

<b>4300 Mature Worker Services (Service Code: MWP)</b>	
<b>4301 Overview</b>	
4301.1	This chapter provides an outline of the Division of Aging and Adult Services operational principles and procedures for the Mature Worker Program. The Mature Worker Program consists of the Senior Community Service Employment Program (SCSEP) and Mature Worker Services. Policy and Procedures for SCSEP can be found in Sections 4100 and 4200 of this policy chapter. <b>This policy chapter is subject to change as additional information and/or regulations are received.</b>
4301.2	The Division of Aging and Adult Services Mature Worker Services component of the Mature Worker Program provides opportunities for older people not enrolled in SCSEP to work and remain self-sufficient throughout their lives and to support business growth and development across the state in light of the aging workforce.
4301.3	Mature Worker Services provides job development opportunities to individuals that lead to increased self sufficiency by:
	<b>A</b> Helping individuals develop a sense of personal and occupational identity including defining realistic employment goals.
	<b>B</b> Assisting individuals in connecting with community-based workforce related resources.
	<b>C</b> Being knowledgeable in local workforce and economic development goals and initiatives.
	<b>D</b> Providing technical assistance to employers related to mature worker issues.
4301.4	Job development and placement activities are intended to connect mature workers to both paid and unpaid (volunteer) opportunities.
4301.5	Mature Worker Services focuses on raising the awareness in the community of the value of mature workers.
4301.6	Mature Worker Services provides leadership in the community by providing technical assistance to employers related to mature worker issues or initiatives.
4301.7	Community centered dialogs are facilitated with mature workers, employers, educational providers and local communities focusing on the workforce needs of employers.
4301.8	Reporting will be in accordance with Section 1600 of the Division of Aging and Adult Services and the Scope of Work for this service.

<b>4300 Mature Worker Services (Service Code: MWP)</b>	
<b>4302 - Authority</b>	
4302.1	Mature Worker Services is authorized and governed by the following statutes and regulations:
	<b>A</b> Older Americans Act of 1965, as Amended in 2006, P.L. 109-365, Title V
	<b>B</b> Workforce Investment Act of 1998: WIA section 121(b)(1)(B)(vi) (29 U.S.C. 2841(b)(1)(B)(vi); 29 CFR part 662 subpart B (§§662.200 through 662.280)
	<b>C</b> Jobs for Veterans Act of 2002, P.L. 107-288, §4215
	<b>D</b> Fair Labor Standards Act of 1938 (29U.S.C.201 et seq.)
	<b>E</b> Americans with Disabilities Act of 1990, as amended 2008 (P.L. 110-325)
	<b>F</b> Age Discrimination Act of 1975 (42 U.S.C. Sections 6101-6107)
	<b>G</b> Age in Discrimination in Employment Act of 1967 (P. L. No. 90-202)
	<b>H</b> Drug Free Workplace Act of 1988
<b>I</b> Rehabilitation Act of 1973 (§ 504)	

<b>4300 Mature Worker Services (Service Code: MWP)</b>	
<b>4303 Operational Procedures for Recruitment</b>	
4303.1	Contracted providers may provide services to individuals age 50 years of age and older. Recruitment efforts should target individuals who are 60+ years of age, minorities, limited English speakers, Native Americans, displaced homemakers, or who have the greatest economic need in proportion to their numbers in the service area.
4303.2	Develop methods of recruitment that assure that the maximum number of individuals have an opportunity to receive services as offered by each region. Recruitment and outreach efforts are to include but not be limited to retirement communities, faith-based communities and entities and other areas where mature workers reside or congregate.
4303.3	Recruitment efforts are to be coordinated with the local Workforce Investment Act One-Stop Delivery System in the recruitment and selection of eligible individuals.
4303.4	Recruitment efforts are to include employers in the community in order to provide for both paid and unpaid employment opportunities.

<b>4300 Mature Worker Services (Service Code: MWP)</b>	
<b>4304 Operational Procedures for Participation</b>	
4304.1	In order to participate in Mature Worker Services activities, the following criteria must be met:
	<b>A</b> An individual receiving services with Older American Act funds, must be 60 years of age or older. Individuals younger than 60 years of age may be provided services with funds from other appropriate sources; and
	<b>B</b> Eligible to work
4304.2	There is no minimum or maximum amount of time an individual or employer may participate in Mature Worker Services activities.
4304.3	All individuals who are identified as job-ready are to be referred to the Arizona Workforce Connection career center in their community for registration into the statewide automated One-Stop system.
4304.4	Notwithstanding any job readiness developed and delivered by the contracted provider, all individuals participating in Mature Worker Services in need of job readiness training are to be referred to the Arizona Workforce Connection career center in their community for eligibility determination into Workforce Investment Act funded training programs.

<b>4300 Mature Worker Services (Service Code: MWP)</b>		
<b>4305 Operational Procedures for Provision of Individual Services</b>		
4305.1	The applicant shall be provided an overview of available services. Services may be directly provided by:	
	<b>A</b> The contracted provider	
	<b>B</b> Arizona Workforce Connection career centers	
	<b>C</b> Community Colleges	
	<b>D</b> Other community organizations that can provide this service	
4305.2	Priority for services shall be provided to individuals who:	
	<b>A</b> are 60 years of age or older; or	
	<b>B</b>	<b>1</b> are veterans or qualifying spouses of veterans
		<b>2</b> have limited English proficiency or low literacy skills
		<b>3</b> reside in a rural area
		<b>4</b> have a disability
		<b>5</b> are unemployed
		<b>6</b> are homeless or at risk of homelessness
<b>C</b>	Detailed documentation must be entered into case notes and retained in the case file on how priority of selection was determined by the sub-recipient.	

<b>4300 Mature Worker Services (Service Code: MWP)</b>		
4305.3	At a minimum, attempts are to be made by the contracted provider to obtain the following information regarding individuals seeking mature worker services. This information shall be collected and submitted on the Mature Worker Services Report as defined in Section 1600 of the Division of Aging and Adult Services Policy Manual.	
	<b>A</b> Age (identified as < or > than age 60)	
	<b>B</b> Education level (last level completed)	
	<b>C</b>	Work Preference:
		<b>1</b> Paid Full time
		<b>2</b> Paid Part Time
		<b>3</b> Unpaid (Volunteer)
	<b>4</b> Industry/occupation	
<b>D</b> A statement indicating they are eligible to work in the United States (if necessary, a completed I-9 Employment Eligibility Verification may be used for verification of eligibility).		
<b>E</b> Veteran Status		
4305.4	Fingerprinting and background checks will be the responsibility of the hiring employer.	
4305.5	Level of service will be based on availability of funds.	
4305.6	A formal referral process to the Arizona Workforce Connection service delivery entity in the service delivery area will be developed by the contracted provider.	
4305.7	All reasonable attempts should be made to set a specific time and date for a referral appointment.	
4305.8	If the contracted provider is to deliver direct mature worker services, assessments must be completed on each participant upon enrollment. Assessments may be administered by an organization other than the contracted provider.	
	<b>A</b>	The assessment shall be in consultation with the individual and must consider the following:
		<b>1</b> The individual's strengths and barriers to employment.
		<b>2</b> The individual's preference of occupational category, work history, skill gaps, talents, aptitudes, physical capabilities.
		<b>3</b> Need for supportive services.
		<b>4</b> Training needed to overcome barriers and the potential for performing training assignment duties.
	<b>5</b> Potential for obtaining employment.	
<b>B</b> Career and occupational skill assessments are to be used to assist in determining the most suitable employment goal.		

<b>4300 Mature Worker Services (Service Code: MWP)</b>			
<b>4305 Operational Procedures for Provision of Individual Services (continued)</b>			
4305.8	<b>C</b>	<b>1</b>	The Employment Plan may be developed by an Arizona Workforce Connection or other professional career counselor and should include but not be limited to the following elements:
			<b>A</b> Employment goal
			<b>B</b> Supportive services
			<b>C</b> Occupational assessment
			<b>D</b> In-service training
			<b>E</b> Adult Basic Education
			<b>F</b> Job skills/readiness training
			<b>G</b> Job search training
	<b>H</b> Job search		
	<b>D</b> Assessments and all communications with the individual are to be documented in the case notes of the participant's file. Participant files may be maintained in either hard copy or electronically.		

<b>4300 Mature Worker Services (Service Code: MWP)</b>	
<b>E</b>	Should the participant refuse to complete activities consistent with his/her Employment Plan, the participant may be terminated and/or refused services.

<b>4300 Mature Worker Services (Service Code: MWP)</b>	
<b>4306 Operational Procedures for Mature Worker Services - Employers</b>	
4306.1	Mature Worker Services provides awareness, appreciation and employment opportunities for mature workers. It assists employers by offering the following services:
	<b>A</b> Initiate and facilitate information sharing and network opportunities for local businesses, workforce development providers and aging network members.
	<b>B</b> Make presentations to employers on the benefits of hiring mature workers.
	<b>C</b> At the request of employers and workforce development providers, provide technical assistance on mature worker related issues including the recruitment, retention and hiring of mature workers.
	<b>D</b> Assists in the recruitment of mature workers for available paid and unpaid employment opportunities.

<b>4300 Mature Worker Services (Service Code: MWP)</b>	
<b>4307 Operational Procedures for Grievances</b>	
4307.1	A copy of the grievance procedures is to be given to all new participants.
4307.2	The participant may grieve for the following reasons: service denial and termination.
4307.3	The written grievance shall first be presented to the Mature Worker Services Supervisor. The Supervisor shall schedule an informal meeting(s) with the participant within 14 calendar days of the grievance.
	<b>A</b> If the grievance can be resolved during this meeting, the Mature Worker Services Supervisor shall provide written documentation of the resolution and submit the documentation to the participant. This documentation becomes a part of the participant's file.
	<b>B</b> If the grievance cannot be resolved during this meeting, the Mature Worker Services Supervisor shall schedule a meeting with the program director within 14 calendar days following the informal meeting with the Mature Worker Services Supervisor and the participant.
4307.4	The meeting shall consist of the following process to resolve the issue(s) during the meeting with the program director, Mature Worker Services Staff Supervisor, and participant:
	<b>A</b> The program director shall facilitate the meeting and render a decision in writing within 14 calendar days following the scheduled meeting. The decision, including the justification for the decision shall be submitted in writing to the participant. A copy shall be maintained in the participant file.
	The participant has the right to request an administrative review of the program director's decision by the Division of Aging and Adult Services Assistant Director or designee in accordance with Arizona Administrative Code R6-8-105 -Administrative Review Procedures. The Division's decision is final.

<b>4300 Mature Worker Services (Service Code: MWP)</b>	
<b>4308 Operational Procedures for Case File Documentation</b>	
4308.1	Participant files must be maintained in accordance with the requirements for confidentiality outlined in the Division of Aging and Adult Services Policy and Procedures Manual Chapter 1000, Section 1900.
	<b>A</b> All information regarding the individual and their families that is obtained through program forms, interviews, assessments, evaluations, and other related activities, is confidential.
	<b>B</b> Confidential information may not be revealed to any source without the permission of the individual or the program participant.
	<b>C</b> Such information should only be divulged as necessary for purposes related to the performance or evaluation of the project and only to persons having official responsibilities to the extent necessary for proper administration of the program.
	<b>D</b> Case Notes should include at a minimum the following:
	<b>1</b> Assessment results

<b>4300 Mature Worker Services (Service Code: MWP)</b>									
	<table border="1"> <tr> <td><b>2</b></td> <td>Supportive service referrals</td> </tr> <tr> <td><b>3</b></td> <td>Counseling reports</td> </tr> <tr> <td><b>4</b></td> <td>Employment Plan</td> </tr> <tr> <td><b>5</b></td> <td>Job development efforts made and the results of the efforts</td> </tr> </table>	<b>2</b>	Supportive service referrals	<b>3</b>	Counseling reports	<b>4</b>	Employment Plan	<b>5</b>	Job development efforts made and the results of the efforts
<b>2</b>	Supportive service referrals								
<b>3</b>	Counseling reports								
<b>4</b>	Employment Plan								
<b>5</b>	Job development efforts made and the results of the efforts								
4308.2	Case notes may be kept in electronic format.								

<b>4300 Mature Worker Services (Service Code: MWP)</b>	
<b>4309 Operational Procedures for Storage of Confidential Information and Record Retention</b>	
4309.1	The Mature Worker Services staff shall ensure the confidentiality of participant information. Confidential information shall be maintained in locked files. If electronic records are utilized, confidential information must be secured.
4309.2	The Mature Worker Services staff shall retain all participant data and other records relating to the individual's participation for a period of three years after termination/closing of the record.
4309.3	If documentation is missing, reasonable steps must be taken to recreate the required information. If documents are recreated, case notes should be documented in detail to identify action taken.

<b>4300 Mature Worker Services (Service Code: MWP)</b>	
<b>4310 Operational Procedures for Programmatic Reporting and Performance</b>	
4310.1	The Mature Worker Services staff shall ensure data is collected for Mature Worker Services for its respective service area. Unless otherwise approved by the Division of Aging and Adult Services, Mature Worker Services will utilize the reporting forms listed in Section 4300 of this policy manual (see Exhibit 4300A).
4310.2	Indicators of performance are measured by the following:
	The number of job seekers receiving the following services:
	<b>1</b> Recruitment
	<b>2</b> Assessment
	<b>3</b> Skill Development
	<b>4</b> Employment plans developed
	<b>5</b> Placement into paid and unpaid employment
	The number of employers receiving the following services:
	<b>1</b> Collaborations formed between the Aging Service provider network and the business community
<b>2</b> Presentations provided and/or facilitated regarding mature worker topics	
<b>3</b> Technical assistance on mature worker related topics	

<b>Exhibits</b>	
<b>4300A</b>	<b>Mature Worker Services Quarterly Report</b> <a href="https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1216AFORFF.doc">https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1216AFORFF.doc</a>