



2016
HOST AGENCY
MANUAL

INTRODUCTION

This manual serves as a guide to acquaint the host agencies with the standard operational procedures of the National Caucus and Center on Black Aging Inc. (NCBA) Senior Community Service Employment Program (SCSEP). Furthermore, this is a resource tool for federal compliance laws, project policies and guidelines.

The older workers placed in the agencies constitute one of the nation's most valuable, untapped resources. They represent many years of wisdom, knowledge, and talent that deliver vital services in rural and urban communities throughout the nation. It will become clear to host agencies that these older workers demonstrate willingness to do their assigned tasks and eagerness to learn, although many of them have been out of the workforce for many years.

It is NCBA's hope that this training will help the older workers enter into permanent employment. As wage earners, the older workers are now in a position to improve their standard of living with dignity and respect, as well as contribute to the GNP (Gross National Product) of the local economy

It is NCBA's belief that, with in-service supervision and on-the-job training, there are no limitations to the types of services these older workers could provide agencies. Currently, NCBA has over 1100 older workers placed in agencies across the United States. They are being trained in a full range of services that include: museum curators, greeters, correctional officers, bus drivers, office managers, health aides, radio-dispatch operators, receptionists, file clerks, data entry, etc.

2. BENEFITS TO THE AGENCIES AND THE OLDER WORKERS

First and foremost, all SCSEP host agencies, which are our main training sites, may be developed by the Program Coordinators. These agencies must be:

- Public Agencies – These are any organization, agency or entity that are established by an authorization of a local, state or federal statute, law or executive order; or
- Non-Profit Organizations – These are organization that have a 501(c)(3) tax exempt status from the Internal Revenue Service.

Given the importance of community service in SCSEP, the program makes a difference in the host agencies' ability to provide services to the community. To do that effectively, NCBA makes every effort to match the needs of the host agencies.

Various opportunities are provided to the older workers to put their existing skills to good use as well as acquire new job skills that enable them to find unsubsidized permanent jobs and also to contribute in tangible ways to their communities that in turn will instill knowledge and a sense of being useful as well as important.

Host agencies, however, have the right to terminate any participant training at their sites. In such cases, the Program Coordinator will be required to request written statements from the supervisors explaining the reasons for termination and thoroughly investigate in an effort to rectify the situation.

3. ADMINISTRATION OF PROGRAM

The United States Department of Labor (US DOL) provides the funds directly to NCBA, Inc. to operate the Senior Community Service Employment Program (SCSEP). The National Office of the NCBA-SCSEP is located in Washington, D.C. at 1220 L Street, N.W., Suite 800, Washington, D.C. 20005. The phone number is 202-637-8400, and our email address is www.ncba-aging.org.

NCBA-SCSEP maintains a full-time staff that is responsible for the direct administration of the program in each of the eight states and the District of Columbia. All communications regarding any operational aspects of the program should be directed to the Program Coordinator or the designated SCSEP local representative.

4. FUNDING AND PURPOSE OF PROGRAM

NCBA-SCSEP is funded under Title V (SCSEP) of the Older Americans' Act to provide part-time training opportunities in community service work for low-income persons age 55 and older. This program is administered by the Division of Older Worker Programs of the Office of Special Targeted programs in the Employment and Training Administration of the US DOL. The SCSEP operates under the auspices of the NCBA which was established in 1970 as a vehicle for research and the development and administration of programs designed to improve the quality of life for the aging.

5. PARTICIPANT RELATIONSHIPS AND TRAINING HOURS

NCBA-SCSEP participants will be assigned at the host agency sites to be trained for up to 20 hours per week. The training hours will be established through collaborative discussions involving the representatives of the host agencies, the NCBA-SCSEP participants and the State SCSEP offices. For that reason, the host agencies are not allowed to make any changes of the hours of any SCSEP participant without the approval of the NCBA State SCSEP Program Coordinator.

The SCSEP is designed only to provide part-time training in community service work settings until the participants are placed in unsubsidized employment either at their host agencies or with other employers. Therefore, during their training period, participants are not employees of either the host agencies, the NCBA-SCSEP or the Department of Labor.

6. HOLIDAYS, ANNUAL LEAVE, AND SICK LEAVE

NCBA SCSEP does not offer paid sick or annual leave. However, the SCSEP participants will be allowed to make up time lost due to holidays as long as the time is made up in the same pay period as the holiday falls.

7. ABSENTEEISM

All SCSEP participants should notify their host agency supervisors as soon as they know that they are unable to report to their training sites on time or not coming in at all. In turn, the host agency supervisors should notify the NCBA State Offices immediately.

8. JURY DUTY

Participants who are called for jury duty services or required by court summons to attend court proceedings on any scheduled training day regarding matters in which the participants have no financial interest will receive their regular rate of pay minus the per diem fees paid by the court. **In order to receive their regular wages, they are required to attach evidence of service to their appropriate time sheets and must report all court fees received excluding mileage and other expenses to NCBA.**

9. TIME SHEETS AND PAY PERIODS

All SCSEP participants will receive their stipends for their training hours directly from NCBA-SCSEP. Therefore, all questions and concerns that the participants may bring to host agencies' attention concerning pay should be referred directly to the NCBA State Program Coordinators.

All SCSEP participants will be paid bi-weekly. Their wages are based on the higher of either the federal or the state hourly minimum wage rates. Participant timesheets should be received by the NCBA State offices via email, fax or delivery before 10:00 a.m. on the due date. In order to avoid delays in the SCSEP participants receiving their stipends, it is important to ensure the following:

- A. All time sheets are properly signed by the participants as well as the authorized agency representatives. Time sheets that are not signed by both parties will not be accepted. NCBA should provide the host agencies with a sufficient supply of time sheets and require that the host agencies retain copies of each participant's time sheet for record-keeping purposes.
- B. Ensure that all entries are correct and legible. Because time sheets are legal documents, the use of white-out to make any kind of corrections are prohibited.
- C. If it is necessary to change an entry on the time sheet, that entry must be crossed out by lines (preferably by an "X") and not blotted over with ink. Any replacement entries must be initialed and comments made in the comments column. All persons who previously signed the time sheet must be informed of the changes made. This procedure must also be followed when using a computer to prepare the time sheet.
- D. Since the SCSEP is designed to provide part time training in community service work settings, no overtime or volunteer hours should be reflected on time sheets at any time as participants are not allowed to train for either of those hours.
- E. Participants are not allowed to sign blank time sheets. All the pertinent information should be completely filled out before the participants and any other required persons sign the time sheets.
- F. Any illegal alteration of the participants' time sheets by any host agency personnel will be in violation of the host agency's commitment to the principles of the NCBA and the rules and regulations of the SCSEP and will be grounds for terminating the host agency agreement and the removal of the participants from the host agencies.

10. PHYSICAL EXAMINATIONS

All SCSEP participants (with the exception of those who requested a waiver) would have received physical examinations prior to the start of their assignments at the host agency sites. All participants will be certified as physically capable of performing the assigned tasks.

11. SAFETY

NCBA has a strict policy regarding the safety of all participants training at all host agency sites. Participants, who show signs of repeated physical ailments which may adversely affect their training performance, and therefore their safety, should be reported to the NCBA Program Coordinator by the Host Agency supervisor immediately for appropriate actions. Accordingly, NCBA staff persons will conduct annual safety checks at each host agency in order to determine that our seniors are training in safe environments. This will ensure that our seniors are not exposed to unreasonable risks that may affect their health, physical well being, or mental well-being. If unsafe conditions are found in the training areas, the Host Agencies will receive the specific information and will be asked to correct the hazard within a specified time frame. Failure to complete the corrections on time will result in termination of the Host Agency Agreement and reassignment of all the participants.

All SCSEP participants involved in home repair/weatherization, natural disaster clean-up and fix-up, carpentry or outdoor beautification and who are using equipment with cutting parts such as chain saws – must be provided with the necessary and sufficient protective gear that include, but are not limited to the following: hard hats, goggles, industrial gloves, knee pads, etc.

TO EMPHASIZE: ALL HOST AGENCIES MUST PROVIDE SAFE AND *HAZARD FREE TRAINING ENVIRONMENTS* TO ALL PARTICIPANTS WHO ARE TRAINING AT THEIR SITE, AND REPORT ALL PARTICIPANT RELATED ACCIDENTS THAT OCCUR AT THEIR SITE TO THE RESPECTIVE NCBA-SCSEP STATE OFFICE ON THE SAME DAY or WITHIN 24 HOURS OF THE OCCURRENCE OF THE ACCIDENT.

12. GENERAL LIABILITY INSURANCE COVERAGE FOR PARTICIPANTS

All participants assigned to host agencies are under the exclusive control and supervision of the authorized Host Agency representatives. Although NCBA is the “general trainer” of the participants, the host agencies are the “special trainer” and, therefore, liable for SCSEP participant’s negligence while on training. Host agencies are **required** to cover this contingency under their COMPREHENSIVE GENERAL LIABILITY INSURANCE POLICY.

13. HOST AGENCY VISITATION BY THE STATE SCSEP STAFF

Each Host Agency will be visited a minimum of twice each year by a representative of the SCSEP State office. The length of each visit will be determined by the topics to be discussed and are not be intended to be time consuming.

The Host Agency visitation may be for any one of the following reasons:

- A. A DOL monitoring;
- B. at the request of the host agency;
- C. to perform a safety check or host agency monitoring;
- D. to discuss new and innovative projects;
- E. to provide counseling and other supportive services to the participants, if required;
- F. to discuss current and future SCSEP activities as they relate to the host agencies; or
- G. to review the participant folders that all host agencies are required to maintain on each participant past and present.

14. UNSUBSIDIZED PLACEMENT AT THE HOST AGENCY

The one major purpose and goal of the SCSEP program is to help the participants enter into unsubsidized employment. We certainly hope that all host agencies will regard our participants as potential employees and do not view and treat the SCSEP participants as “**free help**”. When any SCSEP participant is found to be competent, trustworthy, and capable of contributing successfully to the host agency, we encourage the host agency to consider these participants for any job openings whenever they are available. This fulfills the SCSEP mission and provides us an opportunity to offer training to another participant.

15. IN-KIND CONTRIBUTIONS

NCBA requires an in-kind contribution from Host Agencies in which SCSEP participants are placed. In-kind contributions are calculated on a quarterly basis and constitute the (non-federal) cost of equipment, supplies, supervision, etc., provided by the host agency to assist the participant in successfully accomplishing the assigned duties and responsibilities according to the established job description. **Participants cannot remain in training at a host agency that has not timely submitted their annual host agency renewal agreements and letter of commitment. (In-Kind Contribution Packet Will Be Sent Along With This Manual)**

16. PROJECT LIMITATION: SPECIAL LIMITATIONS ON PARTICIPANT PROJECTS

The following constitute special limitations on SCSEP participant projects as outlined in the Federal regulations governing the operation of the program. Any violations of these limitations shall result in the immediate removal of the SCSEP participants from your agency:

- A. Participants may not be given keys to open or close any facility at their host agencies.

- B. SCSEP participants shall not be assigned to projects that benefit private profit-making organizations.
- C. No project or activity of participants shall involve partisan political activities in violation of Chapter 15 of Title V, United States Code. Some of the prohibited activities under this section include but are not limited to the following: the assignment of workers to take part in voter registration activities, collecting funds, making political speeches, assisting at political meetings, doorbell-ringing, and the distribution of political pamphlets in an effort to persuade others of any political views.
- D. No participant assignments may be made to local project sponsors that discriminate with respect to age, gender, race, religion, political affiliation or sexual preference.
- E. No participants may be involved in projects connected with the construction, rehabilitation, repair, painting, operation or maintenance of any facility used or to be used as a place for sectarian, religious worship or instruction.
- F. Projects may not be established that will result in the displacement of currently employed workers.

**In addition, violation of the following will be grounds for removal of the NCBA-SCSEP participants from the host agency:

- A. Failure to provide supervision to NCBA-SCSEP participants;
- B. changing of training site or training description without notifying the NCBA State Program Coordinator;
- C. failure to provide a training-site that is safe and does not expose the participant to unreasonable risk, including but not limited to, potential harm to health or body;
- D. failure to have participants' time sheets completed correctly, on time, and faxed or delivered to the local state NCBA office; or
- E. the inability to maintain an adequate liaison with the NCBA-SCSEP state office concerning the conditions of the training, potential job placement, and the progress of the participant(s) by means of telephone, fax, and email.

17. PARTICIPANT STANDARDS OF PERFORMANCE

All SCSEP participants who are placed in any host agency are paid by NCBA-SCSEP. The authority to enroll in the program and/or terminate from the program rests solely with the NCBA-SCSEP State Program Coordinator.

During the orientation period, all SCSEP participants have been informed of the expected standards of conduct. Host agencies may only dismiss, not fire, the SCSEP participants from their training sites. Upon dismissal of the participants from the training site, they must notify the

NCBA-SCSEP State Program Coordinator immediately and provide written documentation and explanation for the dismissal. Accordingly, the NCBA-SCSEP State Program Coordinator or their staff designee will schedule a meeting with the agency to resolve the matter whereby the outcome is mutually beneficial to all parties involved.

Violations by participants of the following standards of conduct shall be grounds for disciplinary action that may include removal of the participant from the host agency sites and even termination from the NCBA/SCSEP program. All violations by participants should be in writing and submitted to State Program Coordinator.

- A. Physical violence, fighting or assaulting individuals on the company's premises.
- B. Continued refusal to follow orders of supervisor during training hours.
- C. Reporting to the agency under the influence of intoxicating beverages or habit-forming drugs during training hours.
- D. Sleeping during training hours.
- E. Repeated failure of the SCSEP participant to be at their training site and ready to begin their training on time.
- F. Failure to report immediately all training-related accidents or personal on-the-job injury to worksite supervisor and the NCBA-SCSEP State office.
- G. Theft, fraud, and falsifying records
- H. Repeated violation of safety rules.

18. THOUGHTFUL MANAGEMENT PRINCIPLES FOR THE OLDER PERSONS

It is NCBA's strongest belief that the following principles provide an excellent procedural basis to guide the host agencies' supervision of our participants placed there. However, these principles alone are not sufficient to meet our goals and mission. The host agency should be sensitive to the level of job skills and employment readiness of our participants. The goal of NCBA and the host agency is to work together to implement ways of improving the resourcefulness, motivation, and willingness of our participants to both learn new skills and enhance existing skills. By following this practice, the participants and their communities will reap the benefits.

19. A SCSEP PARTICIPANT HAS A RIGHT TO:

- A. Be treated as a co-worker – not free help.
- B. A suitable assignment with consideration for personal preference, temperament, life experience, education and employment background.

- C. Know as much about the site as possible – its policies, its people and its programs.
- D. A training schedule and training description which accurately reflects the tasks and responsibilities of the training position with the right to participate in updating the training description periodically to accommodate changes in tasks and/or responsibilities.
- E. Timely training for the position – thoughtfully planned and effectively presented.
- F. Continued on-the-job training for greater responsibilities.
- G. A safe, designated place to train that will be conducive to good performance.
- H. Patient and thoughtful guidance from an informed and experienced supervisor.
- I. Diverse learning experiences.
- J. Consideration for permanent employment when vacancies occur in commensuration with the participant's capabilities and interests.
- K. Express and have their opinions heard regarding their training assignments.
- L. Recognition of experienced skills.

20. THE RESPONSIBILITIES OF THE HOST AGENCIES ARE TO

- A. Provide the materials and equipment necessary to perform assigned duties.
- B. Assure a consistent training assignment for NCBA-SCSEP participants so that they can improve on their existing skills and acquire new ones.
- C. Include participants in staff development opportunities.
- D. Give first consideration to employing participants when positions become available for which they are qualified or assist in facilitating entry into the competitive labor market.
- E. Keep the NCBA-SCSEP local staff informed of the participants' progress and any training-related problems, and complete evaluations as required.
- F. Verify and sign time sheets and assure that they are completed correctly and forwarded to the state office on time.
- G. Submit agency report of non-federal matching share quarterly. In-kind contributions represent the value of services and supervision provided to the participants or NCBA-SCSEP by the host agency. Title V of the Older Americans Act requires 10% matching share for the total project costs.

- H. The **IN-KIND CONTRIBUTIONS** claimed on the report must not have been supported directly from Federal dollars.
- I. Provide training related orientation to the participants, maintain the participants' training descriptions and Individual Employment Plan (IEP) and notify NCBA-SCSEP of any changes in advance.
- J. Adhere to the policies and procedures established in the handbook for participants and host agencies.
- K. Provide available supportive services when possible and appropriate. Assure that participants do not train more than the hours authorized on the training schedule unless advised by NCBA to do so.
- L. Permit participants to attend training sessions and job interviews during training hours. Proper advance notice should be given by the participants.
- M. Assure that participants are not subject to discrimination based on race, age, color, religion, gender, national origin, handicap, political affiliation or sexual preference.
- N. Assure that participants do not displace or replace paid employees.
- O. Provide a safe and hazard free training environment to all participants, and report all accidents within 24 hours to NCBA-SCSEP state office.
- P. Designate a supervisor to each participant and assure that the supervisor is not a member of the participant's immediate family.

Loretta Phillips

From: Leslie Scott <lscott@massup.org>
Sent: Thursday, March 24, 2016 4:33 PM
To: Loretta Phillips
Cc: Honeycutt, Mike; Moxley, Richard
Subject: NCBA Question

Ms. Phillips, I have looked at the information you provided to me about the above. As I understand it, the county would be the host agency for any participant and the participant will be working under the exclusive control and supervision of the county (see 2016 Host Agency Manual, Paragraph 12). In that event, MASIT would provide liability coverage to the county for actions of the participant taken during the course and scope of their assigned duties at the county. We would consider the participant an "authorized volunteer" of the county even though they are being paid a stipend by the federal government.

If you or Mr. Greer have other questions, please do not hesitate to ask us.

Leslie Scott
General Counsel/Administrator
Phone (601) 353-2741
Fax (601) 353-2749
Cell (601) 941-9125



MASIT | MAS Insurance Trust



**THE NATIONAL CAUCUS AND CENTER ON BLACK AGING, INC.
SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM
HOST AGENCY APPLICATION AND WORKER REQUEST FORM**

Canton / Mississippi 03/31/2016
 (CITY) (STATE) APPLICATION DATE

A. Madison County Board of Supervisors (601-855-5509)
 Name of Applicant (Agency) Telephone Number
 125 West North Street (601) 855-5510
 Mailing Address: Fax Number

Canton Madison MS 39046
 City County State Zip Code

B. Trey Baxter President Board of Supervisors
 Print Name of Authorized Representative Title

C. Indicate if applicant is: (Check One)
 1. City Government _____ 2. County Government X 3. State Government Agency _____
 4. Non Profit _____ 5. Other (Specify) _____

D. Insert your IRS Tax Number under 501(C) (3) N/A

E. Applicant (Agency) Job Codes (please select three codes from below)
 Job code 1: 13 Job code 2: _____ Job code 3: _____

- | | | |
|--|-----------------------------------|--|
| 1. Art, Design, Entertainment, Sport and Media | 7. Farming, Fishing, and Forestry | 13. Office and Administrative Support |
| 2. Business and Financial | 8. Food Preparation and Service | 14. Personal Care and Service |
| 3. Community and Social Services | 9. Healthcare | 15. Production, Assembly, Light Industrial |
| 4. Computer and Mathematical | 10. Legal | 16. Protective Service |
| 5. Construction, Installation, and Repair | 11. Maintenance and Custodial | 17. Retail, Sales, and Related |
| 6. Education, Training, and Library | 12. Management | 18. Self-Employment |
| | | 19. Transportation and Material Moving |

F. Indicate the address of the actual worksite if different from the address of the proposed host agency listed above. (If your agency has more than one site you can add them in the next page)

125 West North Street (601-855-5509)
 Phone Number
 Canton Madison MS 39046 (601) 855-5510
 City County State Zip Code Fax Number

G. Name of Supervisor at Worksite: Loretta D. Phillips

H. Please specify, by the weekday the number of hours per day the participant(s) will train.
 (Reminder: the training week is 20 hours per Participant)

SUN _____ MON 4 TUE 4 WED 4 THUR 4 FRI 4 SAT _____

I. Indicate how long you anticipate the project will last: _____

J. Indicate how good the chances are that your agency will be able to hire the participant(s).

Excellent _____ Good X Poor _____

K. Signature of Authorized Representative: _____

L. E-Mail Addresses: Trey.baxter@madison-co.com / Loretta.phillips@madison-co.com
 Authorized Representative e-mail On-Site Supervisor e-mail



The National Caucus and Center on Black Aging, Inc
SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM
LETTER OF COMMITMENT

Canton / MS / 03/30/2016
City State Date

We, the undersigned, Madison County Board of Supervisors, this date agrees to accept NCBA
(Name of Host Agency)

participants for training from 7/1/2015 to 06/30/2016 of the NCBA/SCSEP grant period.

This activity will not displace or replace any other paid employee, nor will we discriminate with regard to race, color, national origin, religion or creed. In addition, Host Agency agrees to observe and implement the provisions embodied in the NCBA/SCSEP Host Agency Handbook, and as requested by NCBA/SCSEP Staff.

Madison County Board of Supervisors agrees to observe and/or furnish NCBA/SCSEP with the following:
(Name of Host Agency)

1. Daily training schedule which will reflect the current task the participant is performing in his/her day-to-day assignment.
2. A quarterly In-Kind Report. Indicating dollar value of non-federal in-kind contributions (Supervision, office or other space, supplies, etc.) All in-kind contributions must be verifiable through Host Agency's records, and adhere to all the stipulations cited in paragraph 89.76c. Matching Share attached to In-Kind form.
3. Timesheets for each Participant.
4. Periodic activity reports and Participant Evaluations, as requested.
5. On-the-job training and adequate supervision for Participants.
6. Allow the Participant to make up lost time for a holiday as long as it is within the same pay period.
7. Provided vacancies announcement of Host Agency job openings as they occur, and assist in placing NCBA participant(s) into unsubsidized employment whenever and wherever an appropriate job vacancy may occur.
8. Adhere to safety practices.
9. Adhere to NCBA Affirmative Action Policy Appendix on Host Agency Handbook.
10. I acknowledge that NCBA/SCSEP staffs have provided adequate orientation for our agency regarding Title V program operations and goals.
11. Proof of General Liability Insurance coverage for all Participants assigned to this Host Agency.

NCBA/SCSEP recognizes Host Agency's right to refuse a Participant(s) training if it does not fit in with the Host Agency's day-to-day operation. However, if this should occur, kindly notify the Program Coordinator, Job Developer or Area Leader of your concern and a reassignment will be made.

Trey Baxter
(Type or Print Authorized Person's Name)

Loretta D. Phillips
(Type or Print On-Site Supervisor's Name)

(Authorized Person's Signature) Date

(Signature of On-Site Supervisor) Date