

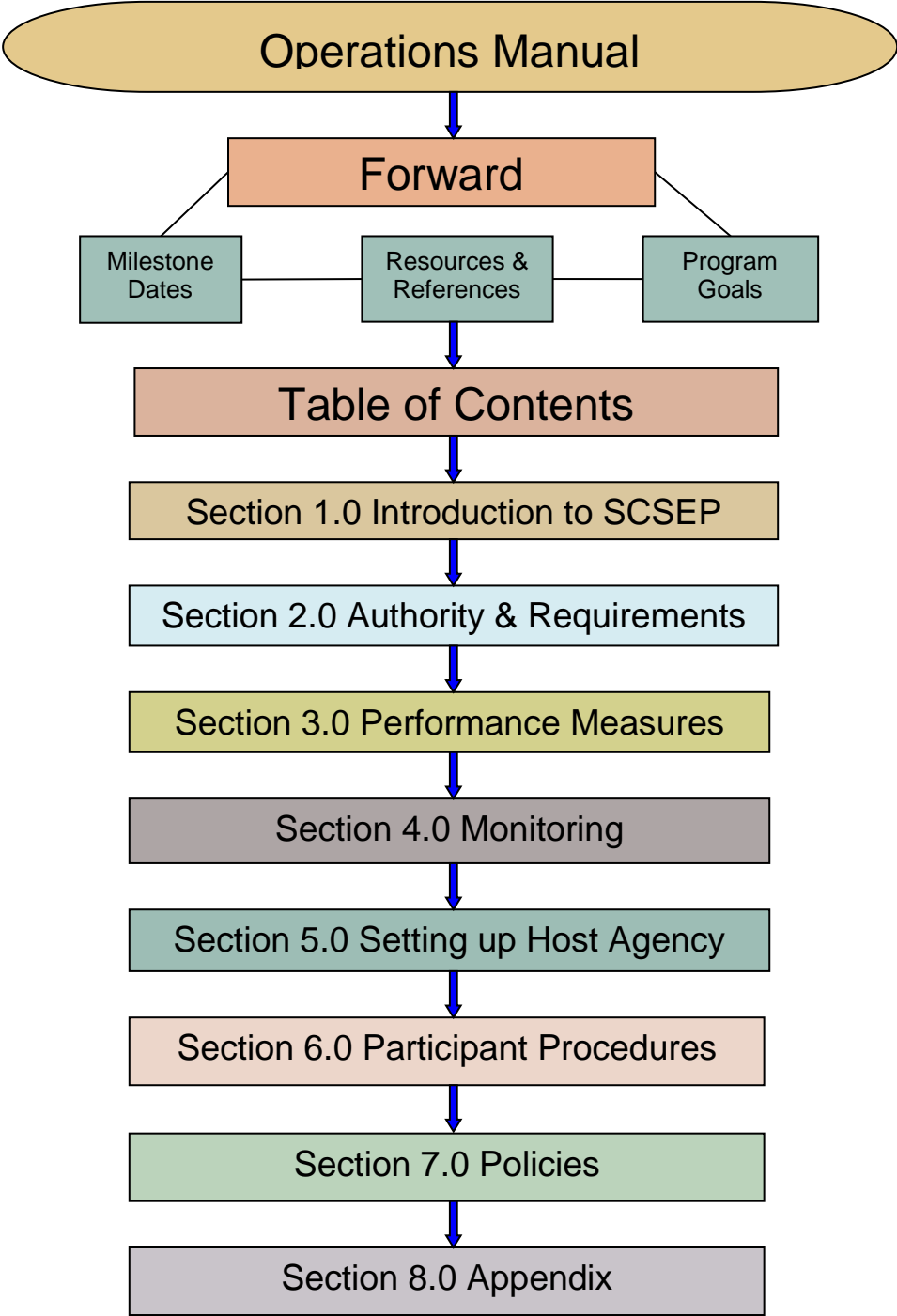
**IDAHO SENIOR COMMUNITY SERVICES  
EMPLOYMENT PROGRAM**

**OPERATIONS MANUAL**



**ICOA**

Idaho  
Commission  
On Aging



# Foreword

The Senior Community Service Employment Program (SCSEP) Operations Manual provides official guidance for the operation of all local SCSEP funded projects by the Idaho Commission on Aging (ICOA).

This manual is effective **March, 2017**. It supersedes any other editions and update memoranda. In case of any perceived discrepancy between this manual and other materials, ICOA's SCSEP Director should be consulted for clarification.

This document and all updates and amendments will be posted on the Idaho Commission on Aging website at <https://aging.idaho.gov/worker/index.html>.

The operational policy, procedures, and standards outlined in this manual should be followed and enforced by all subgrantees. The local SCSEP staff members designated by the subgrantee must be familiar with the contents of this manual and are responsible for implementing its provisions.

This manual is subject to change as additional information and /or regulations and guidance are received from the U.S. Department of Labor

# MILESTONE DATES

## **Quarterly Performance Measure Reports Due**

(All Rejections, Warning 1's and Follow-ups Cleared & Community Service & Training Hours Entered)

- July 20<sup>th</sup>
- October 20<sup>th</sup>
- January 20<sup>th</sup>
- April 20<sup>th</sup>

## **Duration Limits**

- 12-months before reaching the 48-month duration limit, notify Participant of termination or waiver request extension. (Create a Transition Plan as part of the Individual Employment Plan (IEP))
- 6-months before reaching the 48-month duration limit, notify Participants of termination or waiver request extension. (Update the Transition Plan in the IEP.)

## **Reimbursement**

- 25<sup>th</sup> of each month

## **Annual On-site Review and Program Validation**

- Planning and Service Area 3 and 4: March
- Planning and Service Area 5 and 6: April
- Planning and Service Area 1 and 2: May

## **Participant, Host Agency and Employer Surveys**

- September through November

## **Budget and Participant Slot Negotiation**

- Mid-April: Slot Negotiation and Budget Development for upcoming Program Year
- January: Budget Adjustments for remaining 5 months

## **Annual Minority Report**

- April: Submitted annually with SCSEP application

## **Equitable Distribution Report**

- April-May: The State Grantee will submit an equitable distribution update on behalf of both the State and National grantee to the US Department of Labor.

# PROGRAM GOALS (PROGRAM YEAR (PY) 2016)

## 20 CFR Part 641 SCSEP FINAL RULE

### Subpart D—§ 641.400

(2) If the State fails to meet its expected levels of performance for the core indicators for three consecutive years, it is not eligible to designate an agency to administer SCSEP funds in the following year. Instead, the State must conduct a competition to select an organization as the grantee of the funds allotted to the State under § 506(e). Public and nonprofit private agencies and organizations, State agencies other than the previously designated, failed agency, and tribal organizations, are eligible to be selected as a grantee for the funds. Other States may not be selected as a grantee for this funding.

- Move SCSEP enrollees into unsubsidized employment
- Average participant program duration: 27 months
- Maximum participant program duration: 48 months

### **CORE PERFORMANCE MEASURES**

Core 1: Community Service Hours: Goal 80%

Core 2: Entered Employment: Goal 46.1%

Core 3: Employment Retention: Goal 73%

Core 4: Average Earnings: Goal \$7597.00

Core 5: Service Level: Goal 175% (47 position = 83 served)

Core 6: Service to Most in Need: Goal 2.80% of positions

### **ADDITIONAL MEASURES**

Additional 1: Retention at 1-year: Goal 73% of participants need to maintain employment at least 1-year.

Additional 2: Surveys:

- Participant Survey: 80%
- Host Agencies Survey: 80%
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## SECTION 1.0 INTRODUCTION TO SCSEP

The objective of this section is to provide the history and focus of the Senior Community Service Employment Program (SCSEP).

**Web-links have been added to the text below to access the resources needed for this section:**

### **1.1 OVERVIEW OF SCSEP:**

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

- a. **Focus:** SCSEP authorized by Title V of the Older Americans Act (OAA) is a federally sponsored **employment training program** that provides useful part-time community service through work-based training opportunities. The program specifically targets low income older individuals who need to enhance their skills to be able to compete in the job market and move into unsubsidized employment.
- b. **Eligibility:** Participants must be unemployed, 55 years of age or older, and have incomes no more than 125 percent of the Federal Poverty level. Eligible individuals average 20 hours per week and generally obtain the training that they need to move into unsubsidized employment within the first 27 months. However, for those individuals who need more training they may participant in SCSEP for a maximum of 48 months.
- c. **Goal:** The dual goals of the program are to promote useful opportunities in community service activities through training assignments in public and non-profit agencies and to provide participants with the skills they need to move into unsubsidized employment, so they can achieve economic self-sufficiency.

### **1.2 SCSEP GRANTEE:**

The Idaho Commission on Aging (ICOA), as the state government agency under the direction of the Executive Office of the Governor, is the designated State SCSEP grantee. SCSEP is an Older Americans Act (OAA) program and ICOA is the sole agency designated to administer OAA programs and services for Idahoans 60 years of age and older.

ICOA is headed by a seven (7) member commission and a Director, both appointed by the Governor. ICOA's mission is to improve quality of life for all older Idahoans, vulnerable adults, and their families through education, advocacy, accountability and service; to provide opportunity for all to live independent, meaningful and dignified lives within communities of their choice.

### 1.3 SCSEP GRANTEE RESPONSIBILITIES:

Following are ICOA's responsibilities in administering SCSEP:

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| <ul style="list-style-type: none"><li>• <b><u>Represent Idaho as a State SCSEP Grantee:</u></b> Ensure representation at any and all required grantee meetings sponsored by the USDOL.</li><li>• <b><u>Maintain SCSEP State Strategic Plan:</u></b> Coordinate the update of the SCSEP Statewide Strategic Plan at a minimum every 4-years.</li><li>• <b><u>Coordinate with Other State Programs:</u></b> Work with other state directors to develop materials and assist in program development.</li><li>• <b><u>Partner with Other Programs:</u></b> Share resources with the Area Agencies on Aging, Workforce Innovations and Opportunity Act (WIA), National SCSEP Grantee, etc.</li><li>• <b><u>Develop Policies:</u></b> Develop and ensures polices meet the SCSEP requirements and are up-to-date:<ul style="list-style-type: none"><li>○ Duration Limits</li><li>○ Participant Termination</li><li>○ Participant Grievance</li><li>○ Veterans Priority of Service, etc</li></ul></li><li>• <b><u>Develop SCSEP Operating Manual:</u></b> Develop Operating Manual and standardized forms that need to be used to implement SCSEP.</li><li>• <b><u>Develop Online Access to SCSEP Materials:</u></b> Update SCSEP documents and forms on the ICOA Senior Employment webpage.</li><li>• <b><u>Distribute SCSEP Guidance:</u></b> Communicate grant policy, data collection, and performance developments and directives to sub-grantee staff.</li><li>• <b><u>Provide Training:</u></b> Provide training to increase sub-grantee regional coordinators' skills, knowledge, and abilities.</li></ul> | <ul style="list-style-type: none"><li>• <b><u>Develop Monitoring Tool:</u></b> Develop a written monitoring tool that lists items to be reviewed during monitoring visits.</li><li>• <b><u>Monitor Programmatic Requirements:</u></b> Monitor ICOA's and sub-grantee's SCSEP financial and operating requirements.</li><li>• <b><u>Develop Monitoring Schedule:</u></b> Develop and provide a monitoring schedule to sub-grantee.</li><li>• <b><u>Prepare Corrective Action:</u></b> Prepare corrective action and follow-up procedures for sub-grantee and its regional coordinators to ensure that identified problems are remedied.</li><li>• <b><u>Prepare &amp; Submit Federal Reports:</u></b> Ensures that all financial, operating and validating reports are accurate and are submitted in a timely manner.</li><li>• <b><u>Maintain Disaster Response &amp; Recovery Plan:</u></b> Has a written plan in place for both disaster response and recovery so the SCSEP may continue to operate and provide services.</li><li>• <b><u>Maintain SPARQ files and Privacy Information:</u></b> Ensures that the SCSEP national office is immediately notified in the event of any potential security breach of personal identifying information, whether electronic files, paper files, or equipment is involved.<ul style="list-style-type: none"><li>○ Legally obligates sub-grantee to enter complete data related to program participants.</li><li>○ Non-Web Data Collection System users ensure that accurate data are uploaded to SPARQ in accordance with USDOL's timelines and administrative guidance.</li></ul></li></ul> |
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<ul style="list-style-type: none"> <li>• <b>Budget Training:</b> Train sub-grantee on SCSEP financial requirements to help them effectively manage their regional expenditures, and provide additional financial training as needed.</li> </ul>	
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**1.4 SCSEP SUB-GRANTEE RESPONSIBILITIES:**

Annually, ICOA contracts with a sub-grantee (Idaho Department of Labor) for the following:

<ul style="list-style-type: none"> <li>• <b>Recruits Host Agencies:</b> Sub-grantee recruits Host Agencies that are able to meet the participants’ training needs.</li> <li>• <b>Recruit Participants:</b> Sub-grantee uses the latest Census demographic data and SPARQ quarterly and annual reports to help identify demographic areas that need to be targeted for recruitment.</li> <li>• <b>Determine Participant Eligibility:</b> Through evaluating the participant’s applicant and documentation, sub-grantee determines if a participant is eligible for SCSEP or not.</li> <li>• <b>Provide Participant Assessment:</b> After eligibility is determined, sub-grantee enrolls the participant, assesses the participant’s abilities, interests and needs and develops an Individual Employment Plan (IEP).</li> <li>• <b>Match Participant to Host Agency:</b> Based on the IEP training needs, sub-grantee matches a participant with a Host Agency that can provide the training that will help the participant to gain unsubsidized employment.</li> <li>• <b>Notify Enrollee of Potential Assignment:</b> Sub-grantee notifies the enrollee to see if he/she is interested in the Community Service Assignment.</li> <li>• <b>Notify Host Agency of a Potential Participant:</b> If Enrollee is interested in the assignment; sub-grantee notifies the Host Agency and sends over the enrollee’s IEP to see if the Host Agency wants to interview the enrollee.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Provide Annual Assessment and Recertification:</b> Sub-grantee assesses the progress of each participant, updates the IEP, and certifies that the participant is still eligible.</li> <li>• <b>Provide Transition Plan for 48 Month Duration limits:</b> Sub-grantee will provided transition planning counseling to participants who meet the following timelines: <ul style="list-style-type: none"> <li>○ Participant is 1 year from reaching the 48 month duration limit.</li> <li>○ Participant is 6 months from reaching the 48 month duration limit.</li> </ul> </li> <li>• <b>Provide Durational Limit Waiver Request:</b> Sub-grantee will prepare a Durational Limit Waiver request 6 months prior to the 48 month deadline. The Waiver would need to be submitted annually for each additional year the participant would be eligible for SCSEP.</li> <li>• <b>Resolve Problems between Host Agency and Participant:</b> Sub-grantee is responsible to address any problems that may come up between Host Agency and the Participant and work towards reconciliation. If irresolvable, sub-grantee could do the following: <ul style="list-style-type: none"> <li>○ Remove a participant based on either the Host Agency or the participant’s request.</li> <li>○ Transfer the participant to another Host Agency.</li> <li>○ Terminate the community service assignment. (Host Agency should not terminate the participant, but contact the case manager).</li> </ul> </li> </ul>
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<ul style="list-style-type: none"> <li>● <b><u>Refer Participant to Host Agency:</u></b> If Host Agency is interested after reviewing the enrollee's IEP, sub-grantee notifies the Enrollee who then needs to contact the Host Agency for an interview.</li> <li>● <b><u>Develop Site Agreement with Host Agency:</u></b> If Host Agency and participant want to proceed with the Community Service Assignment, sub-grantee develops a Work-based Training Site Agreement and contacts the Host Agency for an orientation</li> <li>● <b><u>Provide Participant Wages and Benefits:</u></b> Sub-grantee provides wages &amp; benefits to the participant for an average of twenty (20) hours a week.</li> <li>● <b><u>Provide Worker's Compensation:</u></b> Sub-grantee provides worker's compensation and files claims to the Insurance carrier.</li> <li>● <b><u>Provide Physical Examinations:</u></b> Sub-grantee pays for an annual physical for the participant.</li> <li>● <b><u>Provide Participant Counseling:</u></b> Sub-grantee provides personal and employment-related counseling that focuses on transitioning the participant to unsubsidized employment.</li> </ul>	<ul style="list-style-type: none"> <li>● <b><u>Rotate Community Service Assignment:</u></b> In consultation with the participant and assessing participants' needs, sub-grantee may transfer a participant to another Host Agency that could provide additional skills identified in the IEP.</li> <li>● <b><u>Review Host Agency:</u></b> Annually, sub-grantee conducts a minimum of one site visit per Host Agency to monitor compliance, review participant's progress, and ensure training site's safety.</li> <li>● <b><u>Exit the Participant:</u></b> Sub-grantee exits a participant into unsubsidized employment or for other non-employment reasons.</li> <li>● <b><u>Provide Follow-up:</u></b> Sub-grantee continues to track and collect financial data for one-year after a participant exits the program into unsubsidized employment.</li> <li>● <b><u>Quarterly performance reports:</u></b> Submit quarterly performance report to ICOA with strategies to improve SCSEP performance measure and Equitable Distribution.</li> </ul>
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**SCSEP COORDINATION OPPORTUNITIES:**

The sub-grantee must coordinate with other agencies that provide services to the elderly and low income, and with agencies providing employment and training services, including activities conducted under the Workforce Innovation and Opportunity Act (WIOA). The coordination must include, but not be limited to:

- a. **One Stop Shop:** Selection of community service assignments, occupational categories, work assignments, and host agencies to provide a variety of community service opportunities for enrollees and to produce a variety of federally funded services which respond to the community's total needs and initiatives:  
State: <http://labor.idaho.gov/DNN/Default.aspx?alias=labor.idaho.gov/dnn/idl>  
National: <http://www.careeronestop.org/employmentcenter/EmploymentCenterHome.aspx>
- b. **National Grantee:** Coordinate with the National SCSEP Grantee: [http://www.experienceworks.org/site/PageServer?pagename=State Idaho Home Map](http://www.experienceworks.org/site/PageServer?pagename=State%20Idaho%20Home%20Map)

- c. **ICOA and AAA's**: Coordinate with ICOA and with Area Agencies on Aging (AAA) in order to access supportive services that are available: <http://aging.idaho.gov/>
  
- d. **WIOA & Carl Perkins**: Coordinate with other training organizations including the state and local WIOA and the Carl D. Perkins Act programs to ensure that project enrollees can benefit from such cooperative activities as dual eligibility, shared assessments, training and referral. Career & Technical Education: <https://cte.idaho.gov/educators/forms/carl-d-perkins-act/> .

## SECTION 2.0 AUTHORITY AND REGULATIONS

The objective of this section is to provide the authority and regulations that govern SCSEP through the following statutes, regulations and federal policies:

**Web-links have been added to the text below to access the resources identified in this section:**

### **2.1 SCSEP AUTHORIZATION:**

The Older Americans Act was enacted as Public Law 89-73 on July 14, 1965. Title V of the OAA authorized SCSEP and was enacted April 19<sup>th</sup>, 2016. The Final Rule, 20 CFR Part 641 was issued September 1, 2010, and provides administrative and programmatic guidance and requirements for the implementation of SCSEP.

### **2.2 SCSEP FUNDING ALLOCATION:**

National nonprofit agencies and organizations, as well as States, receive grants to operate SCSEP projects. Currently, U.S. DOL awards 78% of funds to national agencies/organizations through a national competitive grant process. The remaining 22% of the funds goes to State grantees and recognized U.S. Territories. There is a 10% local match requirement that must consist of allowable non-Federal funds. Grants are awarded annually (July 1-June 30). There are two types of match:

- a. **Non-Federal Cash:** In general, cost incurred by the contracted provider and cash contributions of any and all third parties involved in the project, including sub-grantees, contractors and consultants, are considered eligible cash matching funds.
  
- b. **Non-Federal Non-Cash (i.e., In-kind):** In general, most contributions from third parties will be non-cash (i.e., in-kind) matching funds. Examples of non-cash (in-kind) match include individual's professional time, physical items and use of equipment or space from non-federal, non-cash funding: This is reported on "Timesheet".
  1. An individual's professional time is valued at their actual, regular rate of pay, provided the work they are contributing is similar to their normal line of work. Inclusion of fringe benefits in calculating the value of an individual's time is appropriate, and is calculated as a percentage of the hourly rate.
    - Supervision of members
    - Training or member development
    - Providing technical assistance on a project
    - Evaluation of the project
  2. Physical Items contributed as in-kind are valued at the actual cost or the fair market value of the item.
    - Office supplies that is directly used by SCSEP participant
    - Materials for project that is directly being worked on by SCSEP participant
    - Food and beverages for SCSEP related events/meetings
  3. Equipment or space contributed as in-kind is valued at the actual rental cost or fair rental value for the geographic location.
    - Office space that the SCSEP participant uses
    - Computer, phones, fax and copy machine use

**2.3 AUTHORITY AND STATUTORY REQUIREMENTS:**

The manual is based on the following statutes, regulations and federal policies: Note, the web-links below are current, but as they change, all updated links can be accessed at the <http://aging.idaho.gov> website.

**a. Older Americans Act of 1965, Enacted April 19, 2016, Title V**

[https://aoa.acl.gov/aoa\\_programs/oaa/Reauthorization/2016/docs/Older-Americans-Act-of-1965-Compilation.pdf](https://aoa.acl.gov/aoa_programs/oaa/Reauthorization/2016/docs/Older-Americans-Act-of-1965-Compilation.pdf)

The Older Americans Act is referred by the abbreviation OAA, and was enacted as Public Law 89-73 on July 14, 1965. Title V of the OAA authorized SCSEP and was amended on October 17, 2006 and enacted April 19, 2016.

**b. 20 Code of Federal Regulations (CFR) Part 641, SCSEP Final Rule**

<http://webapps.dol.gov/federalregister/PdfDisplay.aspx?DocId=24198>

The Final Rule, issues September 1, 2010, provides administrative and programmatic guidance and requirements for the implementation of SCSEP.

**c. 29 CFR, Uniform Administrative Requirements**

[https://www.ecfr.gov/cgi-bin/text-idx?SID=17af11b5d001a3d931356eb12ef23a49&mc=true&tpl=/ecfrbrowse/Title29/29cfrv1\\_02.tpl#0](https://www.ecfr.gov/cgi-bin/text-idx?SID=17af11b5d001a3d931356eb12ef23a49&mc=true&tpl=/ecfrbrowse/Title29/29cfrv1_02.tpl#0)

The administrative requirements can be accessed from the following “Parts” of the CFR:

<ul style="list-style-type: none"> <li>• Part 31 Civil Rights,</li> <li>• Part 32 Non-Discrimination,</li> <li>• Part 33 and 34, Nondiscrimination and Equal Opportunity Requirements</li> <li>• Part 35 Age Discrimination of 1975,</li> <li>• Part 37 EO Requirements (WIA only),</li> <li>• Part 93 Lobbying Restrictions,</li> </ul>	<ul style="list-style-type: none"> <li>• Part 95 for Institutions of Higher Education, Hospitals and other Non-Profit Organizations,</li> <li>• Part 96 and 99 Audit Resolution,</li> <li>• Part 97 for State/Local Governments and Indian Tribes</li> <li>• Part 94 Subpart F Drug Free Workplace,</li> </ul>
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**d. OMB Circulars:**

[https://obamawhitehouse.archives.gov/omb/circulars\\_default/](https://obamawhitehouse.archives.gov/omb/circulars_default/)

The Office of Management and Budget (OMB) issues circulars that address standards for the administration of grants to state and local governments, as well as to institutions of higher education, hospitals and other non-profit organizations, etc. The contents of many of these circulars are included in the Uniform Administrative Requirements. The most frequently used OMB Circulars relevant to SCSEP are as follows:

<ul style="list-style-type: none"> <li>• A-21 Cost Principles for Institutions of Higher Education</li> <li>• A-87 Cost Principles for State and Local Governments (for use by state and local governments)</li> <li>• A-102 Property Management for State and Local Governments (for</li> </ul>	<ul style="list-style-type: none"> <li>• A-122 Cost Principles for Nonprofit Organizations for use by nonprofit grantees</li> <li>• A-128 Single Audit Act (for use by SCSEP grantees)</li> <li>• A-133 Audit Requirements; Non-Profit Organizations Receiving Federal</li> </ul>
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<p>use by state and local governments)</p> <ul style="list-style-type: none"> <li>• A-110 Grants and Agreements with Institutions of Higher Education, Hospitals and Other Nonprofit Organizations (for use by nonprofit grantees)</li> </ul>	<p>Awards</p>
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e. **Older Worker Bulletins & Technical Assistance Guidance Letters:**

Older Worker Bulletins:

[https://www.doleta.gov/seniors/html\\_docs/library.cfm](https://www.doleta.gov/seniors/html_docs/library.cfm)

Technical Assistance Guidance

Letters: [https://www.doleta.gov/Seniors/html\\_docs/TechAssist.cfm](https://www.doleta.gov/Seniors/html_docs/TechAssist.cfm)

Older Worker Bulletins and Technical Assistance Guidance Letters are issued by the USDOL, Division of Older Worker Programs. They are used to transmit policies, procedures, and information on subjects of special interest. Sub-grantees must comply with the action statements of each bulletin. These bulletins are issued frequently and should be reviewed carefully. The bulletins should then be retained for future reference.

f. **Workforce Innovation and Opportunity Act (WIOA) One Stop Delivery System:**

<https://www.congress.gov/113/bills/hr803/BILLS-113hr803enr.pdf>

President Barack Obama signed the Workforce Innovation and Opportunity Act (WIOA) into law on July 22, 2014. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. Congress passed the Act by a wide bipartisan majority; it is the first legislative reform in 15 years of the public workforce system. Section 103(H)(Combined State Plan); Section 121(v)(One-Stop Delivery Systems)

g. **Jobs for Veterans Act of 2002, P.L. 107-288, Part**

**4215:** <http://www.doleta.gov/programs/VETs/>

## SECTION 3.0 PERFORMANCE MEASURES

The objective of this section is to provide an understanding of the components that are used to generate performance measures, which can be used to develop action plans to improve performance.

**Following are the ICOA web-links to the resources identified in this section:**

- a. ICOA: <https://aging.idaho.gov/worker/index.html>
- b. SPARQ: <https://www.sparq.doleta.gov/index.cfm>

### **3.1 COMMUNITY SERVICE GOAL: (Idaho's PY16 Goal is 80%)**

This measure reports the amount of community service provided compared to the amount of community service funded by the grant.

a. **Example:**

Part 1: Actual Community Service hours (total paid) in Quarter:	10,017
Subtract actual Training Hours in Quarter:	<u>-450</u>
Total Community Service Hours for the Quarter:	=9567
 Part 2: Total modified positions:	 47
Budgeted hours per position	<u>x 21</u>
Total budgeted hours per week for all positions:	987
Multiply number of weeks in quarter:	<u>x 13</u>
Budgeted hours for quarter:	= 12,831
Minus Total Training Hours from Part 1:	<u>-450</u>
Total Budget hours for quarter:	=12,381

Part 3: Measure:  $9,567/12,381 = 77.3\%$

b. **Improving Community Service Performance Measures:**

1. Enroll more participants,
2. Reduce turnover time when enrolling new participants,
3. Assign participants to more hours of community service per week,
4. Limit leaves of absences, and
5. Ensure that all paid hours are accurately reported in SPARQ each quarter. An edit in SPARQ requires you to enter total hours paid for each quarter in which a participant was active.

### **3.2 ENTERED (Unsubsidized) EMPLOYMENT: (Idaho's PY16 Goal is 46.1%)**

This measure reports the percentage of the number of unsubsidized participants, who successfully entered employment (received wages) during the quarter after they had exited.

a. **Example:**

Part 1: Five (5) exiters received wages in the first qtr. after the exiting qtr.

Part 2: Eleven (11) exiters did not receive wages in the first qtr. after the exiting qtr.

Part 3: Measure: Five (5) exiters/(16) total exiters = 31.25% of exiters had entered employment during the first qtr. after they had exited.

**b. Improving low “Entered Employment” rate:**

1. Correct undone “Follow-ups”
2. Use management reports to identify causes and develop strategy to address the issues.
3. Review to see if there are too few participants exiting for unsubsidized employment.
4. Review to see if there are too many participants exiting for other reasons not identified as exclusions.
5. Review to see if there are too many participants starting unsubsidized employment but failing to be employed with some employer in the quarter after the exit quarter.

**3.3 EMPLOYMENT RETENTION: (Idaho’s PY16 Goal is 73%)**

This measure reports percentage of job retention for those exiters who maintained employment (wages) through the 2<sup>nd</sup> and 3<sup>rd</sup> qtrs. after the exiting qtr.

**a. Example:**

**Part 1: Three (3) exiters had wages in both the 2<sup>nd</sup> and 3<sup>rd</sup> qtrs. after the exiting qtr.**

**Part 2: Five (5) exiters had wages in the 1<sup>st</sup> qtr. after the exiting qtr.**

**Part 3: Measure: 3 exiters/5 exiters = 60% of exiters retained employment**

**b. Improving low Employment Retention:**

1. Run “Follow-up” report to ensure that all data has been entered. Follow-up should be done early in each quarter regardless of when you do the follow-up for performance reporting.
2. Stay in close touch with the participants to make sure that they are getting the support they need on their current jobs or to assist them finding a new jobs if their current one is not working out.

**3.4 AVERAGE EARNINGS: (Idaho’s PY16 Goal is \$7,597.00)**

This measure reports the average earnings during the second and third quarters after the quarter of exit for all exiters who were employed in the first, second, and third quarters after the quarter of exit, i.e., who achieved retention as defined by the Common Measures.

**a. Example:**

**Part 1: Total wages for both the 2<sup>nd</sup> and 3<sup>rd</sup> qtrs. after the exiting qtr.: (\$16,407.00)**

**Part 2: Total # of exiters who had wages in the 2<sup>nd</sup> and 3<sup>rd</sup> qtr. after the exiting qtr.: (2)**

**Part 3: Measure: \$16,407.00/2 = an average of \$8,203.50**

**b. Factors affecting Average Earning:**

1. Average starting wage,
2. Average number of hours of work per week, and
3. Number of weeks of employment in the second and third quarters after the exit quarter.
4. Average hours per week and average starting wage should be a useful predictor of the average earnings measure.



### **3.5 SERVICE LEVEL: (Idaho's PY16 Goal is 175%)**

This measure reports the number of participants who were enrolled in the program between July 1 and June 30 of a program year. Therefore, a grantee with 100 authorized positions must have enrolled 175 participants during the program year to meet the 175% goal. If they started the program year with 90 individuals enrolled, they must enroll another 85 during the program year.

**a. Example:**

**Part 1: Cumulative total # of active and exited participants during PY (70)**

**Part 2: Number of Modified Community Service Positions set at beginning of PY (47)**

**Part 3: Measure:  $70/47=148\%$  of the Service Level goal. In this case the Service Goal of 175% would not be met.**

**b. Improving Service Level:**

1. Develop a plan to exit participants quicker and to enroll new participants quicker.

### **3.6 SERVICE TO MOST IN-NEED: (Idaho's PY16 Goal is 2.80)**

This measure reports the average number of specified barriers to employment per participant

**a. Example:**

**Part 1: Total specified priorities of service and waiver duration factors (173 factors)**

**Part 2: Total active participants during the reporting period (62 participants)**

**Part 3: Measure:  $173/62 = 2.79$  factors per person.**

**b. Improving Service to Most In-Need:**

1. Use QPR in SPARQ to see how you are doing on each of the characteristics that comprise the most-in-need measure.
2. Use information to modify your enrollment practices if you need to increase the number of most-in-need factors per participant. This is also a good way to verify the accuracy of your data collection. You can use the management reports to see the characteristics of each participant.
3. Capture and document barriers for participants who have them.
4. Enroll participants who are most in need.
5. Update waiver factors each program year.

### **3.7 RETENTION AT 1-YEAR: (Idaho's PY16 Goal is 73%)**

This measure reports the percentage of participants who retain employment (wages) in the fourth quarter after the exit quarter:

- a. Note: The measure is limited to those who were employed in the first quarter after the exit quarter, i.e., achieved entered employment**

**Example:**

**Part 1: Total # of participants employed in the 4<sup>th</sup> qtr. after the exiting qtr (4)**

**Part 2: Total # of participants who exited during the qtr. (6)**

**Part 3: Measure:  $4/6 = 66\%$  of the participants retain employment after 1 year.**

### **3.8 CUSTOMER SATISFACTION SURVEY:**

Customer satisfaction surveys will be sent to participants and training sites. ICOA projects must ensure that there is at least a 70% return rate of these customer satisfaction surveys. Also among the surveys returned, project favorability rating must be above 80%.

#### **a. Participant Survey:**

1. During assessment, make sure that enrollee's address is correct and double check information in SPARQ.
2. Notify participants they will receive surveys and that it is important for them to complete the survey and mail it back.
3. Sub-grantees need to send pre-survey letters to participants when instructed.
4. All participants will receive a survey in the mail from a central mailing house under contract to the Department of Labor. Surveys that are undeliverable will be returned to ICOA, who will notify the regional case managers to update the participants address then will report the new address to USDOL.

#### **b. Host Agency Survey:**

1. It is imperative that during the annual Host Agency review the mailing address is double checked in SPARQ.
2. Advise host agencies to expect a survey in the mail and tell them why their response is important.
3. All Host Agencies will receive a survey in the mail from a central mailing house under contract to the U.S. Department of Labor. Surveys that are undeliverable will be returned to ICOA, who will notify the regional case managers to update the host agencies address then will report the new address to USDOL.

## Section 4.0 Sub-grantee MONITORING

The objective of this section is to understand what SCSEP areas to review monthly, quarterly and annually and how to use the data to increase performance in each region and overall at the State.

### **SUB-GRANTEE MONITORING TIMELINE SUMMARY:**

- a. DATA AND FINANCIAL MONTHLY MONITORING
  - 1. Due 20<sup>th</sup> of each month with invoicing
  
- b. SPARQ DATA QUARTERLY MONITORING
  - 1. Quarter ending September 30th, report due by October 20th
  - 2. Quarter ending December 31st, report due by January 20th
  - 3. Quarter ending March 31st, report due by April 20th
  - 4. Quarter ending June 30th, report due by July 20th
  
- c. QUARTERLY PERFORMANCE MEASURE REPORT
  - 1. Quarter ending September 30th, report due by October 20th
  - 2. Quarter ending December 31st, report due by January 20th
  - 3. Quarter ending March 31st, report due by April 20th
  - 4. Quarter ending June 30th, report due by July 20th
  
- d. PARTICIPANT AND HOST AGENCY ANNUAL MONITORING
  - 1. Annual Monitoring review dates established by ICOA
  
- e. USDOL Annual Quality Assurance Surveys Report
  - 1. Date determined by the date DOL releases Quality Assurance Report
  
- f. USDOL Annual Minority Report
  - 1. Date determined by the date USDOL releases Annual Minority Report

### **4.1 DATA AND FINANCIAL MONTHLY MONITORING:**

Performance of the sub-grantee shall be measured monthly based on the sub-grantee's reimbursement request and documentation. If any of the areas within the Progress Reports are plus/minus 15%, an explanation and corrective action statement will be required within 15 days after notification from ICOA:

- a. **SCSEP Sub-grantee Financial Progress Report:**
  - 1. Total SCSEP Program Budget: Percentage budgeted vs. expended
  - 2. Enrollee Budget (sub-grantee): Percent budgeted vs. expended.
  - 3. Other Enrollee Budget (sub-grantee): Percent budgeted vs. expended
  - 4. Administration Budget (sub-grantee): Percent budgeted vs. expended
  - 5. Local (in-kind) match (sub-grantee): Percent budgeted vs. expended
  
- b. **SCSEP Data Quality Reports:**

1. SPARQs Quality Performance Reports (QPR): Run in SPARQ at least monthly and correct any Durational Rejections (DR), Rejection (R) and Warning 1's (W1) that are listed. These will be required to be cleared by the end of the quarter.
2. SPARQ Management Follow-up report: Run in SPARQ, at least monthly and clear any pending "Follow-ups". This report shows the "Follow-ups" that need to be done after a participant exits.
3. SPARQs Management Report Waiver of Durational Limit: Run report at least monthly and make sure all participants who have reached the 12-month and 6-month time period from the 48-month durational limit have Transition Plans in their Individual Employment Plan (IEP).

#### **4.2 SPARQ DATA QUARTERLY MONITORING:**

The following are standardized reports in SPARQ and both ICOA and the sub-grantee should run them to see what areas need to be corrected prior to the 20<sup>th</sup> after the quarter ends. By the 10<sup>th</sup>, if sub-grantees have not started to clear the Rejections, Durational Rejections or Warning 1's, ICOA will follow up with them. (Note, if a sub-grantee is having trouble clearing an issue, please contact ICOA as soon as possible for assistance)

- a. **Data Quality Report in SPARQ:** This is used to see if each of the sub-grantees has cleared all Rejections, Durational Rejections and Warning 1's before of the close of the quarter.

**Note,** these can be corrected throughout the quarter, so sub-grantees don't have to wait until the quarter ends to start clearing them.)

**Note,** at the end of each quarter, the sub-grantee must enter in the Community Service and Training Hours which will clear a majority of the "Rejections".) All Rejections, Durational Limit Rejections, and Warning 1's need to be cleared by the 20th of the month after the quarter ends: October 20th, January 20th, April 20th and July 20<sup>th</sup>.

- b. **Follow-up Report in SPARQ:** This is used to see if each of the sub-grantees regions has any follow-up dates that have been missed. It is suggested that sub-grantees run this report twice a month so they don't miss any of the follow-ups. ICOA will run this report at the end of each quarter and will notify the sub-grantee if any follow-up dates have been missed.
- c. **Durational Limits:**
  1. Run "Waiver of Durational Limit" report in SPARQ
  2. Make sure all participants who have reached the 12-month and 6-month time period from the 48-month durational limit have Transition Plans in their Individual Employment Plan (IEP).

#### **4.3 QUARTERLY PERFORMANCE MEASURE REPORT:**

The sub-grantee must submit a quarterly performance report on the six SCSEP performance measures. Performance report needs to be submitted to ICOA by the 20<sup>th</sup> of the month after the quarter ends: October 20<sup>th</sup>, January 20<sup>th</sup>, April 20<sup>th</sup> and July 20<sup>th</sup>. The performance measures have been set by DOL and the contractor must be able to meet or exceed the measures annually with a quarterly progress report submitted to ICOA outlining the status of each of the measures and if the measure appears not to be met at the end of the program year to provide and implement a corrective action strategy. The six core performance measures are: 1. Entered Employment Level, 2. Service Level, 3. Community Service Level, 4. Most-in-Need, 5. Retention, and 6. Average Earning.

#### **4.4 ANNUAL MONITORING AND DATA VALIDATION:**

ICOA will schedule at least one on-site review per sub-grantee annually and will coordinate the visit with the annual Data Validation requirement. These reviews will be between January and June of each year. The review schedules will be posted on ICOA's website and will consist of the following:

- a. **Programmatic Review:** ICOA will review a sampling of the sub-grantees Participant Files, Host Agency Files, and Fiscal Files.
- b. **Participant Interview:** The sub-grantee will schedule time for ICOA to meet with the random selected participants.
- c. **Host Agency Interview:** The sub-grantee will schedule time for ICOA to meet with the random selected Host Agencies.
- d. **Monitoring Materials:** All monitoring materials can be accessed through the ICOA website.

#### **4.5 DOL Annual Quality Assurance Surveys Report:**

The ICOA will provide the sub-grantee with DOL's analysis of the annual quality assurance surveys report. The analysis will include areas to improve as recommended by DOL. The goal of the Idaho SCSEP is to meet at minimum the average Quality Assurance level nationwide. The sub-grantee will provide ICOA with a list of strategies to address the recommended areas to improve. The Participant and Host Agency average for the past two years is listed below.

- a. **Participant National Averages:**
  1. PY 14 Nationwide Average: 81%
  2. PY 15 Nationwide Average: 81.6 %
- b. **Host Agency National Averages:**
  1. PY 14 Nationwide Average: 81.4%
  2. PY 15 Nationwide Average: 81.6 %

**4.6 DOL Annual Minority Report:**

The ICOA will provide the sub-grantee with USDOL’s annual minority report. The sub-grantee will be required to submit strategies to address minority enrollment levels that are lower than the required levels identified in the minority report. Below is a current summary of the Idaho SCSEP Minority Performance.

Enrollment Levels for Minority Individuals								
Program Year	Minority Overall		Hispanic		Asian		Native American	
	SCSEP	Census	SCSEP	Census	SCSEP	Census	SCSEP	Census
2013-2014	18.8%	13.0%	13%	8.5%	0%	0.7%	2.1%	2.3%
2014-2015	22.1%	13.2%	13%	8.3%	1.3%	.8%	3.9%	2.0%
YTD	23%	N/A	19%	N/A	1.7%	N/A	3%	N/A

**4.7 PARTICIPANT FILE MAINTENANCE:**

All information regarding the individual and their families obtained through program forms, interviews, assessments, evaluations, and other related activities, is confidential.

**a. Release of Information:** 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. Releasing information to others is prohibited without the permission of the program participant.

**b. Monitoring Participant’s Case Notes:** Case notes are required to be maintained in the participant’s case file and the following will be reviewed:

<ul style="list-style-type: none"> <li>• The date of entry of the case note</li> <li>• The name or initials of the staff person making the case note entry</li> <li>• Reference to corresponding/supporting documentation that may be found elsewhere</li> <li>• Most in need factors</li> </ul>	<ul style="list-style-type: none"> <li>• Supportive service referrals</li> <li>• Counseling reports</li> <li>• Job development efforts made and the results of those efforts</li> <li>• Follow-up to unsubsidized placements</li> <li>• Other participant related activities</li> </ul>
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**c. Monitoring Participant’s Programmatic Documentation and Forms:** The following documents and forms with signatures are required to be maintained in the participant’s case file and will be reviewed:

<ul style="list-style-type: none"> <li>• Participant Application</li> <li>• Participant Income Statement</li> <li>• Participant Self Assessment</li> <li>• Staff Assessment of Participant</li> <li>• Participant Individual Employment Plan (IEP)</li> <li>• Participant Form (SPARQ)</li> <li>• Enrollee Commitment Certification</li> </ul>	<ul style="list-style-type: none"> <li>• Participant Orientation Checklist</li> <li>• Participant Physical Exam Offer</li> <li>• Participant Timesheet</li> <li>• Host Agency Evaluation of Participant</li> <li>• Participant Durational Limit Waiver</li> <li>• Participant Unsubsidized Employment (SPARQ)</li> <li>• Participant Exit (SPARQ)</li> </ul>
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• Participant Service Assignment (SPARQ)	• Retention Documentation
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**4.8 HOST AGENCY FILE MAINTENANCE:**

All information regarding the Host Agency and the participant’s supervisor obtained through program forms, interviews, assessments, evaluations, and other related activities, is confidential.

**a. Release of Information:** 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. Releasing information to others is prohibited without the permission of the Host Agency.

**b. Monitoring Host Agency’s Programmatic Documentation and Forms:** The following documents and forms with signatures are required to be maintained in the Host Agency’s case file and will be reviewed:

<ul style="list-style-type: none"> <li>• Host Agency’s Application with Maintenance of Effort Signature</li> <li>• Political Activities</li> <li>• Work-based Training Site Agreement</li> <li>• Work-based Training Assignment Job Description</li> </ul>	<ul style="list-style-type: none"> <li>• Work-based Participant Training Orientation</li> <li>• Timesheet with Host Agency In-kind match</li> <li>• Sub-grantee Review and Recertification of Host Agency</li> </ul>
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**4.9 STORAGE OF FILES:**

Confidential information shall be maintained in locked files. If electronic records are utilized, confidential information must be secured.

**a. RETENTION OF FILES**

The sub-grantee must securely maintain all required documentation, both fiscal and programmatic for the following time period: retained for three program years after the end of the program year in which the document was generated. For participants who enter unsubsidized employment after exiting the program, **this means three program years** after the end of the program year in which all follow-up activity is ended.

**b. MISSING DOCUMENTATION**

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.

**4.10 MONITORING PROGRAMMATIC REPORTING:**

The sub-grantee shall ensure the most accurate data is collected for SCSEP services for its respective service area.

**a. SPARQ Management Reports:** The sub-grantee will utilize the following reports to identify possible errors with data and to identify program areas that are not meeting goals. Following are a list of Management Report Categories that the sub-grantees should become familiar with and use:

<ol style="list-style-type: none"> <li>1. Applicants <ul style="list-style-type: none"> <li>• Pending</li> <li>• Ineligible</li> <li>• Eligible, Not Assigned or on Waiting List</li> <li>• Waiting List</li> </ul> </li> <li>2. Participants <ul style="list-style-type: none"> <li>• Current/Exited</li> <li>• Started Employment but Not Yet Achieved Entered Employment</li> <li>• Achieved Entered Employment but Not Yet Achieved Retention</li> <li>• Waiver of Durational Limit</li> <li>• Participants With Approved Break(s)</li> </ul> </li> <li>3. Follow-ups <ul style="list-style-type: none"> <li>• Pending</li> <li>• Pending, Displayed by Month</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>4. Actions <ul style="list-style-type: none"> <li>• Most in Need/Waiver Factor Actions</li> </ul> </li> <li>5. Host Agencies <ul style="list-style-type: none"> <li>• Host Agencies</li> <li>• Assignments by Host Agency</li> </ul> </li> <li>6. Employers <ul style="list-style-type: none"> <li>• Host Agencies</li> <li>• Assignments by Host Agency</li> </ul> </li> <li>7. Employers <ul style="list-style-type: none"> <li>• Unsubsidized Employers</li> <li>• Placements by Employer</li> </ul> </li> </ol>
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**4.11 AFTER MONITORING:**

As a result of the on-site monitoring, ICOA will prepare a report identifying program compliance and noncompliance areas and will send it along with a date driven action plan to the sub-grantee.

- a. **Sub-grantee Monitoring Report Review:** The sub-grantee will have twenty (20) days to accept or request changes to the corrective actions or the corrective action dates.
- b. **ICOA Final Determination:** It is up to ICOA to determine if corrective action/dates need to be changed or not and will notify the sub-grantee of the final decision.



## SECTION 5.0 HOST AGENCY

The objective of this section is to setup and define the role of a Host Agency and provide the resources needed to implement the program.

**Following is the web-link needed to access the resources identified in this section:**

- a. ICOA: <https://aging.idaho.gov/worker/index.html>
- b. Host Agency Handbook and Questionnaire
- c. Host Agency Participant Evaluation Form
- d. Host Agency Participant Orientation
- e. Host Agency Review and Recertification
- f. Host Agency Safety Monitoring Checklist
- g. Host Agency Agreement Addendum with Sub-grantee
- h. Host Agency Employment Agreement with Sub-grantee
- i. Host Agency Supervision Report Form

### **5.1 QUALIFICATIONS OF A HOST AGENCY:**

- a. **Agency/Organization Type:** Must be a public (government) agency or a private non-profit organization:
  1. A non-profit must be recognized by the Internal Revenue Service (IRS) as meeting the requirements of Section 501(c)(3) of the Internal Revenue Code.
  2. Sub-grantee must obtain a copy of the IRS 501(c)(3) non-profit status from the Host Agency and keep it in the Host Agency's file.
- b. **Comply with Maintenance of Effort:** Must be able to ensure the following Maintenance of Effort requirements:
  1. Does not reduce the number of employment opportunities or vacancies that would otherwise be available to individuals who are not SCSEP participants.
  2. Does not displace currently employed workers (including partial displacement, such as a reduction in non-overtime work, wages, or employment benefits).
  3. Does not impair existing contracts or result in the substitution of federal funds for other funds in connection with work that would otherwise be performed.
  4. Does not assign or continue to assign a participant to perform the same work or substantially the same work as that performed by an individual who is on layoff.
- c. **Provide Work-based Skill Training:** Is able to provide Work-based Skill training being sought by the participant, as specified in a participant's Individual Employment Plan (IEP).
- d. **Provide Safe Work Environment:** Needs to provide a safe and hazard-free work-based training environment. Participants shall not be permitted to work in buildings, or surroundings, or under conditions that are unsanitary, hazardous, or dangerous to the enrollee's health or safety.

- e. **Provide Supervision:** Needs to be able to provide supervision to the SCSEP participant.
- f. **Must NOT be a place used for Sectarian Religion:** A Host Agency can be a religious organization as long as the assignments in which participant is being trained does **not** involve the construction, operation, or maintenance of any facility used or to be used as a place for sectarian religious instruction or worship.
- g. **Must NOT be a political party**
- h. **Submit Application:** Must submit an Application and be approved as a Host Agency.

## **5.2 RESPONSIBILITIES OF A HOST AGENCY:**

- a. **Review Enrollee's Individual Employment Plan (IEP):** If sub-grantee finds a match for the Host Agency, the sub-grantee will send the enrollee's IEP to the Host Agency for review. After reviewing the IEP the Host Agency notifies the sub-grantee if it wants to proceed with an interview.
- b. **Interview Enrollee:** The sub-grantee notifies the enrollee of the potential work-based training site and provides the contact information to the enrollee who contacts the Host Agency to set up the interview.
- c. **Notify the Sub-grantee after Interview:** After the interview the Host Agency notifies the sub-grantee if it wants to proceed with community service assignment or not.
- d. **Develop Work-based Training Job Description:** The sub-grantee will provide work-based training job description **form** for the Host Agency. The Host Agency completes the form based on its needs and the needs identified in the enrollee's IEP.
- e. **Sign Work-based Site Agreement:** Before the participant begins training at the Host Agency, the sub-grantee meets with the Host Agency for orientation and development of the Work-based Site Agreement.
- f. **Provide Site Orientation to Participant:** Host Agency will use the SCSEP Orientation form and go over it with the participant.
- g. **Track Participant Hours on Timesheet:** Host Agency will use the SCSEP Timesheet and submit a signed copy weekly.
- h. **Track Host Agency In-kind Match:** The Host Agency will use the participant's timesheet to record allowable, non-federal in-kind match through supervisor's hours, materials and space that the SCSEP participant is directly using.
- i. **Evaluate the Participant:** At least once per year the Host Agency will use the SCSEP Participant evaluation form and submit it to the sub-grantee.

- j. **Address On-site Injury:** In the event a SCSEP participant suffers an on-the-job accident, the Host Agency must seek first-aid for all injuries (however minor they may seem), then contact the sub-grantee.
- k. **Address Disciplinary Problems:** If a disciplinary problem with an SCSEP participant occurs at the Host Agency, contact the sub-grantee as soon as possible. The sub-grantee will work with the Host Agency and the participant to resolve the problem. If the problem cannot be resolved, the sub-grantee may consider transferring the participant.
- l. **Address Participant Termination:** The sub-grantee's case manager is the only person authorized to terminate a participant.
- m. **Address Community Service Assignment Termination:** Either party, the sub-grantee or the Host Agency may terminate the Community Service Assignment from date of notification.
- n. **Complete National Host Agency Survey:** Will need to complete a National Host Agency survey once a year that is sent out between August and September.

### **5.3 RESPONSIBILITIES OF THE SUB-GRANTEE:**

#### **a. Recruit Host Agencies**

1. **Direct Recruitment:** Actively contact public and non-profit agencies to educate them about the opportunities of becoming a SCSEP Host Agency.
2. **Indirect Recruitment:** Use newspapers, radio, TV, posters, word-of-mouth, agency referrals.
3. **Examples of Host Agency focus areas:**
  - Social, health, welfare, and educational services (particularly literacy tutoring); legal assistance, and other counseling services, including tax counseling and assistance and financial counseling; library, recreational, day care and other similar services; conservation, maintenance, or restoration of natural resources; community betterment or beautification; pollution control and environmental quality efforts; weatherization activities; and intergenerational projects, etc.
4. **Examples of Host Agency exclusions:**
  - Building and highway construction (except that which normally is performed by the project sponsor) and
  - Work that primarily benefits private, for-profit organizations.

#### **b. Approve Host Agency:**

1. After reviewing the Host Agency Application, notify the applicant if it is accepted or not. If not, let the applicant know why and what needs to be done to qualify.

**c. Follow Priority Assignment of a Host Agency:**

1. Priority will be given to agencies serving low-income and elderly, agencies that provide meaningful employment opportunities, and agencies that have demonstrated a potential for transitioning enrollees into unsubsidized employment.

**d. Notify Enrollee of Potential Assignment:**

1. Before sub-grantee notifies the Host Agency, the sub-grantee notifies the enrollee to see if he/she is interested in the Community Service Assignment.

**e. Notify Host Agency of a Potential Participant:**

1. If Enrollee is interested in assignment, the sub-grantee notifies the Host Agency and sends over the enrollee's Individual Employment Plan (IEP) to see if the Host Agency wants to interview the enrollee.

**f. Refer Participant to Host Agency:**

1. If Host Agency is interested after review of enrollee's IEP, the sub-grantee notifies the Enrollee who then needs to contact the Host Agency for interview.

**g. Develop Site Agreement with Host Agency:**

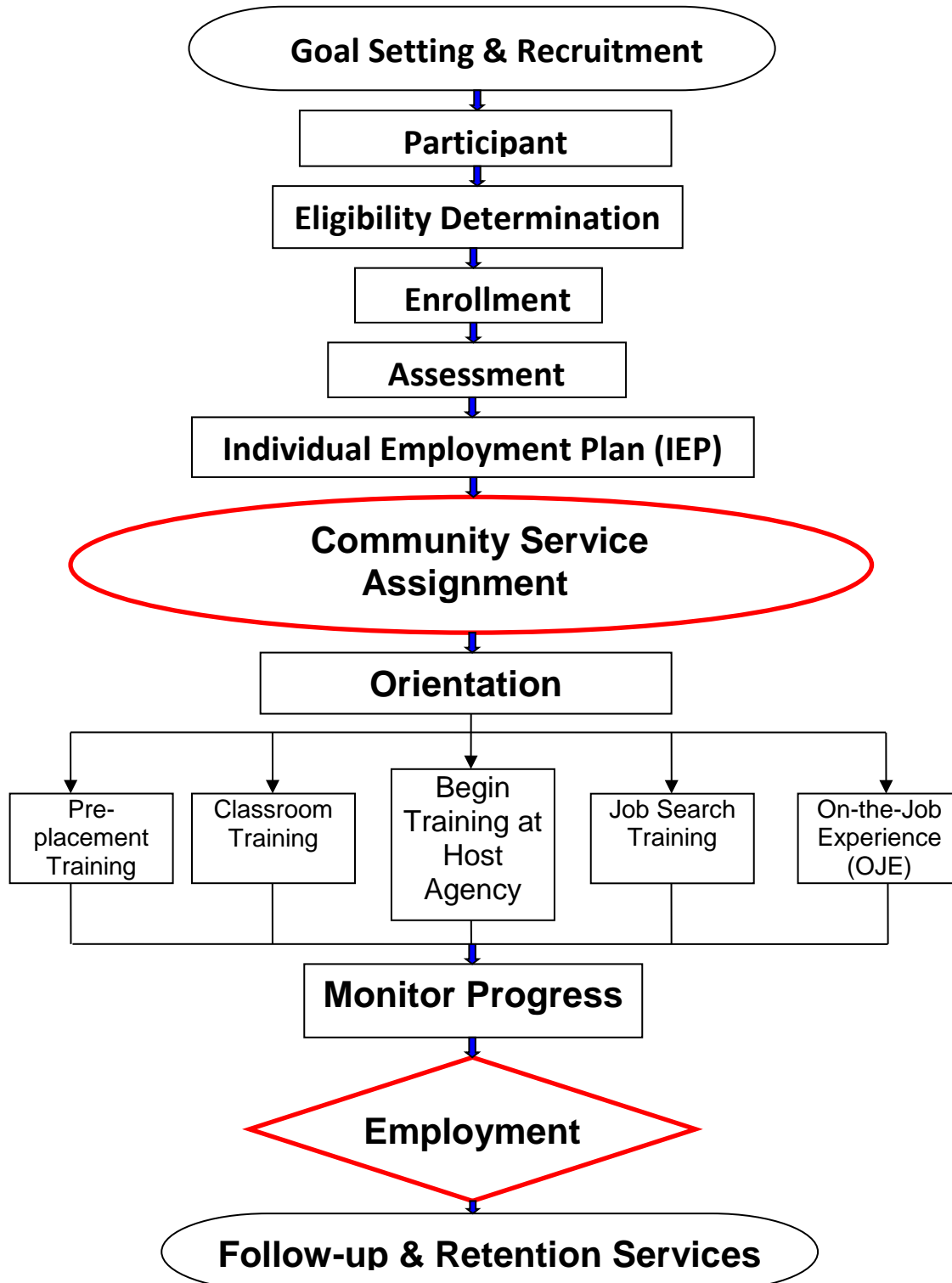
1. If Host Agency and participant want to proceed with Community Service Assignment, the sub-grantee develops a Work-based Training Site Agreement and contacts the Host Agency for an orientation which includes the following:
  - Site agreement and work-based training job description (to be filled out by Host)
  - Participant Orientation Checklist
  - Participant and Supervisor Timesheet
  - Host Evaluation of Participant form
  - Reiterate there is a National survey sent out once a year during August and September that Host Agency will need to complete and mail back.

**h. Monitor Host Agency:**

1. Weekly monitoring:
  - Thorough review of timesheet. Make sure Host Agency is recording allowable in-kind match along with proper documentation of participant's hours on the timesheet
2. Annual Monitor:
  - Ensure that adequate supervision is provided by host agencies regarding Participant's Individual Employment Plan (IEP), job responsibilities and safety.
  - Conduct periodic on-site monitoring/evaluation visits to ensure that enrollees receive adequate supervision and training.

## SECTION 6.0: PARTICIPANT PROCEDURES

The objective of this section is to provide guidance to successfully meet SCSEP requirement through the following areas of emphasis:



**Following is the web-link to the resources needed for this section:**

- a. ICOA: <https://aging.idaho.gov/worker/index.html>
- b. Participant Handbook
- c. USDOL Equitable Distribution website: <http://scseped.org>

**6.1 PARTICIPANT GOAL SETTING:**

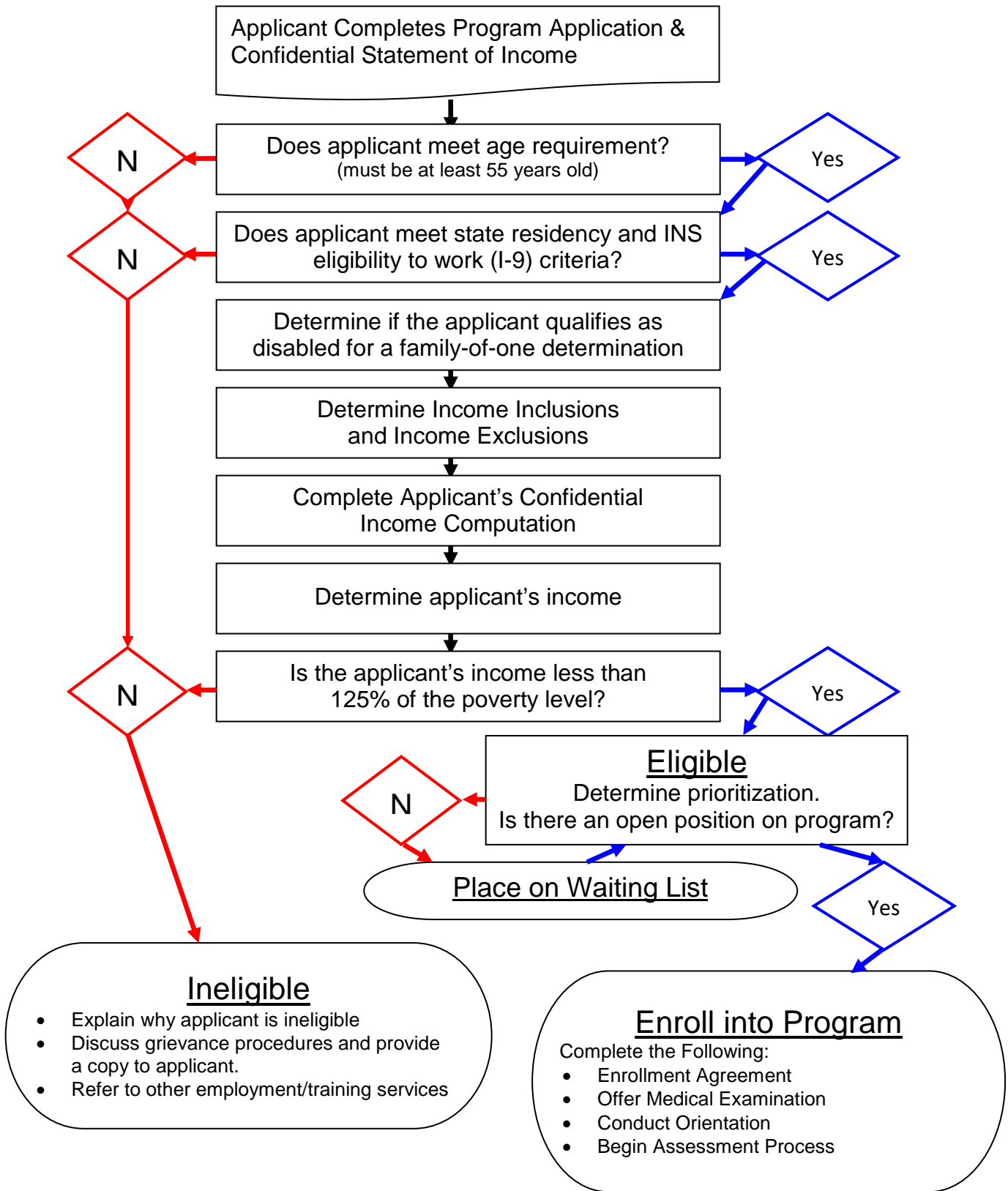
The Equitable Distribution website <http://scseped.org/> provides the distribution of authorized positions within a state, and optimum number in each designated area based on the latest available Census data. The goals should quantify the following:

- a. **Participant Positions:** Based on past participant positions and changes in the population demographic in the service area, the total participant positions for upcoming contract/program year are calculated.
- b. **Service Level:** Is a core performance measure in the Quarterly Progress Report (QPR): Service Level goals are calculated by multiplying the total Participant Positions by 160%, which results in the total participants served/service level goal.

**6.2 PARTICIPANT OUTREACH AND RECRUITMENT:**

The purpose of participant outreach and recruitment is to ensure the maximum number of eligible individuals have an opportunity to participate in SCSEP.

- a. **Outreach and Recruitment:** Use the following efforts to provide equitable services among the population segments eligible to participant in SCSEP:
  1. **Targeted Demographics:** Provide outreach to broaden the composition of the pool of applicants to include members of both sexes, various race/ethnic groups, veterans, individuals with disabilities, limited English speakers, American Indian, and those who have the greatest economic need in proportion to their numbers in the service area.
  2. **Collaborative Relationships:** Establish collaborative relationships with agencies providing services to older persons, to persons with low incomes, and to persons of various race/ethnic backgrounds:
  3. **Outreach Type:** Use the following communications methods to provide outreach to the population segments eligible to participant in SCSEP:
    - **Technology based Communication:** Websites, Facebook, Twitter, blogs, alerts.
    - **Traditional Media Types:** Place flyers, brochures, posters and other advertisements in public places where older individuals tend to congregate.
    - **Use Low or No Cost Advertising:** Develop community and public service radio, TV announcements, human interest articles in local newspapers and newsletters.
    - **Presentations:** Make presentations to senior groups or the general public to spread the word about opportunities available through the program.
- b. **Vacancies in Program:** At no time should vacancies exist in the program when funding is available to provide training opportunities for seniors.



**Following is the web-link to the resources needed for this section:**

- a. ICOA: <https://aging.idaho.gov/worker/Participant%20Forms.zip>
- b. Form: Participant Application SCSEP
- c. Form: Participant Acknowledgement Form
- d. Form: Participant Application Document for Eligibility
- e. Form: Participant Family Size Certification Form
- f. Form: Participant Income Worksheet
- g. Form: Participant Application Off of Physical Examination
- h. Form: Participant Application Orientation Checklist
- i. Form: USDOL SCSEP Attestation

**6.3 APPLICATION:**

All potential SCSEP participants must complete an initial Program Application and Confidential Statement of Income.

- a. **Regional Contacts:** Applications can be obtained for the following Sub-grantee Offices:
  - 1. Experience Works, 1-877-429-8077
  - 2. Coeur d’Alene, 1-208-765-5191
  - 3. Boise/Twin Falls, 7-208-734-3305

**6.4 ELIGIBILITY DETERMINATION:**

Eligibility is determined at the time an individual applies to participate in SCSEP. SCSEP is solely for those applicants who need community service training in order to **become job-ready.**

- a. **Eligible for SCSEP:** Case notes must provide the justification for determining eligibility along with supporting documentation. In order to be eligible for SCSEP, the following criteria must be met:
  - 1. An individual must be 55 years of age or older,
  - 2. Household income is not more than 125% of U.S. Department of Health and Human Services Poverty Guidelines,
  - 3. Resides in Idaho,
  - 4. Job status is unemployed and is not job-ready.

**b. Documentation for Eligibility:**

- 1. **Age Documentation:** The following documents are acceptable for verifying the applicant’s/participant’s date of birth, including but not limited to:

<ul style="list-style-type: none"><li>• Birth certificate</li><li>• DD-214/Report of Armed Services Separation</li><li>• Driver’s license</li><li>• Marriage license or divorce decree</li><li>• Federal, state or local identification</li><li>• Passport</li><li>• Hospital record of birth</li></ul>	<ul style="list-style-type: none"><li>• Public assistance / social service records</li><li>• School records or ID card</li><li>• Work permit</li><li>• Cross match with Department of Vital Statistics</li><li>• Tribal records</li><li>• Social Security award letter</li></ul>
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	<ul style="list-style-type: none"> <li>• Baptismal record</li> </ul>
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**2. Size of Household Documentation: (Also done annually at recertification)**

A member of a family with a household income that is not more than 125% of the current U. S. Department of Health and Human Services Poverty Guidelines is eligible. The number in a family is established at the time of application and the rationale for accepting the information needs to be addressed in the case notes. The following are acceptable forms of household verification including but not limited to:

<ul style="list-style-type: none"> <li>• HUD form</li> <li>• Official government records</li> <li>• Rental or lease documents</li> <li>• Beneficiary forms</li> </ul>	<ul style="list-style-type: none"> <li>• Third party attestation</li> <li>• <u>Applicant</u> attestation does <b>not</b> qualify as verification</li> </ul>
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To establish a family-of-one based on a disability, the following is acceptable, including but not limited to:

<ul style="list-style-type: none"> <li>• Receipt of Social Security Disability Insurance (SSDI), other Social Security Administration records</li> <li>• School records</li> <li>• Sheltered workshop certification</li> <li>• Social service records or referrals</li> <li>• Signed attestation from a third-party is <b>not</b> acceptable in establishing family-of-one due to disability</li> </ul>	<ul style="list-style-type: none"> <li>• Certification from a medical professional or medical statement or certification from a medical professional <ul style="list-style-type: none"> <li>○ Psychologist's diagnosis Rehabilitation evaluation</li> <li>○ Disability records</li> <li>○ Veteran's medical records</li> <li>○ Vocational rehabilitation letter</li> <li>○ Worker's compensation record</li> </ul> </li> </ul>
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**3. Income Documentation: (Also done annually at recertification)**

For the purpose of eligibility, use whichever of the two income determination factors are more favorable to the applicant:

- Counting the includable income received by an individual during the 12-month period ending on the date that the SCSEP application was submitted or
- Counting the annualized income for the 6- month period ending on the date the SCSEP application was submitted.

Earnings to be **included** in determining eligibility:

<ul style="list-style-type: none"> <li>• Earning pay stubs,</li> <li>• 75% of the gross amount of benefits received under Title II of the Social Security Act</li> <li>• Survivor benefits</li> <li>• Pension or retirement income</li> <li>• Interest income</li> </ul>	<ul style="list-style-type: none"> <li>• Dividends</li> <li>• Rents, royalties, estates and/or trusts</li> <li>• Educational assistance</li> <li>• Alimony</li> <li>• Financial assistance from outside of the household</li> <li>• Other income</li> </ul>
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All calculations including source of income are to be attached to the Applicant's Confidential Statement of Income for the period of eligibility being determined.

Earnings to be **excluded** in determining eligibility:

<ul style="list-style-type: none"> <li>• Benefits received under Social Security Disability Insurance</li> </ul>	<ul style="list-style-type: none"> <li>• All forms of child support</li> <li>• Worker's Compensation</li> </ul>
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<ul style="list-style-type: none"> <li>• Unemployment Compensation</li> <li>• 25% percent of the gross benefit received under Title II of the Social Security Act</li> <li>• Payment made to or on behalf of veterans or former member of the Armed Forces under the laws administered by the Secretary of Veterans Affairs</li> <li>• Supplementary Security Income</li> <li>• Public assistance</li> <li>• Income from other employment and training programs</li> <li>• Disability benefits</li> <li>• The first \$2000 of certain per capita fund distributions to Indians pursuant to the Indian Claims Act, P.L. 93-134 and P.L. 97-458</li> </ul>	<ul style="list-style-type: none"> <li>• Any other income exception required by applicable Federal law – e.g., stipends from programs funded by the Senior Corps of the Corporation for National and Community Service</li> <li>• Capital gains people received (or losses they incur) from the sale of property, including stocks, bonds, a house, or a car (unless the person is engaged in the business of selling such property)</li> <li>• Withdrawals of bank deposits</li> <li>• Money borrowed</li> <li>• Tax refunds</li> <li>• Gifts</li> <li>• Lump-sum inheritances, insurance payments, gambling and lottery earnings</li> </ul>
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**Individuals who claim income of zero (0) must clearly explain how they have supported themselves during the income look-back period.**

Once the family size and income is verified use the following TEGL (Poverty Total for 2011) to determine income eligibility:

2017 SCSEP Training and Employment Guidance Letter (TEGL) NO. 18-10 INCOME ELIGIBILITY (POVERTY) GUIDELINES		
FAMILY SIZE	100 PERCENT	125 PERCENT
1	\$12,060	\$15,075
2	\$16,240	\$20,300
3	\$20,420	\$25,525
4	\$24,600	\$30,750
5	\$28,780	\$35,975
6	\$32,960	\$41,200
7	\$37,140	\$46,425
8	\$41,320	\$51,650
FOR EACH ADDITIONAL FAMILY MEMBER ADD	\$4,180	\$5,225

**4. Idaho Residency Documentation:**

Applicants must have documentation showing proof of in-state residence. One or more of the following documents are acceptable, including but not limited to:

<ul style="list-style-type: none"> <li>• Home utility bill or other billing statement providing residence mailing address (if different than address on license or ID)</li> </ul>	<ul style="list-style-type: none"> <li>• Driver’s license or State, Federal or Tribal ID Card</li> <li>• Bank Statement</li> <li>• Social Security Statement</li> </ul>
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<ul style="list-style-type: none"> <li>• Document from a public or private institution (i.e. Independent Living Home, Community based Residential Facility or Assisted Living facility) or Housing Authority.</li> </ul>	<ul style="list-style-type: none"> <li>• Rental agreement</li> <li>• Homeowners and rental insurance policy or statement</li> <li>• Voter Registration card</li> </ul>
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**5. Unemployment and “Not Job-ready” classification Documentation:**

<ul style="list-style-type: none"> <li>• Record indicating date of separation from military service,</li> <li>• Unemployment insurance documents</li> <li>• Notice of termination from employer</li> <li>• Case notes detailing no employment at time of application</li> </ul>	<ul style="list-style-type: none"> <li>• Signed attestations: Using self-attestation, or signed attestation from a third-party who has knowledge of the participant’s employment status.</li> </ul>
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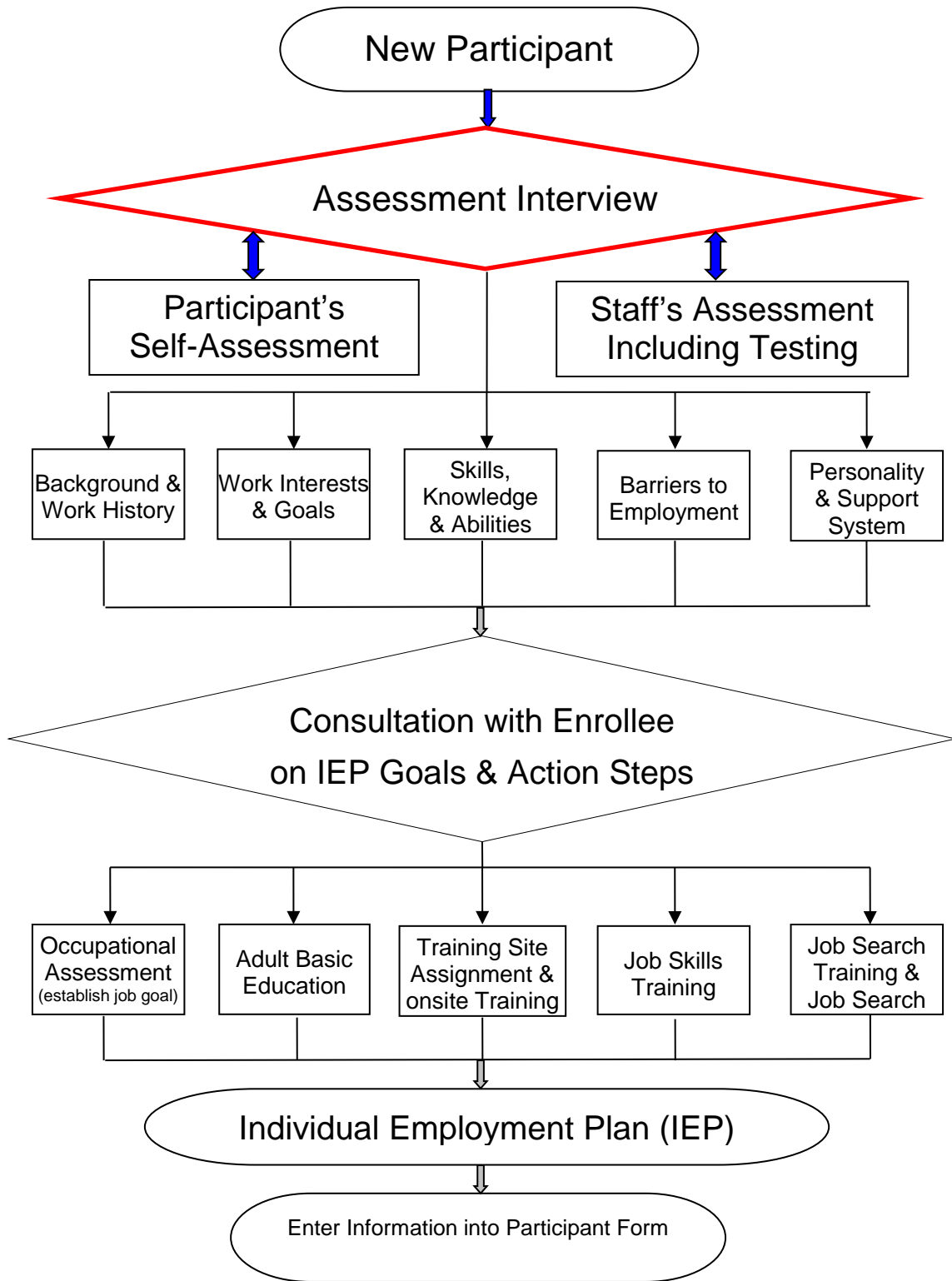
- c. Ineligible because applicant is Job Ready:** Other than not qualifying for the four mandatory requirements listed above, an applicant who is determined **“job ready”** is not eligible to participate in SCSEP.
1. Job ready is defined as an individual who does not require further education or training to perform work available in their labor market.
  2. Job-ready applicants are to be referred to local One-Stop centers for job placement assistance under WIOA or another employment program.
  3. Applicants who are determined to be ineligible for SCSEP shall be given a reason.
  4. Appropriate documentation must be included in case notes and in the applicant’s file describing how the determination was made.
- d. Dual Eligibility:** Individuals may be dual eligible for SCSEP and WIOA funded programs. Eligibility for both programs is to be explored for all SCSEP enrollees and participants.
- e. Participant Prioritization:** Once the applicant is determined eligible for SCSEP, the applicant is prioritized based on set criteria. Detailed documentation must be entered into case notes and retained in the case file on how priority was determined. Priority for an applicant in SCSEP must meet one or more of the following characteristics:

<ul style="list-style-type: none"> <li>• Is a veteran or a qualified spouse of a veteran: Persons who qualify as a veteran or qualified spouse under §2(a) of the Jobs for Veterans Act, 38 U.S.C. 4215(a).</li> <li>• Is 65 years of age or older</li> <li>• Has a disability</li> <li>• Has limited English proficiency</li> </ul>	<ul style="list-style-type: none"> <li>• Has low literacy skills</li> <li>• Resides in a rural area</li> <li>• Has low employment prospects</li> <li>• Has failed to find employment after utilizing services provided under Title I of the Workforce Innovations and Opportunity Act</li> <li>• Is homeless or at risk of becoming homeless</li> </ul>
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If multiple applicants have more than one of the above criteria, but one has veteran’s status, the one with veteran’s status is prioritized first.

If multiple applicants have more than one of the above criteria, but neither one has veteran’s status, priority is given to the applicant who applied to the program first.

- f. **Waiting List:** Applicants determined eligible for enrollment but there are no appropriate community service assignments or authorized positions available are to be placed on a SCSEP waiting list.



**Following is the web-link to the resources needed for this section:**

- a. Job Ready: <http://www.experienceworks.org/site/PageServer?pagename=NewJobReady>

**6.5 ASSESSMENT:**

The purpose of the assessment is to identify appropriate employment, training, or service activities for each participant and record them in the Enrollee’s IEP.

- a. **Assessment Interview:** The assessment shall be in consultation with the Enrollee and must consider the following:

1. The Enrollee’s work history.
2. The Enrollee’s preference for work interests and goals.
3. Skills, skill gaps, knowledge, abilities, talents, aptitudes and physical capabilities.
4. Barriers to employment and required training needed to overcome barriers.
5. Enrollee’s support system.
6. Potential for performing community service training assignment duties.
7. Potential for transitioning to unsubsidized employment.

- b. **Enrollee’s Self Assessment:** This covers the Enrollee’s employment goal, availability and preferences for work, educational background and aptitudes, and employment history.

1. It must be signed and dated by the participant and the interviewer.
2. Analysis of this information is the first step in evaluating the applicant’s work history, potential need for supportive services and indication of existence most-in-need factors.

- c. **Staff’s Assessment of the Enrollee:** This creates a record of the interviewer’s perceptions of a participant’s job readiness. It allows the interviewer to evaluate a participant’s marketable skills, applicable work experience, job seeking skills, motivation for finding a job, communication skills, access to transportation, etc. The form also provides space for narrative descriptions of any additional factors or observations the interviewer made during the assessment.

1. If testing is used, attach the test results and other assessment findings to the assessment. Acceptable testing tools to be used include, but not limited to the following resources:

- Career OneStop <http://www.careeronestop.org/>
- Onet <http://online.onetcenter.org/>
- AARP Foundation WorkSearch ( <http://aarpworksearch.org/pages/default.aspx>)

- d. **Most-in-need:** This measures the average number of barriers to employment per participant. There are two categories: one that can’t be updated after initial entry and the other that can be updated:

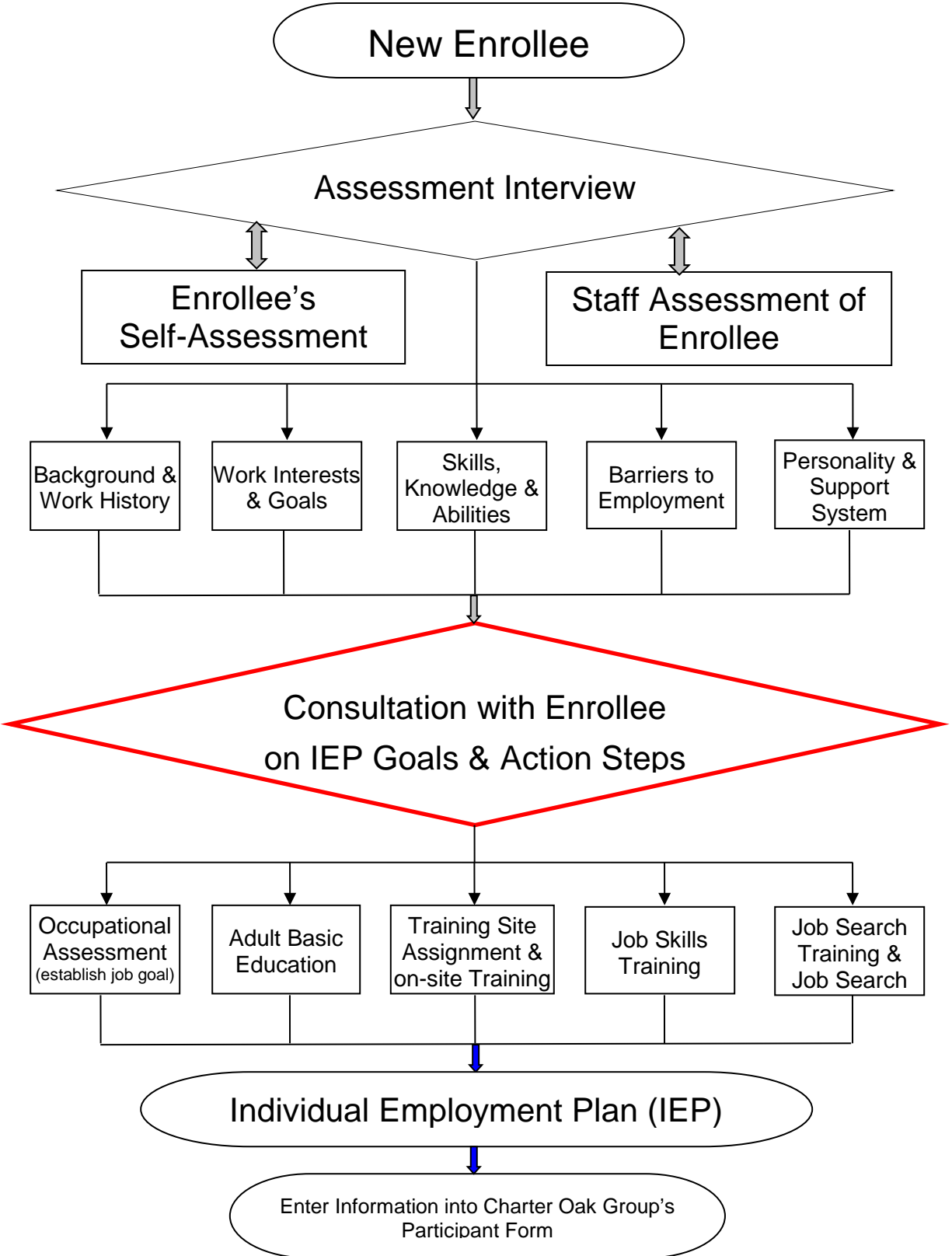
1. First most-in-need category:

<ul style="list-style-type: none"><li>• Has a disability</li><li>• Has limited English proficiency</li><li>• Has low literacy skills</li><li>• Resides in a rural area</li><li>• Has low employment prospects</li></ul>	<ul style="list-style-type: none"><li>• Has failed to find employment after utilizing services provided under Title I of the Workforce Innovations and Opportunity Act</li><li>• Is homeless or at risk of becoming homeless</li></ul>
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2. **Second most-in-need category** is comprised of the following barriers to employment that are part of the waiver factors for the durational limit. **They may be entered into SPARQ whenever they are identified:**

<ul style="list-style-type: none"><li>• Severe disability</li><li>• Frail</li><li>• Old enough for SS retirement but not eligible to receive it</li></ul>	<ul style="list-style-type: none"><li>• Severely limited employment prospects in an area of persistent unemployment</li><li>• Age 75 and over</li></ul>
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- e. **Assessment and Reassessment Frequency:** An assessment is essential for monitoring the progress of the participant and should trigger updating of the participant's training assignment and IEP.
1. Initial assessment should be completed within 30-days of enrollment.
  2. Subsequent assessments must be completed once every six-months in addition to the following:
    - Participants who are within one-year of the 48-month duration limit, must have an assessment and transition plan completed.
    - Participants within 6 months of the 48 month duration limit, needs to have an additional assessment done and transition updated.
    - Additional assessments should be done as warranted by changes in the participant's abilities or situation.





**Following is the ADRC web-link to the resources needed for this section:**

- a. **Job Ready:** <http://www.experienceworks.org/site/PageServer?pagename=NewJobReady>

**6.6 INDIVIDUAL EMPLOYMENT PLAN (IEP):**

The purpose of the **Individual Employment Plan (IEP)** is to outline a strategy that will assist participants in achieving their employment goals. The assessment and IEP are used to develop a training assignment for each participant.

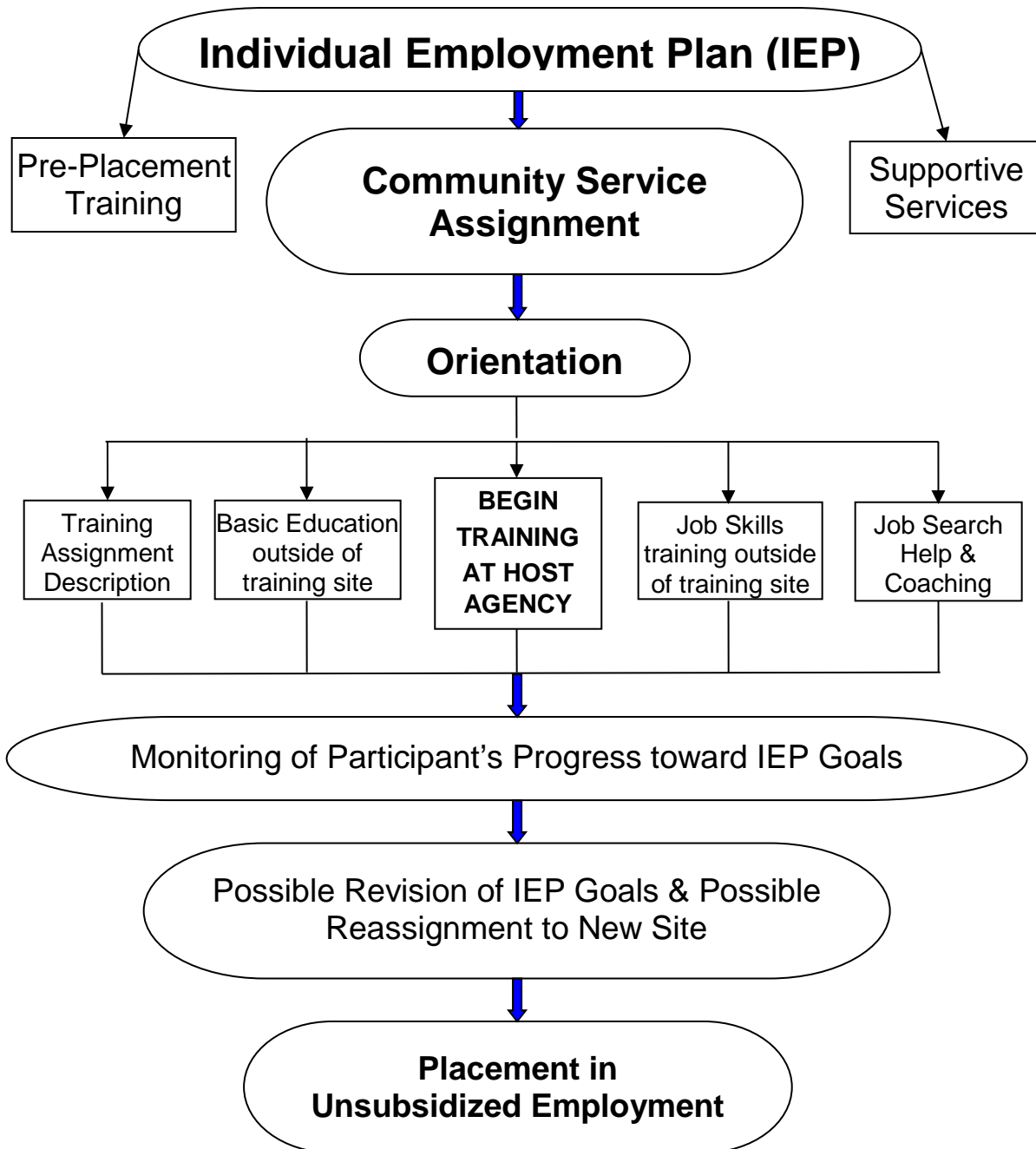
An initial assessment and IEP developed under Title I of the WIOA will satisfy the requirement for an initial SCSEP assessment and initial SCSEP IEP.

- a. **IEP Requirements:** The development and any revision to the IEP should be made in consultation with the participant to reflect the action steps and timelines to be achieved in order to meet the IEP goals.

1. The original and all revised IEPs need to be placed in recipients file and released to the following:
  - The participant
  - The Participant’s Community Service Assignment supervisor (as long as there is no identifiable health related information in the IEP)
2. The IEP should include but not limited to the following:

<ul style="list-style-type: none"><li>• Pre-placement training</li><li>• Supportive services</li><li>• Occupational assessment</li><li>• In-service training</li><li>• Adult Basic Education</li></ul>	<ul style="list-style-type: none"><li>• Job skills training</li><li>• Job search training</li><li>• Job search (must register with state’s One-stop System)</li><li>• Transfer to a new assignment</li></ul>
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- b. **Update Frequency:** At a minimum, the participant’s IEP shall be reviewed and revised during each assessment period which is twice every 12 months. Additionally, the IEP needs to be updated for those participants who are within 1-year and 6-months from reaching the 48 month durational limit.
- c. **Not following IEP:** Should the participant refuse to complete activities consistent with his/her IEP, the participant may be terminated “for cause” as stated in the Termination Policy.
- d. **Corrective Action Notice:** Corrective actions are taken to inform participants that they have not complied with one or more of the program requirements. A corrective action notice or letter is a document which is conveyed to the participant in person. The document contains information regarding a specific incident in which the participant failed to fulfill his or her IEP responsibilities.



**Following is the web-link to the resources needed for this section:**

- a. ICOA: <http://aging.idaho.gov>
- b. Participant Handbook
- c. Form: Participant Application Orientation Checklist
- d. Policies: Durational Limit, Termination and Grievance

**6.7 PRE-PLACEMENT TRAINING:**

Training may be arranged for participants to prepare them for their community service assignments. However, a participant must first be assigned to the community service assignment prior to undertaking the training.

- a. **Must be Identified in IEP:** The need for any pre-placement training is to be consistent with and documented in the participants IEP and in case notes with appropriate supporting documentation including the justification, cost and source of the service and the length of time the service for which the service is authorized.
- b. **Cost Threshold:** Any pre-placement training cost exceeding \$500 must be approved by ICOA before cost is incurred. The requested must be in writing by the sub-grantee and a copy maintained in the participant’s program file.
- c. **Goals for Pre-Assignment Training:** The goal is to include activities that teach skills beyond those related to a specific work task.

1. Some Focus Areas:

<ul style="list-style-type: none"> <li>• Understand the complexities of interpersonal, group, and community relationships;</li> <li>• Learn what behaviors are appropriate in the workplace;</li> <li>• Develop the personal and social skills needed for successful job performance;</li> <li>• Accept and use feedback from supervisors to improve job performance;</li> </ul>	<ul style="list-style-type: none"> <li>• Learn communication skills to promote healthy relationships with coworkers; and</li> <li>• Develop a sense of personal and occupational identity which will help them define realistic job goals.</li> </ul>
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- d. **Finding Pre-Assignment Training Opportunities:** It is strongly encouraged to find training for participants at reduced or no cost to SCSEP through local community programs. Training sites/host agencies can be important sources of no-cost, pre-placement training for participants, and should be contacted. Training may be provided through the following:

<ol style="list-style-type: none"> <li>1. Lectures,</li> <li>2. Seminars,</li> <li>3. Classroom instruction</li> </ol>	<ol style="list-style-type: none"> <li>4. Individual instruction</li> <li>5. Employment and training programs</li> <li>6. Adult and vocational education</li> </ol>
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- e. **Allowable Training Costs:**

<ol style="list-style-type: none"> <li>1. Reasonable costs of instructors</li> <li>2. Classroom rental</li> <li>3. Training supplies</li> </ol>	<ol style="list-style-type: none"> <li>4. Materials</li> <li>5. Equipment</li> <li>6. Tuition.</li> </ol>
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**6.8 SUPPORTIVE SERVICES:**

Supportive services should be provided to help participants successfully perform their community service work training assignments, and to prepare them for jobs in the private and public sectors.

Supportive services may include, but are not limited to the following:

- a. **Must be Identified in IEP:** The need for any supportive services is to be consistent with and documented in the participants IEP and in case notes with appropriate supporting documentation including the justification, cost and source of the service and the length of time the service for which the service is authorized.
  
- b. **Cost Threshold:** Any supportive service cost exceeding \$500 must be approved by ICOA before cost is incurred. The requested must be in writing by the sub-grantee and a copy maintained in the participant’s program file.
  
- c. **Counseling:**
  - 1. Designed to assist participants with their community service training assignments and with obtaining unsubsidized employment.
  - 2. Designed to assist participants with health and nutritional matters, Social Security, Medicare benefits, and laws regarding retirement
  
- d. **Providing Incidentals:** Work shoes, safety glasses, eyeglasses, and hand tools, etc. (**NOTE: Training sites should provide incidentals such as uniforms if participants are required to wear them.**)
  
- e. **Transportation:** A participant may **not** be reimbursed for the cost of traveling between home and the work-based training site.

**6.9 ORIENTATION:**

The purpose of orientation is to provide essential information which participants need to be successful with their enrollment and participation in SCSEP.

- a. **Requirement:** An orientation will be given to all new participants **before** they begin their Community Service Training Assignments. Because orientation is mandatory, participants **must** be compensated for their attendance. Following are the items that need to be reviewed with the participant and are included in the Orientation Checklist:

<ul style="list-style-type: none"><li>● Participant Handbook</li><li>● Commitment Certification</li><li>● Duration Limit Policy</li><li>● Grievance Policy</li><li>● Termination Policy</li><li>● Prohibit Political Activities</li><li>● Drug-free work place</li><li>● Wage &amp; Benefits</li><li>● Workers Compensation</li><li>● Physical Exam/Physical Exam Waiver</li></ul>	<ul style="list-style-type: none"><li>● IEP and updates</li><li>● Training Prior to starting at Host Agency</li><li>● Supportive Services</li><li>● IEP Assessment</li><li>● Obligation to seek unsubsidized employment</li><li>● Obligations to report income changes</li><li>● Opportunity to Rotate Community Service Assignment</li><li>● Community Service Assignment</li></ul>
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<ul style="list-style-type: none"> <li>• Sick Leave</li> <li>• Work Hours/Schedule</li> <li>• Pay Period &amp; Submission of Timesheet</li> <li>• Paydays</li> <li>• Volunteer Hours</li> </ul>	<ul style="list-style-type: none"> <li>• Host Agency Goals</li> <li>• Work-based Training Activities at Host Agency</li> <li>• Host Agency Contact</li> <li>• Accident Reporting Procedures</li> </ul>
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**6.10 COMMUNITY SERVICE ASSIGNMENT:**

Identify Host Agency that meets the training needs of the participant. Once a Community Service Assignment has been established data must be completed and entered into SPARQs.

- a. **Job Description:** The sub-grantee will provide work-based training job description **form** to the Host Agency. The Host Agency completes the form based on its needs and the needs identified in the enrollee’s IEP.
- b. **Work-based Training Site Agreement:** Before the participant begins training at the Host Agency, the sub-grantee meets with the Host Agency for orientation and development of the Work-based Site Agreement.
- c. **Site Orientation to Participant:** Host Agency will use the SCSEP Orientation form and go over it with the participant.
- d. **Timesheet:** Host Agency will use the SCSEP Timesheet and submit a signed copy weekly for both participant and supervisor.
- e. **Host Agency In-kind Match:** The Host Agency will use the participant’s timesheet to record allowable, non-federal in-kind match through supervisor’s hours, materials and space that the SCSEP participant is directly using.
- f. **Participant Evaluation:** At least once per year the Host Agency will use the SCSEP Participant evaluation form and submit it to the sub-grantee.
- g. **On-site Injury:** In the event a SCSEP participant suffers an on-the-job accident, the Host Agency must seek first-aid for all injuries (however minor they may seem), then contact the sub-grantee.
- h. **Disciplinary Problems:** If a disciplinary problem with an SCSEP participant occurs at the Host Agency, contact the sub-grantee as soon as possible. The sub-grantee will work with the Host Agency and the participant to resolve the problem. If the problem cannot be resolved, the sub-grantee may consider transferring the participant.
- i. **Participant Termination:** The Sub-grantee’s case manager is the only person authorized to terminate a participant.
- j. **Community Service Assignment Termination:** Either party, the sub-grantee or the Host Agency may terminate the Community Service Assignment from date of notification.

**6.11 ON-THE-JOB-EXPERIENCE (OJE): (Note: ICOA does not have an approved USDOL OJE policy. This section is only in the event ICOA decides to implement OJE):**

If a participant's IEP shows a goal of obtaining an unsubsidized job with a public or private employer that requires specific skills not attainable through the regular community service assignment, the sub-grantee may elect to provide the participant with an OJE assignment.

- a. **Negotiate Contract:** First, negotiate a contract, specifying skills, timelines and benchmarks the participant must achieve in order to be hired permanently by a public or private employer.
  1. The potential employer will then place the participant in a suitable training assignment for no more than 40 hours a week for up to twelve (12) weeks to accommodate the gap between actual and needed skill levels.
  2. It must also stipulate that at the end of the training period, if the participant's OJE has been satisfactory, the participant will remain on the potential employer's payroll.
  
- b. **OJE Reimbursement:** The potential employer may be reimbursed for up to 100 percent of the wages earned by each participant in OJE training that will last no more than 4 weeks.
  1. For OJE training that will exceed 4 weeks, the potential employer may be reimbursed for up to 50 percent of the wages earned by each participant in OJE training.
  2. The Employer must provide workers compensation coverage for the participant.
  
- c. **On-The-Job Experience Requirements:**
  1. The contract for the on-the-job experience may be with a public or private employer that is not also an active host agency. An active host agency is an organization that currently provides community service to any SCSEP participant.
  2. The contract must detail the specific skills to be learned; the training timelines and benchmarks to be achieved; the hours the participant will work each week; and the number of weeks the participant will work for this employer.
  3. The contract must stipulate that the employer will retain the participant in a permanent part-time or full-time job at the end of the training period if the participant has performed satisfactorily.
  4. The contract must stipulate that there will be significant follow-up to resolve potential unsafe conditions or issues that arise with the employer or the participant.
  5. The contract must stipulate the amount the employer will be reimbursed and the amount the participant will be paid in the OJE training. NOTE: Participants must be paid the prevailing wage while in an OJE training assignment.
  6. No participant may work for more than 40 hours per week, which includes time spent in a community service assignment if the participant is participating in OJE and community service.
  7. OJE training may not exceed 12 weeks in duration per participant.
  8. Sub-grantee must retain copies of all OJE contracts in the participant's file and agree to supply such information to ICOA upon request.
  9. OJE training may be combined with other training activities, such as community service, classroom training, lectures, seminars, individual instruction, or specialized training.

**6.12 WORK-BASED TRAINING HOURS:**

In general, SCSEP Enrollees must not exceed part time hours set at 20 hours per week. However, to give the sub-grantee flexibility to meet an enrollee’s needs indentified in the IEP, a maximum part time hour is set at 25 hours per week. If a situation arises where more than 25 hours is needed, the sub-grantee must obtain written approval from ICOA.

- a. **Exceptions:** The only exception to the part time hours is for those Enrollees who participate in the “On-the-Job Experience” where the OJE requirements must be followed.
  
- b. **Managing Hours:** The sub-grantee must manage their enrollees’ hours and budgets in order to meet or exceed the participant slots and participants served goals for their areas.

**6.13 WAGE AND FRINGE BENEFITS**

Upon enrollment a participant shall receive a training wage rate of \$7.25 per hour, excluding fringe benefits for all part time hours including paid hours for orientation, training, sick leave and holiday leave and issues participant payroll.

- a. **Social Security and Workers Compensation:** Sub-grantee provides each participant with social security and workers compensation coverage.
  
- b. **Timesheet:** All participants must complete, sign, and submit timesheets and leave requests to the host agency supervisor for signature. Timesheets must include the following elements:

<ul style="list-style-type: none"><li>• Name and signature of the participant</li><li>• Name of the host agency</li><li>• Timeframe of pay period</li><li>• Daily Scheduled Hours</li><li>• Daily hours in community service assignment (Hours do not include time taken for lunch)</li><li>• Daily hours in other SCSEP approved/funded training (Hours do not include time taken for lunch)</li><li>• Approved leave requests</li></ul>	<ul style="list-style-type: none"><li>• Community service assignment supervisor signature. (An authorized signature of the host agency staff may substitute in the absence of the community service assignment supervisor. All host agency authorized signatures must match those on the Host Agency Agreement.)</li><li>• Authorized signature of the sub-grantee indicating acceptance of the timesheet</li><li>• Supervisor must account for hours, materials or space used for SCSEP as in-kind match.</li></ul>
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- c. **On-the-Job-Experience:** The only instance when participant payroll and workers compensation coverage could be provided by anyone other than the sub-grantee is “On-the-Job Experience (OJE).”
  1. The employer initially hires the participant, issues payroll and pays workers compensation.
  2. The employer then requests reimbursement from the sub-grantee based on the terms of the OJE agreement.
  
- d. **Benefits:**

1. **Make-Up Opportunities for Holidays/Sick Days:** ICOA offers no paid holiday or leave benefits. Participants are paid only for hours worked. When a host agency is closed for a holiday or some other reason (i.e. because of inclement weather) and when a participant is out sick, a participant may be given the choice to make up the missed work time or not be paid. If the participant chooses to make up the missed work time (and the host agency can accommodate the participant making up the hours), the participant may make up the time in the pay period prior to, during, or after the absence from the assignment, but no later than the close of the second of the two subsequent *pay periods*.

- e. **Vacation & Annual Leave:** **No** vacation or annual leave may be granted based on the Older Americans Act of 2006.

#### 6.14 **REASSIGNMENT:**

- a. **Reassignment Based on IEP:** Participants can be reassigned if, based on the IEP, a different placement will provide one or more of the following:
  - 1 Greater use of participant's skills and aptitudes
  - 2 Work experience or training that will enhance unsubsidized placement potential
  - 3 Otherwise serve a participant's best interests
- b. **Reassignment Factors:** Consider the following factors in reassigning a participant to a Host Agency:
  1. The participant's progress in meeting his or her IEP goals
  2. The participant's skills and aptitudes
  3. The nature and location of the participant's assignment
  4. The participant's general performance, age, and health

#### 6.15 **RECERTIFICATION OF PARTICIPANT:**

Verification of continued income eligibility must be conducted annually of each program year for all active participants.

- a. **Recertification Notification:** Participants shall be provided with written notification at least 30 days prior to the date the re-certification is scheduled to occur. The notification shall include the Participant Income Statement and the same supporting income and household documentation in Section 6.4.b.2 and 3.
- b. **Recertification Meeting:** Re-certification shall be conducted in-person with the participant. Participant recertification is a good time to do assessment and IEP updates.
  1. The Participant Form section "Recertification" is to be completed in its entirety and the data elements entered into SPARQ in accordance with the SCSEP Data Collection Handbook
- c. **Ineligibility Based on Re-certification:** Participants who are determined during re-certification to be ineligible for continued enrollment shall be given immediate written notice that enrollment will be terminated **30 days after date of notice** as described in the



Termination Policy. When feasible, the participant should be referred to other potential sources of assistance.

**6.16 DURATIONAL LIMITS:**

Although, USDOL has set duration limits with an option for one (1) year extension for each year a person qualifies, the intent of SCSEP is to move eligible participants into unsubsidized employment as quickly as possible. The following has been developed to notify participants of the program duration as well as to provide further assistance to those who need more training to gain unsubsidized employment:

- a. **Notifying Participants of Duration Limits:** All SCSEP participants will be notified of the durational limits during initial enrollment and during every assessment afterwards.
- b. **SCSEP Duration:** Eligible individuals may participate in SCSEP for a period not to exceed 48 months from date of enrollment.
- c. **Durational Limit Goal:** The grantee is required to manage projects to maintain an average project duration of 27 months or fewer. This is the average length of participation for all participants a grantee serves, not a limit for individuals.
- d. **Tracking Durational Time in SCSEP:**
  - 1. Time includes any and all enrollments a participant may have had with one or more grantees from first day of original enrollment.
  - 2. Tracking does not include the time a participant was on an approved break documented in SPARQ.
- e. **Updating Waiver Factors:** On an annual basis, the sub-grantee must update the following waiver factors in SPARQ:

1. Severe disability	5. Old enough for, but not receiving, Social Security Title II
2. Frail	6. Severely limited employment prospects in areas of persistent unemployment
3. 75 years of age or older	7. Limited English proficiency
4. Low literacy skills	

- f. **Waiver Criteria:** Participants may be eligible for a 12-month waiver of the 48 month durational limit if there is documentation that meets the following factors:

1. Have a severe disability	4. Live in an area with persistent unemployment and are individuals with severely limited employment prospects
2. Are frail or age 75 or older	5. Have limited English proficiency or low literary skills.
3. Meet the eligibility requirements related to age, but do not receive benefits under Title II of the Social Security Act.	

- g. Transition Plan:** The sub-grantee must create a transition plan in each of the participant's Individual Employment Plans (IEP) and update it during the following times:
1. At 1-year before reaching the 48 month duration limit, the sub-grantee will meet with all participants and develop a transition plan out of SCSEP.
  2. At 6-months before reaching the 48 month duration limit, the sub-grantee will meet with the participant to update the transition plan.

- h. Participant Notification of Durational Limit Exit and Termination:** Written notification that a participant will be exited from SCSEP must go out for all of those participants who reach their 48 month Duration limit on June 30, 2011.
1. Every month, the sub-grantee must send out letters to participants that will meet the 48 month duration limit within thirty (30) days. This follows the termination policy.

- i. Waiver Request:** The sub-grantee must submit a Durational Limit Waiver request with supporting documentation to ICOA sixty (60) days prior to the participant reaching the 48 month duration limit.

1. The waiver request must be submitted on the authorized form and contain the following supporting documentation:

- **Severe Disability** is likely to continue indefinitely and results in substantial functional limitation. All confidential information must be submitted securely:

<ul style="list-style-type: none"> <li>• Medical records</li> <li>• Certification from a medical professional</li> <li>• Physician's statement</li> <li>• Psychologist's diagnosis</li> <li>• Rehabilitation evaluation</li> </ul>	<ul style="list-style-type: none"> <li>• Disability records</li> <li>• Veteran's medical records</li> <li>• Vocational rehabilitation letter</li> <li>• Worker's Compensation record</li> </ul>
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- **Is Frail or age 75 or older:** Sub-grantee must provide case notes and age verification.
- **Not receiving benefits under Title II of Social Security Act:** Must provide verification.  
**Lives in an area with persistent unemployment:** Sub-grantee must provide the latest employment demographic documentation that shows the annual average unemployment rate for a county or city is more than 20 percent higher than the national average for two out of the last three years.
- **Severely limited employment prospects:** Sub-grantee must provide documentation showing two or more significant barriers to employment that make it highly unlikely that the participant will find employment without the assistance of SCSEP or another workforce development program.
- **Has limited English proficiency or low literary skills:** Provide case note as supporting documentation and testing scores.

- j. **Entering Documentation:** ICOA will confirm all waiver request information and enter the request into the SPARQ utility to determine if a waiver factor has been updated in the appropriate time period.
  1. The request will then be submitted to the U.S. Department of Labor for final approval. If approved, SPARQ will indicate a 12-month extension of the durational limit.

**6.17 EXITING SCSEP:**

Only the sub-grantee may exit a participant from SCSEP. Host agency supervisors may not exit participants but may ask the sub-grantee to remove an individual from an assignment.

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

- a. **Unsubsidized Employment:** The goal of SCSEP is to assist program participants to exit the program into unsubsidized employment. Efforts to place the participant into unsubsidized placement should begin once the participant has been determined by documented assessment and the attainment of the skills identified in the IEP, to be job-ready.

<ul style="list-style-type: none"> <li>• Coordinating with the local One-Stop to register the participant in the state’s active job registry.</li> <li>• Identify suitable, unsubsidized employment opportunities.</li> <li>• Identify other forms of job-related assistance.</li> <li>• Encouraging host agencies to hire qualified participants.</li> </ul>	<ul style="list-style-type: none"> <li>• Providing guidance to and assisting participants to contact public and private employers to identify suitable employment opportunities and arrange for interviews.</li> <li>• Providing counseling on participant’s progress identified in their IEP and in meeting their supportive service needs.</li> </ul>
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- b. **Documenting Exits:** Placement shall be documented on the Participant Unsubsidized Employment form and entered into SPARQ. Documented efforts entered into case notes are to include, but not be limited, to the following:

1. Voluntary termination (**NOTE: this reason for exit will result in a negative outcome and count against the performance measures**)
2. Moved From Area (**NOTE: this reason for exit will result in a negative outcome and count against the performance measures**)
3. Not-income eligible (**NOTE: this reason for exit will result in a negative outcome and count against the performance measures**)

- c. **Exits due to Termination:** There must be a **written notification** for all termination. The termination letter must be dated, the reason clearly stated, the date that the termination is in effect and the letter needs to be signed. Below are reasons for termination with corresponding termination timeframes:

<ul style="list-style-type: none"> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• Incorrectly determined to be eligible through no fault of the participant.</li> <li>• Individuals who are to be terminated for this reason are to be given written notification explaining the reason for termination and terminated from the</li> </ul>
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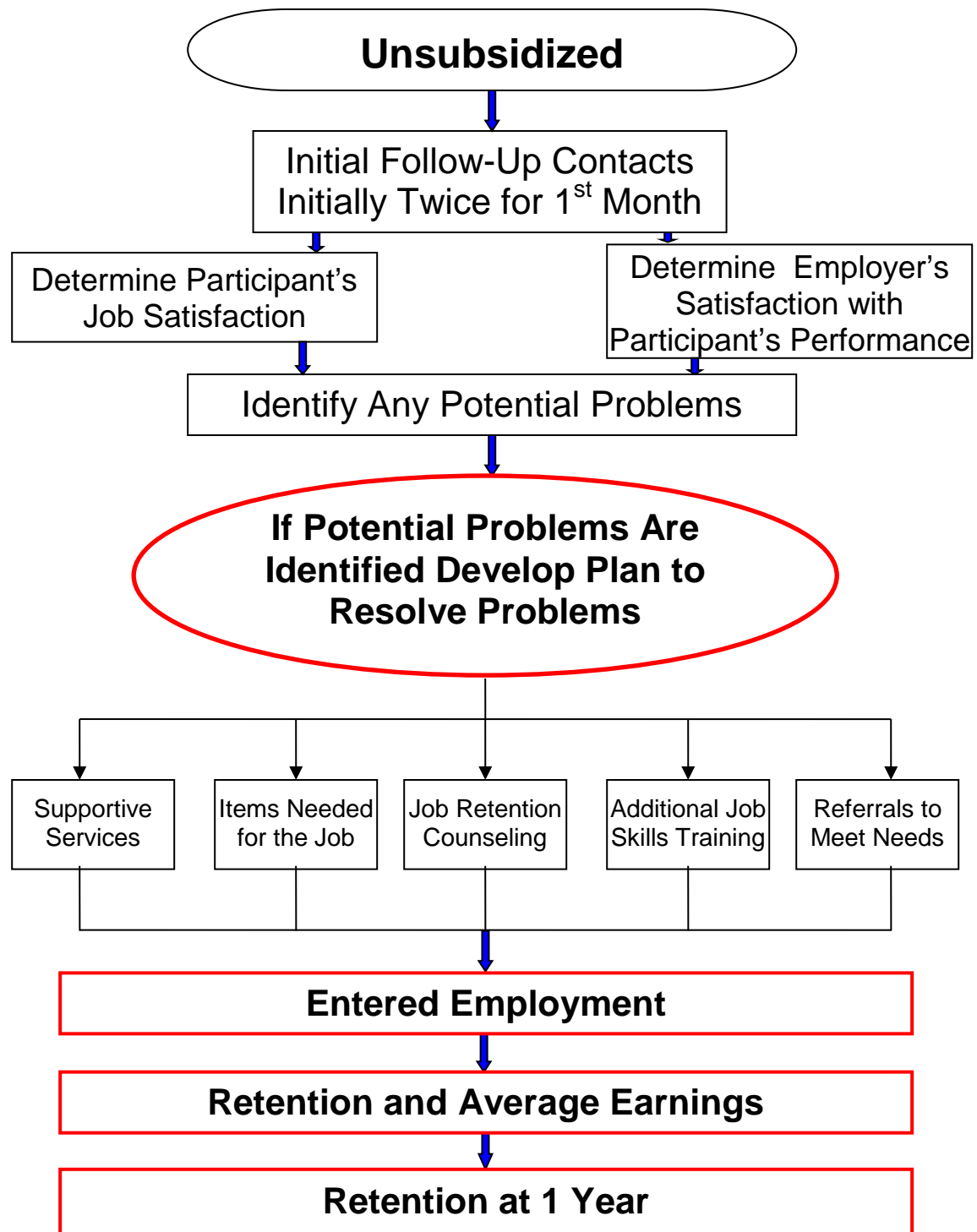
<p>reasons for termination and the individual is to be terminated immediately.</p> <ul style="list-style-type: none"> <li>• Participants found to be ineligible during recertification. Individuals who are to be terminated for this reason are to be given written notification explaining the reason for termination and terminate from the program no later than 30 days from the date of determination.</li> </ul>	<p>program no later than 30 days from the date of determination.</p> <ul style="list-style-type: none"> <li>• Durational Limit (<b>NOTE: this reason for exit will result in a negative outcome and count against the performance measures</b>)</li> <li>• Administrative (for reasons other than cause or durational limits) (<b>NOTE: this reason for exit will result in a negative outcome and count against the performance measures</b>)</li> </ul>
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d. **Exits for Medical Reasons:** The following Exit reasons are excluded from the performance measures with acceptable documentation:

<ul style="list-style-type: none"> <li>• Health/medical</li> <li>• Family Care</li> </ul>	<ul style="list-style-type: none"> <li>• Institutionalized</li> <li>• Death</li> </ul>
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e. **Supporting Documentation for Medical Exits:** Medical records or other official records are acceptable, including but not limited to:

<ul style="list-style-type: none"> <li>• Actual medical records</li> <li>• Physician’s statement or other certification from a medical professional</li> <li>• Letter from official at medical facility or institution</li> <li>• Psychologist’s diagnosis</li> <li>• Rehabilitation evaluation</li> <li>• Disability records</li> <li>• Veteran’s medical records</li> <li>• Vocational rehabilitation letter</li> </ul>	<ul style="list-style-type: none"> <li>• Worker’s Compensation</li> <li>• A participant signed self attestation or signed attestation from a knowledgeable third-party is acceptable.</li> <li>• Death record or certification</li> <li>• Death notices published through the internet, in newspapers, and local funeral homes</li> <li>• Or Signed attestation from a knowledgeable third-party is acceptable</li> </ul>
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**Following is the web-link to the resources needed for this section:**

- a. ICOA: <http://aging.idaho.gov>
- b. Form: USDOL Participant Exit Form
- c. Form: Follow Up Participant Retention and Average Earnings
- d. Form: Follow Up Participant Unsubsidized Employment Exit and Follow up

**6.18 PARTICIPANT FOLLOW-UPS AFTER EXITING:**

**a. Follow-up Requirements:**

- 1. to obtain information needed for the performance measures,
- 2. to provide case management to the newly placed participant,
- 3. to establish or maintain contact with the employer, and to deliver the customer service survey to the employer.

- b. Types of Follow-ups:** There are three required follow-ups to be conducted. Results of the follow-ups are to be recorded in the SCSEP Performance and Results Quarterly System (SPARQ). Each follow-up must be completed in the program year in which the reporting quarter falls.

<b>Follow-Up</b>	<b>Captures “Common Measure” data for</b>	<b>Activity Period Covered</b>	<b>Scheduled Follow-up Date</b>
<b>1</b>	Entered Employment	1st quarter after exit quarter	1st day of 1st quarter after exit quarter
<b>2</b>	Retention and Average Earnings	2nd and 3rd quarter after exit quarter	1st day of 2nd and 3rd quarter after exit quarter
<b>3</b>	Retention at 1 Year	4th quarter after exit quarter	1st day of 4th quarter after exit quarter

- c. Included in Follow-ups:** Follow-ups shall include, but not limited to, the following:

- 1. Determine if the job placement is an appropriate match for the participant and the employer and how satisfactory the job placement is to the participant and the employer. Should a problem be identified with the job placement, sub-grantee shall work with the participant and the employer to resolve the problem. This may be accomplished through the utilization of participant support services.
- 2. Maintain contact with the participant and their employer at least quarterly within 12 months of placement. Each follow-up shall be documented on the Unsubsidized Employment Form and in case notes. Contacts shall be made based on Follow-up calculated dates in SPARQ.
- 3. Official records that establish that any wages were earned by the participant, including but not limited to:
  - Written statement of earnings from employer; or pay stubs.
  - Signed self-attestation if employer has not provided information on wages after reasonable efforts (e.g. 3 unanswered calls or messages) were made by sub-

grantee to obtain this information, participant signed self-attestation will be acceptable.

- *NOTE: If a participant signed self-attestation is used, case notes must also document the sub-grantee's efforts to obtain the required information from the employer. Case notes must detail wages were earned in quarter.*

#### **6.19 PARTICIPANT'S RIGHT OF RETURN AFTER EXIT:**

- a. **Right of Return Process:** Right of Return is limited to participants who exit for unsubsidized employment but do not achieve 30 days of employment within 90 days of exit. Individuals who meet the right of return criteria are allowed to return without being subject to priorities and preferences. Their exit is reversed and the following process applies:
  1. A new Participant Form does not need to be completed. You can use the existing file
  2. A returning participant must be assigned to a host agency, either the one the participant left or a new one.
  3. A new host agency assignment must be created even if reassigning to the old host agency.
  4. If there is no slot available at the time the participant seeks to return, the participant should be placed on an approved break in participation and given the next available assignment.

## ICOA POLICY & INSTRUCTION

Policy Subject	Author	Policy #
Senior Community Service Employment Program (SCSEP) <u>Durational Limits</u>	Kevin Bittner	SCSEP-2011- D0525

### Purpose:

The purpose is to ensure that SCSEP participants understand the durational limit policy.

### Scope:

All participants who are one-year from reaching the 48-month durational limit must be informed of the duration limit policy, the waiver criteria and participate in the development of a transition plan.

The time period for calculating the 48-months begins from July 1, 2007, or when the participant first enrolls in the program after that date. ICOA will extend a onetime, one-year program extension in situations where participant meets one of the following criteria:

- 1) Has a severe disability
- 2) Is frail
- 3) Is 75 or older
- 4) Meets the eligibility requirements related to age, but do not receive benefits under Title II of the Social Security Act (42 USC 401 et seq)
- 5) Lives in an area with persistent unemployment and are individuals with severely limited employment prospects
- 6) Has limited English proficiency or
- 7) Has low literary skills

### Definitions:

- ICOA: Idaho Commission on Aging: SCSEP Grantee
- SPARQ: Federal SCSEP reporting system
- 20 CFR Part 641.570 Final Rule: Gives the SCSEP program requirement.

### Procedures:

- 1) Use SPARQ to identify which participants have reached one-year or six-months from the 48 month duration limit, and update their Individual Employment Plan and create a transition plan.
- 2) Review duration limits and waiver criteria with each participant during the initial orientation and at one-year from reaching the durational limit.
- 3) Develop an initial transition plan one-year from reaching the durational limit and update it at a minimum of six-months from reaching the durational limit date.
- 4) Within two-months from the participant reaching the durational limit, the case manager must submit a "Request for Durational Limit Waiver" with supporting documentation to ICOA for approval.

### Exceptions:

- 1) Exceptions are based on unforeseen issues or situations

### References:

- 1) Final Rule: <http://www.doleta.gov/Seniors/pdf/FinalRule2010.pdf>

### Federal Requirement:

- 1) SCSEP Final Rule part 641.570 Individual time limit:
- 2) SCSEP Final Rule part 641.730 Transition planning



## ICOA POLICY & INSTRUCTION

Policy Subject	Author	Policy #	Approval
Senior Community Service Employment Program (SCSEP) Participant Termination Policy	Kevin Bittner	SCSEP-2011- T0817	08/17/2011

### Participant Involuntary Termination Policy

There are six (6) reasons a participant may be involuntarily terminated from SCSEP. The reasons are listed below along with an explanation. This Termination Policy will be followed fairly and equitably when involuntarily terminating participants. Participants will not be terminated based on age; there is no upper age limit for participation in SCSEP. Except as noted below in the case of serious violations, participants will receive progressive discipline and an opportunity for corrective action before a formal termination notice is issued. In all cases, participants will receive a 30 day termination letter notifying them of the date of exit, the reason for the termination, and the right to appeal under the Idaho Commission on Aging's (ICOA) grievance procedure. A copy of the grievance procedure will be attached to the termination letter. Participants will receive both a copy and a verbal explanation of the Involuntary Termination Policy during orientation. This policy is based on the Older Americans Act Amendments of 2006 and the SCSEP Final Rule, effective on October 1, 2010.

### Types of Involuntary Terminations

A participant can be involuntarily terminated from the SCSEP for six (6) reasons. The reasons are:

1. Knowingly providing false information in the eligibility process
2. Being incorrectly determined eligible at enrollment or the annual recertification
3. Being determined no longer eligible at recertification
4. Reaching the maximum 48 months enrollment limit
5. Becoming employed during enrollment
6. For cause, including refusing to accept a reasonable number of job offers or referrals to unsubsidized employment based on the Individual Employment Plan (IEP) (with no extenuating circumstances hindering the participant from moving to unsubsidized employment)

#### 1. Termination Due to Knowingly Providing False information in the Eligibility Process

A participant may be terminated for fraudulent actions, such as intentionally providing inaccurate information to qualify for the SCSEP. If this occurs, the participant will be placed on Leave without Pay immediately, and a 30 day notification of termination will be sent to the participant.

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

A participant will be terminated if found ineligible for participation in the SCSEP either after enrollment or after the annual recertification 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 inaccurately. 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.

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### 3. Termination Due to No Longer Being Eligible

Annually, or more frequently if there is a substantial change in circumstances, each participant is recertified to determine if he or she continues to be eligible for participation. During the recertification, a participant may be determined no longer eligible due to a change in eligibility criteria such as income, family of one due to a change in disability status, employment status, and number of household members. The participant will be notified 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.

### 4. Termination Due to 48 Month Participation Limitation

A participant will be terminated when he or she meets the 48 month maximum participation date, unless he or she has a qualified, documented waiver factor based on ICOA's SCSEP Durational Limit Policy. A waiver factor qualifies the participant for a temporary one-year extension from the date of reaching the 48 month maximum participant date. If the participant does not qualify for a temporary extension, he or she will be sent a 30 day notification of termination letter 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.

### 5. Termination Due to Becoming Employed During Enrollment

To qualify for enrollment in the SCSEP, a participant has to be unemployed; all participants are informed that they may not be employed while participating in the program and that they must notify the program representative immediately upon becoming employed. A participant who is discovered to be employed while enrolled without having notified the program of the employment will be terminated from the program. If this occurs, the participant will be placed on Leave without Pay immediately, and a 30 day notification of termination will be sent to the participant.

### 6. Termination for Cause

There are several reasons to terminate a participant "for-cause." When warranted, a participant may be terminated for certain behaviors and/or conduct. The following are specific reasons; however, other similar reasons that demonstrate willful misconduct or an intentional disregard of program rules may cause involuntary termination:

- Individual Employment Plan (IEP) related reasons: Refusing to accept a reasonable number of job offers or referrals to unsubsidized employment or for not complying with the IEP. A participant may be subject to disciplinary action up to and including termination when he or she refuses a total of three job offers and/or referrals to job openings and/or to follow through with objectives to achieve goals that are based on the IEP. If the participant fails, without good cause, to cooperate fully with ICOA's SCSEP provider staff to accomplish the goals of his or her service strategy, an IEP-related termination "for-cause" may be in order. Examples of lack of cooperation with ICOA's contractor to accomplish IEP service strategies may include but are not limited to the following when provided for in the participant's IEP:
  - Refusing to search for a job
  - Sabotaging a job interview, for example, a participant tells the interviewer that he or she is not interested in the job or tells the interviewer that he or she is not qualified.
  - Refusing or not participating fully in training opportunities
  - Refusing to transfer to a new community service training assignment
  - Refusing to register at the One-Stop/Job Service
  - Refusing to take advantage of WIA opportunities
  - Refusing to accept or lack of follow-through in obtaining supportive services that will enhance the participant's ability to participate in a community service assignment consistent with the IEP
  - Refusing to cooperate with other IEP-related referrals

## ICOA POLICY & INSTRUCTION

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- Refusal to cooperate with the assessment or IEP process, e.g., refusing to participate in completing the assessment and training development plan
- Non-IEP related reasons:
  - Refusal to cooperate in recertifying eligibility, for example, refusing to provide required document to determine continued eligibility or refusing to attend or be available for the recertification appointment.
  - Failure or refusal to perform assigned duties, e.g., refusing without good cause to do assignments that are part of the training description and required to increase skills and knowledge
  - Falsification of official records, such as timesheets, for example, intentionally signing the signature of the host agency supervisor on a timesheet or other official document, or including hours on a time sheet that are not accurate
  - Intentional disclosure of confidential or private information obtained from the host agency, grantee, or local project, for example, informing others of information that is supposed to be kept private or confidential
  - Frequent tardiness or unauthorized absences, including reporting to the assignment late or not reporting to the assignment and not informing the supervisor. Generally, three instances of absence without good cause or without proper notice may warrant termination.
  - Insubordination, defined as intentionally refusing to carry out the direction or instructions of a host agency supervisor or ICOA's contracting staff member, provided there were no extenuating circumstances and the directions or instructions were reasonable
  - Workplace harassment or discrimination on the basis of sex, race, color, religion, national origin, age, marital status, or disability
  - Obscene, abusive, harassing, or threatening language or behavior
  - Physical violence or intentional destruction of property, for example, being violent and threatening to or carrying out threats that physically harm individuals or property
  - Theft, meaning illegal taking or withholding the property of another without permission
  - Causing an imminent threat to health or safety of self or others
  - Non-compliance with drug and alcohol free policy, which prohibits participants from consuming, selling, purchasing, manufacturing, distributing, possessing or using any illegal or non-prescribed drug or from being under the influence of alcohol and or drugs while performing their host agency assignment or while carrying out objectives required by the IEP. Legally prescribed medications are excluded if they do not affect the participant's ability to perform his or her duties or protect the safety of the participant or others.
  - Exceeding approved Leave without Pay by failing to return from an approved break by the required date without due notice or good cause

### Participant Corrective Action and Warning

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

- Step 1: First 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. Absent extenuating circumstances, the participant will be informed in writing by the ICOA's contractor's designated official of the requirement to correct his or her behavior or conduct.
- Step 2: Second Formal Warning

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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, ICOA’s contractor’s designated official 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: 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.

For example, a participant’s training goal is to become computer literate in preparation for a clerical position. First the Employment and Training Coordinator (ETC) identified a community service assignment at the library but the participant refused it because she wouldn’t have her own cubicle (she would be in an open area) so she turned down that opportunity. Next, the ETC identified a training site in a school, but the participant turned down that opportunity. Finally, the ETC tried the local museum, and the participant refused the training assignment at the museum, too. The ETC spoke with the participant, and she had no legitimate reason for refusing the training offered at various assignments. After the first refusal, the ETC asked the assigned contracting official to send the participant the first written warning letter. The assigned contracting official sent her the second warning letter stating that she risked being terminated if she continued to fail to follow her IEP or to take corrective action. When Ms. Short turned down a third assignment and there was no extenuating circumstance, the assigned contracting official sent a 30-day notification of termination letter.

### **For-Cause Terminations that Require Immediate Removal from Host Agency and Leave without Pay Pending Termination**

When a participant’s violation of ICOA’s policy is of a serious nature, immediate action to remove the participant from the host agency may be required. In this case, the participant will be placed on leave without pay and a written 30-day notice of termination sent. Examples of circumstances warranting immediate removal from the host agency and leave without pay include, but are not limited to:

- Gross misconduct such as violating ICOA’s contractor’s Drug and Alcohol Policy or intentionally endangering the lives of themselves or others
- Violence, including but not limited to physical or extreme verbal violence at the training site

## ICOA POLICY & INSTRUCTION

Policy Subject	Author	Policy #
Senior Community Service Employment Program (SCSEP) Participant Grievance	Raul Enriquez	SCSEP-2016- G0525

### Purpose:

The purpose is to ensure SCSEP applicants, employees and participants understand the grievance process and understand they can use it if they feel they have been unfairly treated.

### Scope:

This policy sets a process to resolve grievances informally at the local level (Case Manager), then formally through the contractor's grievance procedures, which can be appealed to state (ICOA) for final resolution. For allegations concerning federal law or Civil Rights that cannot be resolved with this policy's procedures, claimants may appeal directly to the U.S. Department of Labor as described in exceptions below.

### Definitions:

- ICOA: Idaho Commission on Aging: SCSEP Grantee

### Procedures:

- 1) Grievances shall first be resolved informally and in writing at the local level with the contractor's State Director.
- 2) If resolution is not agreed upon within 10 business days, a formal complaint should be filed in writing to the contractor's Director of Operations with a copy to ICOA's SCSEP State Director. The contractor's Director of Operation has 10 business days to resolve the complaint.
- 3) If the dispute remains unresolved, a written complaint may be filed with the Idaho Commission on Aging within 10 business days following the contractor's Director of Operations' decision. At that time, the ICOA will establish a complaint file which contains all SCSEP participant's application, enrollment forms, the complaint statement, chronological log of events, relevant correspondence, and a record of the resolution attempted. Depending on the nature of the complaint, the ICOA Administrator will render a decision or elevate the complaint to a hearing officer for final determination. Final determination will be made by ICOA within 30 business days of receiving the complaint.

### Exceptions:

- 1) Complaints alleging violations of law, which cannot be resolved within 60 business days as a result of the recipient's procedures, may be filed with the Chief, Division of National Programs, Tools and Technical Assistance, USDOL, 200 Constitution Avenue NW, Washington, DC 20210.
- 2) Complaints alleging discrimination on the basis of race, color, religion, sex, national origin, disability, or age, may be directed or mailed to the Director, Civil Rights Center, U.S. Department of Labor, Room N-4123, 200 Constitution Avenue, NW, Washington, DC 20210.

### References:

- 1) 20 CFR part 641: SCSEP Final Rule: <http://www.doleta.gov/Seniors/pdf/FinalRule2010.pdf>
- 2) 29 CFR Administrative Requirements:  
[http://www.access.gpo.gov/nara/cfr/waisidx\\_09/29cfr34\\_09.html](http://www.access.gpo.gov/nara/cfr/waisidx_09/29cfr34_09.html)
- 3) State Agreement, Section 19 Complaint Resolution (page 17)

### Federal Requirement:

- 1) Grievance Procedures 20 CFR part 641.910

## ICOA POLICY & INSTRUCTION

Policy Subject	Author	Policy #
Senior Community Service Employment Program (SCSEP) <u>Veterans' Priority of Service</u>	Kevin Bittner	SCSEP-2010-06

### Purpose:

The purpose is to ensure SCSEP eligible veterans and spouses have priority when placed on a waiting list or enrolled into the program.

### Scope:

This policy applies to the documentation and application to ensure eligible veterans and spouses have been prioritized first on a waiting list or enrolled into SCSEP.

### Definitions:

- Jobs for Veterans Act: Creates a priority of service for veterans (and some spouses)
- TEGL No.5-03: Training & Employment Guidance Letter that explains the Jobs for Veterans Act.
- 20 CFR Part 641, Final Rule: Gives the SCSEP program requirement.
- 20 CFR Part 1010, Final Rule: Gives veterans priority qualifications for job training programs.

### Procedures:

- 1) Documentation must show applicants with veteran's status or an eligible spouse were evaluated first and if they met the following criteria were placed first on a waiting list or were enrolled into SCSEP:
  - a. Anyone who is at least 55 years old, unemployed, and is a member of a family whose income is not more than 125% of Health and Human Service levels. (Part 641.520(b))
- 2) Documentation must show an eligible spouse of a veteran who meets the following criteria was prioritized first on the waiting list or entered enrollment:
  - a. Spouse of a veteran who died of a service connected disability;
  - b. Spouse of a member of the Armed Forces on active duty who has been listed for a total of more than 90 days as missing in action, captured in the line of duty by a hostile force, or forcibly detained by a foreign government or power;
  - c. Spouse of any veteran who has a total disability resulting from a service connected disability;
  - d. Spouse of any veteran who died while a disability so evaluated was in existence. (Part 641.520(b))

### Exceptions:

- 1) No exceptions

### References:

- 1) Jobs for Veterans Act Public Law 107-288 (2002). Section 2(a) of the Jobs for Veterans Act, codified at 38 U.S.C. 4215(a)
- 2) OAA: [http://www.doleta.gov/Seniors/other\\_docs/PublicLaw109-365.pdf](http://www.doleta.gov/Seniors/other_docs/PublicLaw109-365.pdf)
- 3) TEGL No. 5-03: <http://wdr.doleta.gov/directives/attach/TEGL5-03.html>
- 4) 20 CFR 641, SCSEP Final Rule: <http://www.doleta.gov/Seniors/pdf/FinalRule2010.pdf>
- 5) 20 CFR Part 1010 Priority of Service for Covered Persons; Final Rule, December 19, 2008: <http://www.dol.gov/vets/E8-30166.pdf>

### Federal Requirement:

- 1) 20 CFR Part 641.520 (a) & (b) Selecting Eligible Individuals

## SECTION 8.0: APPENDIX

### **DEFINITIONS**

#### **Administration on Aging:**

AoA is the Federal agency responsible for advancing the concerns and interests of older people and their caregivers. AoA works with and through the Aging Services Network to promote the development of a comprehensive and coordinated system of home and community-based long-term care that is responsive to the needs and preferences of older people and their family caregivers. AoA is part of the Department of Health and Human Services and is headed by the Assistant Secretary for Aging, who reports directly to the Secretary.

#### **Area Agency on Aging:**

Agency that the State has approved to implement evidence-based programs to assist older individuals and their family caregivers in learning about and making behavioral changes intended to reduce the risk of injury, disease, and disability among older individuals;" [OAA, Title III 305(a)(3)(D)].

#### **Authorized Position:**

The number of authorized positions is derived by dividing the total amount of funds appropriated during a program year by the national average unit cost per enrollee for that program year as determined by the USDOL. The national average unit cost includes all administration costs, other enrollee costs, and enrollee wage and fringe benefit costs. An allotment of the total dollars for the grantee is divided by the national unit cost to determine the total number of authorized positions for each grant agreement.

#### **Code of Federal Register:**

Federal guidance that provides administrative and programmatic guidance and requirements to implement federal programs.

#### **Community Service Assignment:**

Publicly funded efforts designed to offer employment, training and/or placement services which enhance an individual's employability. The term is used in this part to include, but is not limited to, SCSEP and WIOA or similar legislation and state or local programs of a similar nature.

An qualifying agency or non-profit where a Participant is assigned to get the training and skills needed to move into unsubsidized employment: Social, health, welfare, and educational services (particularly literacy tutoring); legal assistance, and other counseling services, including tax counseling and assistance and financial counseling; library, recreational, day care and other similar services; conservation, maintenance, or restoration of natural resources; community betterment or beautification; pollution control and environmental quality efforts; weatherization activities; and includes intergenerational projects; but is not limited to the above. It excludes building and highway construction (except that which normally is performed by the project sponsor) and work which primarily benefits private, profit-making organizations. OAA Title V Sec. 518(a)(1) and 20 CFR Part 641.140.

#### **Data Quality Reports:**

Report in SPARQ that shows Durational Rejects (DR), Rejections (R), and Warning 1's (W1).

**Disability:**

A physical or mental impairment of an individual that substantially limits one or more major life activities; a record of such impairment or being regarded as having such an impairment [29 CFR Parts 32 and 34].

**Durational Limits:**

The SCSEP participant duration is 48 months. The average of all participants must be 27 months or less. There is the possibility to extend the durational limits in Idaho if the participant meets the qualifications.

**Durational Limit Waiver:**

A request from the Sub-grantee for those Participants who meet the Waiver requirements to extend their time in the program for an additional twelve (12) month period: This waiver would need to be annually if the Participant continues to be eligible.

**Eligible Individual:**

Anyone who is at least 55 years old, unemployed (as defined in § 641.140), and who is a member of a family with an income that is not more than 125 percent of the family income levels prepared by the Department of Health and Human Services and approved by OMB (Federal poverty guidelines) is eligible to participate in the SCSEP. (20 CFR Part 641 Sec. 500).

**Eligible Host Agency:**

An organization which is legally capable of receiving and using federal funds under the Act and entering into a grant or other agreement with the USDOL to carry out the provisions of Title V. [OAA Title V Sec. 502(b)(1)].

**Enrollee:**

An individual who is determined to be eligible for the program and is enrolled: An Enrollee becomes a Participant once he/she is assigned a Community Service Assignment.

**Follow-ups:** This is a report that must be run in SPARQ that lists the required follow-ups that need to be done after a participant exits into unsubsidized employment.

**Grantee:**

An eligible organization which has entered into a grant agreement with the USDOL under this part: ICOA is the grantee for the state-administered SCSEP in Idaho.

**Greatest Economic Need:**

The need resulting from an income level at or below the poverty guidelines established by the Department of Health and Human Services and approved by the Office of Management and Budget (OMB). (42 U.S.C. 3002(23)).

**Greatest Social Need:**

The need caused by non-economic factors, which include: Physical and mental disabilities; language barriers; and cultural, social, or geographical isolation, including isolation caused by racial or ethnic status, which restricts the ability of an individual to perform normal daily tasks or threatens the capacity of the individual to live independently. (42 U.S.C. 3002(24)) and (20 CFR Part 641.140).

**Exit:**



When a Participant leaves SCSEP for one reason or another.

**Host Agency:**

A public agency or a private nonprofit organization exempt from taxation under § 501(c)(3) of the Internal Revenue Code of 1986 which provides a training work site and supervision for one or more participants. Political parties cannot be host agencies. A host agency may be a religious organization as long as the assignments in which participants are being trained do not involve the construction, operation, or maintenance of any facility used or to be used as a place for sectarian religious instruction or worship. (OAA § 502(b)(1)(D)).

**Idaho Commission on Aging:**

Designated State SCSEP Grantee for Idaho.

**In-kind:**

Non-federal dollars that are used by a Host Agency to support supervising and training the SCSEP participant: The total expenses for supervising, the equipment and space usage are reported as in-kind match.

**Income:**

Defined as income received during the 12-month period that ends on the date of application, or the annualized income for the 6-month period that ends on the date of application.

**Individual Employment Plan:**

A plan for a participant that is based on an assessment of that participant conducted by the grantee or sub-recipient, or a recent assessment or plan developed by another employment and training program, and a related service strategy. The IEP must include an appropriate employment goal (except that after the first IEP, subsequent IEPs need not contain an employment goal if such a goal is not feasible), objectives that lead to the goal, a timeline for the achievement of the objectives; and be jointly agreed upon with the participant. (OAA § 502(b)(1)(N)). In Idaho, the Workforce Innovations and Investment Act's "Individual Service Strategy" (ISS) may be used to satisfy the IEP requirement for SCSEP enrollees.

**Job ready:**

Individuals who do not require further education or training to perform work that is available in their labor market.

**Low Income:**

An income of the family which, during the preceding six months on an annualized basis or the actual income during the preceding 12 months, whichever is more beneficial to the applicant, is not more than 125 percent of the poverty levels established and periodically updated by the U.S. Department of Health and Human Services. In addition, an individual who receives, or is a member of a family which receives, regular cash welfare payments shall be deemed to have a low income for purposes of this part.

**Maintenance of Effort:**

Guarantee that a Host Agency must sign stating it will not reduce its number of employees, displace its workers, impair existing contracts, or replace laid off workers with a SCSEP participant.

**Non-Federal Cash:**

Cost incurred by the contracted provider and cash contributions of any third parties involved in the project, including sub-grantees, contractors and consultants are considered eligible cash matching funds.

**Office of Management and Budget:**

Issues circulars that address standards for administration of grants to state and local governments as well as institutions of higher educations.

**On-the-Job-Experience:**

Opportunity to place a participant at a private or public employer to learn specific industry skills not attainable through the regular community service assignment.

**Older American's Act:**

The Older Americans Act of 1965, [42 U.S.C. 3001 et seq.] as amended on October 17, 1996 that authorizes SCSEP.

**Participant:**

An individual who is eligible for SCSEP, has been enrolled and has been assigned a Community Service Assignment.

**Participant Slots:**

Each year USDOL identifies (through Census numbers) the targeted number of participant slots by county that it will provide funding to serve.

**Performance Measures:**

Measures development by USDOL as program targets that must be met:

- Core 1: Community Service Hours
- Core 2: Entered Employment
- Core 3: Employment Retention
- Core 4: Average Earnings
- Core 5: Service Level
- Core 6: Most in Need
- Additional Measures:
  - Participant, Host Agency and Employer Surveys
  - Any other Secretary of Labor determines to survey

**Poor Employment Prospects:**

The unlikelihood of an otherwise eligible individual obtaining employment without the assistance of this or other employment and training programs: Persons with poor employment prospects include, but are not limited to, those without a substantial employment history, basic skills, English-language proficiency, or displaced homemakers, school dropouts, disabled veterans, homeless or residing in socially and economically isolated rural or urban areas where employment opportunities are limited.

**Program Year:**

The one-year period covered by a grant agreement beginning July 1 and ending on June 30.

**Rejections:**

These are errors listed in the federal reporting system called SPARQ and need to be cleared by the quarter end in order to ensure correct data.

**Quarterly Progress Reports:**

Federal Report that is accessed through SPARQ that summaries quarterly performance measures.

**Residence:**

An individual's declared dwelling place or address: No requirement pertaining to length of residency prior to enrollment shall be imposed.

**Senior Community Service Employment Program:**

A work-based training program for low income people 55 years old and over, which is designed to place participants at public agencies to learn the skills needed to move into unsubsidized employment as authorized under Title V of the Act.

**SPARQ:**

USDOL's performance management system called "SPARQ" (SCSEP Performance And Results QPR).

**Sub-grantee:**

The legal entity to which a sub grant is awarded by a grantee and which is accountable to the grantee for the use of the funds provided.

**Training and Education Guidance Letters:**

USDOL release guidance letters that need to be implemented in the administration and implementation for SCSEP.

**U.S. Department of Labor:**

United States Department of Labor, including its agencies and organizational units that administer SCSEP.

**Validation:**

Annually the SCSEP Grantee must validate the information that the Sub-grantees and Host Agencies provide. This is an on-site review that focuses on a system generated sample of Participants and Host Agencies.

**Warning 1:**

These are warnings that could have negative impact on data entered into SPARQ. These need to be cleared by the quarter end in order to ensure correct data.

**Workforce Innovations and Opportunity Act:**

WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. In general, the Act takes effect on July 1, 2015, the first full program year after enactment, unless otherwise noted.

## **ACRONYMS AND ABBREVIATIONS**

AAA	Area Agency on Aging
AARP	American Association of Retired Persons Foundation, a national aging contractor in Idaho
AoA	Administration on Aging
CFR	Code of Federal Regulations
CSA	Community Service Assignment
DQR	Data Quality Reports
DL	Durational Limits
ICOA	Idaho Commission on Aging
IEP	Individual Employment Plan
MOE	Maintenance of Effort
OAA	Older Americans Act
OJE	On-the-Job-Experience
OMB	Office of Management and Budget
PY	Program Year
QPR	Quarterly Progress Report
R	Rejection
SCSEP	Senior Community Service Employment Program
SPARQ	<b>SCSEP Performance And Results QPR</b> system
TEGL	Training and Education Guidance Letter
USDOL	United States Department of Labor
W1	Warning 1
WIOA	Workforce Innovations and Opportunity Act