



SCSEP Multi-Year Host Agency Agreement

July 1, 2025 – June 30, 2028

To comply with the requirements of the CWI Works, Inc. (CWI) Senior Community Service Employment Program (SCSEP), operated under Title V of the Older Americans Act, this Agreement is voluntarily entered by

hereinafter referred to as the Host Agency, and _____, hereinafter referred to as the Sponsor Agency.

The Host Agency agrees to provide a safe and healthful work site for each job seeker, to provide the orientation and training necessary to perform assigned duties in accordance with a written community service assignment description, to provide additional training as opportunities occur, and, to the extent possible, treat each job seeker as a regular member of the Host Agency staff, while also helping the job seeker understand that they are a trainee in a program designed to help them get a job.

The Host Agency understands that SCSEP is a training program, and that the purpose of SCSEP is to train job seekers so that they can secure regular unsubsidized employment off the program. To that end, the Host Agency recognizes that each SCSEP job seeker has a Career Pathway within which they are training and pursuing employment. These Career Pathways are selected through collaboration between the job seeker and the Host Agency. The Sponsor Agency places job seekers at Host Agencies based on alignment of each job seeker's Career Pathway goal with the Career Pathway training opportunities offered at the Host Agency.

This Host Agency offers training to its assigned SCSEP job seeker(s) in the following Career Pathway(s) listed below (check all that apply):

- Office Administration** (clerical, data entry, bookkeeping, grant writing, etc.)
- Health & Social Services** (teaching, case management, child care, home health, etc.)
- Facility Management** (warehousing, maintenance, janitorial, inventory, etc.)
- Customer Service** (retail, front desk, sales, delivery, events, outreach, etc.)
- Food Service** (food preparation, cooking, food service, nutrition, farming, etc.)

A detailed Career Pathways training plan, which includes skills to be attained and timelines for achieving the goal, will be incorporated with the job seeker's Individual Employment Plan (IEP) and Community Service Assignment Description. The Community Service Assignment Description must specify the nature of the assignment, the hours each job seeker will train, specific duties and tasks to be performed.

The Host Agency also agrees to consider SCSEP job seekers for regular employment, either full-time or part-time, when vacancies occur in the Host Agency staff or when new positions are created at the Host Agency.

As the onsite day-to-day Supervisor(s) of assigned job seekers, the Host Agency agrees to document any inappropriate work behaviors of job seekers that may lead to progressive discipline or other incidents and call and discuss with the Sponsor Agency, so the Sponsor Agency can provide coaching, progressive discipline, and/or supportive services before a decision is made to remove the job seeker from the Host Agency.

The Host Agency also agrees to notify the Sponsor Agency of any unscheduled leave time by the job seekers, particularly absences of three consecutive days or longer.

The Host Agency may allow an alternative or temporary Community Service Assignment to include remote or telework. Such arrangements still require the Host Agency to provide adequate supervision and equipment. Provision of the remote or telework assignment must be documented in the "Community Service Assignment Description for Remote Work" form. The Host Agency must notify the Sponsor Agency before initiating this type of assignment and agrees to requirements outlined in the Sponsor Agency's "SCSEP Remote Work Policy," and "Remote Work Approval Instructions." These documents will be provided by the Sponsor Agency upon request.

The Host Agency understands that the length of time that a job seeker may remain in the same assignment will be determined by their Individual Employment Plan (IEP). The Host Agency understands that the Sponsor Agency may reassign any job seeker at any time and when that reassignment will increase the job seeker's opportunities for Career Pathways training or unsubsidized employment or will otherwise serve the best interests of the job seeker.

Also, while this agreement is in effect, the Host Agency understands and agrees that job seekers currently assigned to the Host Agency are not permitted to volunteer at the Host Agency in any capacity, nor can the Host Agency provide any form of payment to the job seeker.

The Host Agency agrees to abide by the hours and work schedules mutually agreed to for each job seeker and to provide properly prepared time sheets (the supervisor will confirm that the job seeker worked the hours claimed on their time sheet and will assure that both they and the job seeker sign the time sheet); periodic performance evaluations; and other required documents. The Host Agency agrees and understands that each job seeker will be required to attend periodic SCSEP meetings during regular working hours.

The Host Agency assignments will not result in the displacement of any currently employed workers, or in a reduction in non-overtime hours of work, wages, or benefits; will not impair any existing contract for service or result in the substitution of the wages of the job seeker for other funds in connection with work which otherwise would be performed; will not be a substitution for any existing federally-assisted job; and will not be a position which is the

same as or substantially the same as that occupied by any other person who is on lay-off or absent due to labor disputes. Further, the Host Agency agrees that it will not discriminate against a job seeker on the grounds of race, color, age, religion, sex, national origin, age, or disability.

The Host Agency agrees to send a representative to a Host Agency Supervisors' meeting. Host Agency Supervisors' meetings will be held at least annually to acquaint all appropriate staff with the SCSEP goals and objectives.

The Host Agency also agrees to participate in the annual U.S. Department of Labor (DOL) Customer Satisfaction Surveys process, if requested.

In-kind contributions are from non-federal sources, are voluntary, and have not been claimed on any other federal program. The Host Agency agrees to provide documentation of its in-kind contributions, provided the Host Agency Supervisor(s) is paid from non-federal resources. Further, it is understood by the Host Agency and the Sponsor Agency that any contribution, whether cash or in-kind, is purely voluntary and is not a condition for the assignment of any job seeker. Since the most common form of in-kind contribution is the time the Host Agency Supervisor spends supervising the job seeker, please document your in-kind contribution on page five (5).

Host Agency Eligibility

The Host Agency certifies by this Agreement that it is a governmental agency or is a non-profit agency which is currently certified as a Section 501(c)(3) organization under the Internal Revenue Code. In addition, the Host Agency will provide its Federal Employer Identification Number (FEIN). Further, if the Host Agency is certified as a Section 501(c)(3) agency, a copy of that certification is attached. The Host Agency can locate a copy of its IRS 501(c)(3) status here: <https://www.irs.gov/charities-non-profits/exempt-organizations-business-master-file-extract-eo-bmf#states>.

The Host Agency agrees to inform the Sponsor Agency immediately if the Section 501(c)(3) certification is revoked.

Sponsor Agency Responsibilities

The Sponsor Agency agrees to recruit, enroll, and assign a job seeker to the Host Agency for engaging in productive community service training aligned with each job seeker's identified Career Pathway.

The Sponsor Agency agrees to be responsible for all administrative and fiscal controls of the SCSEP and for paying wages and providing fringe benefits and Workers' Compensation coverage to each job seeker. The Host Agency does not pay wages or provide fringe benefits or Workers' Compensation insurance to job seekers.

Force Majeure. Under no circumstance will the Sponsor Agency be liable for any loss or damage caused by nonperformance due to circumstances beyond the Sponsor Agency's control, such as a pandemic, disease, natural disasters, war, acts of terrorism, civil unrest, and strikes.

Term

This multi-year agreement is in effect from July 1, 2025, or the date signed below, through June 30, 2028, per U.S. DOL selecting CWI to continue to be a SCSEP national grantee from the FOA-ETA-24-11 SCSEP National Grantee Competition. CWI expects to be successful in continuing SCSEP operations during the term of this agreement. However, if SCSEP funding is decreased, then this Agreement will be modified or terminated early.

It is the responsibility of the Host Agency to notify the Sponsor Agency of changes that would impact this Agreement, such as a change in organizational leadership, staffing, or a change to the organization's tax status.

This Agreement may not be amended except upon written agreement between the parties.

Definition of Host Agency Status

(Check one)

- This Host Agency is a government agency. FEIN_____ (Required by U.S. DOL).
- This Host Agency is a certified non-profit agency under Section 501(c) (3) of the United States Internal Revenue Code. FEIN_____ (Required by U.S. DOL).

_____ **501(c) (3) documentation is attached.**

Documentation of In-Kind Contributions

Host Agency Supervisor Name: _____

Supervisory wage rate/per hour: \$_____.

By sharing your hourly rate of pay, we are able to leverage the full value of your training investment to meet the non-federal match requirement of this federal grant. This information will be stored securely and will not be shared outside our program administration team. Should you choose not to reveal your hourly rate, we will only be able to quantify your training time using the applicable minimum wage.

Usual number of Supervisory Hours spent training SCSEP job seeker(s) per week: _____
(not to exceed 4 hours or 20% of the job seeker's work hours per week)

Supervisor's Signature: _____

Date: _____

Complete for an additional supervisor at Host Agency

Host Agency Supervisor Name: _____

Supervisory wage rate/per hour: \$_____.

By sharing your hourly rate of pay, we are able to leverage the full value of your training investment to meet the non-federal match requirement of this federal grant. This information will be stored securely and will not be shared outside our program administration team. Should you choose not to reveal your hourly rate, we will only be able to quantify your training time using the applicable minimum wage.

Usual number of Supervisory Hours spent training SCSEP job seeker(s) per week: _____
(not to exceed 4 hours or 20% of the job seeker's work hours per week)

Supervisor's Signature: _____

Date: _____

If the Host Agency has more than two (2) Supervisors, please see page seven (7) of this agreement to document additional Host Agency supervisor's in-kind contributions.

Signed by Host Agency

Host Agency: _____

Name: _____

Representative's Signature: _____

Host Agency Title: _____

Agency Supervisor: _____

Address: _____

Phone: _____ Fax: _____

Email: _____ Date: _____

Signed by SCSEP Sponsor Agency

SCSEP Sponsor: _____

Representative's Name: _____

Signature: _____

Address: _____

Phone: _____ Fax: _____

Email: _____ Date: _____

Documentation of In-Kind Contributions

(complete if more than two (2) Supervisors; please print and complete additional pages as needed)

Host Agency Supervisor Name: _____

Supervisory wage rate/per hour: \$_____.

By sharing your hourly rate of pay, we are able to leverage the full value of your training investment to meet the non-federal match requirement of this federal grant. This information will be stored securely and will not be shared outside our program administration team. Should you choose not to reveal your hourly rate, we will only be able to quantify your training time using the applicable minimum wage.

Usual number of Supervisory Hours spent training SCSEP job seeker(s) per week: _____
(not to exceed 4 hours or 20% of the job seeker's work hours per week)

Supervisor's Signature: _____

Date: _____

Host Agency Supervisor Name: _____

Supervisory wage rate/per hour: \$_____.

By sharing your hourly rate of pay, we are able to leverage the full value of your training investment to meet the non-federal match requirement of this federal grant. This information will be stored securely and will not be shared outside our program administration team. Should you choose not to reveal your hourly rate, we will only be able to quantify your training time using the applicable minimum wage.

Usual number of Supervisory Hours spent training SCSEP job seeker(s) per week: _____
(not to exceed 4 hours or 20% of the job seeker's work hours per week)

Supervisor's Signature: _____

Date: _____

SCSEP Host Agency Training Framework

Career Pathway: Office Administration

Career Pathway Skill Training at Host Agencies

Thank you for providing hands-on job training as a way to prepare Job Seekers who are placed with you for unsubsidized employment. As part of this training experience, we hope our Job Seekers have access to the types of Career Pathway training that ensure their success in future employment. Please consult with us as Job Seekers placed with you master their tasks so we can identify opportunities for additional skill development.

Examples of Host Agency Training Experiences

- **Goal: Operate basic office equipment to complete tasks.**
 - o Answer telephone calls, direct calls, and take messages.
 - o Use postage machine to add correct postage to outgoing mail.
 - o Copy, fax, and collate documents to support business operations.
 - o Scan documents for digital storage or for electronic distribution.
 - o Report maintenance or equipment problems to the appropriate personnel, oversee service technician
- **Goal: Maintain organized database records and/or files.**
 - o Search, use, maintain and update a customer database.
 - o Compile, copy, sort, and file records of office activities or transactions.
 - o Retrieve records from filing structure as requested refile refile properly when no longer in use.
- **Goal: Prepare and disseminate correspondence.**
 - o Type, format, proofread, and edit correspondence.
 - o Compile data or documentation.
 - o Prepare information or reference materials.
 - o Open, sort, and route incoming mail, and prepare outgoing mail.
- **Goal: Process financial transactions.**
 - o Use time entry systems to enter and process payroll transactions.
 - o Use invoices and supporting documents to enter and process accounts payable transactions.
 - o Prepare cash and checks for bank deposit
- **Goal: Coordinate meetings and appointments for clients, colleagues, or partners.**
 - o Use calendar or event software to set meeting date, time, place, and invite attendees.
 - o Prepare meeting materials, hospitality, and related signage.
 - o Take meeting minutes and distribute them to attendees.
- **Goal: Understand office supply and service requirements and ensure continuity.**
 - o Order supplies, materials, and services needed by those working in the office.
 - o Communicate with service vendors to schedule regular and off-schedule service appointments.
- **Goal: Enter business data into systems.**
 - o Compile, sort, and verify the accuracy of data before it is entered.
 - o Compare data with source documents, or re-enter data in verification format to detect errors.
 - o Accurately enter data into computer system.
 - o Store completed documents in appropriate locations.

Overview of the Career Pathway

Office administration perform routine administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. They handle tasks including compiling, computing, and recording data, verifying data, preparing materials for printing and preparing billing invoices for services rendered or for delivery or shipment of goods.

Sample Occupations Within the Career Pathway

- Administrative Assistant (ONET Code:43-6014.00)
- Office Support Worker (ONET Code:43-9199.00)
- Office Clerk (ONET Code:43-9061.00)
- Accounting Clerk (ONET Code:43-3031.00)
- Correspondence Clerk (ONET Code:43-4021.00)
- Data Entry Keyer (ONET Code:43-9021.00)
- File Clerk (ONET Code:43.4071.00)
- Payroll & Timekeeping Clerk (ONET Code: 43-3051.00)
- Human Resource Specialist (ONET Code:13-1071.00)
- Library Assistant (ONET Code:43-4121.00)
- Accounting Clerk (ONET Code:43-3031.00)
- Correspondence Clerk (ONET Code:43-4021.00)
- Data Entry Keyer (ONET Code:43-9021.00)
- File Clerk (ONET Code:43.4071.00)

Digital Skills & Software Experience Encouraged During Host Agency Training

- Basic Computer Operation - Hardware, Windows, MacOS
- Email and Calendar Scheduling Software - Outlook, Google
- Microsoft Office - Word, Excel, PowerPoint
- Document management software — Adobe Acrobat, Google Docs & Sheets, SharePoint, Slack, Teams
- Cloud-based data access and sharing software — Dropbox, Google Drive, Microsoft SharePoint, Slack
- Information Retrieval or Search Software - Google, Artificial Intelligence
- Accounting, Billing, & Payroll Software - QuickBooks, Sage Intacct, ADP, Paychex
- Project Management Software - Asana, Trello, Smartsheet, Basecamp
- Desktop virtual communications software — Skype, Zoom , Teams, Webex, Google Meet

Durable Soft Skill Usage Recommended During Host Agency Training

- Active Listening — Giving full attention to what other people are saying, taking time to understand.
- Reading Comprehension – Understanding written sentences and paragraphs in work-related documents.
- Speaking — Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Coordination – Adjusting actions in relation to others' actions.
- Critical Thinking — Using logic and reasoning to identify strengths and weaknesses of alternative solutions.
- Time Management — Managing one's own time and the time of others.
- Mathematics - Using mathematics to solve problems.

SCSEP Host Agency Training Framework

Career Pathway: Health G Social Services

Career Pathway Skill Training at Host Agencies

Thank you for providing hands-on job training as a way to prepare Job Seekers who are placed with you for unsubsidized employment. As part of this training experience, we hope our Job Seekers have access to the types of Career Pathway training that ensure their success in future employment. Please consult with us as Job Seekers placed with you master their tasks so we can identify opportunities for additional skill development.

Examples of Host Agency Training Experiences

- **Goal: Goal: Help clients to access services.**
 - o Listen to concerns, provide information, and offer support.
 - o Present social services program information to the public.
 - o Understand community resources including factors for eligibility.
 - o Refer clients to appropriate community or social service programs.
 - o Explain regulations, policies, or procedures.
- **Goal: Assess client status and provide care.**
 - o Interview clients to gather information about their backgrounds, needs, or progress.
 - o Write a report or evaluation on history and status details.
 - o Maintain ongoing case notes regarding client needs, referrals, and services provided.
- **Goal: Provide service to clients.**
 - o Transcribe case notes from interactions with clients.
 - o Maintain social service program records.
 - o Collaborate with other professionals to assess client needs or plan treatments.
- **Goal: Teach material to classroom, student, or client.**
 - o Prepare lesson plans, bulletin boards, and demonstration materials.
 - o Teach life skills or strategies to clients or their families.
 - o Distribute and collect classroom materials.
 - o Deliver educational material.
 - o Evaluate comprehension of materials taught.
- **Goal: Care for students or clients.**
 - o Ensure childcare or educational setting is arranged to ensure safety.
 - o Assist clients in handling details of daily life.
 - o Provide assistance to clients with special needs or mental illness.
- **Goal: Provide personal care and home health services.**
 - o Administer bedside or personal care, such as ambulation or personal hygiene assistance.
 - o Participate in case reviews to evaluate the client's needs and plan for continuing services
 - o Participate in an examination to understand skin, hair, or other physical conditions.
 - o Perform housekeeping duties, such as cooking, cleaning, washing clothes or dishes, or running errands.
- **Goal: Support job seekers in pursuing employment.**
 - o Evaluate and document job seeker's work experience, abilities, interests, and barriers to employment.
 - o Refer job seekers to appropriate training and supportive service providers.
 - o Perform routine case management and document case notes.
 - o Identify and distribute job openings that align with job seeker career goals and experience.

Overview of the Career Pathway

Health & social service workers provide client services in a wide variety of fields, such as psychology, rehabilitation, or social work, including support for families. They may assist clients in identifying and obtaining available benefits and social and community services. They may also develop, organize, and conduct programs to prevent and resolve problems relevant to substance abuse, human relationships, rehabilitation, personal care, or dependent care. They may also assist with instructional duties, design and implementation of educational programs.

Sample Occupations Within the Career Pathway

- Child Care Worker (ONET Code: 39-9011.00)
- Teaching Assistant (ONET Code: 25-9042.00)
- Cosmetologist Hairdresser (ONET Code:39-5012.00)
- Skincare Specialist (ONET Code:39-5094.00)
- Nursing Assistant (ONET Code: 31-1131.00)
- Social Service Assistant (ONET Code: 21-1093.00)
- Medical Records Technician (ONET Code: 29-2071.00)
- Phlebotomists (ONET Code: 31-9097.00)
- Home Health Aides (ONET Code:31-1121.00)
- Dental Assistants (ONET Code: 31-9091.00)
- Dietetic Technicians (ONET Code: 29-2051.00)
- Community Health Workers (ONET Code: 21-1094.00)
- Personal Care Aides (ONET 31-1122.00)
- Career Counselors (ONET Code:21-1012.00)

Digital Skills & Software Experience Encouraged During Host Agency Training

- Basic Computer Operation - Hardware, Windows, MacOS
- Email and Calendar Scheduling Software - Outlook, Google
- Microsoft Office - Word, Excel, PowerPoint
- Document management software — Adobe Acrobat, Google Docs & Sheets, Sharepoint, Slack, Teams
- Cloud-based data access and sharing software — Dropbox, Google Drive, Microsoft SharePoint, Slack
- Customer relationship management CRM software — Salesforce, Telemation
- Information Retrieval or Search Software - Google, Artificial Intelligence
- Medical software — Epic, MEDITECH, eClinicalWorks, AIGHD OASIS
- Desktop virtual communications software — Skype, Zoom , Teams, Webex, Google Meet

Durable Soft Skill Usage Recommended During Host Agency Training

- Active Listening — Giving full attention to what other people are saying, taking time to understand.
- Coordination – Adjusting actions in relation to others' actions.
- Critical Thinking — Using logic and reasoning to identify strengths and weaknesses of alternative solutions.
- Reading Comprehension – Understanding written sentences and paragraphs in work-related documents.
- Service Orientation — Actively looking for ways to help people.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- Speaking — Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.

SCSEP Host Agency Training Framework

Career Pathway: Facility Management

Career Pathway Skill Training at Host Agencies

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Examples of Host Agency Training Experiences

- **Goal: Enhance skills in conducting thorough facility inspections to ensure cleanliness.**
 - o Inspect facilities regularly, identifying and addressing cleanliness issues promptly.
 - o Clean and sanitize buildings following established guidelines and standards.
 - o Properly store and label cleaning solutions and other hazardous materials.
- **Goal: Maintain healthy, well organized outdoor spaces.**
 - o Use tools to mow, trim, edge, and fertilize grass and green spaces.
 - o Perform seasonal transition activities including planting, pruning, leaf removal, and natural debris cleanup.
 - o Establish and maintain outdoor structures including planting structures, seating areas, and walkways.
- **Goal: Develop proficiency in overseeing property operations and maintenance activities.**
 - o Oversee and coordinate property operations to ensure smooth functioning.
 - o Perform routine maintenance tasks and repairs to maintain facility integrity.
 - o Prioritize maintenance and repair tasks based on urgency and importance.
- **Goal: Strengthen skills in repairing machinery, equipment, or structures within the facility.**
 - o Diagnose and troubleshoot issues with machinery or equipment.
 - o Perform necessary repairs to ensure proper functionality.
- **Goal: Enhance proficiency in routine maintenance and cleaning tasks for facility upkeep.**
 - o Empty trash containers regularly, ensuring proper disposal.
 - o Vacuum and sweep floors to maintain a clean and orderly environment.
- **Goal: Strengthen skills in ordering supplies, materials, and services required for facility management.**
 - o Order necessary supplies and materials in a timely and organized manner.
 - o Maintain accurate records of inventory levels and reorder as needed.
- **Goal: Practice the administrative processes related to sending and receiving shipments.**
 - o Examine shipment contents and compare with manifests, invoices, or orders, to verify accuracy.
 - o Prepare documents, such as work orders, bills of lading, or shipping orders, to route materials.
 - o Pack, seal, label, or affix postage to prepare materials for shipping.
 - o Determine shipping methods, routes, or rates for materials to be shipped.
- **Goal: Keep stockroom shelves organized, filled, and**
 - o Store items in an orderly and accessible manner in warehouses, tool rooms, supply rooms, or other areas
 - o Mark stock items, using identification tags, stamps, electric marking tools, or other labeling equipment.
 - o Receive and count stock items, and record data manually or on computer.
 - o Receive, unload, open, unpack, or issue sales floor merchandise.
 - o Requisition merchandise from supplier based on available space, merchandise on hand, and customer demand.

Overview of the Career Pathway

Facility management workers keep buildings in clean and orderly condition, perform heavy cleaning duties, such as cleaning floors, removing rubbish, maintaining landscaping, and cleaning snow or debris from sidewalk. Duties may include performing routine maintenance to keep machines, mechanical equipment, HVAC, or the structure of a building in repair, and notifying management of repairs that require the attention of a specialist. They may also receive, store, and issue merchandise, materials, equipment, and other items from stockroom, warehouse, or storage yard to fill shelves, racks, tables, or customers' orders.

Sample Occupations Within the Career Pathway

- Facilities Manager (ONET Code: 11-3013.00)
- Property Assn. Managers (ONET Code: 11-9141.00)
- Construction Laborer (ONET Code: 47-2061.00)
- Building Cleaning Worker (ONET Code: 37-2019.00)
- Janitor or Cleaner (ONET Code: 37-2012.00)
- Landscaper/Groundskeeper (ONET Code: 37-3011.00)
- Farmworker (ONET Code: 45-2093.00)
- Shipping, Receiving, & Inventory Clerks (43-5071.00)
- Stocker and Order Filler (ONET Code: 53-7065.00)
- Pest Control Worker (ONET Code: 37-2021.00)
- Automotive Technician (ONET Code: 49-3023.00)
- HVAC & Appliance Installers (ONET Code: 49-9021.01)
- Machinery Maintenance (ONET Code: 49-9043.00)
- Production Workers (ONET Code: 51-9198.00)

Digital Skills & Software Experience Encouraged During Host Agency Training

- Basic Computer Operation - Hardware, Windows, MacOS
- Email and Calendar Scheduling Software - Outlook, Google
- Microsoft Office - Word, Excel, PowerPoint
- Document management software — Adobe Acrobat, Google Docs & Sheets, SharePoint, Slack, Teams
- Cloud-based data access and sharing software — Dropbox, Google Drive, Microsoft SharePoint, Slack
- Access Software - Biometric Reader, Card Key Management
- Ticket Management Software - Zendesk, Fiix, Help Scout, Freshdesk

Durable Soft Skill Usage Recommended During Host Agency Training

- Active Listening — Giving full attention to what other people are saying, taking time to understand.
- Time Management — Managing one's own time and the time of others.
- Coordination — Adjusting actions in relation to others' actions.
- Service Orientation — Actively looking for ways to help people.
- Speaking — Talking to others to convey information effectively.
- Critical Thinking — Using logic and reasoning to identify strengths and weaknesses of alternative solutions.

SCSEP Host Agency Training Framework

Career Pathway: Customer Service

Career Pathway Skill Training at Host Agencies

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Examples of Host Agency Training Experiences

- **Goal: Understand customer needs and handle communications.**
 - o Greet customers and ascertain the needs & wants of the customer.
 - o Triage customer requests to appropriate company personnel or departments.
 - o Discuss goods or services information with customers or patrons
 - o Answer telephone calls, direct calls, and take messages.
 - o Use email to communicate with customers, colleagues, community partners, and supervisors.
 - o Confer with customers by telephone or in person to provide information about products or services.
- **Goal: Conduct sales transactions with new and existing customers.**
 - o Take orders, update orders, manage account details.
 - o Inform regular customers of changes in product details, prices, processes, etc.
 - o Determine charges for services requested, collect deposits or payments, or arrange for billing.
 - o Use cash register to perform sales transactions.
- **Goal: Generate new sales or promote new products to existing customers.**
 - o Call on potential customers to explain services and generate new business.
 - o Understand customer needs and identify additional products and services to meet their needs.
- **Goal: Track sales information.**
 - o Record sales or delivery information on daily transaction documents.
 - o Write customer orders according to company guidelines.
 - o Keep records of customer interactions or transactions including actions taken.
- **Goal: Handle merchandise and understand inventory systems.**
 - o Ticket, display, and arrange merchandise to promote products or sales.
 - o Restock inventory and communicate discrepancies in inventory count.
- **Goal: Receive and assist with resolving customer grievances.**
 - o Exchange merchandise and handle returns.
 - o Refer unresolved customer grievances to designated departments for further investigation.
- **Goal: Perform administrative tasks related to customer transactions or interactions.**
 - o Update database, complete customer forms, prepare change of address records, etc.
 - o Open and close cash registers, balance cash drawers.
 - o Open mail, distribute to appropriate company personnel or departments.
 - o Schedule appointments, prepare meeting spaces, handle event registration, create related signage.
- **Goal: Deliver products to customers.**
 - o Drive vehicle over specified route or to specified destination, complying with regulations and policies.
 - o Ensure correct items are delivered to corresponding clients.
 - o Obtain delivery confirmation and record delivery transaction.

Overview of the Career Pathway

Customer service workers connect customers and clients with goods and services. Americans working in the Customer Service Career Pathway typically interact with customers to provide basic or scripted information in response to routine inquiries about products and services. They may answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding products, services, and activities offered by the company. They handle tasks including communications, sales, appointments, complaints, inventory, delivery, and tracking.

Sample Occupations Within the Career Pathway

- Customer Service Rep (ONET Code: 43-4051.00)
- Retail Salesperson (ONET Code: 41-2031.00)
- Cashier (ONET Code: 41-2011.00)
- Telemarketer (ONET Code: 41-9041.00)
- Receptionist (ONET Code: 43-4171.00)
- Fundraiser (ONET Code:13-1131.00)
- Training Specialist (ONET Code:13-1151.00)
- Driver/Sales Worker (ONET Code:53-3031.00)
- Bus Driver (ONET Code:53-3051.00)
- Light Truck Driver (ONET Code: 53-3033.00)
- Hotel Desk Clerk (ONET Code:43-4081.00)
- Ushers, Lobby Attendant (ONET Code:39-3031.00)
- Dispatcher (ONET Code: 43-5032.00)
- Pharmacy Aides (ONET Code: 31-9095.00)

Related Trainings and National Certifications

- Basic Computer Operation - Hardware, Windows, MacOS
- Email and Calendar Scheduling Software - Outlook, Google
- Microsoft Office - Word, Excel, PowerPoint
- Document management software — Adobe Acrobat, Google Docs & Sheets, SharePoint, Slack, Teams
- Customer relationship management CRM software — Salesforce, Telemation
- Data base user interface and query software — Microsoft Access, Oracle Database, Airtable
- Enterprise resource planning ERP software — Microsoft Dynamics, Oracle PeopleSoft
- Cloud-based data access and sharing software — Dropbox, Google Drive, Microsoft SharePoint, Slack
- Desktop virtual communications software — Skype, Zoom , Teams, Webex, Google Meet
- Point of Sale Software - Lightspeed, Toast, TouchBistro, Clover, Square

Durable Soft Skill Usage Recommended During Host Agency Training

- Active Listening — Giving full attention to what other people are saying, taking time to understand.
- Service Orientation — Actively looking for ways to help people.
- Speaking — Talking to others to convey information effectively.
- Critical Thinking — Using logic and reasoning to identify strengths and weaknesses of alternative solutions.
- Time Management — Managing one's own time and the time of others.
- Negotiation — Bringing others together and trying to reconcile differences.
- Persuasion — Persuading others to change their minds or behavior.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

SCSEP Host Agency Training Framework

Career Pathway: Food Services

Career Pathway Skill Training at Host Agencies

Thank you for providing hands-on job training as a way to prepare Job Seekers who are placed with you for unsubsidized employment. As part of this training experience, we hope our Job Seekers have access to the types of Career Pathway training that ensure their success in future employment. Please consult with us as Job Seekers placed with you master their tasks so we can identify opportunities for additional skill development.

Examples of Host Agency Training Experiences

- **Goal: Maintain a clean kitchen & dining area.**
 - o Clean and sanitize work areas, equipment, utensils, dishes, or silverware.
 - o Load dishes, glasses, and tableware into dishwashing machines.
 - o Scrape leftovers from dishes into garbage containers.
 - o Remove trash and clean kitchen garbage containers.
 - o Vacuum dining area and sweep and mop kitchen floor.
- **Goal: Maintain and operate a safe kitchen & dining area.**
 - o Take and record temperature of food and food storage areas, such as refrigerators and freezers.
 - o Store food in designated containers and storage areas to prevent spoilage.
 - o Practice safe operation of kitchen equipment including knives and heating appliances.
- **Goal: Practice culinary techniques.**
 - o Wash, peel, and cut various foods, such as fruits and vegetables, to prepare for cooking or serving.
 - o Cut, slice or grind meat, poultry, and seafood to prepare for cooking.
- **Goal: Prepare food in accordance with kitchen policies and food standards.**
 - o Prepare a variety of foods, such as meat, vegetables, or desserts, according to customers' orders.
 - o Portion and wrap food or place it directly on plates for service to patrons.
 - o Package take-out foods or serve food.
 - o Prepare and serve a variety of beverages, such as coffee, tea, and soft drinks.
 - o Assist cooks and kitchen staff with various tasks as needed and provide cooks with needed items.
- **Goal: Take orders from customers.**
 - o Distribute menus and take orders from customers.
 - o Understand allergy requirements and other dietary restrictions.
 - o Deliver meals to customers and ensure order meets their requests.
 - o Operate the cash register or Point of Sale system, handle money, and give correct change.
- **Goal: Maintain kitchen inventory.**
 - o Stock cupboards and refrigerators and tend salad bars and buffet meals.
 - o Receive and store food supplies, equipment, and utensils.
 - o Keep records of the quantities of food used.
- **Goal: Develop and implement menus.**
 - o Identify appropriate dishes to be included in the kitchen menu.
 - o Ensure menu items meet dietary variety and nutritional requirements.
 - o Determine the ingredients needed for each recipe.
 - o Calculate the total cost of each recipe and the overall menu.

Overview of the Career Pathway

Food service workers perform duties such as taking orders and serving food and beverages or serving customers at counter or from a steam table. They may set up and operate equipment that mixes or blends ingredients used in the manufacturing of food products, prepare and cook large quantities of food for institutions, such as schools, hospitals, or cafeterias, and clean kitchen equipment including food preparation equipment, dishes, and utensils. They may also plan and produce meals based on established guidelines, teach principles of food and nutrition, or counsel individuals.

Sample Occupations Within the Career Pathway

- Food Preparation Workers (ONET Code: 35-2021.00)
- Cooks, Restaurant (ONET Code: 35-2014.00)
- Chefs and Head Cooks (ONET Code: 35-1011.00)
- Fast Food Cooks (ONET Code: 35-2011.00)
- Waiters and Waitresses (ONET Code: 35-3031.00)
- Bartenders (ONET Code: 35-3011.00)
- Dishwashers (ONET Code: 35-9021.00)
- Cooks, Fast Food (ONET Code: 35-2011.00)
- Cafeteria Cooks (ONET Code: 35-2012.00)
- Barista (ONET Code: 35-3023.01)
- Bakers (ONET Code: 51-3011.00)
- Farmer (ONET Code: 11-9013.00)
- Agricultural Worker (ONET Code: 45-2099.00)
- Food Batch makers (ONET Code: 51-3092.00)

Digital Skills & Software Experience Encouraged During Host Agency Training

- Basic Computer Operation - Hardware, Windows, MacOS
- Email and Calendar Scheduling Software - Outlook, Google
- Microsoft Office - Word, Excel, PowerPoint
- Document management software — Adobe Acrobat, Google Docs & Sheets, SharePoint, Slack, Teams
- Scientific Software - DietMaster, NitriBase, MasterCook
- Customer relationship management CRM software — Salesforce, Telemation
- Point of Sale Software - Lightspeed, Toast, TouchBistro, Clover, Square

Durable Soft Skill Usage Recommended During Host Agency Training

- Active Listening — Giving full attention to what other people are saying, taking time to understand.
- Service Orientation — Actively looking for ways to help people.
- Oral Comprehension — The ability to understand information and ideas presented through words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Time Management — Managing one's own time and the time of others.
- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong.