



PARTICIPANT HANDBOOK

SCSEP

**SENIOR COMMUNITY SERVICE
EMPLOYMENT PROGRAM**

Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008; the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact the Division of Aging and Adult Services at 602-542-4446; TTY/TDD Services: 7-1-1. • Free language assistance for DES services is available upon request.

Table of Contents

WELCOME TO SCSEP/PROGRAM GOALS	1
PARTICIPANT SERVICES	2
Program Orientation	3
Host Agency Orientation.....	3
Assessment	3
Individual Employment Plans	4
Training.....	4
a. Community Service Assignment	4
b. Classroom and Education Training	5
c. General Training.....	5
d. Specialized Training.....	5
e. On-the-Job Experience (OJE)	5
f. Arizona Workforce Connection.....	6
TRAINING WAGES AND FRINGE BENEFITS	7
Training Wage.....	7
Fringe Benefits	7
Federal Holidays	8
Sick Leave.....	9
Approved Breaks in Training.....	9
RECERTIFICATION	10
STANDARDS OF CONDUCT	10
Drug Free Workplace	10
Lobbying.....	11
Volunteer Time.....	11
Nepotism	11
Prohibited Activities.....	11
EXITING THE PROGRAM	11
Voluntary Separations.....	11
Involuntary Terminations.....	12
COMPLAINTS AND GRIEVANCES	15
PARTICIPANT RIGHTS	19
PARTICIPANT RESPONSIBILITIES	20
PARTICIPANT HANDBOOK ACKNOWLEDGEMENT	21

Welcome to the Senior Community Service Employment Program!

By enrolling in the Senior Community Service Employment Program, (referred to as “SCSEP” - pronounced “SEE-sep”), you are making a commitment to the program and yourself to develop the skills necessary to find and keep a job. The goal of the program is to upgrade your employment skills through training so that you can become gainfully employed. This handbook provides an overview of the program, and your responsibility as a program participant.

Training assignments (called “community service assignments”) occur in non-profit or public agencies. While pursuing your employment goal, you will also be contributing valuable service to your local community. It is a win-win situation!

So, welcome aboard and let’s get started!

PROGRAM GOALS

The goal of the SCSEP is to provide useful, part-time, work-based training opportunities through community service activities for unemployed low-income persons who are 55 years of age or older with poor employment prospects. The program fosters individual economic self-sufficiency and strives to move job-ready participants into private or other unsubsidized employment.

Participation in SCSEP has a 48-month lifetime limit, with no exceptions. Your SCSEP coordinator will explain this in greater detail during your orientation.

Your participation in SCSEP is *not* employment but is community service training funded by the United States Department of Labor. You will be paid for your training time at the community service assignment or other program authorized training assignments. This wage is to be considered a training wage and does not indicate that you are employed by the organization through which you enrolled in SCSEP, the federal government, or by the host agency where you are assigned.

The SCSEP is designed to teach you new and useful skills to increase your opportunities in the job market. Your enrollment in the program will depend on the availability of funds and your compliance with all program policies and guidelines.

PARTICIPANT SERVICES

➤ **Program Orientation**

Program orientation to the SCSEP is provided to all individuals before beginning training assignments. You will be compensated for attending program orientation if you meet the definition of *participant* at the time of your orientation. An individual becomes a participant when all eligibility criteria is met and they are assigned a community service assignment with a host agency. Program orientation is held during normal business hours and includes an overview of the following:

- Goals and objectives of the SCSEP
- Durational limits
- Community service assignments
- Available supportive services
- Participant's rights and responsibilities
- Availability of free of physical examination
- Assessments of enrollees' employment skills, knowledge and abilities
- Individual Employment Plan and plans for transition to unsubsidized employment
- Permitted and prohibited political activities
- Termination/Exit, Complaint, Grievance policy and procedures

Orientation also includes an overview of the following:

- Older Americans Act of 1965, as amended in 2006
- The Americans with Disabilities Act (ADA) of 1990
- Workforce Investment Act (WIA) One-stop System
- Fair Labor Standards Act of 1938
- The Drug-Free Workplace Act of 1988
- The Age Discrimination in Employment Act of 1975 (ADEA) Age in Discrimination in Employment Act of 1967
- Jobs for Veterans Act of 2002
- Rehabilitation Act of 1973

➤ **Host Agency Orientation**

A *host agency* is either a public agency or non-profit 501(c) (3) organizations that provide supervision for one or more SCSEP participants during their community service assignments.

Before you begin your community service assignment, an orientation with the host agency where you will be assigned will be provided. You will be compensated for your attendance at the host agency orientation. Orientation to the host agency will be held during normal business hours and shall include the following:

- Location of the assignment site
- Training schedule
- Fringe benefits
- Safety at the site
- Community service assignment description
- Community service assignment supervisor's name and contact information
- Administrative procedures (time sheets, leave requests, grievance procedures, etc.)
- Plans for transition to unsubsidized employment as described in the Individual Employment Plan

➤ **Assessment**

An assessment is the starting point for your overall success in the SCSEP. It is the first step in writing your Individual Employment Plan (IEP).

Assessments are used to identify your skill strengths and gaps, as well as potential barriers to employment. The assessment process helps determine the appropriate employment goals for you and the steps necessary to help you achieve these goals.

Reassessments will be conducted throughout your participation in SCSEP to monitor your progress. These on-going assessments will indicate if changes are needed to your IEP or training assignment.

➤ **Individual Employment Plan (IEP)**

Working with your SCSEP coordinator, you will develop an Individual Employment Plan (IEP). The plan will contain a summary of any necessary, supportive services such as safety glasses and tools that may be provided. The IEP will be specific, measurable, attainable, relevant, and time limited.

The IEP is based on the results of your assessments and provides the framework for your community service assignment descriptions. This plan lists specific goals and the action steps necessary to achieve those goals within specific time frames. Your employment goal will be established in your initial IEP. It is the road map to your success in the program.

It will be your responsibility, in coordination with your host agency supervisor to meet the deadlines and goals outlined in your IEP. If you ever have any questions, or circumstances arise that may affect your ability to achieve these goals, contact your SCSEP coordinator immediately.

At a minimum, your IEP will be reviewed and revised at the completion of each identified milestone, quarterly from the date of the initial or latest IEP revision date, or more often if appropriate.

➤ **Training**

Training goals for program participants are designed to teach specific skills deemed crucial to obtaining or maintaining employment. Training in SCSEP is offered in a variety of settings:

a. Community Service Assignment

The community service assignment is the primary method by which you will receive training. Community service assignments (CSA) are provided through a host agency. The CSA is designed to provide you with needed skills training, as defined in your IEP.

Your SCSEP coordinator and host agency supervisor will develop a CSA description. This description is based on the goals set in your IEP. The CSA description is updated as your responsibilities are increased, or as new skills or tasks are added. Community service assignments may change with IEP goal achievement.

As you become proficient in certain employment related skills, you may be reassigned to a different host agency. Reassignments give you a variety of experiences; build on the skills defined in your IEP, and increase opportunities for employment after your assignment ends.

Your CSA may be complemented by other types of training such as those listed below:

b. Classroom and Educational Training

This training can include resume workshops, practice interviewing and filling out applications, and other activities that will help you to get and keep a job. This type of training is often coordinated with other employment and training programs.

Depending on your assessments and employment goals, you may also attend computer classes and other classroom-based training for skills you can use in your community service assignment. If these approved courses are consistent in meeting the goals set in the IEP, the program may pay for part or all of the costs if funds are available.

c. General Training

General training is designed to enhance or refresh a participant's basic skills. It includes skills training, classroom training, lectures, seminars and individual training.

d. Specialized Training

Specialized training is designed to prepare a participant for a particular job or industry. Your assessments, IEP and assignment determine the training and skills needed to enhance your opportunity to obtain unsubsidized employment.

As you become more proficient in your newly learned skills, and consistent with the IEP, you may be placed into job search or job club, directly into unsubsidized employment, back into a community service assignment or entered into an on-the-job experience.

e. On-The-Job-Experience (OJE)

OJEs are designed to give both the participant and the employer a trial and to provide additional training to ensure the success of the unsubsidized employment. OJEs are suitable for participants whose IEP shows a goal of obtaining an unsubsidized job with a public or private employer that requires specific skills that are not attainable through the regular community service assignment.

Participants selected for OJE must have documented assessments that indicate minor skill gaps that can be filled in a short time (not to exceed

the length of the OJE) with an employer. OJEs can last between four (4) and twelve (12) weeks depending on the agreement signed between the employer and your SCSEP coordinator.

f. Arizona Workforce Connection

The Arizona Workforce Connection is the one-stop employment system for the state. Through this system, individuals can access a broad range of employment-related and training services at a single point of entry. Generally, the following services are offered:

- Career information and planning
- Skills assessment
- Job search assistance
- Career resource library
- Access to computers for preparing or updating your resume, and practicing computer skills or job search
- Telephone, copiers and fax machines
- Referral to other needed services
- Internet access for job leads
- Local employer and labor market information
- Free informational workshops
- Screening for training assistant programs

You may also be co-enrolled in Arizona Workforce Connection programs, as indicated on your IEP. Check with your local One-Stop Career Center for available programs. Your SCSEP coordinator can also assist you with obtaining a directory, provide you with the location, and contact information for One-stop locations.

A directory of the One-Stop Career Centers may be accessed at <http://www.arizonaworkforceconnection.com/locations/default.asp>

During your participation in the SCSEP, you will be required to register with the Arizona Workforce Connection on-line system as part of your job search activities. This internet-based system is specifically designed for job seekers, students, case managers, employers, training providers, workforce professionals, and others seeking benefits and services. The system provides fast access to a complete set of employment tools in one web site.

TRAINING WAGE AND FRINGE BENEFITS

➤ **Training Wages**

Training wages are set at the Arizona or federal minimum wage rate, whichever is higher. In some instances, these wages may be higher (e.g., participants concluding their training as part of an On-the-Job Experience).

Typically, you will be assigned to train at a host agency five (5) days per week, for four (4) hours per day. There may be variation in these hours, depending on your community service assignment or the availability of program funding. Your specific training schedule will be defined on your IEP.

You are not allowed to work different or additional hours unless you receive prior approval from your SCSEP coordinator.

➤ **Fringe Benefits**

As an SCSEP participant, some of the fringe benefits you will receive include:

- Voluntary physical examination subsidized by the program.
- Workers' Compensation coverage equal to that provided by law for covered employment.

Federal law prohibits compensation for the following while an individual is enrolled in the SCSEP:

- Bonuses
- Pension benefits
- Annual leave
- Accumulated sick leave
- Retirement system or plan contributions

NOTE: *The SCSEP is a training program and not employment. SCSEP participants are not eligible to receive unemployment benefits or retirement benefits based on training wages earned during their community service assignment. SCSEP participants are encouraged to contact Unemployment Insurance regarding any questions about the impact of SCSEP wages on their Unemployment Insurance benefits.*

➤ **Federal Holidays**

The following are recognized federal holidays:

- New Year's Day
- President's Day
- Independence Day
- Columbus Day
- Thanksgiving Day
- Martin Luther King, Jr./Civil Rights Day
- Memorial Day
- Labor Day
- Veterans Day
- Christmas Day

a. If the host agency is closed on any of the days listed above *and you are normally scheduled to train on those days*, you are to reschedule your community service assignment hours with your host agency supervisor to accommodate those hours for which you would have been normally compensated on that day. This will take some advance planning. If this situation arises, be sure you discuss this with your host agency supervisor and SCSEP coordinator before the holiday.

b. If your host agency is closed on additional days (for example, the day after Thanksgiving), you shall have the opportunity to make up those hours. These hours should be coordinated with your host agency supervisor.

NOTE: *Training hours should be rescheduled within the same pay period or no later than the following pay period in which time was missed.*

In the event your host agency cannot accommodate your requirement to rescheduled holiday hours as described above, you are to notify your SCSEP coordinator ***immediately*** to arrange for approved activities that are consistent with your IEP. These activities are to be added to your IEP.

c. If the host agency is open on any of the days listed above *and you are normally scheduled to train on those days*, you are expected to fulfill your scheduled hours. If you will not be able to train on the holiday hours as scheduled, be sure you discuss this with your host agency supervisor and SCSEP coordinator before the holiday arrives.

You may elect to *not* reschedule your hours. If you choose this option, you will not be compensated for those hours not rescheduled.

➤ **Sick Leave**

If you are sick on days of scheduled training, you may reschedule your missed community service assignment hours with your host agency within the same pay period or no later than the following pay period. If you had other training scheduled, please contact your SCSEP coordinator to accommodate the hours for which you would have been normally compensated.

In the event your host agency cannot accommodate your request to reschedule sick hours, your SCSEP coordinator may arrange for alternate activities that are consistent with your IEP. These activities are to be added to your IEP.

If you are going to be absent due to health or other personal reasons for longer than 3 days, contact your SCSEP coordinator immediately. You may be placed on an approved break. *The accumulation of three consecutive absences without notice to a designated supervisor is considered resignation from the SCSEP.*

You may elect to not reschedule your sick leave hours. If you choose this option, you will not be compensated for those hours not rescheduled.

➤ **Approved Breaks in Training**

Approved Breaks in training of no more than four weeks, may be granted to a participant when circumstances warrant it.

Extended absences from your community service assignment must be requested in advance, and approved by your SCSEP coordinator. An approved break in your training may be granted, While you are on a leave of absence, you will not be compensated. *Hours missed during the leave of absence cannot be rescheduled.*

In the event of an unexpected illness or accident, notification must be given to your supervisor as soon as possible.

Written requests for breaks in training must be submitted and approved by your SCSEP coordinator. The approval must include an agreed-upon date of return to your community service assignment. Appropriate return to work documentation prior to you returning to your community service assignment may be requested.

Should you be unable or unwilling to return to your assignment on the agreed-upon date, your assignment will be terminated and you will be exited from the program unless an extension is authorized.

REMEMBER: *The accumulation of three (3) consecutive absences without notice to a designated supervisor is considered resignation from the SCSEP.*

RECERTIFICATION

All SCSEP participants are *required* to be recertified annually to determine continuing eligibility for enrollment. Recertification occurs between the months of March and May of each year or as circumstances require. You will be notified in advance of when your recertification is scheduled and what documentation you will need to provide.

Refusal to cooperate in recertifying eligibility including intentional delays in providing required documentation during the specified recertification timeframe is grounds for dismissal from SCSEP.

(See “Involuntary Terminations” for further details)

If during the recertification process it is determined that you are no longer eligible, SCSEP staff will assist you in contacting other available employment and training resources. A 30-day written notification will be provided to you, identifying your last date of SCSEP participation.

STANDARDS OF CONDUCT

➤ **Drug Free Workplace**

The dispensing, possession, or use of a controlled substance or alcohol is prohibited by you during SCSEP paid training or meeting hours at your host agency, or at any program sponsored training site or activity. Also prohibited is the use, consumption, sale, purchase, transfer or possession of any illegal drug by participants while on a community assignment or SCSEP sponsored training.

Use of legally prescribed medications is permitted as long as the use does not adversely affect your ability to satisfactorily perform your duties, and does not endanger your safety, or the safety of others.

NOTE: Any participant who violates this policy is subject to disciplinary action, which may include termination from the program.

➤ **Lobbying**

SCSEP funds shall not be used in any way to influence the legislative process.

➤ **Volunteer Time**

Participants shall not volunteer or be asked to volunteer additional hours per week beyond their scheduled training hours. To do so is in violation of the Fair Labor Standards Act.

➤ **Nepotism**

Participants will not be assigned to a host agency site if any member of their immediate families is in a decision-making capacity at that agency.

➤ **Prohibited Activities**

While in SCSEP, participants may not be selected, rejected, promoted, or terminated based on their political affiliation or beliefs.

Selection or advancement of participants as a reward for political services or as a form of political patronage, whether or not the political patronage is partisan in nature, is prohibited.

Participants and staff persons may not engage in partisan or non-partisan political activities during the time for which they are paid with SCSEP funds.

Participants and staff persons may not engage in partisan political activities in which the person represents himself/herself as a spokesperson of the SCSEP.

EXITING THE PROGRAM

You may be exited from the program for the following reasons:

➤ **Voluntary Separations:**

- Unsubsidized employment
- Voluntarily
- Moved from the area
- Health/medical reasons which will prevent you from continuing your training
- Institutionalization
- Family Care

➤ **Involuntary Terminations**

Involuntary terminations occur as a result of deliberate non-compliance actions by a participant. Participants will be given an opportunity to correct his or her behavior or conduct, or his or her failure to comply with the IEP requirements, except in cases involving serious harm or imminent threat to health, safety, property, etc.

The following steps for corrective action will be taken:

- *Step 1: First Formal Warning*

If a participant displays behavior or conduct outlined in the reasons for “for-cause” terminations or refuses to comply with the IEP requirements, the participant will be given a verbal warning, and counseled to correct his or her actions. You will also be informed in writing of the requirement to correct the behavior or conduct. The warning will be presented to the participants in writing as well and documented in his/her permanent file.

The participant will also be informed in writing by the SCSEP Coordinator or designee of the requirement to correct his or her behavior or conduct.

- *Step 2: Second Formal Warning*

When a participant for a second time displays behaviors or conduct outlined in the reasons for “for-cause” terminations or refuses to comply with the IEP requirements, the participant will be verbally warned and counseled to correct his or her actions.

Absent extenuating circumstances, the SCSEP Coordinator or designee will send the participant a written warning that he or she has 30 days from the date of the letter to correct his or her behavior or conduct. In the case of an IEP violation, the participant may be directed to complete specific IEP-related task. The written warning will include a statement that failure to make improvement or complete the IEP-related tasks will result in termination.

- *Step 3: Termination*

When a participant does not make improvement in his or her actions or for a third time displays behavior or conduct outlined in the reasons for “for-cause” terminations, a letter will be sent notifying the participant that he or she will be exited 30 days from the date of the letter.

The following are reasons for “involuntary terminations”:

Ineligible Due to Income

a. *Participants incorrectly declared eligible as a result of false information knowingly given by that individual.* Individuals who are to be terminated for this reason are to be given immediate written notification explaining the reasons for and may terminate the participant 30 days after it has provided the participant with written notice.

b. *Participants found to be ineligible during recertification* are to be given written notification explaining the reason for termination and terminate from the program no later than 30 days from the date of determination.

c. *Incorrectly determined to be eligible through no fault of the participant.* A participant may be enrolled or deemed eligible for continued enrollment based on an error in determining program eligibility, e.g. income may be recorded or calculated incorrectly. When this occurs, the participant will be notified regarding the error and immediately sent a 30-day notification of termination letter. The participant will be able to continue participating in the program until the date of exit as noted in the letter.

Durational Limit:

Terminations due to participants meeting their durational limit for SCSEP must be exited. No waivers shall be granted to extend the durational limit of participants.

Participants will be notified in writing one year prior to their durational limit date. This letter will be followed by a written notification 30 days before the 48-month maximum participation date. The participant will be able to continue participating in the program until the date of exit as noted in the letter.

For Cause:

Terminations for Cause are proven willful acts of misconduct and not a result of mere negligence, inadvertence, incapacity or incompetence. Sub-recipients must give the participant written notice explaining the reason(s) for termination and may terminate the participant 30 days after it has provided the participant with the written notice. A copy of the grievance procedures must be provided to the participant.

Participants exited for cause will be provided with a 30-day written notice. **Participants may be placed on approved unpaid leave for situations involving fraud or serious misconduct that prohibits the participant from continuing in their community service assignment.**

For Cause reasons for termination may include, but is not limited to the following:

a. Refusal to cooperate in recertifying eligibility including intentional delays in providing required documentation during the specified recertification timeframe. (30 day written notice before termination with documented attempts by the sub-recipient to identify and resolve any issues pertaining to the participants refusal).

b. Unwillingness to comply with assigned training tasks as outlined on their IEP without good cause, including: (30 day written notice before termination with documented attempts by the sub-recipient to identify and resolve any issues pertaining to the participant's refusal).

1. Refusal to accept training opportunities outlined in the IEP.
2. Refusal to accepting a new community service assignment to enhance skill development in support of IEP goals.
3. Refusal to accept supportive services that will enhance the participant's ability to participate in a community service assignment consistent with the IEP.
4. Refusal to participate in sub-recipient offered services such as, but not limited to job search or resume writing.
5. Refusal to participate in scheduled assessments or other IEP related processes.

c. Refusal to accept a suitable community service assignment that is consistent with the participant's IEP.

d. Refusal to accept three (3) job offers or referrals to unsubsidized employment consistent with the SCSEP IEP employment goal.

e. Frequent tardiness. Accumulation of three (3) consecutive absences without notice to a designated supervisor is considered resignation from the program.

f. Falsification by the participant of time sheets or other official records.

g. Insubordination including but not limited to documented instances of the unwillingness of a participant to carry out a directive from a manager or supervisor such as a verbal refusal, a nonverbal refusal or an unreasonable delay in completing work, disrespectful behavior toward a manager or supervisor including cursing at a supervisor, verbally or physically intimidating a manager or supervisor, or speaking loudly or argumentatively to or about a supervisor.

h. Obscene/abusive language or behavior including sexual harassment.

i. Dispensing, possession or use of a controlled substance or alcohol while in the conduct of a community service assignment.

j. Intentional disclosure of confidential or private information obtained from the host agency, grantee or sub-recipient.

k. Physical violence or intentional destruction of property.

l. Causing or threatening to cause an imminent threat to the health or safety of themselves or others.

m. Violation of holiday, sick leave or approved break policy including failure to return from an approved break by the required date without due notice or good cause.

COMPLAINTS AND GRIEVANCES

You should receive a copy of the grievance policy during your orientation. You may file a grievance to address issues regarding the following:

- Service denial
- Termination from the program

The grievance process begins when you submit a written grievance to the SCSEP Program Coordinator.

Your SCSEP Staff Supervisor is to be immediately notified of all complaints you may be experiencing at the host agency.

SCSEP staff responding to an informal complaint should take the following action:

- a. Encourage an informal resolution.
- b. If the participant is dissatisfied with the informal resolution, the sub-recipient must inform the participant of their right to file a formal grievance.

If the complaint cannot be resolved, the participant shall be advised to put the complaint in writing as a formal grievance. E-mails are considered an acceptable form of submittal of a grievance. The following steps of the formal grievance procedure must be followed and the timeframes adhered to:

The written formal grievance shall first be presented to the sub-recipient SCSEP Staff Supervisor. The Supervisor shall schedule an informal meeting(s) with the participant within 14 calendar days of the grievance.

If the grievance can be resolved during this meeting, the sub-recipient SCSEP Staff Supervisor shall provide written documentation of the resolution, submit the documentation to the participant, and enter into the participant file.

If the grievance cannot be resolved during this meeting, the SCSEP Staff Supervisor shall schedule a meeting with the sub-recipient's Director within 14 calendar days with the SCSEP Staff Supervisor and the participant.

The meeting shall consist of the following process to resolve the issue(s) during the meeting with the Sub-recipient Director, SCSEP Staff Supervisor, and participant:

The SCSEP sub-recipient Director shall facilitate the meeting and render a decision in writing to the participant within 10 calendar days following the scheduled meeting mentioned in Section 4118.3(B). The decision, including the justification for the decision shall be maintained in the participant file.

You have the right to request an administrative review of the SCSEP sub-recipient Director's decision by the Division of Aging and Adult Services Assistant Director or designee in accordance with Arizona Administrative Code (AAC) R6-8-104 Administrative Review Procedures.

A request for administrative review must be filed in writing within 30 days of receipt of the notice of an adverse action. The request shall be signed by the grievant or an authorized representative of the grievant and directed to:

Assistant Director
Division of Aging and Adult Services
Department of Economic Security
P.O. Box 6123
Phoenix, Arizona 85005

The Assistant Director or designee shall schedule an administrative review conference to meet with the grievant or a representative of the grievant. At the administrative review conference, the grievant or the grievant's representative may review pertinent evidence on which the action was based.

The Arizona Department of Economic Division of Aging and Adult Services Assistant Director shall issue a final decision in writing within 60 days of the filing of the request for administrative review. The Division of Aging and Adult Services decision is final.

The following language will be included as part of the Division's written decision:

Notice to Complaint ant of Further Right of Appeal to the U.S. Department of Labor"

If you are not satisfied with this final determination of your grievance by the Arizona Department of Economic Security/Divisions of Aging and Adult Services, you may appeal to the U.S. Department of Labor (DOL) within 30 calendar days for the date for this determination.

However, DOL's only authority is to determine whether the Arizona Department of Economic Security/Divisions of Aging and Adult Services' grievance procedures were followed correctly, or if there were any allegations of violations of Federal law (other than civil rights law) that have not been resolved within 60 days under the Arizona Department Economic Security/Divisions of Aging and Adult Services' procedures.

If you intend to file an appeal to DOL, send a copy of this final determination, your statement of appeal and any supporting documentation within 30 calendar days to:

Chief, Division of Adult Services
200 Constitution Avenue NW
Room S-4209
Washington, D.C 20210

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 the Workforce Investment Act of 1998 (WIA), or their implementing regulations, must be directed or mailed to:

Director, Civil Rights Center, U.S.
Department of Labor, Room N-4123,
200 Constitution Avenue, NW.,
Washington, DC 20210.

PARTICIPANT RIGHTS

As a participant in the SCSEP, I have the right to:

- A suitable assignment, with consideration for personal preference, temperament, life experience, education and employment background, and my job or development goals;
- Receive an orientation to my community service assignment host agency;
- A safe and orderly training environment;
- Participate fully in the development of my Individual Employment Plan;
- A community service assignment description, which accurately reflects the tasks and responsibilities of the assignment and the right to participate in updating the assignment description periodically to accommodate changes in tasks and/or added responsibilities;
- Be treated with respect during my community service assignment – not as free help;
- Patient and thoughtful guidance from an informed and experienced host agency supervisor;
- Obtain additional responsibilities during my community service assignment with my SCSEP coordinator's approval;
- Apply for permanent employment when vacancies occur at the host agency that aligns with the goals set in my IEP;
- Assistance from SCSEP staff to obtain unsubsidized employment;
- Not to be discriminated against or excluded from participation or denied benefits under this project on the grounds of race, creed, color, disability, national origin, sex, political affiliation, beliefs or age;
- Have all of my information pertaining to participation in SCSEP kept confidential.

PARTICIPANT RESPONSIBILITIES

As a participant in the SCSEP, you will be held to a set of standards and expectations. Specifically, you are responsible for:

- **Performing** the assigned activities entered on your Individual Employment Plan (IEP) and your community service assignment to the best of your ability;
- **Abiding** by all applicable personnel policies and SCSEP rules and regulations;
- **Attending** all SCSEP meetings, training, classes, and other activities, as indicated on your Individual Employment Plan;
- **Notifying** SCSEP staff of potential training opportunities that you may be interested in which will enhance your ability to meet your Individual Employment Plan goals;
- **Seeking** unsubsidized employment on your own, and reporting your job-seeking activities to appropriate SCSEP staff;
- **Attending** all appropriate job interviews to which you are referred or instructed to arrange by the SCSEP staff;
- **Not volunteering** time at your host agency without pay or compensatory time, as this is prohibited and in violation of the U.S. Fair Labor Standards Act;
- **Contacting** your host agency supervisor and SCSEP staff *immediately* for any of the following reasons:
 - *Changes to your income, family size, or employment status;*
 - *Changes to personal information such as address, telephone number or marital status;*
 - *You are unable to report to your scheduled community service training assignment;*
 - *You want to make any changes to your scheduled training days/hours at your community service assignment;*
 - *You are unable to attend a scheduled meeting;*
 - *You are asked to do duties other than those listed on your community service assignment description;*
 - *You are asked to work at a different time, or more hours than are listed on your community service assignment description;*
 - *You are asked to drive somewhere as a part of your community service assignment, and driving is not listed on your Community Service Assignment Description;*
 - *You encounter problems with your training assignment, duties, supervisors, co-workers or staff, or if you are injured or become ill while at your assignment;*
 - *You apply for a job or go on an interview, so that your job search efforts can be noted in your file;*
 - *You accept permanent employment;*
 - *After accepting permanent employment if you change employers, so that the project staff can follow-up on your progress as required by the U.S. Department of Labor.*

SCSEP PARTICIPANT HANDBOOK ACKNOWLEDGEMENT

I, _____, THE UNDERSIGNED SCSEP PARTICIPANT, HAVE RECEIVED, READ, UNDERSTAND, AND AGREE TO FOLLOW THE PROGRAM REQUIREMENTS STATED IN *SCSEP PARTICIPANT HANDBOOK (Revised Date _____)*.

I HAVE RECEIVED, READ, AND UNDERSTAND MY RIGHTS AND RESPONSIBILITIES WHILE PARTICIPATING IN THE SCSEP AND AGREE TO COMPLY WITH MY RESPONSIBILITIES.

This agreement reinforces the participant's understanding of the SCSEP as a training program as well as the participant's responsibility to cooperate with all job development efforts made in his/her behalf.

Signature of SCSEP Participant

Date

Signature of Authorized SCSEP Coordinator

Date

NOTE: Once signed, Participant Rights and Responsibilities and Handbook Acknowledgement are to be detached from the Participant Handbook and maintained in the Participant's file in the SCSEP office. A copy is to be provided to the participant.