



Missouri's Title V Senior Community Service Employment Program Operations Manual

Administered by:
Missouri Department of Health and Senior Services
Division of Senior and Disability Services
(Updated December 8, 2020)

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STATE OF MISSOURI TITLE V SCSEP PROGRAM OPERATIONS MANUAL

INTRODUCTION

Program Description: The Senior Community Service Employment Program (SCSEP) is a community service and work based training program for older workers. It was authorized by Congress in Title V of the Older Americans Act (OAA) of 1965 to provide subsidized, part-time, community service work based training for low-income persons age 55 or older who have poor employment prospects. Through this program, older workers have access to the SCSEP services as well as other employment assistance available through the Job Centers and local communities benefit from the work done through community services performed by the participants.

Available Services: Services available through the SCSEP program for assisting older workers are:

- Community Services - the program provides over 45 million community service hours to public and non-profit agencies, allowing them to enhance and provide needed services
- Participant Services - Individual Employment Plan (IEP) development, orientation, community service placement, training specific to community service assignment, other training as identified in the IEP, supportive services, wages, fringe benefits, annual physicals, assistance in securing unsubsidized employment, and access to local Missouri Job Centers.

State Grantee: The Division of Senior & Disability Services (DSDS), within the Department of Health & Senior Services (DHSS), is the state grantee for Missouri.

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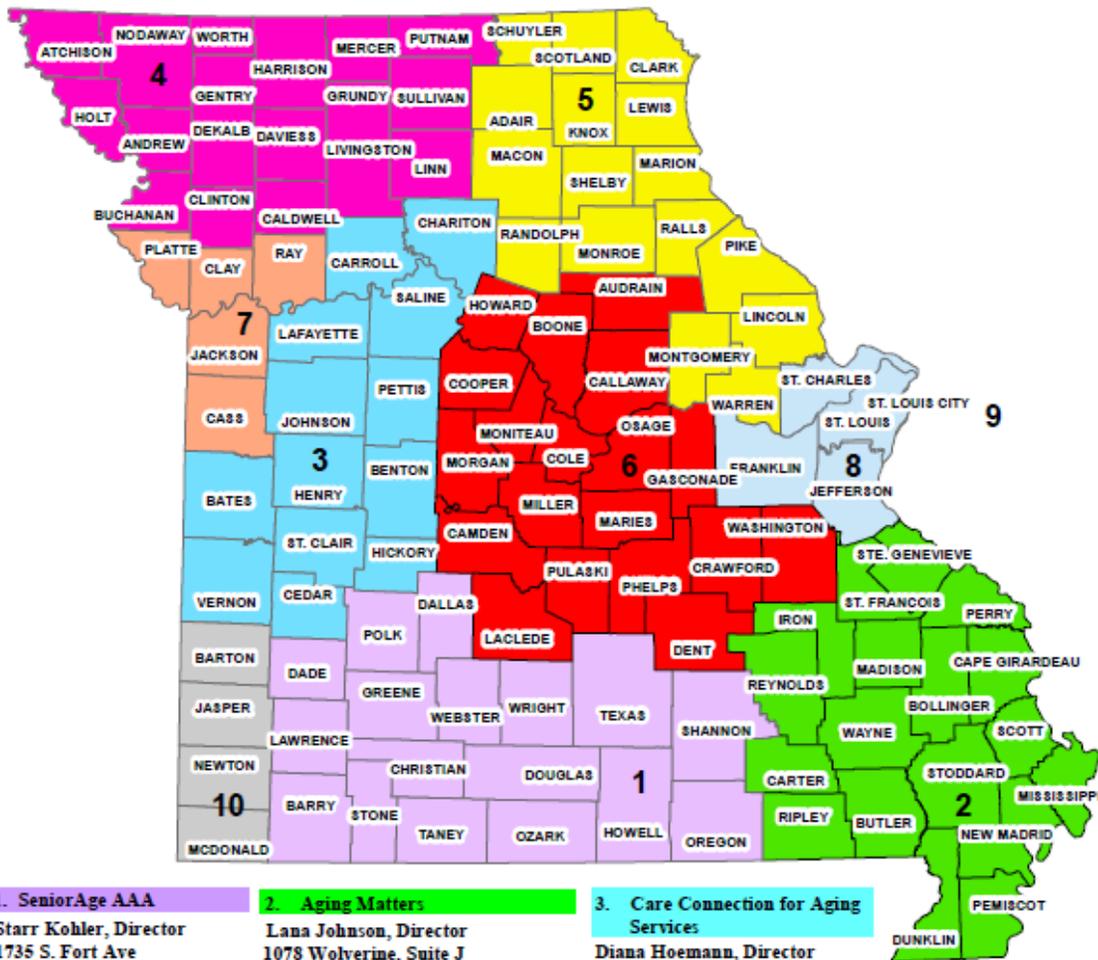
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MISSOURI AREA AGENCIES ON AGING



1. SeniorAge AAA
 Starr Kohler, Director
 1735 S. Fort Ave
 Springfield, MO 65807
 417-862-0762
 1-800-497-0822
www.senioragemo.org

2. Aging Matters
 Lana Johnson, Director
 1078 Wolverine, Suite J
 Cape Girardeau, MO 63701
 573-335-3331
 1-800-392-8771
www.agingmatters2u.com

3. Care Connection for Aging Services
 Diana Hoemann, Director
 106 W. Young St., P.O. Box 1078
 Warrensburg, MO 64093
 660-747-3107
 1-800-748-7826
www.goaging.org

4. Young at Heart Resources
 Michael Stopka, Director
 809 North 13th Street
 Albany, MO 64402
 660-240-9400
 1-888-844-5626
www.nwmoaaa.org

5. Northeast MO AAA
 Pam Windtberg, Director
 815 N. Osteopathy
 Kirksville, MO 63501
 660-665-4682
 1-800-664-6338
www.nemoaaa.com

6. Aging Best
 Rebecca Nowlin, Director
 1121 Bus. Loop 70 E., Ste 2A
 Columbia, MO 65201
 573-443-5823
 1-800-369-5211
www.agingbest.org

7. Mid-America Regional Council AAA
 James Stowe, Director
 600 Broadway Ste. 200
 Kansas City, MO 64105-1554
 816-421-4980
 1-800-593-7948
www.marc.org/community/aging

8. Aging Ahead
 Lisa Knoll, Director
 14535 Manchester Rd. St.
 Louis, MO 63011-3960
 636-207-0847
 1-800-243-6060
www.agingahead.org

9. St. Louis AAA
 David Sykora, Director
 1520 Market St., 4th floor, Rm. 4065
 St Louis, MO 63103
 314-612-5918
 1-877-612-5918
www.stlouis-mo.gov/government/departments/human-services/aging-services/

10. Region X AAA
 Jennifer Shotwell, Director
 531 E. 15th. Street
 Joplin, MO 64804
 417-781-7562
www.aaregionx.org

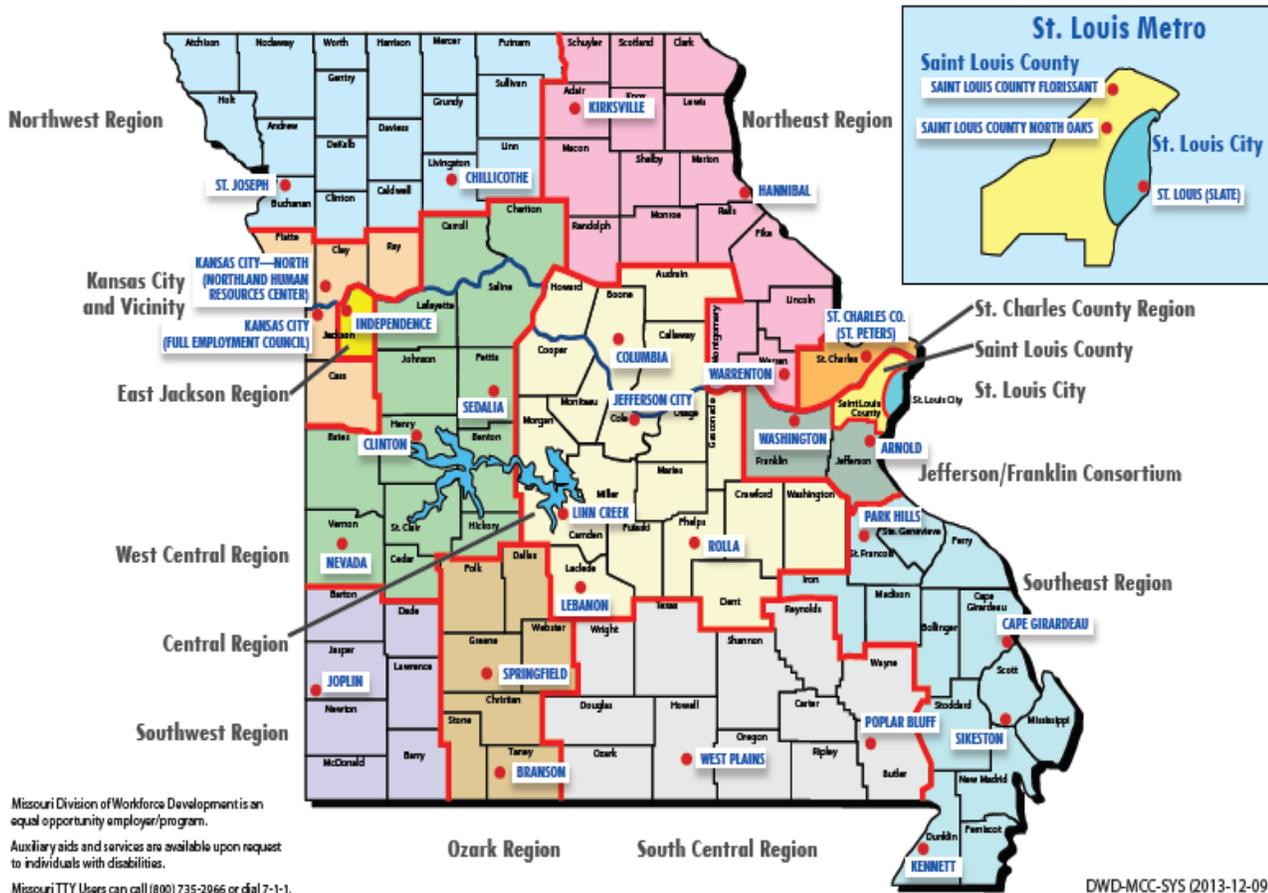
February 4, 2020

MISSOURI JOB CENTER SYSTEM MAP



Full-service One-Stop Missouri Career Centers in the Missouri Career Center System

Missouri Department of Economic Development
Missouri Division of Workforce Development



Department of Economic Development, Division of Workforce Development
<http://ded.mo.gov/WFD.aspx>

RESPONSIBILITIES

GRANTEE AND SUB-GRANTEES RESPONSIBILITIES

- Following and enforcing all requirements set forth in the OAA and State, Federal and Department of Labor (DOL) regulations;
- Implementing and carrying out SCSEP in accordance with the provisions of the approved grant agreement;
- Assuring that, to the extent feasible, SCSEP will serve the needs of eligible minorities, eligible limited English-speaking, and eligible individuals with the greatest economic need at least in proportion to their numbers in the area, taking into consideration their rates of poverty and unemployment. (42 US Code Section 3056 b(M)); and
- Ensuring priorities are applied in the following order: First, persons who qualify as a veteran or qualified spouse under section 2(a) of the Jobs for Veterans Act, 38 U.S. Code 4215(a), and who possess at least one of the other priority characteristics; Second, persons who qualify as a veteran or qualified spouse under section 2(a) of the Jobs for Veterans Act, 38 U.S. Code 4215(a), who do not possess any other of the priority characteristics; Third, persons who do not qualify as a veteran or qualified spouse under section 2(a) of the Jobs for Veterans Act (non-veterans), and who possess at least one of the other priority characteristics. (20 CFR 641.520(c)(3))

SCSEP is a required partner in the Missouri Job Center network under the Workforce Innovation and Opportunity Act (WIOA). The grantee and sub-grantees are required to follow all applicable rules under WIOA and its regulations. (20 CFR parts 676, 677, and 678 Section 121(b)(1)(B) of WIOA.)

- An MOU shall be negotiated between the sub-grantee and the area Job Centers.
- A participant that did not meet eligibility criteria to enroll in SCSEP shall be referred to their local WIOA program.
- Eligible participants shall register with the WIOA program to receive employment and training opportunities and supportive services.

Each sub-grantee will have adequate administration, accounting controls, personnel expertise, program evaluation procedures and other policies as needed to efficiently and responsibly use the grant funds and to comply with the current contract, Title V regulations, applicable laws, OMB circular and DOL guidance.

In addition, the sub-grantees are required to:

- Maintain equitable distribution positions at the level they are assigned and in the counties in which they are assigned.
- Appropriately budget grant funding to provide the assigned level of positions throughout the length of the contract.
- Recruit potential participants and maintain a waiting list of interested potential participants to readily fill any vacancies that occur in their contract region.
- Recruit and maintain a list of available host agencies to assign appropriate participants to community service assignments.
- Check SPARQ data system on a daily basis to correct any records with errors immediately.
- Enter information into the SPARQ data system no less than weekly to maintain accurate information in the system.

STATE SENIOR EMPLOYMENT SERVICES COORDINATION PLAN & EQUITABLE DISTRIBUTION REPORT (42 U.S. Code 3056e)

The Division of Senior & Disability Services (DSDS), within the Department of Health & Senior Services (DHSS), is the state agency designated with the responsibility of developing and implementing the State Coordination Plan and receiving the Equitable Distribution Report for the state of Missouri.

PERFORMANCE REQUIREMENTS

SUB-GRANTEE PERFORMANCE REQUIREMENTS

Each of the performance measures is equally important; sub-grantees must meet the performance levels in each of the measures as set forth annually in the SCSEP contract. The performance measures are collected and reported in the SPARQ system

DESCRIPTION OF PERFORMANCE MEASURES (20 CFR 641.710):

- Hours of Community Service Employment- is defined as the total number of hours of community service provided by SCSEP participants divided by the number of hours of community service funded by the grantee's grant, after adjusting for differences in minimum wage among the States and areas. Paid training hours are excluded from this measure.
- The percentage of project participants who are in unsubsidized employment during the second quarter after exit from the project- is defined by the formula: The number of participants who exited during the reporting period who are employed in unsubsidized employment during the second quarter after the exit quarter divided by the number of participants who exited during the reporting period multiplied by 100.
- The percentage of project participants who are in unsubsidized employment during the fourth quarter after exit from the project- is defined by the formula: The number of participants who exited during the reporting period who are employed in unsubsidized employment during the fourth quarter after the exit quarter divided by the number of participants who exited during the reporting period multiplied by 100.
- The median earnings of project participants who are in unsubsidized employment during the second quarter after exit from the project- is defined by the formula: For all participants who exited and are in unsubsidized employment during the second quarter

after the exit quarter: The wage that is at the midpoint (of all the wages) between the highest and lowest wage earned in the second quarter after the exit quarter.

- Indicators of effectiveness in serving employers, host agencies, and project participants- is defined as the combined results of customer assessments of the services received by each of these three customer groups.
- The number of eligible individuals served- is defined as the total number of participants served divided by a grantee's authorized number of positions, after adjusting for differences in minimum wage among the States and areas.
- Most-in-need- or the number of participating individuals described in OAA sec. 518(a)(3)(B)(ii) or (b)(2) is defined by counting the total number of the following characteristics for all participants and dividing by the number of participants served. Participants are characterized as most-in-need if they:
 - Have a severe disability; (2) Are frail; (3) Are age 75 or older; (4) Meet the eligibility requirements related to age for, but do not receive, benefits under title II of the Social Security Act (42 U.S.C. 401et seq.); (5) Live in an area with persistent unemployment and are individuals with severely limited employment prospects; (6) Have limited English proficiency; (7) Have low literacy skills; (8) Have a disability; (9) Reside in a rural area; (10) Are veterans; (11) Have low employment prospects; (12) Have failed to find employment after utilizing services provided under title I of the Workforce Innovation and Opportunity Act; or (13) Are homeless or at risk for homelessness.

MONITORING OF SUB-GRANTEE'S PROGRAM AND FINANCIAL PERFORMANCE

A minimum of an annual monitoring site visit will be made to each sub-grantee. This will include a thorough review of sub-grantee employee records, review of host agency records and interviews with sub-grantee employees involved with SCSEP. A selection of participant records will be reviewed to evaluate sub-grantee record keeping procedures. Site visits will be made to host agencies to interview host agency supervisors regarding sub-grantee

performance and procedures. In addition, a selection of participants will be interviewed to evaluate sub-grantee performance and procedures. A Monitoring report will be completed after the visit and will be sent to the sub-grantee for comment and documentation.

In addition, DHSS requires financial monitoring to be completed on all contracts with the department at least once a year. At least two invoices will be reviewed and documentation to support all expenses on these invoices must be provided by the sub-grantee be reviewed by DHSS and checked for accuracy. Sub-grantees on programmatic or administrative high risk status will have additional invoices reviewed.

At least monthly, the SCSEP Program Coordinator or their designee will evaluate the QPR data to determine any areas of concern and provide technical assistance as needed. In addition, the SCSEP Program Coordinator or their designee will review data in SPARQ on a regular basis to ensure:

- errors are being addressed immediately;
- enrollment is maintained at the levels designated by the equitable distribution in the areas assigned;
- information is being entered into SPARQ by sub-grantee at least weekly;
- performance measure data elements are being entered into SPARQ as required;
- participants are removed from approved breaks within the contracted timeframe; and
- ensure participants are closed out of SPARQ as required once they have reached their durational limit or have exited the program for other reasons.

Data Validation (DV) visits will take place at least annually. DV assesses the accuracy of key data elements in SPARQ used to calculate the SCSEP QPRs by examining a sample of participant records. The DV process selects two separate samples (eligibility sample and performance sample) of participant records, both of which will be validated at the same time. When a participant record is selected for validation, grantee staff compare specified data elements in SPARQ to source documentation located in case files for that participant.

Sub-grantees are required to submit Monthly Narrative Reports and copies of all new, transitional and reassessment IEP's to the SCSEP Program Coordinator or designee.

PROGRAM PROCEDURES

RECRUITMENT AND ELIGIBILITY (20 CFR 641.500)

The purpose of recruitment is to ensure that the maximum number of eligible older individuals will have an opportunity to participate in the SCSEP.

Efforts to recruit potential participants must be a priority for sub-grantees to ensure there is a pool of interested potential participants to fill equitable distribution positions as they become vacant. To ensure recruitment success, sub-grantees shall:

(a) Notify the Job Center delivery system of all current vacancies; (b) Establish relationships with other providers of services to older persons, persons with low incomes, and to person of various race/ethnic backgrounds; (c) Place flyers, brochures, posters, and other advertisements in public places where older individuals tend to visit; (d) Use low or no cost media advertising on radio, TV, and local newspapers; (e) Make presentations to groups of older people or the general public to provide education about the program; (f) Maintain close working relationships with local Workforce Investment Boards, Vocational Rehabilitation programs, dislocated worker programs, and adult education programs; and (g) Assist in planning and operating the Older Worker Event to promote the program.

ELIGIBILITY CRITERIA (20 CFR 641.515)

To be eligible for participation in the SCSEP, an individual must meet each of the following criteria for age, income, place of residence upon initial enrollment, and eligibility to work: Age-Each individual must be 55 years of age. No upper age limit can be imposed for initial enrollment or continued enrollment; Income - The family¹ income of an applicant or participant during the preceding 12 months or six months annualized must not exceed 125

¹ Standard Definition of Family is: 1) A husband, wife, and dependent; 2) A parent or guardian and dependent children; or 3) A husband and Wife. A person with a disability may be treated as a "family of one" for income eligibility purposes as currently provided at 20 CFR 641.500 of the SCSEP regulations.

percent of the poverty levels established and periodically updated by the U.S. Department of Health and Human Services for income eligibility determination purposes at the option of the applicant; Residence - Each individual, upon initial enrollment, shall reside in the State in the project is authorized; Eligibility to Work - Individuals enrolled after November 6, 1986, must prove their eligibility to work by completing the Immigration and Naturalization Service (INS) Form I-9; and Unemployed - Individuals applying for SCSEP must be unemployed.

The sub-grantee shall make efforts to assure that the maximum number of eligible individuals have an opportunity to participate in the SCSEP. The SCSEP Program Coordinator or their designee will monitor the achievement of recruitment goals during visits with the sub-grantee. At no time should vacancies exist in the program when funding is available to provide training opportunities for older workers.

The U.S. Department of Labor requires that the State periodically monitor the performance of grant-supported activities to assure that project goals related to the recruitment of priority populations are being achieved and that all requirements of the Older Americans Act and related rules and regulations are being met. These efforts must include outreach to minorities, individuals with limited English proficiency and those with the greatest economic need, at least in proportion to their numbers in the area, taking into consideration, their rates of poverty and unemployment.

Priority will be given to the following individuals: 65 years of age or older; Have a disability; Have limited English proficiency or low literacy; Reside in a rural area; Are veterans, or the spouse of veteran who died of a service-connected disability; 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; the spouse of any veteran who has a total disability resulting from a service-connected disability; and the spouse of any veteran who died while a disability so evaluated was in existence who meet program eligibility requirements under section 2 of the Jobs for Veterans Act, Public Law 107-288 (2002). Veteran status is a Most-in-Need characteristic; therefore, it is a performance goal that must be met; Have low employment prospects; Have failed to find

employment after using services provided through the Missouri Job Center Delivery System; or
Are homeless or at risk for homelessness.

Initial applicant eligibility screening may take place via telephone when initiated and preferred by the applicant. The Client Eligibility Statement form (or another form approved by the SCSEP State Program Coordinator or designee) will be completed for each face-to-face interview. Sub-grantees will use income definitions and income inclusions and exclusions for SCSEP eligibility, as described in TEGL No. 12-06, to determine and document participant eligibility. Copies of verification of income documentation and any subsequent information will become part of each participant's income file. The income file shall be kept in a secure, separate location from the participant files. Refer to the latest information regarding income, poverty guidelines, and income computation provided by DOL at doleta.gov/Seniors/html_docs/TEGL.cfm.

MOST IN NEED AND PREFERENCE FOR SERVICE (20 CFR 641.520)

The most in need measure reports the average number of barriers to employment per participant. The regulations allow credit for a total of 13 barriers to employment in two separate categories. The first category is comprised of 8 priorities of service: homelessness or risk of homelessness; rural; low employment prospects; low literacy skills; veteran (or qualified spouse); disability; failed to find employment after using WIA Title I; and low-employment prospects. (Although age 65 and over is a priority of service, it is not included in the most in need measure.) The 8 priorities of service are recorded only at the time of enrollment and may not be updated. *If a participant's conditions change during enrollment, sub-grantee can record that fact in the comments section of the Participant Form, but may not update these 8 fields.*

The second category is comprised of 4 additional barriers to employment that are part of the waiver factors for the durational limit: severe disability; frail; old enough for SS retirement but not eligible to receive it; severely limited employment prospects in an area of persistent unemployment; and age 75 and over. Unlike the priorities of service, the waiver factors may be

entered into SPARQ whenever sub-grantee becomes aware of them. This must be done to get credit in the most in need measure for each program year in which a factor applies.

For example: If the sub-grantee's goal is 2.00 and the sub-grantee serves 40 participants in a year, the participants will need to have an average of 2 Most-in-Need characteristics (80 characteristics/40 participants = an average of 2). Obviously, some of the participants will possess all 13 Most-in-Need characteristics and others none; as always, the sub-grantee will balance their enrollment to achieve this goal.

ENROLLMENT PROCEDURES

The sub-grantee will obtain and record the personal information necessary to determine eligibility for each individual. The information shall be recorded on the Participant Form at the time of enrollment and each year at the time of recertification. The sub-grantee is responsible for assuring that the information provided by the applicant is reasonable, reliable, and consistent with other statements made by the applicant. Refer to the SCSEP Data Validation Handbook (located at <http://www.scsep-help.com/dotnetnuke/Documentation/DataValidation.aspx>) to identify required documentation.

Once an applicant is deemed eligible, his or her enrollment must be properly documented. A list of intake forms follows:

[Participant Form](#) (Note: Mandatory form for all initial enrollments and re-enrollments.)

[Employment Eligibility Verification Form I-9](#) (Mandatory for all individuals enrolled after November 6, 1986.)

[SCSEP Community Service Assignment Form](#), Physical Assessment Waiver, if applicable

AVERAGE PROJECT DURATIONAL LIMIT (OAA Title V. Sec. 502 (b) (1) (C))

Sub-grantees are required to maintain an average project durational limit of 27 or fewer months. The average project duration is the sum of the number of months of enrollment of all the program's participants, divided by the number of participants.

Participants cannot be terminated based solely on the average project durational limit before the participant reaches the individual durational limit (48 months). However, participants can be, and are encouraged to be, exited from the program into unsubsidized employment as soon as they are ready. Participants will be encouraged to complete their job readiness training and obtain unsubsidized employment within 27 months or less of enrollment in the program. The participant's Individual Employment Plan (IEP) will address individual goals and timelines for obtaining employment. The sub-grantee must have written permission from the SCSEP State Program Coordinator and the Department of Labor to impose an individual participant durational limit of less than 48 months.

INDIVIDUAL DURATIONAL LIMIT (OAA section 518 (a) (3)(B); section 20 CFR 641.570)

Missouri has implemented a durational limit policy that adopts the 48 month limit on all participants with the possibility of a waiver for a least two or more of the qualifying factors. The sub-grantee must terminate any participant who reaches the 48 month durational limit, unless a waiver is in place. NOTE: Participants are not automatically entitled to remain in the program for 48 months. DOL may choose to implement a longer DL limit, in this case the Missouri DL limit will be extended to match the extended DOL DL limit. (For example, during the COVID 19 pandemic, DOL automatically extended the DL for participants from 48 months to 60 months.) When this occurs all information below regarding exits due to DL will be extended by the U.S. Department of Labor in the SPARQ system.

SCSEP participants are encouraged to complete their job readiness training and obtain unsubsidized employment within 27 months or less of enrollment in the program or as soon as they become job ready in order for the sub-grantee to meet the average project durational limit of 27 months. The IEP will address individual goals and timelines for obtaining unsubsidized employment.

Participants will be provided a copy of the SCSEP Individual Participant Durational Limit Policy during orientation and annually at recertification. The host site agency will be provided a copy of the SCSEP Individual Participant Durational Limit Policy during orientation and with the host site agreement. The participant and the host site supervisor will sign a form affirming that they received and read the policy. Approved breaks will not be counted toward the individual's durational limit.

The SCSEP sub-grantee will track individual participation and notify participants in writing when they are within 12 months of reaching their individual 48 month durational limit. To qualify for a waiver, at least two of the following factors must apply to the participant and be documented in the program year in which the 48 month limit is reached and be verified by local, state and regional SCSEP staff: Severe disability; Frail 75 years of age or older; Low literacy skills; Old enough for, but not receiving Social Security Title II; Severely limited employment prospects in a county of persistent unemployment and Limited English proficiency.

SCSEP participants who have reached their 48 month durational limit and are not eligible to apply for a waiver or who have been denied a waiver will be terminated from the program with 30 days written notice. Any relevant documentation will be placed in the participant's file.

To ensure that participants maximize their experience while in SCSEP, the participant will be assessed every 6 months for job readiness, to identify barriers to gaining employment and to identify additional training and supportive services needed. The participant will be enrolled in training programs to enhance current skills or help them learn new job skills. The participant may be transferred to a new host site if there is the potential for new work skills to be obtained. The IEP will be updated and goals and timelines reevaluated at least every 6 months. If unsubsidized employment is not achieved before 42 months of SCSEP participation, in the 42nd month, the sub-grantee staff and the participant will develop an exit transition IEP that will plan the participant's strategy for attaining self-sufficiency or transferring to other services.

CONFIDENTIALITY (Privacy Act of 1974) (Section 504 Rehabilitation Act of 1973) (ADA)

Names of SCSEP participants are considered public information. However, the sub-grantee shall maintain the confidentiality of all other information regarding applicants, participants, and their families that may be obtained through application forms, assessment interviews, tests, and evaluations.

Without the permission of the applicant or participant, confidential information should be divulged only as necessary for purposes related to project administration or evaluation and only to persons having official responsibilities in connection with the project or to governmental authorities to the extent required for the proper administration of law.

A grantee or sub-grantee may not share with potential host agency information about an individual's disability. For example, a local project staff person telephones a host agency in an effort to place an enrollee. During the conversation, the staff person explains that the enrollee in question has multiple sclerosis and asks the host agency if they would be willing to take such an enrollee. This and any similar practice are strictly forbidden by section 504 and the ADA.

AMERICANS WITH DISABILITIES ACT (2010 Revised ADA Regulations)

Title I of the Americans with Disabilities Act of 1990 prohibits private employers, State and local governments, employment agencies and labor unions from discriminating against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions, and privileges of employment. The ADA covers employers with 15 or more employees, including State and local governments. It also applies to employment agencies and to labor organizations.

The term "disability" means, with respect to an individual: (A) a physical or mental impairment that substantially limits one or more major life activities of such individual; (B) a record of such an impairment; or (C) being regarded as having such an impairment.

Major life activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working. Major life activity also includes the operation of a major bodily function, including but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

An individual meets the requirement of "being regarded as having such an impairment" if the individual establishes that he or she has been subjected to an action prohibited under this chapter because of an actual or perceived physical or mental impairment whether or not the impairment limits or is perceived to limit a major life activity.

Host agencies and sub-grantees are subject to the Americans with Disabilities Act (ADA). This law mandates nondiscrimination against persons with disabilities regarding employment and access to public places. Under the ADA, employment policy and practice from recruitment to promotions and assignments must be non-discriminatory.

Physical barriers to access existing facilities must be removed, and plans for alterations or renovations must consider accessibility to all services, including restrooms, telephones, and building tenants. The sub-grantees will ensure that a completed ADA checklist or documentation is filed in the host agency files.

PROCEDURES WHEN APPLICANTS ARE INELIGIBLE

When applicants are found to be ineligible, whether due to age, income, residency, employment or ineligibility to work under INS rules, the sub-grantee should take the following steps:

Explain to the applicant why she or he is ineligible; Discuss the grievance process and provide the applicant with written grievance procedures; Give the reason for ineligibility to the applicant in writing (mail, if appropriate); Make referrals, if appropriate, to other employment and training programs (e.g. WIA provider); and Make

referrals, if needed, to community service agencies (social services, food bank, transportation, housing, AmeriCorps, Senior Companion, RSVP etc.).

RECERTIFICATION (20 CFR 641.505)

Sub-grantees shall recertify the participant annually to verify continued income eligibility. A face-to-face interview between the sub-grantee and the participant will be held within the same month of the participant's initial certification or anytime within the first 12 months of certification. The sub-grantee will notify the participant at least 30 days prior to the date recertification is to take place to conduct the annual recertification to verify income. The Client Eligibility Statement will be completed at each recertification. Income will be verified and documented and the copies of verification of income documentation and any subsequent information will become part of each participant's income file. The information recorded on the eligibility form will be authenticated by the applicant's dated original ink signature. The sub-grantee will record each determination on the Client Eligibility Statement form.

Refer to the latest information regarding income, poverty guidelines, and income computation provided by DOL at [doleta.gov/Seniors/html docs/TEGL.cfm](http://doleta.gov/Seniors/html_docs/TEGL.cfm).

SPECIAL CIRCUMSTANCES

Determination of ineligibility: If a sub-grantee determines that a participant is ineligible during recertification because of changes in family income, the individual shall be given a written notice and terminate the participant 30 days after the participant receives the notice. (20 CFR 641.580)

False information: If at any time a sub-grantee determines that a participant was incorrectly determined eligible as a direct result of false information given by that individual, the individual shall be given a written notice explaining the reason(s) for the determination and terminated immediately. (20 CFR 641.580)

Incorrect determination: If at any time a sub-grantee determines that a participant was incorrectly determined eligible through no fault of the participant, the sub-grantee shall give

that individual immediate written notice explaining the reason(s) for termination, and the participant shall be terminated 30 days after the participant receives the notice. (20 CFR 641.580)

The sub-grantees will maintain documentation for unfavorable determinations and all certification forms. With the receipt of new income eligibility guidelines, the unfavorable determination files will be reviewed and applied retroactively to the effective date of the guidelines, to ensure no applicant has been denied due to income ineligibility. (20 CFR 641.580)

Any individual determined ineligible for the SCSEP shall be referred to the nearest Missouri Job Centers and other potential sources of assistance. (20 CFR 641.580)

PHYSICAL EXAM/ HEALTH SCREENING (20 CFR 641.565 (b) (ii) (A) (B))

Each participant will be offered the opportunity to have a complete physical examination when they begin with the program and yearly thereafter. Participants will be informed that physicals are considered a fringe benefit of the program and not part of the eligibility criterion. The participants may, at their option, provide the sub-grantee with a copy of the report. Participants may refuse to have the physical examination. The sub-grantee will document this refusal, through the signed and dated "Record of Offer for Physical Examination" form. The form will be updated annually and maintained in the participant's individual file.

Whenever possible, physical examinations will be obtained by donation or at a reduced cost from a local physician. When this is not possible, the sub-grantee may purchase the examinations from local health service providers or reimburse the participant. Sub-grantees will not obtain copies of the physical or use the results of the physical examination to establish eligibility or for any other purpose.

ORIENTATION (20 CFR 641.535 (a) (1))

A thorough and detailed orientation must be provided to each participant and to each host agency. The orientation shall be documented and filed in the participant or host agency file.

Participant: Once an individual has been selected for participation in the program, the sub-grantee will review the rights and responsibilities of a SCSEP participant, program goals and objectives, how to complete various paperwork required, political activities that are permitted and prohibited, training opportunities, available supportive services, availability of free physical exam, training wages and fringe benefits, time sheet responsibilities, the grievance procedure, holiday and sick leave policy, the assessment process, the development and implementation of IEPs, health and safety issues related to each participant's assignment, role of supervisors and host agencies, maximum individual duration policy including the possibility of a waiver, the termination policy and a discussion of the host agency assignment. A document stating that each participant has the right to a "safe and drug free workplace" is included in the orientation materials.

The Privacy Act of 1974, as amended, requires all federal agencies, including DOL and its agents, to give the following facts to each person from whom it requests information:

The statutory authority for the request; Why the information is needed; Whether it is voluntary or mandatory to provide the information; The effects of not providing the information; The uses which may be made of the information; and Whether disclosure of the Social Security Number is mandatory or voluntary, by what statute or other authority the number is solicited, and what uses will be made of it.

These items are provided in the attached template (attachment A) that sub-grantees may use to generate their own statements for use on-site. The participant shall sign the statement upon enrollment in SCSEP.

Host agency: The sub-grantee will visit potential host agencies within their area to meet with the individual(s) who will be responsible for the overall supervision of the participant. Host agencies will receive an overview and purpose of the program, including their responsibility as a host agency, the responsibility of the participant that is assigned to their agency, grievance procedures to be followed, completion of paperwork, time sheet responsibilities, overview of

in-kind, political activities that are permissible, providing a safe and healthy work environment for the participant and other information relevant to the program.

ASSESSMENT (20 CFR 641.535 (a) (2))

Once an individual has been determined eligible to participate in the program, the sub-grantee will interview and complete the assessment with the participant. The assessment gathers information regarding the participant's work history, skills and interests, talents, physical capabilities, aptitudes, needs for supportive services, occupational preferences, training needs, potential for performing community service assignments, and potential for transition to unsubsidized employment. **The assessment will be completed prior to the participant's host agency assignment and updated no less frequently than two times during a twelve-month period.** Sub-grantees are responsible for the retention of all assessments in the participant's file. The assessment information gathered will be used to determine the most appropriate community service assignment for the participant.

A sub-grantee may use an assessment of a participant prepared by another employment or training program under the WIOA if the program prepared the assessment within one year prior to the date of application to the SCSEP.

Following the assessment, some participants may be recommended for vocational training and rehabilitation services or assignment to community service employment. The sub-grantee will meet with other SCSEP sponsors in the area and local Workforce Development agency representatives to share information on participant and host agency recruitment strategies, unsubsidized employment opportunities, supportive services resources, annual older worker recognition activities or any other topics deemed necessary to improve overall collaborative efforts. In addition, some participants may be referred to social service agencies for assistance in meeting other needs that may affect job performance or the ability to transition into unsubsidized employment.

INDIVIDUAL EMPLOYMENT PLAN (IEP) (20 CFR 641.535 (a) (3))

The assessment is the basis for developing or amending the IEP. The IEP must be completed by the sub-grantee in partnership with the participant reflecting the information from the assessment. IEPs are a stepping-stone to an ultimate goal or destination with action steps to describe how each goal will be achieved and generally includes goals and appropriate sequences of services for that participant, based on the assessment. Sub-grantees will establish an initial goal of unsubsidized employment for all participants.

IEPs are living documents and must be updated each time an assessment is completed. They may be reevaluated more frequently than the required 2 times a year (every 6 months). Updating IEPs more frequently may increase the unsubsidized placements, which in turn, provides greater opportunity to channel participants through the program. Sub-grantees are responsible for the retention of all IEPs in the participant's file and a copy shall be provided to the participant's host agency supervisor.

Modify the IEP as necessary to reflect other approaches to self-sufficiency, if it becomes clear that unsubsidized employment is not feasible. For participants who will reach the individual durational limit or would not otherwise achieve unsubsidized employment, include a provision in the IEP to transition to other services.

An IEP developed through the Missouri Job Centers will satisfy the requirement of a SCSEP assessment and IEP and vice versa. Sub-grantees and the Missouri Job Centers shall have an MOU indicating the arrangements. (20 CFR 641.230)

IEP REVIEW

The sub-grantee shall formally review the IEP progress for each participant at least twice a year. This review must include the following:

An assessment of the appropriate work training assignment;

(a) An evaluation of the progress the participant has made in meeting IEP objectives; (b) A determination of the participant's potential for transition to unsubsidized employment; (c) An evaluation of the progress the participant has made toward meeting his or her training and employment objectives; (d) Input from the participant on any aspect of the plan; (e) Input from the host site supervisor on any aspect of the plan; (f) Motivation of the participant toward completing the plan steps; (g) Any necessary revisions to the IEP due to a change of circumstances with the participant or the training site (e.g. Some participants may not be able to achieve the original employment goal) ; and If the participant has made significant progress or if there has been a change in circumstances, the IEP should be revised to reflect this.

The participant and host supervisor must be given a copy of the revised IEP. The participant must be informed of the changes to the IEP and agree to the changes in any goals, program activities, services or required action steps. The participant must then sign the IEP.

TRAINING DESCRIPTIONS

Individualized training descriptions for each participant shall be reviewed annually and updated, as needed, by the sub-grantee with the input of the participant and the host agency. The assessment and IEP are the basis of the training description. The assessment, which is the first step in development of the IEP, must be made in partnership with the participant and the basis of the IEP. The IEP generally includes goals and appropriate sequences of services for that participant, based on the assessment. The training descriptions are the objectives developed based on identified needs and/or goals of the participants in the IEP, not a host agency job description. This will ensure that there is no maintenance of effort violation.

OTHER TRAINING (20 CFR 641.535 (a) (5) and 20 CFR 641.540)

The sub-grantee shall provide or arrange for training specific to the participant's community service assignment that is realistic and consistent with the participant's IEP. Training will consist of lectures, seminars, individual instruction, and other activities to prepare the participants for unsubsidized employment. Community vocational/technical schools and community colleges may be utilized to provide computer and skills training. Missouri Job Centers will be utilized to provide training opportunities for participants. The participant will

be reimbursed at their regular hourly wage while attending training, as well as being reimbursed for mileage and/or bus fare. In order to be reimbursed for mileage or bus fare, the participant must complete a monthly expense form, as specified by the sub-grantee.

Sub-grantees are encouraged to obtain training through locally available resources, including host agencies, at no cost or reduced cost. They may pay reasonable costs for instructors, classroom rental, training supplies and materials, equipment, tuition, and other costs of training.

PARTICIPANT TRANSPORTATION (Executive Order (E.O.) 13330 issued by President Bush on 2/24/04)

The sub-grantees shall collaborate with the area agencies on aging and other community service agencies to coordinate transportation services for their area. The collaboration will assist participants to access suitable transportation to improve mobility, employment opportunities and access to community services. Participants will receive reimbursement for mileage and/or the cost of bus passes when they attend quarterly in-service meetings, planned group training sessions and training activities (i.e., computer training, resume writing, GED classes, etc.). The cost of bus passes depends on the location and mileage reimbursement depends on the sub-grantee.

SUPPORTIVE SERVICES (20 CFR 641.535 (a) (7) and 20 CFR 641.545)

The sub-grantees shall provide appropriate supportive services to assist participants in obtaining and retaining unsubsidized employment. Supportive services may include, but are not limited to: payment of reasonable costs of transportation; health and medical services; special job-related or personal counseling; incidentals such as work shoes, badges, uniforms, eyeglasses, and tools; dependent care; housing, including temporary shelter; needs-related payments; and follow-up services.

Sub-grantees shall obtain supportive services through local means and at low-cost or no cost to the program. The area agencies on aging and other various community service agencies can assist in the provision of services.

COMMUNITY SERVICE ASSIGNMENTS (20 CFR 641.535 (a) (4))

The sub-grantee shall be responsible for providing the participant with appropriate skill training. Participants will be paid the higher of the federal or state minimum wage or the prevailing wage for hours spent in skill training provided in preparation for their community service assignment. When applicable, the sub-grantee may arrange for vocational or job search training through the local Job Center or other appropriate agencies.

Sub-grantees shall coordinate with other community agencies, such as the Job Centers, Vocational & Adult Education and Workforce Development, to utilize additional testing and assessment resources.

Once an assessment and an IEP are completed, a community service assignment will be developed that allows for rewarding work-based training, while efficiently utilizing the participant's skills and aptitudes. Participants will be matched to host agencies that provide appropriate training to increase the potential for unsubsidized employment. Community service agencies will benefit from work performed by participants, since the work-based training assignments are in addition to the agency's employees.

Host agencies will be public agencies or private non-profit organizations, exempt from taxation under the provision of section 501(c)(3) of the Internal Revenue Code of 1954, which provides a work-based training site and supervision for a participant. Potential host agencies ensure their eligibility to provide community service work-based training assignments by reviewing and signing the host agency agreement and by providing written verification of their tax exempt status, which is maintained by the sub-grantee in the host agency's files.

Participants will not be employed in projects involving one or more of the following:

The construction, operation or maintenance of any facility used as a place for sectarian religious instruction or worship; The building and construction of highways; Work which primarily benefits private, profit-making organizations; or Work, which benefits political parties.

Emphasis will also be placed on agencies, which involve delivering direct services to the low-income elderly, the elderly in general and the economically disadvantaged. Also, in recruiting potential host agencies to provide work-based training sites, every attempt will be made by the sub-grantees to provide a broad range of training assignments to best meet the varied interests, skills and aptitudes of participants. However, it will be recognized that the type and number of host agencies are limited in some areas of the state.

Participants shall not volunteer hours, and the host agencies will not ask participants to do the same or similar duties as their SCSEP assignment without payment from the agency. In addition, host agencies shall not add a participant to their payroll and pay them for work on a regular schedule in addition to their SCSEP training assignment. SCSEP requires the participants to be unemployed.

Host agency assignments prepare participants for employment. It is essential that absences are kept to a minimum and that time is taken off only for emergency circumstances. Participants shall inform their host agency supervisor by telephone that they will be late or absent from their assignment and explain the reason. Participants who are habitually absent will be counseled regarding appropriate attendance, and may be terminated in accordance with the termination section of this manual.

All sub-grantees shall provide the following fringe benefits: FICA, annual physical examinations and Workers' Compensation. All benefits required by federal law will be provided. Workers' compensation premiums will be paid by the sub-grantees, not the host agencies.

An authorized supervisor will be selected at each host agency and will be required to submit monthly supervisory reports to the sub-grantee throughout the year. Progress toward meeting and/or overcoming listed barriers and indications of participant training activities related to their IEP, may also be included on monthly reports.

The host agency supervisors shall complete annual performance evaluations on each participant under their direct supervision and submit to the sub-grantee. The sub-grantees shall visit each host agency quarterly to review and discuss all program areas, verify that participant(s) are being supervised properly and are performing duties according to their training position descriptions, as well as receiving adequate training. The sub-grantee will review the participant's IEP with the host agency, and if necessary, update as needed. Supervisors will be encouraged to give the participant honest and constructive feedback regarding their performance. Participants who are not successful at a site will be counseled and, if necessary, rotated to a more compatible community service assignment within the host agency or to another host agency.

Religious Institutions

Participants cannot be assigned to a community service assignment that promotes sectarian religious worship or instruction or involves the construction, operation, or maintenance of a facility to be used as a place of worship or instruction.

For-Profit Businesses

Participants cannot be assigned to a community service assignment at a for-profit company. Placement into jobs at for-profit businesses is strongly encouraged.

Political Activity

Participants cannot be assigned to perform duties that involve political activities on behalf of either a partisan or nonpartisan group.

Nepotism

Participants cannot be assigned to a host agency where a member of the participant's immediate family works in an administrative capacity and has direct or indirect authority over participants assigned to the host agency. Immediate family includes wife, husband, son, daughter, mother, father, brother, brother-in-law, sister, sister-in-law, son-in-law, daughter-in-law, mother-in-law, father-in-law, aunt, uncle, niece, nephew, stepparent, stepchild, grandparent and grandchild.

Lobbying

SCSEP funds shall **not** be used to influence the legislative process or any appropriation pending before the Congress of the United States. No salaries or expenses for any activity designed to affect legislation may be paid with SCSEP funds.

MAINTENANCE OF EFFORT (20 CFR 641.844)

The sub-grantees shall ensure that employment of a participant funded under Title V of the OAA is permissible only in addition to employment that would otherwise be funded by the grantee, sub-grantee and host agency without assistance under the OAA. Host agencies will be screened prior to the assignment of the participant and annually, thereafter, to determine if the following conditions are met: participants augment the current host agency work force; current host agency workers are not displaced (including partial displacement, such as reduction in non-overtime work, wages, or employment benefits); existing host agency contracts are not impaired; there is no job substitution for positions that are federally funded; and participants are not assigned to perform the same work, or substantially the same work as that performed by an individual who is on layoff. The “Host Agency Agreement” form will document that the above conditions are met and filed in each host agency file by the sub-grantee.

ATTENDANCE AND SCHEDULE

Each participant will work approximately 20 hours per week as specified in the grant agreement. Any variation from this 20 hour per week schedule must be approved in advance by the State SCSEP Program Coordinator. The hourly wage rate will be at the higher of state or federal minimum wage or the prevailing wage.

Host agency assignments prepare participants for employment. It is essential that participants keep absences to a minimum and that time is taken off for emergency circumstances. Participants shall inform their host agency supervisor by telephone that they will be late or absent from their assignment and explain the reason. Host agency supervisors and the sub-

grantees will monitor attendance throughout the year. Participants who are habitually absent or late will be coached.

The participants may adjust their schedule within the same pay period or in the pay period immediately preceding or following the one in which the participant's normal schedule is disrupted to make up time. Host agencies may close on a day that the participant would normally be on site (including Federal holidays), the participant may take leave without pay or make up the time.

APPROVED BREAKS (Leave without Pay)

Participants on extended breaks affect the core performance measures and contribute to performance falling below the levels required by the U.S. Department of Labor and deny new participants timely entry into the program.

To ensure that Missouri SCSEP participants and those on the waiting list are given the best opportunity to benefit from the SCSEP program, participants who reach 60 days of break must be sent a notice by the contractor that they will be terminated from the program if they do not return to work within 30 days of the date of the letter. If a participant returns during that 90 day period, the termination letter will be withdrawn. However, if the participant is unable to return during the 90 day period, they will be terminated in accordance with the contractor's existing termination policy. Extenuating circumstances may require an extension of the approved break policy beyond the 90 day maximum. These circumstances will be evaluated on a case by case basis. The sub-grantee should email the SCSEP State Director with the reasons the extension is requested. The extension decision will be made between the SCSEP State Director and the sub-grantee.

Once it has been determined a participant will not be returning within the approved break policy maximum number of days, each contractor should start the enrollment process for a new participant from the waiting list. If the participant indicates he or she will return during the period between 60 days and 90 days, enrollment of a new participant can be waived until

the current participant's break has reached 90 days and the participant has been sent a termination notice.

A doctor's statement shall be provided to the sub-grantee upon a participant's return to the assignment following an extended illness of 10 consecutive working days or more. The sub-grantee may require a doctor's statement at any time a participant is sick and absent from the assignment. Participants are expected to return to their assignment after their approved leave period ends. If participants have requested less than 30 days and need additional time before they return, they shall request permission from the sub-grantee. Participants exceeding their LWOP will be exited from the program with a written notification from the sub-grantee. Participants may also be exited for habitual absences. Documentation of the situation shall be provided by the sub-grantee for the participant's file.

An unexcused absence occurs when a participant is absent without prior permission from the host agency supervisor and does not have a reasonable excuse. Unexcused absences may result in a disciplinary action, including termination from the program.

In the event of a disaster, participants shall contact the sub-grantee when methods of communication become available to inform of their whereabouts, safety, and whether they will be able to return to the host agency in the near future. The participant shall leave a contact phone number. Participants will be permitted to make up hours missed at their assignment or will be reassigned to another host agency whenever possible.

Paid Emergency Leave Policy

In the event the Missouri Governor requests and FEMA approves a Major Disaster Declaration due to a pandemic or other widespread event that poses an ongoing threat to the health and wellbeing to the SCSEP participants, the Missouri State SCSEP Director may elect to authorize Paid Emergency Leave for enrolled participants when the Governor also declares that a State of Emergency exists. The decision to authorize Paid Emergency Leave for participants is limited to situations in which the State of Emergency may have a direct impact upon a significant number of SCSEP host agencies' operations or paid training activities, and where it

can be reasonably inferred that reporting to the host agency for training may pose a substantial risk to the participants' health and/or safety. The length of time the Paid Emergency Leave Policy is in effect for all participants is at the State SCSEP Director's sole discretion.

Sub-grantees shall notify participants and host agencies immediately of the implementation of the Emergency Leave policy after being notified by the Missouri State SCSEP Director by email that the policy is in effect.

Situations may exist which require individual participants or participants in a particular city, county, or region to be placed on Paid Emergency Leave. In these situations, the sub-grantee should consult with the State SCSEP Director to determine if Paid Emergency Leave is appropriate using all available information to assess the safety of participants in the affected locality.

The sub-grantee may authorize remote training at their discretion if a host agency remains operational, can adequately supervise a participant remotely, and the participant has the necessary equipment to complete training. The substance of the remote training and how it will be conducted must be documented in the IEP of each person engaged in remote training.

A participant may only be authorized to receive Paid Emergency Leave equivalent to the maximum number of authorized training hours for the area in which they reside. In no circumstance may the participants receive more than 20 hours per week of Paid Emergency Leave and a total of 40 hours of Paid Emergency Leave per pay period.

For participants to be paid under this policy, sub-grantees must complete a timesheet for eligible participants and attach the notification to the timesheet to validate the request for participant pay. The hours should be classified as Community Service Assignment (CSA) hours on timesheets. Sub-grantee team members will need to approve the timesheet by signing the timesheet on the "Host Agency Supervisor" signature line. Participants electing to utilize

approved break instead of Paid Emergency Leave should have a completed Approved Break Form in their file to document this request.

MONITORING OF HOST AGENCIES

The sub-grantee must visit training sites at least annually. When the governor has declared an emergency in the state during the time a major disaster declaration is in effect for the affected area, sub-grantees may complete the monitoring virtually. A written summary of each monitoring visit should be placed in the files of the sub-grantee, participant, and host agency. The following items should be discussed during the monitoring visit:

Review the training description outlined in the participant's plan and compare the tasks the participant is actually completing to ensure compliance; Discuss supervision of the participant to make sure it is adequate given each participants unique needs and abilities; Discuss the participants progress towards meeting their goals and attaining the desired skills; Review any trainings the participant has received since the last visit and identify additional training needs; Review the safety requirements for each host agency and ensure there are no safety hazards identified during visit or reported by participant; and Review supportive services provided and determine the need for any additional supportive services.

UNSUBSIDIZED EMPLOYMENT (20 CFR 641.550)

The sub-grantees shall collaborate with Job Centers and community service agencies to facilitate participant and worksite development, as well as develop the framework for an increase in placement rates. The agencies will serve as a resource and referral agent enhancing recruitment efforts. The sub-grantees will communicate changes in work place needs and requirements or developments in the field of reintegrating older persons into the national labor force. Participants will be informed they will have a face-to-face contact with the Job Center counselor to be informed of services available at the centers.

The sub-grantees shall establish and maintain cooperative agreements with workforce development agencies in continuing efforts to develop and facilitate networking groups throughout the service area that benefit participants such as job clubs, re-employment

programs, etc. Efforts shall be coordinated by the sub-grantees with agencies and organizations such as SCSEP national grantees, regional planning commissions, and local community service agencies to better serve the participants. Sub-grantees will facilitate periodic regional meetings with the various service providers for older workers within their communities to ensure better coordination.

Sub-grantees shall provide on-going counseling to participants to encourage individual job search for unsubsidized employment. In addition, the sub-grantees may increase efforts on job development by establishing a position to assist participants in the job search. Sub-grantees shall document contacts made with private employers to make referrals for unsubsidized employment opportunities. They shall also encourage the host agencies to assist participants in their transition to unsubsidized employment, including unsubsidized employment with the host agency.

Counting Entered Employment

The common measures “The percentage of project participants who are in unsubsidized employment during the second quarter after exit from the project” and “The percentage of project participants who are in unsubsidized employment during the fourth quarter after exit from the project” requires that the former participant have earnings in the second and fourth quarters after the quarter of exit to be counted as an unsubsidized employment placement.

For the purposes of the data collection system and performance measures, a quarter always means a calendar quarter: July 1-September 30; October 1-December 31; January 1-March 31; and April 1-June 30. The common measures refer to the quarter after the quarter in which the participant exits.

Recording Unsubsidized Employment Placements

An unsubsidized employment placement must be reported on the Unsubsidized Employment Form and entered into SPARQ. The sub-grantee shall use the [Unsubsidized Employment Form](#) to record placement information. This form shall also be emailed to DSDS monthly with the

monthly report and IEP's. This will allow DSDS to determine if an Unsubsidized Employer Customer Satisfaction Survey should be mailed to the unsubsidized employer.

If a participant is placed after he or she is terminated, the placement may be counted by the project if the placement occurred within 90 days of the termination and if the placement can be attributed to assistance the individual received from SCSEP. For instance, if a former participant received job seeking skills training and then finds a job, the placement can be counted by the sub-grantee.

However, if the former participant cannot be confirmed as still employed after 30 calendar days, the placement should be reported as *other terminations* in the current quarter. If the former participant can be confirmed in the subsequent quarter as still employed after 30 calendar days, the placement may be counted on that quarterly report.

UNSUBSIDIZED EMPLOYER CUSTOMER SERVICE AND SATISFACTION (20 CFR 641.700 (C) (2) and 20 CFR 641.710 (b)(2) (Section 513 (b) (2) (B) of the OAA)

The sub-grantees will be responsible for providing DSDS with a copy of the Unsubsidized Employment Form monthly in order for DSDS to determine if distributing the employer satisfaction survey is necessary. Employer is selected only if it is not also a host agency and self-employed participants do not receive the employer survey.

Employer Satisfaction Survey Policies and Procedures

DSDS enters data of delivery into the SPARQ database (field 23); enters the survey number and other necessary information into the Excel spreadsheet tracking form to facilitate tracking of survey response. See Employer Survey Tracking Form (Appendix A); DOL notifies the sub-grantee weekly of whether the survey is completed and returned to the DOL contractor; and If the survey is received by the DOL contractor, DSDS then updates the tracking form and SPARQ database (field 26f)

If the survey is not received, the DSDS delivers a 2nd survey to the employer.

DSDS enters new preprinted survey number into the SPARQ database (field 24); DSDS tracking form with survey number and other necessary information; DOL notifies grantee weekly of all surveys completed and returned; grantee monitors the list of surveys completed and updates the tracking form and SPARQ database (field 26f); and If a third survey is required, the grantee repeats instructions for second survey.

SCSEP FOLLOW-UP POLICIES AND PROCEDURES

Three required follow-ups are 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.

Follow-up 1 is intended to capture “The percentage of project participants who are in unsubsidized employment during the second quarter after exit from the project” information. This follow-up is scheduled to occur on or around the 1st day of the 2nd quarter after the quarter of exit and is a report of activity during the 2nd quarter. Follow-up 1 should also capture the “Median earning of project participants who are in unsubsidized employment during the second quarter after exit from the project” information. The sub-grantee shall determine the wage that is the midpoint of all wages earned by the participant in the 2nd quarter after the exit quarter. Follow-up 2 is intended to capture “The percentage of project participants who are in unsubsidized employment during the fourth quarter after exit from the project” information. This follow-up is scheduled to occur on or around the 1st day of the 4th quarter after the quarter of exit and is a report of activity during the 4th quarter.

Follow-up not only helps gather information needed for the performance measures, it helps with retention of employment for former SCSEP participants. The follow-up gives sub-grantees an opportunity to deal with any issues that have arisen and help intervene before an employment termination takes place. Job counseling or referrals to community agencies can be made to help resolve issues.

Follow-up activities must be documented in the participant’s SCSEP file. Official records that are used to establish wages should also be kept in the participants’ file. Examples of these

types of documentation include, but are not limited to: written statement of earnings from the employer; pay stubs; or signed attestation by the participant if the employer does not provide information after reasonable attempts have been made and noted in the case file.

RIGHT TO RETURN AND REENROLLMENT

The right of return is designed to afford participants a 30-day trial period in unsubsidized employment. It is limited to those participants who exit for unsubsidized employment but do not work for a total of 30 days within the first 90 days of exit. They are allowed to return to the program within 90 days without being subject to the priorities of service. Their exit is reversed, and they are treated as though they never left the program. Do not fill out a new Participant Form for them. Assign a returning participant to a host agency, either the one the participant left or a new one. Create a new host agency assignment even if reassigning the participant to the old host agency. 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 (field 15a of the Community Service Assignment Form) and given the next available assignment.

The right of return is limited to participants who exit to enter unsubsidized employment, work for a total of less than 30 days, and return to the program within 90 days of exit. Those who do not meet all three criteria for the right of return may seek to re-enroll. Either option may be available depending upon how long the participant worked, when the participant attempts to re-enter the program, why the participant is now unemployed, and whether the participant is job-ready. Participants who have reached their Durational Limit may not return to the program.

If the participant quit his or her job, take that into consideration in deciding whether to take the participant back into the program. If the participant quit with good cause – e.g., was unsuited to the work or had a health problem – the participant would be entitled to exercise the right of return. Alternatively, sub-grantee would be justified in exercising their discretion to permit her to re-enroll. Of course, before taking the participant back into the program, determine whether another placement would be suitable. For example, if the participant quit a job for which he or she lacked sufficient skills, but the participant was otherwise job-ready,

attempt to find them a job for which they are better suited. On the other hand, if the participant quit under conditions that would have amounted to a failure to comply with the IEP – e.g., the job was suitable but the participant did not really want to work at any job – sub-grantee might let the participant exercise the right of return only if he or she agreed to cooperate in the future and sub-grantee could treat the quitting as a failure to accept a job referral under the IEP. Sub-grantee certainly would not have to permit the participant to re-enroll. Re-enrollment is discretionary; a participant who has been terminated for cause or has demonstrated an unwillingness to abide by the program's rules is not entitled to a second enrollment.

If the participant has worked a sufficient time to demonstrate that she is job-ready, she would no longer be eligible for re-enrollment. Under most circumstances, a participant who has worked for 30 days and is laid off for lack of work would be considered job-ready and would not be eligible for re-enrollment. This would not necessarily be true of a participant who worked a relatively short time, including one who was in temporary or seasonal work.

In contrast, a participant who is fired after 29 days in unsubsidized employment for inability to do the job could very well need additional community service training to be truly job-ready and would be appropriate for re-enrollment if the participant were financially eligible.

If sub-grantee decides to re-enroll a participant who left unsubsidized employment, count all income earned in unsubsidized employment in the six or twelve months prior to re-enrollment.

Sub-grantee can choose to re-enroll a participant who exited for any reason provided the participant is not job ready and meets the other eligibility requirements. Re-enrollment is not limited to 90 days of exit. It does require a new application and a new Participant Form. A participant seeking to re-enroll is subject to the priorities of service in effect at the time. If there are no available slots or the re-enrolling participant is lower in priority than other applicants, sub-grantee can place the re-enrolling participant on the waiting list. Re-enrollments within 90 days of exit must be recorded in field 27a of the UE Form.

TERMINATIONS (20 CFR 641.580)

(a) If, at any time, a grantee or sub-grantee determines that a participant was incorrectly declared eligible as a result of false information knowingly given by that individual, the grantee or sub-grantee must give the participant immediate written notice explaining the reason(s) for termination and may terminate the participant 30 days after it has provided the participant with written notice.

(b) If, during eligibility verification under 20 CFR 641.505, a grantee or sub-grantee finds a participant to be no longer eligible for enrollment, the grantee or sub-grantee must give the participant written notice explaining the reason(s) for termination and may terminate the participant 30 days after it has provided the participant with written notice.

(c) If, at any time, the grantee or sub-grantee determines that it incorrectly determined a participant to be eligible for the program through no fault of the participant, the grantee or sub-grantee must give the participant immediate written notice explaining the reason(s) for termination and may terminate the participant 30 days after it has provided the participant with written notice.

(d) A grantee or sub-grantee may terminate a participant for cause. Grantees must include policies concerning for-cause terminations in the grant application and obtain the Department's approval. The grantee or sub-grantee must give the participant written notice explaining the reason(s) for termination and may terminate the participant 30 days after it has provided the participant with written notice.

(e) A grantee or sub-grantee may terminate a participant if the participant refuses to accept a reasonable number of job offers or referrals to unsubsidized employment consistent with the IEP and there are no extenuating circumstances that would hinder the participant from moving to unsubsidized employment. The grantee or sub-grantee must give the participant written notice explaining the reason(s) for termination and may terminate the participant 30 days after it has provided the participant with written notice.

(f) When a grantee or sub-grantee makes an unfavorable determination of enrollment eligibility under paragraph (b) or (c) of this section, it should refer the individual to other potential sources of assistance, such as the Missouri Job Center delivery system. When a grantee or sub-grantee terminates a participant under paragraph (d) or (e) of this section, it may refer the individual to other potential sources of assistance, such as the Missouri Job Center delivery system.

(g) Grantees and sub-grantees must provide each participant at the time of enrollment with a written copy of its policies for terminating a participant for cause, and must verbally review those policies with each participant at least annually.

(h) Any termination, as described in paragraphs (a) through (e) of this section, must be consistent with administrative guidelines issued by the Department of Labor and the termination notice must inform the participant of the grantee's grievance procedure, and the termination must be subject to the applicable grievance procedures described in section 20 CFR 641.910.

(i) Participants may not be terminated from the program solely on the basis of their age. Grantees and sub-grantees may not impose an upper age limit for participation in the SCSEP.

NONDISCRIMINATION and GRIEVANCE PROCEDURES (20 CFR 641.910 and 29 CFR part 38)

Complainants

If at any time an applicant or participant feels that they have been treated unfairly in a manner inconsistent with SCSEP Policies and Procedures, they have the right to file a grievance with no fear of retaliation. In order to file a grievance, the following steps should be followed:

1. The SCSEP applicant or participant should notify the sub-grantee case manager as soon as possible following the incident to arrange a meeting to discuss the grievance. *If the grievance is in regard to the case manager, the applicant or participant can start with step 2 below. If the grievance is in regard to the case manager and program director, the applicant or participant can start with step 3 below.*

2. If the applicant or participant does not believe the decision of the case manager follows the SCSEP Policies and Procedures, they can contact the Program Director to discuss the grievance. The Program Director will consider the grievance information provided by the applicant or participant and will review the actions and decisions of the case manager. The Program Director will provide a written response to the applicant or participant within ten (10) calendar days. If the grievance is in regard to the Program Director, the applicant/participant can start with step 3 below.
3. If, after speaking with the case manager and the Program Director, the SCSEP applicant or participant still believes the grievance has not been resolved in accordance with the SCSEP Policies and Procedures, they may contact the State SCSEP Manager listed below by mail, email or phone.

Michael Brewer
Chief, Bureau of Senior Programs
Division of Senior and Disability Services
Department of Health and Senior Services
P.O. Box 570
Jefferson City, MO 65102
Phone (573) 526-4542
scsepemployment@health.mo.gov

The State SCSEP Manager will acknowledge receipt of the grievance within ten (10) working days if mailed or emailed. Telephone calls will be acknowledged at the time the applicant or participant speaks with the State SCSEP Manager. The State SCSEP Manager will consider the grievance information provided by the applicant or participant and will review the actions and findings of the sub-grantee. The State SCSEP Manager may ask the applicant/participant, host agency or the sub-grantee for additional documentation or information pertinent to the grievance to ensure the applicant or participant's grievance is resolved in accordance with the SCSEP Policies and Procedures. The State SCSEP Manager will provide the final determination in writing within thirty (30) calendar days of acknowledging receipt the grievance. Determinations made by the State SCSEP Manager on all grievances will be final.

Under the WIOA nondiscrimination regulations, discrimination is prohibited “on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or sexual orientation or gender identity.” In addition, beneficiaries, applicants, and participants, as defined in the regulations, are protected from discrimination on the bases of citizenship or participation in any WIOA Title I-financially assisted program or activity. Retaliation for engaging in discrimination-related protected activity is also prohibited. Nondiscrimination complaints must be filed within 180 days of the alleged discrimination or retaliation, unless the Civil Rights Center Director “Director” has extended this time period for good cause. The WIOA nondiscrimination regulations state that a “complainant may attempt” alternative dispute resolution (ADR) of a discrimination or retaliation complaint “at any time after the complainant has filed a written complaint with the recipient . . . ,” and that “[t]he choice whether to use alternative dispute resolution or the customary [complaint resolution] process rests with the complainant.” Any participant, applicant, employees, applicants for employment, or member of the public that believes he or she, or any specific class of individuals, is the victim of discrimination, harassment and unfair treatment shall follow the steps below.

1. The participant or applicant shall complete the Missouri Department of Health and Senior Services Complaint of Discrimination (By Customers, Applicants and/or the Public) form which can be found at:

https://health.mo.gov/information/appsforms/pdf/adminmanual3_2A.pdf. The form should be completed in full and then sent to one of the following agencies:

Missouri Department of Health and Senior Services
Office of Human Resources
Human Relations Officer
P.O. Box 570
Jefferson City, MO 65109

Director of Civil Rights
U.S. Department of Labor

Room N-4123
200 Constitution Avenue, NW
Washington, D.C. 20210

Department of Health and Senior Services staff will follow the DHSS Administrative Policy outlined in Chapter 3, Section 3.2 and Section 3.4 that can be found at:

https://health.mo.gov/information/appsforms/pdf/adminmanual3_2.pdf

Complainants who turn the form into the Department of Health and Senior Services shall receive an initial written notice containing the following information: **i)** An acknowledgment that the recipient has received the complaint; and **(ii)** Notice that the complainant has the right to be represented in the complaint process; **(iii)** Notice of rights contained in § 38.35; and **(iv)** Notice that the complainant has the right to request and receive, at no cost, auxiliary aids and services, language assistance services, and that this notice will be translated into the non-English languages as required in §§ 38.4(h) and (i), 38.34, and 38.36. In addition, complainants will receive a written statement of the issues which includes the following: **i)** A list of the issues raised in the complaint; and **(ii)** For each such issue, a statement whether the recipient will accept the issue for investigation or reject the issue, and the reasons for each rejection. The complainant will receive a written Notice of Final Action within 90 days of the date on which the complaint was filed, which will include the following: **(i)** For each issue raised in the complaint, a statement of either: **(A)** The recipient's decision on the issue and an explanation of the reasons underlying the decision; or **(B)** A description of the way the parties resolved the issue; and **(ii)** Notice that the complainant has a right to file a complaint with CRC within 30 days of the date on which the Notice of Final Action is received if the complainant is dissatisfied with the recipient's final action on the complaint. The complainant may attempt ADR at any time after the complainant has filed a written complaint with the recipient, but before a Notice of Final Action has been issued. The choice whether to use ADR or the customary process rests with the complainant. A party to any agreement reached under ADR may notify the Director in the event the agreement is breached. In such circumstances, the following rules will apply: **(i)** The non-breaching party may notify with the Director within 30 days of the date on which the non-breaching party learns of the alleged breach; and **(ii)** The

Director must evaluate the circumstances to determine whether the agreement has been breached. If the Director determines that the agreement has been breached, the complaint will be reinstated and processed in accordance with the recipient's procedures. If the parties do not reach an agreement under ADR, the complainant may file a complaint with the Director as described in §§ 38.69 through 38.71.

2. Complainants unsatisfied with the State SCSEP Manager or their designee's response or resolution to general program grievances, may appeal in writing to the U.S. Department of Labor, Older Worker and Disability Unit.

U.S. Department of Labor/ETA
Older Worker and Disability Unit
200 Constitution Avenue, NW
Washington, D.C. 20210

Complainants with the State SCSEP Manager or their designee's response to grievances alleging discrimination on the basis of race, color, religion, sex, national origin, disability, age, sexual orientation or gender identity will be notified of the appellant's right to appeal for investigation and possible resolution to:

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

SCSEP Sub-grantee Employees

Sub-grantee employees will follow the sub-grantee internal grievance procedures regarding decisions and situations directly related to their employment with the sub-grantee.

SCSEP Grantee Employees

Employees will follow the Missouri Department of Health and Senior Services (DHSS) Grievance and Complaint Procedures as published in the DHSS Administrative Manual Chapter 12 Section 12.1. A copy of this policy is provided to all employees and is available on the DHSS webpage.

DATA COLLECTION AND REPORTING

Data collection and reporting is accomplished through the web-based SPARQ system. The latest updates and information regarding SPARQ is available at the following website, <http://www.scsep-help.com/dotnetnuke/Home.aspx>.

The sub-grantees shall log directly into the SPARQ link, <https://www.sparq.doleta.gov/index.cfm>, for the data collection and reporting of the Missouri SCSEP. They will ensure complete, accurate and timely data collection and reporting.

The Quarterly Performance Report (QPR) is produced for all levels of the SCSEP program: nationwide, grantee level, and sub-grantee level. There are five QPRs in each program year, one for each calendar quarter and the final QPR, which is the official report of performance for the program year. QPRs are due 30 days after the end of each calendar quarter. DOL/Division of Adult Services will generate the QPRs from SPARQ on the date the reports are due. QPRs will be frozen as of this date and no further changes can be made to the reports.

QPRs may be generated at any time by the grantee and sub-grantees to assist them in the management of the program. Whenever the QPR is produced, the data are reviewed for errors and a Data Quality Report (DQR) is generated. The DQR lists all errors in the sub-grantee's data and detected by the QPR edits checks. Sub-grantees shall review the DQR to learn about their data problems to correct errors prior to quarterly report due dates.

The sub-grantees shall ensure that they have the latest version of the SCSEP Data Collection Handbook. The Handbook is available at the following link, <http://charteroakgroup.com/resources/scsep.shtml>, and has a revision number and date to

indicate the latest version. The version at the referenced link will always be the most recent, and the sub-grantees shall check the Internet regularly.

The following data collection forms shall be used by the sub-grantees: Participant Form, Community Service Assignment Form, Exit Form and Unsubsidized Employment Form. These forms are available at the above referenced link.

All relevant SCSEP information sent by DOL will be reviewed by the grantee and then shared with the sub-grantees.

FINANCIAL REPORTING (45 CFR 92.41)

Financial reporting for the sub-grantees consists of the following:

Expenditures, by program area	Monthly	15 th of following month
Vendor Request for Payment	Monthly	15 th of following month
Expenditures, by line item	Quarterly	15 th of month following quarter end
Property Close Out Inventory Listing	Annual	15 th of July following year end

All reports and any questions or concerns should be addressed to:

Michael Brewer
Department of Health and Senior Services
Division of Senior and Disability Services, Bureau of Senior Programs
P.O. Box 570
Jefferson City, MO 65102-0570
(573) 526-4542
Michael.Brewer@health.mo.gov

Monthly Expenditure Report – by program area: Report actual expenditures incurred by funding source listed below, for the following program categories: administration, other participant costs, and participant wages and fringe benefits.

DHSS Resources: Expenditures applied to DHSS contract funds.

Cash Match: Non-federal program cost born by non-federal cash resources.

In-Kind Match: Non-federal program cost born by non-federal in-kind contributions of goods and / or services.

Vendor Request for Payment: Requests for payment are to be submitted on the Vendor Request for Payment form (DH 38), provided in this packet. There is a box for indicating the total amount being requested. Within the comments, provide the distribution of the request between administration, other participant costs, and participant wages and fringe.

Sub-grantees shall submit a Vendor Request for Payment for the lesser of the monthly expenditures as reported on the monthly expenditure report, and the balance of the contract.

Quarterly Detail Expenditures Report: The Quarterly Detail Expenditure Reports identify year-to-date line item expenditures by program area of administration, other participant costs, and participant wages and fringe benefits.

Report expenditures incurred year-to-date on the applicable line item for each of the following program categories: administration, other participant costs, and participant wages and fringe benefits.

SCSEP Property Close Out Inventory Listing: The SCSEP Property Close Out Inventory Listing identifies all property purchased with DHSS funding with a unit cost of \$5,000 or more.

The listing should be submitted with the 4th quarter program and financial reporting package due on July 15. NOTE: If the agency has not purchased any property at or above the \$5,000 limit, the report should be submitted with the word “none” typed across the page.

Completion Instructions:

Purchase Date: Identify the month and year the property was acquired.

General Description: Provide a brief description (i.e., computer equipment, copy machine, etc.).

Serial Number: Provide the serial number.

Total Property Cost: Identify the total cost of the property item.

Cost Allocated to SCSEP: Identify the cost allocated to SCSEP.

Location of Property: Identify the location where the property is housed.

RECORD RETENTION (45 CFR 92.42)

The sub-grantees shall comply with all requirements imposed by law regarding the maintenance of a record of each individual’s participation in the SCSEP, including dates of entry, termination and services provided. Financial records, supporting documents, statistical records, and all records pertinent to the grant agreement must be retained for a period of three years from the final submission of the expenditure report. Where there is an outside audit involving unresolved audit findings, or under appeals or litigation must be held until the action is completed or the dispute resolved.

ATTACHMENTS

A. SCSEP Privacy Act Statement48

U.S. Department of Labor

Employment and Training Administration

**Senior Community Service Employment Program
Privacy Act Statement**

This statement applies to forms used by the Department of Labor for the Senior Community Service Employment Program (SCSEP) that contain confidential data collected from SCSEP applicants and participants. It also describes the collection of information and how the information will be used.

The Privacy Act of 1974, as amended, requires all federal agencies, including the Employment and Training Administration (ETA) and its agents, to give the following facts to each person from whom it requests information:

- The statutory authority for the request
- Why the information is needed
- Whether it is voluntary or mandatory to provide the information
- The effects of not providing information
- The uses which may be made of the information
- Whether disclosure of the Social Security Number (SSN) is mandatory or voluntary, by what statute or other authority the number is solicited, and what uses will be made of it

These items are more fully explained in the following sections. If you have any questions about your rights and responsibilities under the Privacy Act, you should ask for assistance from your Experience Works representative.

I. The Department of Labor's Authorization to Collect Information

The Employment and Training Administration is an agency of the U.S. Department of Labor. The Department's authority to collect information from SCSEP applicants and participants is found in the Older Americans Act Amendments of 2006 (OAA amendments), Pub. L 109-365, sections 503(f)(3)-(4); 42 USC 3056a(f)(3)-(4). Data collection documents are approved under OMB clearance number 1205-0040, expiring 10/31/10.

II. Why the Information is Needed

The SCSEP needs information about age, citizenship, health, employability, behavior, family income, environment, and other matters related to your eligibility, assignment, and progress in the SCSEP. The information may be used to:

- Determine whether your training and employment needs can best be met through SCSEP or another program in your home community
- Determine whether you meet all eligibility requirements for the SCSEP
- Provide a basis for determining your progress in the SCSEP
- Maintain a record of wages and other benefits received

III. Obligatory and Voluntary Information and Possible Consequences of Withholding Information or Providing False Information

While there are no penalties under the law for refusing to supply information, the SCSEP requires the collection and maintenance of a wide range of personal information about you, including your Social Security Number, to satisfy enrollment requirements. Not supplying the requested information could delay or prevent you from enrolling and participating in the SCSEP.

The provision of false information by you could lead to expulsion from the program or prosecution under the U.S. Criminal Code when such information is used to support a fraudulent claim to benefits.

IV. How the Information is Used

Your Social Security Number will not be used as your SCSEP participant identification number. Rather, a separate number will be used on all SCSEP forms, which require a unique identifier.

In carrying out its responsibility under the OAA to administer the SCSEP program, the Department of Labor must sometimes disclose data from its records about you to another agency or individual without your specific written consent. Such disclosures may be made for the following reasons:

- To provide personnel, procurement, or benefit-related information to contractors and agencies to enable them to provide administrative functions for the program, including the maintenance of participant pay records
- Disclose to researchers and public interest groups those records that are relevant and necessary to evaluate the effectiveness of the overall program and its various training components in serving different subgroups of the eligible population
- To disclose information to the Office of Management and Budget in connection with its legislative review, coordination, and clearance activities
- To provide statistical information to the news media or members of the general public for the purpose of promoting the merits of the SCSEP
- To provide information to placement and welfare agencies, prospective employers, school, or training institutions to assist in participant employment
- To provide information to Federal, state, and local agencies and community-based organizations to facilitate statistical research, audit, and evaluation activities necessary to insure the success, integrity, and improvement of the SCSEP and other employment and training programs

In addition if a person about whom records are maintained submits a written request to a Member of Congress or his or her staff, and that request is forwarded to the U.S. Department of Labor, we may release the information to the Member of Congress or Congressional staff in response to the inquiry made on behalf of the subject of the record.

V. Participant Signature

[Name of SCSEP Provider] has given you a copy of this statement, in accordance with the Privacy Act of 1974, as amended, which explains the uses that will be made of information that you or others might supply [Name of SCSEP Provider] about yourself.

A single copy of this form must be given to each participant upon enrollment for personal reference.

Signature

Date

Printed Signature