



Senior Community Service Employment Program

Host Agency Orientation Record

State _____

County _____

Host Agency Name _____

Instructions: Provide a full orientation to a host agency supervisor when a participant is initially assigned to the agency or when a supervisor changes; provide annual refresher orientations thereafter. Full orientation includes review of all topics listed on this document, the handbook content of the Experience Works Calendar/Handbook and the Orientation Presentation easel. Policies and procedures are outlined in the Experience Works Calendar/Handbook, which should be reviewed with the host agency supervisor; leave a copy for future reference.

Senior Community Service Employment Program (SCSEP) Goals and Objectives: The SCSEP has dual goals: to promote useful opportunities in community service activities and to move participants into unsubsidized employment so they can achieve economic self-sufficiency.

Purpose of Community Service Assignments: The SCSEP helps unemployed older individuals who have poor employment prospects by placing them in part-time temporary job training through community service assignments. The purpose of a community service assignment is to provide meaningful training through work experience and job skills that can lead to unsubsidized employment. The SCSEP is not a job; it is a training program - a stepping-stone to real employment with higher wages, benefits and opportunities for advancement.

What Experience Works Does: Experience Works staff work with participants to establish employment goals, develop an Individual Employment Plan (IEP), and to receive training. The IEP reflects individual interests, training needs, realistic local job opportunities, supportive service needs, and the types of services that can be provided through Experience Works and community partners. An individualized training plan is developed that outlines the skills the participant will need to learn at their host agency or in a classroom setting.

The Participant's Role: Participants are expected to obtain skills at a host agency and/or in classroom training, look for job opportunities and follow-up on job leads. Participants are expected to obtain a job after a reasonable period of time on the SCSEP.

The Role of the Host Agency Supervisor: Host agency supervisors provide support, skills training and ongoing supervision and a safe healthy work environment. The host agency supervisor should reinforce that the SCSEP is a training program and encourage participants to find employment off the program. Host agencies can provide additional support to Experience Works by promoting the program with their peers and employers in the community, co-sponsoring special events, and providing in-kind or direct support to the program.

Training Opportunities: The host agency assignment provides skills training and experience, builds confidence, and establishes a record for a resume and references. Some participants' training plans may indicate the need for basic training to help them get jobs, such as reading or math refresher classes, GED training, or English language. Other participants' plans may include skills training such as computer, Certified Nurses Aide, or Commercial Driver's License training. Once a participant has completed the training plan, he or she should be ready to get a job.

Job Search Responsibilities: Participants receive job search assistance from Experience Works, the Host Agency staff and from their local One-Stop Service Center. All participants should be registered with the One-Stop, attend workshops, and regularly check for job openings. Experience Works staff provides support, coordinates training plans, helps develop job opportunities, and assists participants in achieving goals outlined on the IEP. If a participant cannot obtain a job, the staff and participant discuss other services that may be needed. Next steps may involve developing a new training plan or determining that SCSEP services are no longer suitable, in which case the participant will exit the program.

Schedule and Authorized Hours: Participants train at a host agency for an average of 18 to 20 hours per week unless more or less hours are authorized by Experience Works. Authorized hours may be reduced to accommodate changes in the availability of funds. The host agency assures that the participant works the number of hours authorized and specified in the participant's training assignment. The host agency shall not permit participants to perform community service for more hours than those authorized by Experience Works or to volunteer hours. If the host agency permits participant(s) to exceed authorized hours, or to return to the assignment after being on leave without pay for more than thirty (30) days without prior authorization from Experience Works or past the participant's termination date, the host agency shall compensate the participant for those hours. Host Agency supervisors will receive prior notice if the participant's schedule changes or if Experience Works staff know an absence is planned. In the unlikely event that a participant is absent from the assignment without prior notification, please contact your Experience Works representative.

Making up Time: If a participant is away from the assignment due to necessary illness, he or she must be allowed to make up the time. If absent due to death in the family, jury duty, or if the host agency is closed on a scheduled day of training, the participant may be provided the option to make up time if approved by the host agency supervisor and the Experience Works representative. Time can be made up in the same pay period, or in the pay period immediately preceding or following the one in which the participant's normal schedule is disrupted. No more than 40 hours can be claimed per week when making up time.

Time, Attendance and Supervision/In-Kind Reporting: The host agency supervisor is responsible for the accuracy of each final time sheet's reported hours and signatures and for faxing or mailing the time sheet timely to Experience Works. Each pay cycle, the host agency supervisor shall report on participant time sheets a true and accurate statement of hours and participant supervision provided. Annually the host agency supervisor will be asked to complete a Host Agency Supervision Report to provide up to date information about salary, source of funding to pay the supervisor's salary, and the average number of supervision hours the participant receives per pay period. Other in-kind is reported at least twice annually on a Non-Federal Contribution Report.

Email Account: Each Host Agency will be required to have an email account to receive electronic information about the SCSEP including, but not limited to: program updates, timesheet follow-up, and copies of and/or notification of employment plan changes.

Leave without Pay (LWOP): A participant may be approved a leave of absence up to 60 days in a program year absent extenuating circumstances. At the expiration of the approved leave, he/she must return to the SCSEP or be exited from the program. Upon return, the participant is not guaranteed to be assigned to the original host agency or to be placed in the same type of assignment. A leave request will not be approved for less than 4 consecutive days or during the 30 day period between the date of a notification of exit letter and the actual exit date.

Holidays: If a participant is scheduled to work in his/her community service assignment during the holidays established under federal law (5 U.S.C. 6103) and the host agency is closed, he/she will be permitted to make up the hours missed.

Reporting Assignment Related Accidents: The host agency supervisor must report all injuries sustained by a participant while at the host agency or training site within 24 hours of the accident to the Employment and Training Coordinator or the State Office.

Participant Progress Report: The ultimate goal of the SCSEP is for each participant to attain unsubsidized employment, most often based on the quality of skills learned at the host agency. Host agency supervisors should evaluate participant training progress every 90 days in partnership with the Experience Works representative. Whenever host agency supervisors would like to discuss the progress of the participant(s) assigned to their agency outside of the formal evaluation timeframe, they should contact their Experience Works representative.

When a Participant has Learned all There is to Learn on an Assignment: Upgraded training at the host agency may be recommended, or the participant may be transferred to another host agency, get a job off the program, or leave the SCSEP. Whenever possible, host agencies are encouraged to hire participants for vacant positions for which they qualify. Host agencies can also help participants by referring them to positions they know are available in the community and provide references.

Program Participation: The length of time on the program varies for each participant and is based on individual training needs; however, the maximum duration of program participation is 48 months. The number of host agency training sites to which a participant is assigned varies for each participant and is based on individual training needs and the development of skills.

Participants and Host Agency Visitations: At least twice a year, Experience Works staff will visit each participant and host agency to review program, administrative, and service satisfaction. At least annually, a safety assessment will be completed of all training sites.

PARTICIPANTS' RIGHTS AND RESPONSIBILITIES:

Available Supportive Services: Participants are assessed for the need for supportive services to enable them to successfully participate in the SCSEP. Supportive services, such as housing assistance; eyeglasses; transportation assistance; incidentals such as tools, work boots, uniforms, etc. are offered when there is an imminent and documented need. Services may be provided directly or through referral to a social service organization. Assistance is subject to funds availability.

Availability of a Free Physical Examination: As a participant benefit, the SCSEP offers to pay for all or part of the cost of a limited physical examination. The results of the examination are the participant's property, to share only upon his or her approval.

Allowable and Unallowable Political Activities: Participants have the right to be affiliated with a political party and its associated activities. During paid SCSEP hours, they are prohibited from participating in any political activities.

Annual Recertification: Participants must continue to meet the SCSEP eligibility requirements annually. The Customer Service Center will schedule an appointment with the participant to re-certify eligibility no less than once every 12 months.

Obligation to Report Changes in Income or Family Size: Participants are obligated to immediately report any changes in household income or family size to the Experience Works representative. Failure to notify can be deemed as falsification and result in immediate termination.

Requirement to Notify Staff if Employed: Employment while participating in the SCSEP is strictly prohibited. If the participant obtains employment, immediately inform your Experience Works representative of his/her change in status. Employment while on the SCSEP will result in the participant immediately being exited from the program.

Obligation to Seek Unsubsidized Employment: The SCSEP is a temporary paid training program, not a permanent job. It is each participant's responsibility to actively seek employment. Each participant is required to work with Experience Works staff to identify and obtain unsubsidized employment.

Background Checks: Experience Works does not conduct background checks on participants; however, some assignments or customized training may require felony background checks.

IN CLOSING:

Host agency supervisors provide an enormous service to Experience Works participants. Thank you! Please sign this form to acknowledge that you have received orientation to the SCSEP.

Customer Service and Satisfaction: We strive to provide the best possible services to our participants and community partners. If you have any questions or comments, please call your Experience Works representative or the State Office. You may receive a customer satisfaction survey from the Department of Labor. If you do, please take a moment to complete the survey and return it in the stamped, self-addressed envelope mailed to you with the survey.

My signature below is acknowledgment that I have been fully oriented and received a full explanation to my satisfaction concerning the SCSEP program requirements and the participant assigned to my agency. Further, I have been given the Experience Works calendar/handbook, and reviewed and understand the policies.

Host Agency Supervisor's Signature

Date

Host Agency Supervisor's Printed Name

Title

Experience Works Representative's Signature

Date

Experience Works Representative's Printed Name

Title