

Vantage Aging SCSEP Grievance Policy for Ohio Department of Aging (AGE) Funded Positions

PURPOSE

The goal of this policy is to provide a clear method for resolving concerns or issues arising during participation in the Senior Community Service Employment Program (SCSEP), which is funded by the U.S. Department of Labor (DOL) and administered by the Ohio Department of Aging (AGE) through Vantage Aging as a subrecipient. This procedure applies exclusively to positions funded by the AGE grant and does not apply to SCSEP programs operated by Vantage Aging that are funded directly by the U.S. Department of Labor. This procedure applies to employees, job seekers, and applicants involved in these AGE-funded positions.

POLICY

Vantage Aging ensures fair treatment for all employees, job seekers, and applicants under this grant. This policy provides notification of the right to file a grievance and the steps involved in the process. All decisions concerning grievances are made objectively and in accordance with program requirements. All references to written communication within this policy include electronic mail (e-mail).

In accordance with program requirements, the following standards apply:

- Vantage Aging submits its grievance policy to AGE program administration for formal approval prior to the distribution of the policy to any individuals involved in the SCSEP program.
- Retaliation by Vantage Aging or its placement partners against an individual filing a grievance is strictly prohibited.
- The individual responsible for investigating or otherwise resolving the grievance will not be someone who was involved in the events that gave rise to the grievance.
- Vantage Aging notifies individuals of the existence of this grievance process and provides a copy of this procedure upon request, upon selection for participation in SCSEP, upon notification of ineligibility for SCSEP, and upon termination from SCSEP.
- Records of each grievance, response, and outcome will be retained for three program years after the program year in which the participant received final follow-up activity.

OTHER COMPLAINTS

Nondiscrimination and WIOA Section 188 Complaints - Questions about or complaints alleging a violation of the nondiscrimination requirements of Title VI of the Civil Rights Act of 1964 or WIOA section 188 may be filed with the U.S. Department of Labor, Civil Rights Center, Room N-4123, 200 Constitution Avenue, N.W., Washington, D.C. 20210.

Complaints alleging a violation of WIOA section 188 may be filed initially with Vantage Aging in accordance with 20 C.F.R. 641.910(d). All such complaints must comply with WIOA nondiscrimination regulations in 29 C.F.R. part 38.

Workforce Innovation and Opportunity Act (WIOA) Program Complaints - Concerns regarding participation in WIOA programs administered by the Ohio Department of Job and Family Services must be directed to the local Ohio Means Jobs center where the service was initiated.

PROCEDURE

If an employee, applicant, or job seeker believes that differential, irregular, or illegal treatment has occurred, a grievance may be filed within ten (10) business days of the basis for the grievance occurring.

- Acknowledgment: Vantage Aging will acknowledge the receipt of each grievance in writing within five business days.
- Step 1: The individual filing a grievance must submit the grievance in writing to the local Regional Workforce Development Manager. The investigation and communication will be documented, and a written decision will be provided within ten business days of initiation of this step.
- Step 2: If the grievance is not resolved to the satisfaction of the individual filing a grievance at the first step, the grievance may be submitted in writing to the Director of Workforce Development at scsep@vantageaging.org or 388 S Main St Suite 325, Akron, OH 44311. A written decision will be made within ten business days of initiation of this step.
- Step 3 (Final Level): If the grievance is not resolved to the satisfaction of the individual filing a grievance at the second step, the grievance may be submitted in writing to the AGE SCSEP program administrator within ten business days of receiving the second-step decision, or within ten business days of the second-step deadline if no response is issued. Submissions must be sent to the Ohio Department of Aging, 30 E. Broad Street, 22nd Floor, Columbus, Ohio 43215-3414,

or by e-mail at elderconnections@age.ohio.gov. The decision of the AGE SCSEP program administrator is final.

APPEALS TO THE U.S. DEPARTMENT OF LABOR

Individuals filing a grievance may appeal allegations of violations of federal law (other than those related to nondiscrimination) which are not resolved within 60 days, or appeal the decision of the AGE SCSEP program administrator to determine whether the grievance procedures were followed. Such appeals may be filed with the Employment and Training Administration, Attn: Director, Division of National Programs, Tools and Technical Assistance, U.S. Department of Labor, 200 Constitution Avenue, N.W., Room C-4518, Washington, D.C. 20210.

Authority/Basis: 45 CFR 1321.11; 20 CFR 641.910; Attachment G to the ODA/Vantage Aging Grant Agreement (FFY 2027).