

# How to Use the SSAI SCSEP Policy & Procedure Manual

## Purpose of this Manual

The Senior Service America, Inc. (SSAI) *Policy & Procedure Manual* is designed to help the organization's partners most effectively and efficiently use and comply with the laws, regulations and guidance governing the administration of the Senior Community Service Employment Program (SCSEP). It is primarily intended as a reference service focusing on the requirements of the Workforce Innovation and Opportunity Act (Public Law 105-220), successive versions of the Older Americans Act (Public Laws 106-501 and 109-365), the Jobs for Veterans Act (Public Law 107-288) and the numerous federal regulations and guidance that implement those laws.

The purpose of the *SSAI Policy & Procedure Manual* is to present easily useable, accurate, timely and comprehensive information on federal regulations and guidance governing the administration of the SCSEP. It is written primarily to help the directors and staff of SSAI's subgrantees, called program sponsors, to comply with all applicable laws and regulations and to meet or exceed all appropriate measures of performance as effectively and efficiently as possible.

## Organization of the Manual

The manual is divided into two major parts: the basic manual and its appendices.

The basic manual is divided into 12 Parts, which are numbered consecutively from 100 through 1200. Each Part also has a title. These Parts describe and explain SSAI's policies and procedures for complying with core requirements of laws and regulations used by the U.S. Department of Labor in regulating SCSEP operations. The numbered Parts are the following:

- Part 1 Responsibilities of SCSEP Project Sponsor, Performance Measures and Host Agency Responsibilities
- Part 2 Recruitment, Enrollment, Eligibility Determination and Right of Return
- Part 3 Orientation, Assessment and Individual Employment Plan, Assignment Description, Performance Evaluation and Change of a Community Service Assignment
- Part 4 Training
- Part 5 Unsubsidized Employment
- Part 6 Participant Records, Recertification, Exit Procedures and Termination
- Part 7 Hours of Community Service, Wages, Physical Examination and Other Fringe Benefits
- Part 8 Assignment Limit, Discrimination, Political Activities, Nepotism, Work During Labor Disputes and Personnel Policies
- Part 9 Reporting and Data Collection
- Part 10 SSAI SCSEP Program Finance Procedures
- Part 11 Transportation Costs, Auto Liability and Supportive Services
- Part 12 SSAI Program Monitoring, Fiscal Monitoring and Audit Requirements

Each Part includes a table of contents and a number of sections and subsections.

**How Sections Are Numbered**

The sections and subsections in each Part are numbered and have titles. Each section and subsection provides detailed guidance for the most significant regulations and administrative issues related to the subjects covered by their Part.

The sections are numbered consecutively, from lower numbers to higher numbers within each Part. For example, section 201 Enrollment Priorities is followed by section 202 Determining Eligibility. These sections always begin on a right-hand page. Even though a section's final subsection may end on a left-hand page, the following section always begins on a right-hand page, which always will have an odd page number.

Each subsection is numbered and ordered alphabetically within its section. For example, subsection 202-A When to Determine Eligibility is followed by subsection 202-B Ineligible Applicants. The manual does not use the term "subsection;" it refers to both sections and subsections simply as sections.

**How Pages Are Numbered**

The pages in the manual are numbered sequentially within each section. For example, "1003 / Page 1 of 3" is the first page of section 1003, which has a total of three pages. Each page also is dated with the month and year that the information in the section was most recently updated (for more information about updates to this manual, see the Manual Updates section below).

**References in the Manual's Text**

Two kinds of references are used throughout the manual: references to sections or appendices of the manual and references to SSAI's website.

The references to sections or appendices in the manual typically refer readers to places where they can obtain more detailed information about a subject or where they can find such resources as forms or checklists used for the SCSEP.

References to sections in the manual typically, for example, take this form: "(for more information, see section 202-A When to Determine Eligibility)."

References to forms or other resources in an appendix typically, for example, look like this: "The *SSAI-OMB Annotated Participant Form* is available in this manual's Appendix II and on the partners' section of SSAI's website at [www.seniorserviceamerica.org](http://www.seniorserviceamerica.org).

**Appendices**

The appendices are designated by Roman numerals I and II.

Appendix I includes an Acronym List – an alphabetical list of acronyms with the words the letters stand for, and a Glossary containing the definitions of terms, in alphabetical order, used throughout the manual.

Appendix II contains current forms, checklists and other resources and samples for SSAI's program sponsors referenced in the manual.

## Index

The final pages of the manual are an index: an alphabetical list of the subjects covered, noting the section and subsections of primary importance for each subject.

## Manual Updates

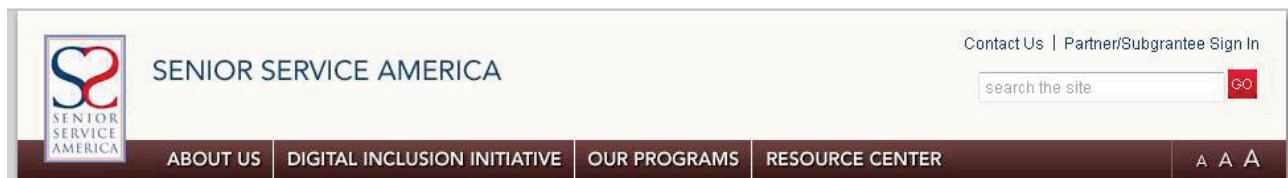
SSAI updates information in the *SSAI Policy & Procedure Manual* as necessary and notifies its program sponsors to review updates and replace pages in their printed manuals. Updates may occur for a variety of reasons – for example, the addition of new information as a result of new regulations or the revision of existing information or forms due to new regulations or to make them easier to use.

When program sponsors receive new pages for their manuals, the new pages will be numbered and dated appropriately. For example, if page “700 / Page 2 of 3” initially sent in January 2011 is revised in July 2011, sponsors must replace “old” “700 / Page 2 of 3” dated January 2011 with the new “700 / Page 2 of 3” dated July 2011. Note that, because “700 / Page 2 of 3” is the “back” of “700 / Page 1 of 3”, both pages will carry the new date.

## SSAI Website

SSAI has a publicly available website at <http://www.seniorserviceamerica.org>. The website has a section that is accessible only to program sponsors with a valid user name and password. The “partners’ page” is vitally important for SSAI’s subgrantees because it contains numerous resources that subgrantees are required to use, as well as many resources that can help them to administer their programs as effectively and efficiently as possible. For example, the partners’ page contains numerous forms and Webtools, such as SSAI’s Project Performance Plan (PPP) webtool and SSAI’s Continuous Improvement Plan (CIP) form, which program sponsors must update at required times. The “partners section” also has an electronic version of the *SSAI Policy and Procedure Manual* as well as electronic copies of the program and fiscal forms found in Appendix II.

The log-in for this partners section can be reached by going to SSAI’s public website at [www.seniorserviceamerica.org](http://www.seniorserviceamerica.org) and clicking on the “Partners/Subgrantee Sign In” link in the upper right corner of the public website (see the link in the upper-right corner of the picture below). The Partners/Subgrantee Sign In is located at the top right of each page of the public site, not just the home page.



A single click on the Partner/Subgrantee Sign In link on SSAI’s website will take users automatically to the sign-in page to log-in to the partners’ section. Users who want to access the resources in the partners section must enter their user name and password. This log-in page will also allow first-time users to request a user ID and password directly from the log-in page.

**SCSEP Mission and Purpose**

SCSEP fosters and promotes individual economic self-sufficiency through useful, part-time opportunities in community service assignments for unemployed, low-income people ages 55 and older with poor employment prospects, with the aim of increasing the number of older people who may enjoy the benefits of unsubsidized employment in the public and private sectors.

**SSAI Strategic Vision**

Senior Service America, Inc. (SSAI) is one of 15 national sponsors of the Senior Community Service Employment Program (SCSEP) authorized under Title V of the Older Americans Act Amendments of 2006. SSAI's SCSEP is funded by a grant from the U.S. Department of Labor's Employment and Training Administration and operates its SCSEP program exclusively through subgrants to 80 local organizations in 16 states. Its subgrantees, also known as SCSEP program sponsors, include faith-based and community-based organizations, community action agencies, local area agencies on aging, local workforce development agencies, regional councils of government and community colleges.

SSAI's four-part strategic vision for SCSEP is to accomplish four goals:

1. Implement demand-driven strategies to meet local job market and employer needs while maintaining SCSEP's proven, participant-centered approach to serving older job seekers with multiple barriers to employment.
2. Increase engagement of SCSEP providers with the public workforce system, Chambers of Commerce and networks of agencies serving the elderly at local and state levels.
3. Incorporate more skill development into community service employment as a work-based training activity and complement it with other permissible training, such as computer skills training, on-the-job experience with private for-profit employers, adult basic education, and other types of training.
4. Strengthen coordination and collaboration among all SCSEP providers, especially between national and state SCSEP grantees.

**SSAI Service Delivery Approach**

SSAI's prime value in working with our sponsors is to provide excellent service and support demonstrated by:

- Accurate and timely policy and program information
- On-Site support and assistance (i.e. unsubsidized placement and compliance)
- Strong positive working relationships

SSAI service delivery approach is through a multi-team model. To access SCSEP support and services from any one of SSAI's SCSEP teams, please call 301-578-8989, or email [scsephelp@ssa-i.org](mailto:scsephelp@ssa-i.org) or open a case in SSAI Connect. A Program Officer will assist you.

The SCSEP Compliance Team is SSAI's team responsible for conducting annual program compliance monitoring and implementing the annual DOL process for evaluating the quality of subgrantee's data collection.

The SCSEP Performance Team is SSAI's field-based training and support team specializing in technical assistance for meeting performance goals such as: enrollment, unsubsidized placement and Most-in-Need (MIN).

The SCSEP Operations Team is SSAI's centrally located training and support team designed to interact with subgrantee staff on program, fiscal, data, and other SCSEP issues, and to identify trends and training opportunities.