

CHICAGO DEPARTMENT OF
FAMILY AND SUPPORT
SERVICES
SENIOR SERVICES,
Area Agency on aging



**Senior Community
Service Employment
Program**

Trainee Handbook

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Senior Community Service Employment Program

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Senior Community Service Employment Program

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Sponsor

Senior Services, Area Agency on Aging

In its original form, Senior Services Area Agency on Aging was established in 1956 as the Mayor's Commission for Senior Citizens, the nation's first municipal office on senior services. Thereafter it evolved into the Mayor's Office on Aging and Disability in January 1972. Aging was separated as a City agency established by the Mayor to recognize the expressed wishes of the elder and insure their effective representation in City government. In January 2008 the former Chicago Department on Aging changed its name to the Chicago Department of Senior Services to place emphasis on a wide array of programs and services offered by the Department. Effective January 2009 this City agency was merged with several other City agencies to create the Chicago Department of Family and Support Services (CDFSS).

The Department's mission is dedicated to supporting a continuum of coordinated services to enhance the lives of Chicago residents, particularly those most in need, from birth through the senior years. The Department works to promote the independence and well-being of individuals, support families and strengthen neighborhoods by providing direct assistance and administering resources to a network of community-based organizations, social providers and institutions.

As the City government's lead agency for older persons and the Area Agency on Aging for Chicago under the Older Americans Act, Senior Services Area Agency on Aging's goal is to create options for an aging society. We can continue to do this by:

- Supporting older persons to live independently in their own communities and homes for as long as possible;
- Always protecting the most vulnerable and frail from abuse;
- Ensuring that those who reside in institutions are treated with dignity and care; and
- Providing older persons full and accurate information.

Senior Services Area Agency on Aging is part of a vast national network of services and programs to protect the rights and support the needs of the nation's seniors. This network includes the Administration of Aging at the Federal level, State Units on Aging at the State level, Area Agencies on Aging at the Regional level and local community service providers. All work together to serve our nations's seniors.

With nearly 50 years of planning, coordination and advocacy, Senior Services today serves 180,000 seniors each year. By offering community service opportunities to Chicago's seniors, the Senior Community Service Employment Program is an appropriate component of Senior Services' service network. Senior Services has sponsored and successfully operated the Senior Community Service Employment Program since the early 1980s.

Senior Services has many other programs and services which help senior citizens remain independent and help improve their quality of life including: Meals on Wheels, Golden Diners Program, the Benefits Eligibility Checklist Program, Information and Assistance, Case Management, Chicago Fitness Plus, Health Promotion and Medication Management, Chore, Case Advocacy, Housing Assistance, Legal Assistance, Family Caregiving Support, Elder Abuse, Grandparents Raising Grandchildren, and Respite.

Introduction

What is Senior Community Service Employment Program (SCSEP)?

The Senior Community Service Employment Program (SCSEP) is a temporary training and employment program which encourages and lengthens self-sufficiency by supplementing income while providing training, increased marketability, and opportunities for transition into unsubsidized employment for men and women ages 55 and over. In order to become a Trainee, an individual must fall within annually established Federal Income Guidelines, must be unemployed and be a resident of the City of Chicago.

The Senior Community Service Employment Program (SCSEP), sometimes referred to as Title V, is funded by the U.S. Department of Labor. Senior Services Area Agency on Aging receives SCSEP funds from the Illinois Department on Aging . As the Area Agency on Aging for Chicago, Senior Services provides SCSEP services within the City of Chicago.

SCSEP is designed to be used in conjunction with other programs and services. These programs are provided by public, private, and not-for-profit agencies to create a holistic service that will maximize trainees' abilities to achieve their employment goals. ***This program is not meant to be a long-term employment or retirement program.***

GOALS

GOALS OF THE SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

The goals of this program are to:

- Upgrade job skills of the mature person for job placement.
- Provide added income during training.
- Help the mature person become involved in his/her community.
- Provide the local program community with needed service.
- Assist the mature worker to transition to unsubsidized employment.

GOALS OF TRAINEES

Your goals in entering this program should include:

- Develop an Individual Employment Plan
- Develop an Individual Assessment Plan
- Upgrade your job skills and work experience by attending specialized training sessions and through on-the-job experience providing community service.
- Seek employment opportunities beyond this program.
- Improve your living situation through paid training while preparing for work.
- Connect with your community and pursue community-related goals you may have.
- Pursue additional skill improvement through related programs and partner agencies.

The overall goal of this program is to help you build skills that improve your ability to find employment. This goal is achieved through a combination of on-the job training experience and specialized training. Additionally, other resources are often available that will improve your ability to contribute to your community or to a private organization and will ultimately lead to unsubsidized employment. The sponsors of this program can also offer support services including resume writing, interviewing skills development, and job search workshops to help you meet your employment goals.

RESPONSIBILITIES AND POLICIES

RESPONSIBILITIES OF TRAINEES

As a partner in the Senior Services' Senior Community Service Employment Program, you have certain responsibilities you must fulfill. If you do not understand or something is not clear, ask for clarification from your Senior Employment Program Project Manager.

Trainee Responsibilities include:

Realizing that Title V is intended to be a bridge program to unsubsidized employment, not a temporary or permanent job. The Individual Employment Plan (IEP), in conjunction with the Training Assignment Description, drives the Title V program. As required by the program, the Trainee and the project Manager will create an Individual Employment Plan (IEP) providing action steps to develop the Trainee's skills and marketability for unsubsidized employment. The Host Agency Supervisor will be working in concert with the Trainee and the Project Director toward the achievement of these action steps and ultimate transition employment. ***Trainees are required to seek employment throughout their tenure with the program.*** Sponsors of the Title V program are required to assist a certain percentage of Trainees to secure unsubsidized employment each year. This enables Trainees to become self-sufficient sooner, while making program opportunities available to other mature workers in need of its benefits.

Understanding the requirement to register at the Local One-Stop office immediately upon enrollment in the Title V program and as specified in the IEP.

Understanding that Trainees must be unemployed at the time of enrollment in SCSEP/Title V. Once trainees becomes employed, they must exit the program.

Attending all Mandatory Title V meetings: failure to do so will result in disciplinary actions leading to receipt of a warning letter with subsequent failure to attend leading to exit from the program.

Understanding that all Trainees are required to look for work outside the program: You should regularly check the job openings at your work site, check the Illinois Skills Match website, follow up on job leads from your local project office (Senior Services), perform job search activities and make applications to employers on your own time. You may also be required to participate in job training activities designed to complement your host agency assignment and improve your opportunities for finding unsubsidized employment. The timing and implementation of your job search plan is detailed in your Individual Employment Plan (IEP) and follows the following stages:

Stage 1 - As you begin your host agency assignment, it is not too early to start organizing your job search and begin looking for work. This begins with working with your Project Manager to finalize your IEP. During this initial stage, we recommend you make weekly contact with employers and keep the contacts listed on a job search log, so you can keep track of your job search efforts and follow-up calls.

Stage 2 - As your training progresses, you will then be ready to expand your job search by splitting your time at the host agency (work site) with paid job search. **For example**, Trainees may spend 16 hours a week at their host agency assignment and conduct a paid job search or training activity for the remaining 4 hours of their time. The Trainee may not substitute additional hours at the training assignment for job search/training activities as prescribed in the IEP. Your Project Manager will work with you to establish a job search schedule designed to help you find unsubsidized employment. Paid job search activities must be verified on the job search log provided to you by your Project Manager. Program Manager will follow up with employers contacts. Failure to complete the required job search plan will result in a written warning. Any subsequent infraction will lead to exit from the program.

Stage 3 - Attending Job Club or paid training activity. Job Club is scheduled periods of intensive paid job search activity. Training classes are four hours a day, one day a week for 7 to 8 weeks. During Job Club, the Trainee participates in activities that prepare him/her to successfully market him/herself for unsubsidized employment. Host Agencies (work sites) are expected to cooperate in this activity by releasing the trainee for these valuable Job Search Seminars. Refusal to attend such seminars will result in a written warning and any such subsequent absence will result in immediate exit from the program. Job Club may be held at host agencies, workforce centers or sister agencies.

It is totally at the discretion of the Project Manager to determine when the Trainee is ready to begin Stage 1, Stage 2 or Stage 3 of job search activity. In each case the IEP must be updated to include these changes to the plan for each Trainee, and the Project Manager must notify the Host Agency Supervisor at least one month in advance of the change in the Trainee's assignment and/or schedule.

Time Sheets: Only the exact hours worked in a particular pay period may be reported on the time sheet for that pay period. To expedite processing of payroll, it is recommended the Trainee FAX time sheets at the end of their last day worked in each pay period. ***DO NOT FAX time sheets prior to working the hours shown on the time sheets. All time sheets must be signed by supervisor before faxing.*** Trainees should make a copy of time sheet for their records. Original time sheets must be mailed to the Payroll Department after faxing.

Job Search Log - The Project Manager will give you and review with you specific written directions for acceptably completing the job search log. All Trainees must complete a job search log every month. See page 8 (Job Search Activity Information) for examples of job search activities. ***Failure to submit monthly job search log is cause for termination from the program.***

Knowing the days and hours of the training assignment and arriving promptly: notifying the host site supervisor, within a minimum of one half hour of the assigned starting time, as to why it is necessary to be absent.

Understanding that missing the training assignment due to illness, the trainee may be asked to submit a written return to work statement, including the date he/she is permitted to return to work and an authorized practitioner's signature, prior to returning to the Host Agency Assignment.

Cooperating with the Supervisor and Host Agency along with the Title V Project Manager, who will be working in the best interests of the Trainee and within the Mandated Program Guidelines.

Accepting assignment directions and duties from the Host Agency Supervisor.

Accepting any orientation, counseling, continuing education, and/or training as described in the IEP that may be necessary at the host site, other locations, or necessary to securing employment outside of the Program. ***NOTE:*** Refusal, 1) to follow the action steps described in the IEP, 2) to accept training or assistance in securing unsubsidized employment, 3) to make or keep interview appointments or 4), refusal to accept an offer from an employer for a viable unsubsidized position, or 5) to sabotage interviews is ground for exit from the program.

Realizing that a Trainee is not permitted to volunteer extra hours to perform the regular training assignment at the host site.

Realizing that a Trainee may not be paid by any host agency for working additional hours; any such payment is considered unsubsidized employment and the Trainee must be exited from the Title V program, immediately, as employed.

Realizing that by working at a community-based organization, government agency, or nonprofit agency, you are building the skills and behaviors you need to be successful in obtaining a job and keeping it. You will learn the skills required by the job training site position and receive feedback from your job training site supervisor. Lastly, training in a realistic job environment provides learning and feedback that will help you be successful.

Aiding both the Host Agency, Work site and the Project Manager to create a positive image for older workers by exhibiting: a good work ethic, a willing and positive attitude, punctuality, excellent attendance, cleanliness and good hygiene, appropriate attire, and neat appearance on the training assignment and all job search activities. If you find yourself in need of assistance in any of these areas, ask your Project Manager and/or host agency supervisor for advice and/or referral to an appropriate community resource.

The Senior Community Service Employment Program holds safety as a critical program element. The safety and welfare of trainees is paramount. No task is so urgent that time cannot be taken to do so safely. Trainees and training sites are expected to exercise good judgement in preventing accidents. The following requirements should be followed at all times.

Report any unsafe procedures provided by this program and the training site to which you are assigned.

Read safety precautions provided by this program and the training site to which you are assigned.

Use all personal protective equipment required for the task being performed as well as protective/appropriate clothing.

Follow every precaution and safety rule at the work-training site.

Report any accidents to your program coordinator, who will complete an Accident Report Form within 24 hours. Upon occurrence of the accident, immediately seek first aid and notify supervisor.

Understanding that Trainee must sign a Waiver of Confidentiality/Unsubsidized Employment form and agree to provide relevant unsubsidized employment information to the Project Manager following acceptance of a job offer.

Understanding that a Trainee is not an employee, therefore cannot pay union dues or pay into a retirement plan (pension fund).

Understanding that a Trainee is not an employee, therefore is not eligible for unemployment compensation insurance.

Job Search Activity Information

All SCSEP (Senior Community Service Employment Program/Title V) Trainees are required to report job-search related activities each month. **At least three of the job search activities must include direct contact with employers.** Other types of job search activities should also be noted. Examples of (*but not limited to*) direct contact with an employer and other types of job search activities are listed below.

Examples of Direct Contact with an Employer (at least three a month)

- Cold calling or visiting employers to inquire about job openings
- Filling out a job application in person
- Filling out a job application on line
- Responding to specific job opening in person, resume, application
- Calling to follow up on the status of your resume or job application
- Going on a job interview
- Attending a Job Fair and talking to Employers
- Meeting with a Career Counselor at “One Stop Career Center” for job search assistance and job leads (One Stop Career Centers are listed below)

Examples of Other Job Search Activities

- Updating your resume
- Identifying employment opportunities through the help wanted sections of local newspapers and keeping track of them on the attached form
- Asking community-based organization representative, asking your friends, and your site supervisor for job leads
- Finding job opportunities online/internet
- Going online to Illinois Skills Match (ISM) website to update skills and to check for job matches (Contact program Coordinator if help is needed)
- Going to the One Stop Career Centers to participate in workshops on resume writing, interview skills, using the Internet to identify job leads, etc. (One Stop Career Centers are listed below).

NOTICE: FAILURE TO FOLLOW THROUGH ON JOB SEARCH AND INDIVIDUAL EMPLOYABILITY PLAN (IEP) GOALS MAY RESULT IN TERMINATION FROM THE SCSEP-TITLE V PROGRAM.

ONE STOP CAREER CENTER LOCATIONS

<i>Southwest Ctr.</i> <i>7500 S. Pulaski</i> <i>773-884-7000</i>	<i>Mid South/ King Ctr.</i> <i>4334 S. Cottage</i> <i>773-538-5627</i>	<i>Pilsen Center</i> <i>1657 S. Blue Island</i> <i>312-243-5100</i>	<i>Northside Ctr.</i> <i>4740 N. Sheridan</i> <i>773-334-4747</i>	<i>Garfield Ctr.</i> <i>10 S. Kedzie</i> <i>773-722-3885</i>
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RESPONSIBILITIES OF TRAINING SITES (HOST AGENCIES/SUBCONTRACTORS AND WORK SITES)

Each Host Agency/Work Site utilizing Title V Trainees have the following responsibilities, as well as those outlined in the Sub-contractors contract:

To provide an Agency-related Training Assignment Orientation for the Trainee including, but not limited to: the Host Agency background and purpose, the Community Service (s) it provides, the location (s) and use of fire extinguishers and alarms, the posted designated route (s) of escape in the event of a fire, and a review of all other disaster action plans for the agency.

To understand that the Individual Employment Plan (IEP) is the instrument which drives the SCSEP program for each Trainee. The Host Agency Supervisor will be working in concert with the Trainee and the Project Manager towards the Trainee's achievement of the action steps described in the IEP, including required job search and unsubsidized employment.

To provide a written description of the ***proposed*** Training Assignment (s) to include the Supervisor name and his/her title, times and days the Trainee is to be at the Training Assignment, percentage of supervision time not to exceed 20% of the Trainee's hours, assignment responsibilities, additional training or skills that may be necessary to perform the duties of the assignment (which should be reflected in the IEP), agency services that are available to the Trainee, and assistance to be provided to the Trainee in securing unsubsidized employment by completing the provided Training Assignment Description Form for each Trainee.

To ASSIGN ONLY THOSE DUTIES that are a part of the Trainee's approved IEP/Community Service Training Assignment. To request prior approval of the Project Manager for any desired changes in the IEP or Assignment Description that would further the goals and plan contained in the IEP document.

To review each Trainee Training Assignment Form during the quarterly Monitoring visits (more often, if necessary) and to cooperate in adjusting the Trainee's Assignment Description and/or IEP to enhance his/her marketability for unsubsidized employment.

To report any changes in Supervisor(s), training assignment site address, and telephone number to the Project Manager, immediately as they occur, by sending a letter to the Project Manager.

To understand that any background checks required by the the Host Agency (subcontractor) will be completed and paid for by the Host Agency.

To provide safe and sanitary working conditions for all Trainees.

To provide adequate supervision of all Trainees: If the assigned Supervisor is not on hand, there must always be a back up staff person present should the Trainee need assistance. ***No Trainee should be the only representative on the premises at any host agency (subcontractor) worksite.***

To understand that trainees may not volunteer to perform their usual Community Service Training Assignment duties for extra hours.

To provide any necessary training, continuing education, supportive services, and/or counseling for all Trainees as may be required by the IEP.

To assure there is no discrimination against any Trainee with regard to race, color, creed, sex, national origin, religion, disability, age, political affiliation or ancestry.

To assure that efforts be made to assist Trainee (s) in securing Unsubsidized (Non-Title V) Employment at the host site and/or with another employer by ***1)*** considering the Trainee for any openings that may occur at the Host Agency (subcontractor). ***2)*** encouraging the Trainee to apply for all appropriate positions in the general community. ***3)*** encouraging and allowing the Trainee to go for interviews even if the interviews occur during normal Training Assignment hours when the employer can only interview trainee during those hours.

To assure the Host Agency (subcontractor) provides Training Assignment (s) that “Create new and/or expand existing community services” only. Community service assignments:

- 1) must only be in addition to budgeted employment which would otherwise be funded by the host agencies (subcontractors) without assistance under Title V;
- 2) should result in an increase in employment opportunities in addition to those which would otherwise be available;
- 3) must not result in displacement of currently employed workers, including partial displacement such as reduction in hours on non-overtime work, wages or employment benefits;
- 4) must not impair existing contracts for service or result in the substitution of these federal funds for other funds in connection with work that would otherwise be performed;
- 5) shall not substitute project assignments for existing federally-assisted jobs;
- 6) shall not assign or continue to assign a trainee to perform duties which are the same or substantially the same as that performed by any other person who is on layoff.

Any such use of the SCSEP funds is considered MAINTENANCE OF EFFORT. Should it be determined by the Sponsor and/or the the DOL that a Trainee has been working in a Maintenance of Effort assignment, the entire wages and fringes spent on the Trainee (s) in the assignment (s) so determined at any Host Agency must be repaid to the DOL SCSEP Program for the duration (all months and/or years) of such assignment (s). All efforts will be made to retrieve these monies from the said Host Agency (subcontractor).

To assure that time sheets are verified and signed by each Trainee's Supervisor.

To assure that the Host Agency (subcontractor) will never supplement the wages of the Trainee in an effort to increase the hourly wage for the Title V assignment hours. Payment for any hours worked at the training site in excess of the allowed training hours is prohibited by the SCSEP Regulations. Any such payment for hours worked at the training site in excess of the allowed training hours will be considered unsubsidized employment, and the Trainee will be immediately exited from the program as an unsubsidized placement.

PROCEDURES

Hours Of Work

A Trainee may be assigned for *no more than 20 hours or no less than 20* hours in a week unless approved in advance by the Senior Employment Project Manager. The specific hours and days of the week may be arranged between the Training Site and the Trainee to their mutual benefit, with the approval of the Project Manger and stated on the Training Assignment Description Form.

Compensation

Wages for Title V trainees accepting assignments under the SCSEP program shall not exceed the State's minimum wage.

Absences

If a Trainee is unable to go to the Training Assignment on a scheduled day, he/she must notify the Training Site Supervisor within a minimum of one-half (½) hour prior to the reporting time for the Community Service Training Assignment. A Trainee must notify the training site each day he/she is unable to be there.

A Trainee absent due to illness may be asked to submit a written return to work statement, including the date he/she is permitted to return to work and an authorized practitioner's signature, prior to returning to the Training Site.

Breaks

Whenever a Trainee assignment is in excess of six (6) hours in any one day, the Trainee **must** take a hour lunch break, which must be shown on the time sheet. When a Trainee takes a break for lunch, indicate the time left and the time returned to the assignment on the time sheet, This is unpaid time. Each Trainee may choose to take a 15 minute break per four to six hour day (this time is included in the hours worked).

Paid Leave

All active trainees will receive 4 hours a month paid leave at the beginning of each month. Paid leave may be used as vacation, sick time, personal time, holiday, etc. Paid leave may be taken monthly or may be accumulated. *This time must be used by June 30th of each year.*

Unpaid Leave of Absence (LOA)

When a Trainee is going to be absent from his/her assignment for more than two weeks, the Trainee must request and complete a "Leave of Absence" form. *A Trainee can only request a Leave of Absence for up to two (2) months. If a Trainee needs more than two months, they must terminate*

from the program. If the LOA was the result of a health related problem, the Trainee must also present a return to work statement signed by a physician and stating the specific date the Trainee is permitted to return to the SCSEP Program. There is no guarantee that the Trainee will be able to return to the same Host Agency Site or training assignment after a leave.

Making Up Missed Hours/Holidays

Trainees are not paid for holidays. Should unpaid holidays (when the Host Agency is closed, but the Trainee is not paid for that holiday) or absences occur, the Trainee may make up the missed hours, with the permission of the training site Supervisor, during that same pay period only.

Volunteering

A Trainee cannot volunteer additional hours at his/her training site performing the same duties for which he/she receives pay.

Working Extra Hours Prohibited

Payment for any hours worked at the training site in excess of the allowed training hours is prohibited by the SCSEP Regulations. Any such payment for hours on assignment at the training site in excess of the allowed training hours will be considered unsubsidized employment, and the Trainee will be immediately exited from the program as an unsubsidized placement **AND** will result in submission of a warning letter to the host agency and/or cancellation of the host agency contract.

Term of Program

Current funding for the Senior Services Title V Program is only assured through June 30th of each year.

Orientation

This activity includes initial assessment(s) to help staff members better understand your needs. It consists of several smaller segments that may be conducted over several weeks at the Host Agency and/or at Senior Services' Central Office.

You will generally receive an orientation on your first day of training where this handbook is reviewed and a number of program policies are explained. Several important forms will be distributed and discussed during your orientation session. The forms may include your acceptance and understanding of the requirements of the program, time sheets, and other procedures.

Time Sheets

Each Trainee is responsible for filling out a time sheet on a daily basis. Both the Trainee and the Supervisor (s) or Alternate Supervisor (s) shall sign the time sheet to verify that the hours reported are the correct hours actually on assignment during that particular pay period. ***Time sheets will not be accepted without the Supervisor's signature.***

Neither the Trainee nor the Supervisor may sign for the other person. Signatures followed by initials of another person will not be accepted.

Time sheets must be: 1) faxed and received in the Payroll Office on the 7th and 22nd of each month no later than 4:00 pm to ensure timely processing. The Payroll FAX number is 312-746-7774. 2) original time sheets must be mailed to Department of Family and Support Services, Payroll Unit @ 1615 W. Chicago Avenue, 5 West, Chicago, IL 60622.

Remember: Time sheets are legal documents. Submitting time sheets that report hours that were not actually worked constitutes falsification of a legal document (or fraud) and requires immediate correction when time sheet falsification occurs. The Project Manager is required to present a written warning to both the Trainee and the Host Agency. Violations will result in immediate exit of the Trainee and/or cancellation of the Host Agency Contract.

Withholdings

Social Security (FICA) and Workmen's Compensation Insurance for job-related accident medical costs cover all Title V trainees who are assigned to a job site. Social Security, federal and state taxes will be withheld, and W-2 forms will be issued at the appropriate time.

Holidays

Trainees are not paid for Holidays, but the Trainee may make up the missed hours. See "Making Up Missed Hours/Holidays" section on previous page.

Funerals

Trainees are not paid for time off for funerals.

Jury Duty

Trainees are granted time off to perform jury duty when called and will receive full salary while absent with the understanding that the employee will report to work when unassigned or excused from duty. Pay for jury duty will be retained by the employer.

Accidents

Any Trainee who experience any Assignment-Related accident, must immediately report the accident to the host site Supervisor. Even accidents that do not require medical treatment must be reported.

The host site Supervisor will contact Chicago Department of Senior Services' Human Resource Director at 312-744-8154, to report the accident. The host site Supervisor will provide a written account of the accident to the Human Resources Director using an Accident Form.

Workers' Compensation

Senior Services pays for Workers' Compensation for all Trainees. The extent to which a Trainee's claim is covered, or *if* a claim is covered, is determined by the Cambridge Intergraded Company.

Regardless of the location of the Trainee, any assignment-related accidents *must* be reported as outlined in the "Accidents" section of this manual (above).

Disciplinary Actions

Each Trainee will be oriented by either the Project Director and/or the Host Agency Supervisor as to the duties of the proposed assignment as described in the Training Assignment Description, after which the Trainee will sign the Training Assignment Description acknowledging understanding and acceptance of the assignment duties. A Trainee will not be asked to perform any duties, or assignment that he/she is not capable of performing. A Trainee, however, is expected to perform the duties on his/her Community Service Training Assignment to the best of his/her abilities. If a Trainee does not perform the duties of the Community Service Training Assignment to the best of his/her ability, he/she will be subjected to disciplinary action, including a warning letter, transfer to another work site and/or exit from the program.

If an offense is serious, a Trainee may immediately be asked not to return to the Host Site by either the Host Agency Supervisor or the Project Manager, and may be exited from the program. Exits can only be approved by the Director of the Senior Employment Unit. The Project Manager will investigate all questions or incidents involving disciplinary action.

Grievance Procedure

As an enrollee of the Older Americans Title V Senior Community Service Employment Program, which is funded by the U.S. Department of Labor, you are guaranteed due process of a fair decision on any complaint arising between the project sponsor and the trainee. You are assured against complaints of the alleged discrimination on the basis of race, color, sex, religion, national origin, handicap or age (except when age is a valid consideration).

Equal Employment Opportunity Assurances

Equal Employment Opportunity Assurances are applicable while you are being registered, interviewed, and counseled; working or attending classes as part of the project; participating in any other activity of the project. These assurances mean that you must be provided an equal opportunity to use all facilities available at the project; to receive all benefits available to trainees; and to use the services provided to trainees.

You cannot be required to work, to train or to receive services in buildings or surrounds or train under conditions that are unsanitary, hazardous or dangerous to your health or safety.

You cannot be coerced, commanded, or advised to pay, lend or contribute anything of value to a party, committee, organizations, agency or person for political purposes.

You have a right to prompt determination of any issue, which has not been received.

Before any adverse actions may be taken against you, e.g. administrative termination, you must receive written notice setting forth the grounds for such proposed action. You must also be given five (5) working days to respond to the adverse action.

Determine Whether You Want to File A Complaint

What you should do if you have a grievance:

Determine if you are too late to file a grievance. In order to file a grievance under the Title V regulations, the grievance must have occurred within one year of the date that you want to file the complaint. The only exception to this rule is when the grievance concerns fraud or criminal activity. Then the complaint may be filed at any time.

Determine if you want to file under the Title V Grievance Procedure. If your grievance concerns a violation under the Title V of the Civil Rights Act of 1965, you may file a complaint under the Federal statute that covers non-discrimination in federally assisted programs of the U.S. Department of Labor (2 FCR Part 31), which covers the above mentioned situations.

Steps for Filing a Complaint

To file a complaint, several steps must be taken to complete the grievance process in order to assure a fair hearing and before a final decision may be made.

Step 1: Verbally or in writing, within ninety (90) days of the incident, contact the counselor where you enrolled. Explain the nature of the complaint. If you need assistance in writing up your complaint, the counselor or another staff person will be available to help you.

Step 2: A copy of the written complaint should be left with the agency and a copy sent to:

Illinois Department on Aging
ATTN: Manager - Employment Division
421 E. Capitol Avenue
Springfield, Illinois 62701

Step 3: The agency must notify the Illinois Department on Aging Employment Division detailing the steps being taken to reconcile the situation. An informal hearing should be set within twenty (20) calendar days of receipt of the complaint. If the complaint was initially filed with the subcontractor, the subcontractor has the responsibility to notify the agency, which will proceed with this action step.

Step 4: A typewritten report of the hearing, including recommendations is to be given to the complainant and to the Illinois Department on Aging Employment Division. The report should be received no later than five (5) working days after the close of the hearing.

Step 5: If no mutually satisfactory agreement is reached between the agency and the complainant, the IDOA Employment Division will investigate and try to negotiate a mutual agreement. Another hearing may be set; this time limit is twenty (20) calendar days.

Prohibition Against Acceptance of Gifts and Gratuities

Favors, gifts, loans, free services or other items of value cannot be accepted from anyone when they are intended to reward or influence official actions.

Prohibited Additional Compensation

No reward, gift or other form of compensation shall be received from any source for a SCSEP/Title V trainee's performance of his/her duties.

Income Certification

Part of the initial Application for participation in the Senior Community Service Employment Program (SCSEP) is Certification of Household Income. The total amount of income must be within the guidelines established by the Federal government. These amounts change each year and are based on a percentage (125%) of the Poverty Level in the United States.

At least once a year, after a Trainee starts participating in the SCSEP, household income will be recertified to ensure that the Trainee is still income eligible for the program. All income, other than what is received in wages for the hours on the Training Assignment, will be verified. This review of Family Income will be conducted by the Project Manager.

It is the responsibility of the Trainee, for continued participation in the program, to honestly and correctly report all income of the family. If upon recertification of income, it is discovered that a Trainee's household income is too high to remain eligible, a written 30 day Notice of Exit will be given. At this time the program will also work with the trainee to assist in finding unsubsidized employment and will refer trainee to the Chicago Workforce Centers for assistance in job search.

If, however, it is discovered that a Trainee deliberately withheld information concerning income and is over the allowable maximum, has secured unsubsidized employment and not reported it to the Project

manager, exit will be immediate. *SCSEP regulations prohibit participating in the Title V program and being employed at an unsubsidized job at the same time.*

Trainee's Physical Examination

Each Title V trainee must be offered the opportunity to take a physical examinations annually. A physical is a fringe benefit, and is not eligibility criteria. A trainee may refuse the physical examination. In such a case, the refusal must be documented through a signed waiver.

Notwithstanding the earlier provisions, if required by applicable health laws, a physical examination may be required for certain SCSEP Training Assignments. In such situation, the results of mandated tests (e.g. tuberculosis tests) will be made part of the Trainee's personnel file. If a Trainee objects to sharing the results of mandated tests, the Project Manager shall explain to the Trainee that the absence of such a test may limit or exclude some training assignments because of the need to comply with applicable health laws.

Background Checks

All trainees are subject to background checks before entering a trainee position with the Senior Services.

Assessment of Skills and Interests

The assessment is designed to provide the foundation from which your Individual Employment Plan (IEP) is structured and is one of the most important efforts you will undertake in this program. The Assessment also is used to identify other resources and training that you will need to be successful in attaining your goals and the goals of this program. It is important that you be very thoughtful in completion of the Assessment and Individual Employment Plan (IEP) and to ask all the questions you might have.

Job Search Workshops

All Title V participants may be schedule to attend job search workshops, which will consist of the following:

- Job Search methods
- Preparation of employment applications, resumes, and cover letters
- Completing employment applications online
- Submitting resumes online
- Interviewing strategies
- Follow-up Techniques
- Identification of sources of job leads
- Telephone techniques

Refusal to attend workshops will mean a thirty-day (30) notice and termination from the program.

Job Search

Understand that all trainees are required to look for work outside the program: You should regularly check the job openings at your host agency, follow up on job leads from your project sponsor, perform a variety of job search activities, and make applications to employers on your own time. You may also be required to participate in job training activities designed to complement your host agency assignment and improve your opportunities for finding unsubsidized employment. The timing and implementation of your job search plan is detailed in your Individual Employment Plan (IEP). *See page 9 (Job Search Activity Information) for examples of job search activities.*

Individual Employment Plan

The Individual Employment Plan (IEP) is the most important document that you will prepare in this program. You will develop this plan in conjunction with SCSEP staff members. The IEP serves as your personal roadmap to success and is designed to specifically assist you in meeting your goals and those of this program. You should refer to your IEP often throughout your participation to ensure that you are on course.

IMPORTANT: The IEP is an agreement similar to a contract. You are agreeing to participate in training and other activities and set goals for yourself.

Your IEP will need to be modified or improved as you complete different tasks or assignments or if your situation dramatically changes. Only SCSEP/Title V staff have the authority to make changes. It is very important you meet the goals you set forth in your IEP. Failure to meet goals that are listed in your IEP can result in termination from the program.

Termination/Program Exit

A Trainee, who is voluntarily going to leave the program for any reason, should send a Letter of Resignation two (2) weeks before the last training assignment day. The letter should state the reason for leaving the program (it could be for unsubsidized employment, illness, or other personal reasons.)

Upon termination from the SCSEP Program for any reason, the *final pay check* of the Trainee *will be retained* until all files, or other property of the Host Agency or Sponsor that were in the possession of the Trainee have been returned and/or unsubsidized employment information has been reported, to the satisfaction of said Host Agency/Work site or Sponsor.

Unemployment Compensation

Trainees are not eligible for Unemployment Compensation. Trainees are exempt from coverage under the Illinois Unemployment Compensation Law.

Individual Employment Plan (IEP) Exit

As stated earlier, the IEP is the instrument that drives the Training for each Trainee and moves him/her toward the ultimate goal of Unsubsidized Employment. It is now a requirement of the SCSEP/Title V Program that all Trainees must be looking for and working towards obtaining Unsubsidized Employment throughout their tenure in the program and within a maximum of 36 months total participation in the program. Working with the Project Manager and the Host Agency Supervisor to coordinate Training Assignments with the IEP is a requirement of this process, and all partners: The Project Manager and the Trainee must sign the IEP demonstrating that they participated in its development, agree within terms, and will work to fulfill the actions steps in the plan. The following is an illustrative list of action steps that could be a part of an IEP:

- Documented Job Search Activity for a designated number of employer contacts per month;
- Documented Job Search Activity for a designated number or hours (or days and hours each week);
- Assignment to Job Club/Job Search Training;
- Attending a Job Interview;
- Accepting a Training Assignment;
- Registering at the local One-Stop, Job Service or Employment Office;
- Improving personal habits or appearance;
- Participating in assigned workshops, training, etc.

Refusal to follow through with steps outlined and agreed upon in the IEP is cause for corrective action. Trainees and/or Host Agencies shall be given a warning letter and a chance to return to compliance with the IEP; however, continued failure to cooperate in this process will result in the exit of the Trainee from the Program.

Termination for Cause

A trainee may be terminated immediately from the program for “just cause”. A 30-day notice is not required. Some examples include:

- Non-compliance with program guidelines;
- Refusal to participate in the Individual Employment Plan process;
- Refusal to look for and accept unsubsidized employment;
- Refusal to cooperate in establishing eligibility;
- Falsification of hours on a time sheet or other official records;
- Refusal to accept a different community service training assignment;
- Refusal to cooperate at the host agency site, which includes refusal to cooperate with the supervisor, coworkers, maintain confidentiality, or to comply with the host agency policies;
- Theft, abuse, damage, or willful negligence of host agency property, equipment, or supplies;
- Frequent tardiness or unauthorized absences;
- Insubordination, which includes obscene/abusive language or behavior;
- Inability and/or unwillingness to perform assigned duties.

Transfer

Should it be determined through evaluation of the Trainee's marketability and IEP actions plan, that a transfer is in order, the Project Manager will work to secure another training assignment to further the development of marketable skills of the Trainee.

Unsubsidized Employment

Jobs outside the SCSEP Program are known as Unsubsidized Placements. Senior Services is assigned and required to meet a specific percentage rate of Unsubsidized Placements each year by the Department of Labor. The introduction and required use of the IEP is the instrument that drives this process.

Unsubsidized Placements may be at the Training Host Agency or in the Private Sector. ***This program is not meant to be a long term Employment Program.*** Trainees are expected to cooperate in both the IEP and the job search process by actively seeking employment, completing and submitting the monthly required employment contacts and/or related job search log, applying, interviewing, ultimately accepting, and retaining appropriate unsubsidized employment. Likewise, Host Subcontractors are expected to assist and encourage Trainees in finding unsubsidized employment by alerting them to internal openings, as well as those in the community in general. The Host Agency is also expected to assist the Project Manager in achieving his/her goals by encouraging and allowing the Trainees to go to interview appointments and by hiring the Trainee if funds become available.

We link our program with local WIA (Workforce Investment Act) Programs at One-Stops. This enhances the services available for finding Unsubsidized Employment.

Follow-up

Helping trainees retain the job that they have worked so hard to obtain is an integral part of the SCSEP/Title V Program. SCSEP/Title V staff members will contact you after you have entered into unsubsidized placement for a period of fifteen (15) months to verify employment status and wages. SCSEP/Title V staff members may also contact your employer to obtain follow-up information. Additional resources may be made available (on a need and availability basis) to help you overcome problems that may threaten your continued employment.

APPENDICES