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| **\_\_\_\_\_\_\_\_\_\_\_\_\_ COUNTY CASA EMPLOYEE** |
| **POLICIES AND PROCEDURES**  **SUPPLEMENT HANDBOOK** |
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The intent of this \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Employee Handbook is to supplement the \_\_\_\_\_\_\_\_\_\_\_\_\_ County Probate-Juvenile Court Personnel Policy and Practices Manual and the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Policy and Procedures Manual with specific information pertaining to the paid staff of the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA program.

**SECTION 1: GENERAL PEROGRAM POLICIES**

* 1. **SCOPE OF POLICIES**

The intent of this \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Employee Handbook is to supplement the \_\_\_\_\_\_\_\_\_\_\_\_\_ County Probate-Juvenile Court Personnel Policy and Practices Manual and the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Policy and Procedures Manual with specific information pertaining to the paid staff of the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA program.

* 1. **OUTSIDE EMPLOYMENT /MOONLIGHTING**

Absent express prior approval from the Executive Director, CASA does not permit moonlighting, also defined as working for another company while employed by CASA. While CASA does not seek to intrude on employee’s personal lives, moonlighting impacts an employee’s ability to dedicate him or herself to CASA. Clearly, working for a competitor is unacceptable and will lead to immediate termination. Other employment, while not directly competitive with our operations, also may impact adversely on an employee’s ability to work. That holds true for self-employment. Accordingly, if your circumstances require that you work a second job, or you intend to pursue your own business, discuss the matter with the Executive Director, prior to engagement. The Ethics Disclosure Form: Outside Employment or Services Notification Form found in Appendix A must be on file.

1.3 EMPLOYEE ACCESS TO PERSONNEL FILES

Employees are granted access to their personnel records with approval by and in the presence of the Executive Director. Employees may review and make copies of all components of their files with the exception of references which are confidential. If employees wish to make additions or corrections to the information contained in their records, the employee must:

a) Discuss the proposed additions/corrections with the Executive Director;

b) Provide written explanation for the desired additions/corrections to the Executive Director.

In the case of the Executive Director, the \_\_\_\_\_\_\_\_\_\_\_\_\_ County Probate-Juvenile Court Administrator would be substituted in the above procedure wherever the Executive Director is noted.

The employee personnel record contains: the original employment application, job description; reference documentation; documentation of all records checks; verification of education; training records; performance evaluations; disciplinary actions; termination summaries; letter commendation; time attendance records; proof of eligibility to work in the US (I-9 form).

**1.4 SOCIAL MEDIA POLICY**

\_\_\_\_\_\_\_\_\_\_\_\_\_ County Court Appointed Special Advocate (CASA) Volunteers and Staff shall refrain from posting inappropriate material, links to inappropriate websites, or undesirable comments, references or pictures anywhere on the web where the posting directly or indirectly makes reference to the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program or any name meant to refer to the organization. Volunteers and staff found to be in violation of this policy may be sanctioned at the discretion of the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program Director.

This policy includes public postings to any electronic media including, but not limited to intranet and internet forums, blogs, web logs, photo blogs, online web communities, list serves, internet diaries, instant messaging, text messaging, podcasts, amateur video sites, and all web postings -- such as those in chat rooms, on bulletin boards, websites or web pages. Wikis, public/shared email, online compilations of photographs or videos, and links to any of the foregoing items are also prohibited.

"Inappropriate material" shall be defined as postings, depictions or descriptions of illicit substances and/or their paraphernalia, underage drinking; harassing, hostile, false, or confidential information and any other acts that violate local, state, federal, or the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program laws, statutes, rules, and regulations. Also prohibited are prejudiced or discriminatory statements against any individuals, businesses, government agencies or groups. Volunteers and staff within the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program should avoid creating the impression that the views expressed through any electric or social media outlet are anything more than personal opinions.

Postings which directly or indirectly make reference to the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program include, but are not limited to, postings which name CASA, the Court Appointed Special Advocate Program or any name meant to refer to the organization; photographs or videos which depict the CASA name, logo, symbols; photographs or videos which display any \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA-sponsored activities; postings which link to any local, state, national, international web page referring to CASA; and usernames or email addresses which indicate an affiliation with the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program.

**1.5 WHISTLE BLOWING POLICY**

If any employee believes that some practice or activity of the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program is in violation of law or a clear mandate of policy, a written complaint must be filed by that employee with the Executive Director or governing body. If the employee is unsatisfied with the response of the Executive Director or governing body, the employee may report the violation to the \_\_\_\_\_\_\_\_\_\_\_\_\_ County Probate-Juvenile Court Administrator.

It is the intent of the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program to adhere to all laws, regulations and policies that apply to the organization and the underlying purpose of this policy is to support the organization’s goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws, regulations and policies. An employee is protected from retaliation only if the employee brings the alleged practice or activity to the attention of the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program and provides the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program with a reasonable opportunity to investigate. The protection described below is only available to employees that comply with this requirement.

The \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program will not retaliate against an employee who, in *good faith*, has made a protest or raised a complaint against some practice of the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program, or of another individual or entity with whom the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program has a business relationship, on the basis of a reasonable belief that the practice is in violation of law, regulation or policy.

The \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program will not retaliate against employees who disclose or threaten to disclose to a supervisor or a public body, any activity or practice of \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program that the employee reasonably believes is in violation of a law, regulation or policy concerning the health, safety, welfare, or protection of the environment.

**1.6. Transportation Policy**

Staff who choose to transport children or families do so at their own risk and must carry the appropriate automobile insurance. Before transporting, you should:

1. have a valid driver’s license and a safe driving record;
2. passed a motor vehicles records check, completed by \_\_\_\_\_\_County CASA
3. have adequate personal automobile insurance;
4. provide a copy of a valid drivers license and insurance card annually to \_\_\_\_\_\_\_\_\_\_County CASA;
5. obtain the permission of the child’s legal guardian or custodial agency (ODJFS-BCCS), and the permission of their supervisor or Executive Director of \_\_\_\_\_\_\_\_\_\_\_\_County CASA.
6. agree to drive safely while providing volunteer service for \_\_\_\_ County CASA. This includes the prohibition of texting and emailing while driving.
7. chooses to accept the responsibility.

\_\_\_\_\_\_\_\_County CASA will maintain a file with a copy of your driver’s license number and current insurance coverage. Transporting children and families is a personal choice of all staff and is not a job expectation or requirement. Staff are knowledgeable of the potential risk of liability.

**1.7 Grievance Process**

If an employee believes that he or she has received unfair treatment or been the object of an incorrect application of the employment policy, that individual may avail him or herself of the following grievance procedure:

1. **DEFINITION:** A “grievance” is a complaint by an employee that there has been a violation, misinterpretation, or inequitable application of any provision of the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA policies as set forth in the \_\_\_\_\_\_\_\_\_\_\_\_\_ County Probate-Juvenile County Personnel Policy and Practices Manual and the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Employee Policies and Procedures Supplemental Handbook.
2. **TIME FRAMES:** To ensure effective review and resolution of grievances, an employee must follow the established time frames. Grievances must be filed within five business days after the event that is the basis of the grievance. Grievances must be filed and appealed within the established time frames at each step of the process, or they will be considered to have been waived

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1. Employees may not grieve personnel actions that are taken to ensure \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA’s compliance with federal, state, or local laws.
2. Employees are encouraged to use the following procedure when they believe that they have been treated unfairly or that a policy has been incorrectly applied. No employee will be discriminated against for filing a grievance or appeal in accordance with this procedure:
3. Before filing a grievance, an employee shall first discuss the problem that gave rise to the grievance with his or her immediate supervisor. If the informal discussion does not resolve the problem, the employee shall prepare a written grievance and file it with his or her supervisor. Upon receipt of the written grievance, the supervisor shall schedule a meeting with the aggrieved party within five business days to discuss the grievance. Within five business days of when the meeting was held, the supervisor shall issue a written response to the employee.
4. If an employee is dissatisfied with the response of his or her supervisor, he or she may within five business days file an appeal of the response/decision with the supervisor, who will forward it to the Executive Director. The appeal must explain why the employee disagrees with the response/decision of the supervisor. The Executive Director will acknowledge receipt of the appeal to the employee as soon as it is received. Within five business days after receipt of the appeal, the Executive Director will either issue a decision or, if it is determined that a further meeting is necessary, notify the employee of the date on which the meeting will be held. The Executive Director will issue a written decision within five business days after the meeting. A copy of the decision will be forwarded to the \_\_\_\_\_\_\_\_\_\_\_\_\_ County Probate-Juvenile Court Administrator.
5. If the employee is dissatisfied with the decision of the Executive Director, he or she may within five business days of receipt file an appeal with the Executive Director, who will then forward it to the \_\_\_\_\_\_\_\_\_\_\_\_\_ County Probate-Juvenile Court Administrator. The appeal must include a statement indicating why the employee disagrees with the decision of the Executive Director. The \_\_\_\_\_\_\_\_\_\_\_\_\_ County Probate-Juvenile Court Administrator will acknowledge receipt of the appeal. Within 30 business days after receipt of the appeal, the \_\_\_\_\_\_\_\_\_\_\_\_\_ County Probate-Juvenile Court Administrator will either render a written decision or, if it is determined that a further meeting is necessary with the employee, notify the employee of the date of the scheduled meeting. If a meeting is held, the \_\_\_\_\_\_\_\_\_\_\_\_\_ County Probate-Juvenile Court Administrator will provide a written decision within 30 business days after the meeting was concluded
6. The \_\_\_\_\_\_\_\_\_\_\_\_\_ County Probate-Juvenile Court Administrator has the final authority with respect to resolution of grievances.

1. Documentation of all grievances will be maintained (separate from employee personnel files) by the \_\_\_\_\_\_\_\_\_\_\_\_\_ County Probate-Juvenile Court Administrator. Documentation will include a description of the complaint, steps taken in response, and a summary of how the concern was addressed.

# Section 2: CASA STAFF RECRUITMENT AND SCREENING

* 1. **Recruitment**

CASA staff employees will be recruited by \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA on a proactive basis, with the intent of improving the support and administration of the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program.

CASA staff will be recruited and accepted into the program without regard to gender, disability, age, race, national origin, marital status or sexual orientation. Qualification exclusions include but are not limited to:

* \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA will not accept into the program individuals who have been convicted of any criminal act involving a child or who have been adjudicated in Juvenile Court to have abused or neglected a child. This is inclusive of, but not limited to, any sexual offense, abuse, neglect or related acts that would pose risks to children or to \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA credibility.
* Staff, employees, foster parents, and individuals currently employed either directly or indirectly by the \_\_\_\_\_\_\_\_\_\_\_\_\_ County Children Services (WCCS) will not be accepted as a CASA staff member.
* \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA will not accept into the program individuals who have been convicted of any criminal act involving drugs or alcohol within the past 5 years.
* Applicants of individuals who have an indicated or substantiated case within the Central Child Abuse Registry will not be accepted.
  1. **Application**

All applicants for employment are required to:

* Submit a written application including information regarding education/training and employment history as well as experience working with children.
* Submit the names of three or more references – all of whom are unrelated to applicant.
* Sign a release submitting to fingerprints and authorizing the program to perform a national, state and local criminal records check, sex offender registry check, social security confirmation, motor vehicle and, if permissible by law, a child protective services check.

If the prospective staff has lived in another county and that jurisdiction is not covered by the national criminal background check utilized, the program will secure county and state criminal records in any county and state in which the person has resided for the previous 7 years. Further, if the prospective staff has lived in another state in the past 7 years, the program will secure a child abuse registry or child protective services check, if permissible by law, in any state in which the person has lived in those 7 years.

Any applicant who does not agree to the application requirements above will be eliminated from further consideration for employment.

**2.3 Interview**

Candidates for staff positions shall be interviewed in person by \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA staff members and the Probate-Juvenile Court Administrator. The interviewer will seek to determine the applicant’s suitability for and interest in the position. The interview should determine the qualifications of applicant, his/her commitment to fulfill the requirements of the position and should answer any questions that the applicant might have about the position.

**2.4 Background Check**

A formal security check including BCI criminal background check, child abuse registry, and social security verification is conducted of the applicant by screening criminal records through local, state and federal law enforcement agencies. If the applicant has lived in another state within the past 7 years, criminal record check in that area will be requested.

\_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA will reject an application if he/she refuses to sign the releases of information for security checks.

**2.5 Criminal Charges**

Any applicant found to have been convicted of or having charges pending for a felony or misdemeanor involving a sex offense, child abuse or neglect or related acts that would pose risk to a child or \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA credibility will not be accepted as an employee.

In the event an applicant was found to have committed a felony or misdemeanor that is unrelated to or would not pose a risk to children and would not negatively impact the credibility of \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA, \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA will consider the extent of the rehabilitation since the misdemeanor or felony was committed and any other factors that may influence the decision to accept the applicant as an employee. The decision of the supervisory staff of \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA regarding this matter is final.

All employees must report any current criminal charges and any abuse, neglect or dependency investigations of which they are subjects to the Director of the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA program immediately. \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA reserves the right to suspend employment status pending resolution or investigation into the above charges.

**Appendix A**

**\_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program**

**Ethics Disclosure Form**

**Outside Employment or Services Notification**

To: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Designated Ethics Supervisor

I am providing notice of my employment or provision of services for compensation outside the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program.

Note: You are not required to disclose volunteer work unless it is a potential conflict with your state duties or you receive any type of compensation, including travel or meals.

The employment or service consists of the following (describe in detail, attach separate sheet as needed):

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Hours and days of the week: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If you work as an independent contractor or consultant, please attach a list of your clients.

Note: If your outside job duties are the same or similar to your state service, or if you will be dealing with people or entities with whom you deal or may deal as part of your official duties as a staff member of the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program, you must explain why no potential conflict of interest exists between your outside employment and your official \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program duties. If a potential conflict exists, you must refrain from taking any action until it is approved by your designated ethics supervisor.

I certify that I will not use or allow the use of any state owned/operated facilities, supplies, equipment, vehicles, or personnel time and effort for any employment outside State service, and that my outside duties will not affect my usual State duties or duty hours in this department. I certify to the best of my knowledge that my statement is true, correct, and complete.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_

Signature Printed Name Date

Recommendation: \_\_\_\_\_\_: Approve \_\_\_\_\_\_: Disapprove (attach reasons for disapproval recommendation)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Program Director Signature Date

**APPENDIX B:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Electronic and Social Media Policy**

\_\_\_\_\_\_\_\_\_\_\_\_\_ County Court Appointed Special Advocate (CASA) Volunteers and Staff shall refrain from posting inappropriate material, links to inappropriate websites, or undesirable comments, references or pictures anywhere on the web where the posting directly or indirectly makes reference to the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program or any name meant to refer to the organization. Volunteers and staff found to be in violation of this policy may be sanctioned at the discretion of the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program Director.

This policy includes public postings to any electronic media including, but not limited to intranet and internet forums, blogs, web logs, photo blogs, online web communities, list serves, internet diaries, instant messaging, text messaging, podcasts, amateur video sites, and all web postings -- such as those in chat rooms, on bulletin boards, websites or web pages. Wikis, public/shared email, online compilations of photographs or videos, and links to any of the foregoing items are also prohibited.

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Postings which directly or indirectly make reference to the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program include, but are not limited to, postings which name CASA, the Court Appointed Special Advocate Program or any name meant to refer to the organization; photographs or videos which depict the CASA name, logo, symbols; photographs or videos which display any \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA-sponsored activities; postings which link to any local, state, national, international web page referring to CASA; and usernames or email addresses which indicate an affiliation with the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program.

I have read, understand and will abide by the **\_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Electronic and Social Media Policy**; enhancing the credibility of the CASA role and integrity of my activity as a CASA volunteer and/or staff member.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Director, \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program Date

Appendix C

**Employee Protection & Whistleblower Policy**

If any employee believes that some practice or activity of the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program is in violation of law or a clear mandate of policy, a written complaint must be filed by that employee with the Executive Director or governing body. If the employee is unsatisfied with the response of the Executive Director or governing body, the employee may report the violation to the \_\_\_\_\_\_\_\_\_\_\_\_\_ County Probate-Juvenile Court Administrator.

It is the intent of the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program to adhere to all laws, regulations and policies that apply to the organization and the underlying purpose of this policy is to support the organization’s goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws, regulations and policies. An employee is protected from retaliation only if the employee brings the alleged practice or activity to the attention of the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program and provides the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program with a reasonable opportunity to investigate. The protection described below is only available to employees that comply with this requirement.

The \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program will not retaliate against an employee who, in *good faith*, has made a protest or raised a complaint against some practice of the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program, or of another individual or entity with whom the \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program has a business relationship, on the basis of a reasonable belief that the practice is in violation of law, regulation or policy.

The \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program will not retaliate against employees who disclose or threaten to disclose to a supervisor or a public body, any activity or practice of \_\_\_\_\_\_\_\_\_\_\_\_\_ County CASA Program that the employee reasonably believes is in violation of a law, regulation or policy concerning the health, safety, welfare, or protection of the environment.

*My signature below indicates my receipt and understanding of this policy. I also verify   
that I have been provided with an opportunity to ask questions about the policy.*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Program Director Signature Date