary, provide follow-up information to SCSEP staff for the purpose of documenting employment outcomes for DOL.

I also agree:

- Not to volunteer time at my current training site; and
- Not to participate in any political or religious activity at my training host agency site and/or during my SER SCSEP training hours.

I understand SER SCSEP does not offer employment but is a subsidized work experience and training program funded by Title V of the Older Americans Act. This program is designed to provide training to enhance/obtain new and marketable skills so that I may enter the competitive job market. My continued enrollment will depend on the availability of funds, my performance, as well as my commitment to the program.

As a participant of SER SCSEP I will be assigned to a temporary training position and will be paid the state or federal minimum wage (whichever is higher) per hour. I will be given a number of hours per week for the time I am to train at my host agency. My training hours will average 18-20 hours per week, but may be as low as 12 and as high as 28 hours per week as assigned by the local SCSEP staff. The SER SCSEP staff will let me know if and when the number of hours' changes.

I commit to report to my training site promptly at the designated time and, when I am unable to attend; I will **first** call the SER SCSEP staff and then my host agency supervisor.

ADDENDUM — TWO

PRIVACY ACT STATEMENT

This is to inform SCSEP participants that, in some cases, it is important for SER staff to collect a participant's social security number for the purpose of administering the SCSEP. Provision of the information by participants is entirely voluntary; however, failure to do so may delay or prevent services. In some cases, SER staff will ask for a complete social security number, and in other cases staff may ask for the last four digits only.

SER staff takes great measures to ensure the safekeeping and confidentiality of personal information. Social security numbers are protected and stored in locked files that are not accessible to anyone other than authorized personnel.

Section 6311 of Title V, United States Code, authorizes collection of this information. The primary use of this information is by SER Jobs for Progress National, Inc. and its sub-grantees to report to the U. S. Department of Labor on participant and outcome information.

Public Law 104-134 (April 6, 1996) requires that any person doing business with the Federal Government furnish a social security number or tax identification number. This is an amendment to title 31, Section 7701. Furnishing the social security number, as well as other data, is voluntary, but failure to do so may delay or prevent action on the application. If your agency uses the information furnished on this form for purposes other than those indicated above, it should provide you with an additional statement reflecting those purposes.



ADDENDUM — THREE

CONSENT FOR RELEASE OF INFORMATION

In my file at the local SER SCSEP office is a signed copy of the Participant Orientation form, which acknowledges that I consent to release information to SER SCSEP for the purpose of enhancing and marketing the SER SCSEP in the following categories:

- **Payroll Information** - Information will be obtained from day of enrollment until the day of exit from the program.
- **Employment Verification Information** - Information needed to determine SCSEP eligibility, placement in an appropriate training assignment, and employment after exiting the program (job title, duties, and earnings).
- **Case Management Information** - Information needed to monitor and/or provide case management services and referrals as requested by SER SCSEP.
- **Host Agency Information** - Information needed for achieving training and placement goals.
- **Unsubsidized Placement Information** - Information needed for tracking employment progress after exiting the program.
- **Media** - I authorize SER SCSEP to use any photographs and stories of myself for the purpose of publicizing the SCSEP program in any publications or exhibits, including websites, without payment or any other consideration. I waive the right to inspect or approve the finished product, including written or electronic copy, wherein my likeness appears. I hereby hold harmless and release and forever discharge SER SCSEP from all claims, demands and causes of action which I, my heirs, representatives, executors, administrators, or any other persons acting on my behalf or on behalf of my estate have or may have by reason of this authorization.



ADDENDUM — FOUR

COMPLAINT RESOLUTION PROCEDURES AND GRIEVANCE POLICY

SER SCSEP's process for addressing and resolving a training-related complaint/grievance is designed to successfully resolve the issue/situation.

COMPLAINT RESOLUTION PROCEDURES

- STEP 1:** Address the complaint/grievance with the SCSEP Site Coordinator, the host agency supervisor may be included, within five (5) working days of the incident. Most workplace issues can be resolved in an informal manner.
- STEP 2:** If the complaint/grievance has not been satisfactorily resolved, **write** to the SER Human Resources Department within 30 days of the incident/event with a detailed explanation of the complaint/grievance at:

ATTN: Human Resources Department
SER Jobs for Progress National, Inc.
100 Royal Lane Suite 130
Irving, Texas 75039

The SER National Human Resources Department will acknowledge complaint/grievance and contact the individual via U.S. Mail to resolve the complaint/grievance within ten (10) working days of receipt of the explanation.

- STEP 3:** If the reply from the SER National Human Resources Department is not satisfactory, an appeal may be made within five (5) working days from the postmarked date of the decision letter to the SER National Director of SCSEP. Appeals should be mailed to:

ATTN: SER National Director of SCSEP
SER Jobs for Progress National, Inc.
100 Royal Lane Suite 130
Irving, Texas 75039

This written appeal should contain the following:

- a detailed explanation of the complaint/grievance,
- a copy of the previous acknowledgements, and
- a request for a re-examination of the facts.

GRIEVANCE POLICY

STEP 4: The SER National Director of SCSEP will have ten (10) working days from the date of receipt of the letter to reply. The findings of the SER National Director of SCSEP are binding on all parties, if the allegation does not involve a violation of the law.

STEP 5: If the reply from the SER National Director of SCSEP is not satisfactory, and the allegation is in regard to a violation of the law, an appeal may be made to the U.S. Department of Labor. A written appeal must be filed within sixty-days of the event, which prompted the original grievance/complaint. The address is:

Director
Division of National Programs, Tools, and Technical Assistance
Employment & Training Administration
Office of Workforce Investment
U.S. Department of Labor
200 Constitution Avenue N.W., Room C4510
Washington, DC 20210

Any questions about, or complaints alleging a violation of, the nondiscrimination requirements of Title VI of the Civil Rights Act of 1964, 504 of the Rehabilitation Act of 1973, 188 of WIA/WIOA may be directed or mailed to the Director, Civil Rights Center, USDOL, Room N-4123, 200 Constitution Ave., N. W., Washington, DC 20210.

In my file at the local SER SCSEP office is a signed copy of the Participant Orientation form, which acknowledges that these procedures have been explained to me.



ADDENDUM — FOUR-A (CO STATE ONLY)

For use only by SCSEP participants residing in these Colorado counties:

Adams, Alamosa, Arapahoe, Baca, Bent, Boulder, Broomfield, Custer, Denver, Douglas, Elbert, Huerfano, Las Animas, Otero, Prowers and Summit.

COMPLAINT RESOLUTION PROCEDURES AND GRIEVANCE POLICY

This process is to be used by the SER SCSEP participants served under the Colorado Department of Human Services (CDHS) grant.

SER SCSEP's process for addressing and resolving a training-related complaint/grievance is designed to successfully resolve the issue/situation.

COMPLAINT RESOLUTION PROCEDURES

STEP 1: Address the complaint/grievance with the SCSEP Site Coordinator, the host agency supervisor may be included, within five (5) working days of the incident. Most workplace issues can be resolved in an informal manner.

STEP 2: If the complaint/grievance has not been satisfactorily resolved, **write** to the SER Human Resources Department within 30 days of the incident/event with a detailed explanation of the complaint/grievance at:

ATTN: Human Resources Department
SER Jobs for Progress National, Inc.
100 Royal Lane Suite 130
Irving, Texas 75039

The SER National Human Resources Department will acknowledge complaint/grievance and contact the individual via U.S. Mail to resolve the complaint/grievance within ten (10) working days of receipt of the explanation.

STEP 3: If the reply from the SER National Human Resources Department is not satisfactory, an appeal may be made within five (5) working days from the postmarked date of the decision letter to the State of Colorado SCSEP Administrator. Appeals should be mailed to:

ATTN: Administrator
Senior Community Service Employment Program

Colorado Department of Human Services (CDHS)
1575 Sherman St., 10th Floor
Denver, CO 80203

This written appeal should contain the following:

- a detailed explanation of the complaint/grievance,
- a copy of the previous acknowledgements, and
- a request for a re-examination of the facts.

GRIEVANCE POLICY

STEP 4: The State of Colorado SCSEP Administrator will have ten (10) working days from the date of receipt of the letter to reply. The findings of the State of Colorado SCSEP Administrator are binding on all parties, if the allegation does not involve a violation of the law.

STEP 5: If the reply from the State of Colorado SCSEP Administrator is not satisfactory, and the allegation is in regard to a violation of the law, an appeal may be made to the U.S. Department of Labor. A written appeal must be filed within sixty days of the event, which prompted the original grievance/complaint. The address is:

Director

Division of National Programs, Tools, and Technical Assistance
Employment & Training Administration
Office of Workforce Investment
U.S. Department of Labor
200 Constitution Avenue N.W., Room C4510
Washington, DC 20210

Any questions about, or complaints alleging a violation of, the nondiscrimination requirements of Title VI of the Civil Rights Act of 1964, 504 of the Rehabilitation Act of 1973, 188 of WIA/WIOA may be directed or mailed to the Director, Civil Rights Center, USDOL, Room N-4123, 200 Constitution Ave., N. W., Washington, DC 20210.

In my file at the local SER SCSEP office is a signed copy of the Participant Orientation form, which acknowledges that these procedures have been explained to me.

ADDENDUM — FIVE

UNEMPLOYMENT INELIGIBILITY

This is to inform participants that SER - Jobs for Progress National, Inc. (SER National) was awarded a contract by the U.S. Department of Labor, Employment and Training Administration to provide employment and training services to eligible seniors. This program is titled **Senior Community Services Employment Program (SCSEP)** and is governed under the **Title V of the Older Americans Act**. It exclusively focuses on providing employment **training** for matured seniors that are low-income and have barriers to overcome in order to enter the workforce. The grant/contract helps subsidize part-time employment for non-profit [501(c)(3) qualified] and/or public agencies in community service positions that train older workers for placement in unsubsidized employment. The training assignments are only performed at sites that are nonprofit organizations or community-based organizations or public institutions.

SER Jobs for Progress National, Inc. is acting as an agent between the U.S. Department of Labor and the training site, and therefore is exempt from paying unemployment insurance. As a result, SCSEP trainees at SER National are **not eligible for unemployment insurance coverage and are not entitled to unemployment insurance benefits.**



ADDENDUM — SIX

SER SCSEP

(This is a Training Program for SCSEP Participants)

34 - PARTICIPANT INCIDENT/INJURY REPORT

To be submitted within 24 hours to SER National HR Dept.

H.R. Department Fax # (469)549-3681

See Section 16 & 27 of the SOP

Please complete all areas below

I. PARTICIPANT INFORMATION

Name _____ PID#: _____
(Last, First, MI)

Home Address _____

City _____ State _____ Zip _____ E-mail _____

Home Telephone (_____) _____ / _____ Cell Phone (_____) _____ / _____

Date of Birth _____ / _____ / _____ Date Enrolled in SCSEP _____ / _____ / _____
Month Day Year Month Day Year

Marital Status _____ Number of Dependents _____

II. Host Agency INFORMATION

Host Agency Full Name: _____

Supervisor's Name _____ Telephone #: _____

Address _____

City _____ State _____ Zip _____

Hourly Wage \$ _____ Training Hours Per Week/Per Day _____ / _____
Week Days

Training Position Title _____

Worker's Compensation Code _____ Did injury occur on host agency premises? ☐ Yes ☐ No

III. SCSEP SUBGRANTEE/FIELD OFFICE INFORMATION

Name _____ Telephone #: _____

Address _____ County _____

City _____ State _____ Zip _____

IV. INCIDENT/INJURY INFORMATION

Date of Incident/Injury _____ / _____ / _____ Time of Injury _____ Time began Training _____
Month Day Year

Date injury was reported _____ / _____ / _____ Did death occur due to this injury? _____

_____ Participant's Initials

Participant Name (Last, First, MI) _____

Page 1 of 3

PID #: _____

To whom was injury reported? _____
Name Title Phone Number

What will be the date of the first lost day ____/____/20____
Month Day Year

Probable length of lost training time? _____

Did the participant lose more than three (3) hours of training on the day of the injury? Yes ☐ No ☐

Was participant compensated in full for the day of injury? ☐ Yes ☐ No

If participant has returned to training assignment, Date of return ____/____/____ Time: ____
Month Day Year

Participant will return to: ☐ Regular Training Assignment ☐ Light Duty Assignment

Name of Witnesses: 1. _____
Name Title Contact Phone Number

2. _____
Name Title Contact Phone Number

Have Witnesses complete the *Accident Investigation-Witness Statement* (form# 34b) include these with this fax transmittal

V. Description of the injury/incident

Describe how incident occurred (e.g. tripped on chairs, tripped over wires, slippery floor, etc.)

State nature of injury or incident (burn, puncture, cut, bruised, etc.) _____

State injured part of the body (right or left arm, right or left leg, lower back, right thumb, right eye, etc.)

Describe what the participant was doing at the time of the injury _____

Describe in full detail how injury occurred. (struck by, fell from, fell into, passed out, etc.)

_____ Participant's Initials

Participant Name (Last, First, MI) _____

Page 2 of 3

PID #: _____

IV. If participant sought treatment for injury please provide the following information:

Medical Facility Name _____
Address _____ City _____ State _____ Zip _____
Treating Physicians Name _____ Phone # (_____) _____ - _____
How was the participant taken to seek treatment? (ambulance, someone drove participant, drove self)

Has the participant been released from the medical facility? Yes ☐ No ☐ If yes, please provide copies of all the paperwork that was given to the participant upon leaving the hospital.

Will the participant file for Workers' Compensation? Yes ☐ No ☐

If No, please state reason for refusal to file. _____

NOTE: Filing a false Worker's Comp claim is a felony and will be prosecuted to the fullest extent of the law.

Injured Participant's Signature

Date

*****SER SCSEP STAFF ONLY*****

Do you believe this claim is questionable? YES ☐ NO ☐

Print Name of Person Completing This Report Title Signature Date

Print Name of SER SCSEP Staff/ Title Signature Date

ACCIDENT AND/OR INJURY CHECKLIST

(SUBMIT ALL THE FOLLOWING FORMS TO THE SER NATIONAL HR DEPT. W/IN 24 HOURS)

<input type="checkbox"/>	Participant has been offered or given medical attention.
<input type="checkbox"/>	HA supervisor or contact has been notified.
<input type="checkbox"/>	<i>The Accident Investigation and Follow Up Report (#34a)</i> was filled out.
<input type="checkbox"/>	Witnesses completed the <i>Accident Investigation - Witness Statement(s)</i> (#34b).
<input type="checkbox"/>	A copy of the participant's Community Service Assignment form (Form#2).
<input type="checkbox"/>	Pictures of the accident site if available [ex. cell phone pictures].
	<p style="text-align: center;"><u>☑ In California only:</u> <u>(required paperwork in addition to above)</u></p> <div><input type="checkbox"/> The <i>Workers' Compensation Claim Form</i> (34c-CA - DWC-1) was filled out.</div> <div><input type="checkbox"/> Distributed a copy of the <i>Notice of Potential Eligibility</i> form to the participant.</div> <div><input type="checkbox"/> Participant was provided a copy of the <i>Kaiser On-the-Job</i> locations.</div>

SER SCSEP

(This is a Training Program for SCSEP Participants)

Résumé Builder Worksheets*Misrepresentation on a résumé can be terms for being fired from the job, no matter how good you are.*

Fill out each section carefully. **PRINT.** Answer each question with as much detail as possible. This information will be used to create your résumé.

CONTACT INFORMATION

Name: _____

Address: _____ City: _____ Zip: _____

Phone: _____ Cell: _____

Professional Email Address: _____

WHAT TYPE OF WORKER ARE YOU? Tell me about YOU. Do you speak, read, and write another language besides English? Are you an analytical thinker? Do you like working with numbers? Do you consider yourself an independent worker or a team player? Are you punctual or are you sometimes late to appointments? Do you like challenges and working in a fast pace environment, or do you prefer a more calm and structure environment?

WHAT TYPE OF WORK ARE YOU LOOKING FOR? _____**DO YOU HAVE ANY EXPERIENCE IN THIS TYPE OF WORK?** ☐ YES ☐ NO**IF YES, TELL ME ABOUT IT.** _____

IF NO, WHAT SKILLS DO YOU HAVE THAT WILL HELP YOU DO THE JOB YOU ARE LOOKING FOR?

WHAT DO OTHERS SAY ARE YOUR STRONGEST QUALITIES? _____

WHAT VOLUNTEERING, OR COMMUNITY-RELATED ACTIVITIES, HAVE YOU DONE? (This includes all the work you have done in church, school, clubs, community centers, etc.) _____

SER SCSEP

(This is a Training Program for SCSEP Participants)

Résumé Builder Worksheets

WHAT HONORS, AWARDS, OR ACCOMPLISHMENTS HAVE YOU RECEIVED/ACHIEVED? (Tell me about it, date, description of award/honor, reason for receiving, etc.) _____

LIST ALL YOUR SKILLS. Such as computer skills, professionally answering the phones, taking messages, cleaning, using a forklift, pallet jack, etc. **DO NOT BE SHY!** _____

WORK EXPERIENCE - List the jobs you have had for the *past 10 years*. Be as accurate as you can. It is important to ensure the information you list is correct. Always start with your last assignment first and go back.

1. Name of Company: _____

Dates you worked: From: _____ To: _____

Type of Business: _____ City & State _____

Your Job Title(s): _____

What did you do at this job? Give as much detail as possible. _____

2. Name of Company: _____

Dates you worked: From: _____ To: _____

Type of Business: _____ City & State _____

Your Job Title(s): _____

What did you do at this job? Give as much detail as possible. _____

3. Name of Company: _____

Dates you worked: From: _____ To: _____

Type of Business: _____ City & State _____

SER SCSEP

(This is a Training Program for SCSEP Participants)

Résumé Builder Worksheets

Your Job Title(s): _____

What did you do at this job? Give as much detail as possible. _____

4. Name of Company: _____

Dates you worked: From: _____ To: _____

Type of Business: _____ City & State _____

Your Job Title(s): _____

What did you do at this job? Give as much detail as possible. _____

5. Name of Company: _____

Dates you worked: From: _____ To: _____

Type of Business: _____ City & State _____

Your Job Title(s): _____

What did you do at this job? Give as much detail as possible. _____

EDUCATION - Did you finish high school? ☐ YES ☐ NO Did you get a GED? ☐ YES ☐ NO

Did you attend College? ☐ YES ☐ NO If yes, fill in the following, if not skip down to the next section.

1. Name of the College: _____

Did you Graduate? ☐ YES ☐ NO What year? _____ Degree: _____

2. Name of the College: _____

Did you Graduate? ☐ YES ☐ NO What year? _____ Degree: _____

List any trainings you have had, especially those you have received a certificate, license, or special recognition; include dates of the class/workshop: _____



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