DATE	October 9, 2024
TIME	12:00 PM
LOCATION	CAPK Administrative Office Board Room 1300 18th Street, 3rd Floor Bakersfield, CA 93301

Personnel Committee Agenda

1. **Call to Order**

2. **Roll Call**

Maritza Jimenez (Chair)	Guadalupe Perez
Jonathan Mullings	Lily Pimentel-Stratton

3. **Public Forum**

The public may address the Committee on items not on the agenda but under the jurisdiction of the Committee. Speakers are limited to 3 minutes. If more than one person wishes to address the same topic, the total group time for the topic will be 10 minutes. Please state your name before making your presentation.

4. **New Business**

a.	Position Analysis and Equity Review for Operations Represented Position - ***Action Item (p. 3-11)***	Emilio Wagner, Chief Facilities & Technology Officer
b.	Position Analysis and Equity Review for Program Administration Directors - ***Action Item (p. 12-31)***	Louis Gill, Chief Program Officer
c.	Position Analysis and Equity Review for VITA Program - ***Action Item (p. 32-54)***	Freddy Hernandez, Director of Youth & Community Services
d.	Position Analysis and Equity Review for Energy Program - ***Action Item (p. 55-127)***	Freddy Hernandez, Director of Youth & Community Services
e.	Revisions to Employee Handbook - ***Action Item (p. 128-225)***	Lisa McGranahan, Director of Human Resources
f.	Revisions to Attendance Policy - ***Action Item (p. 226-230)***	Lisa McGranahan, Director of Human Resources
g.	Revisions to Lactation Policy - ***Action Item (p. 231-233)***	Lisa McGranahan, Director of Human Resources
h.	Revisions to Disciplinary Policy - ***Action Item (p. 234-241)***	Lisa McGranahan, Director of Human Resources
i.	New Artificial Intelligence (AI) Policy - ***Action Item (p. 242-245)***	Lisa McGranahan, Director of Human Resources
j.	2025 Holiday Calendar - ***Action Item (p. 246)***	Lisa McGranahan, Director of Human Resources

k. Head Start Personnel Update – ***Info Item (p. 247-248)*** — Robert Espinosa, Program Design and Management Administrator

5. <u>Committee Member Comments</u>

6. <u>Next Scheduled Meeting</u>

Personnel Committee
12:00 pm
November 5, 2024
1300 18th Street, 3rd Floor
Bakersfield, CA 93301

7. **<u>Adjournment</u>**

This is to certify that this Agenda Notice was posted in the lobby of the CAPK Administrative Office at 1300 18th Street, Bakersfield, CA 93301, and online at www.capk.org by 12:00 pm, October 4, 2024, by Margaret Frazier-Sanchez, Administrative Coordinator.

MEMORANDUM

To: Personnel Committee

From: Emilio G. Wagner, Chief Facilities & Technology Officer

Date: October 9, 2024

Subject: *Agenda Item 4(a)*: Position Analysis and Equity Review for Operations Represented Position – **Action Item**

Last month, Central Kitchen submitted Unit B for approval of its equity analysis, which resulted in a rate increase. To complete the process of finalizing represented positions, we are now submitting Unit C, which consists of the Maintenance Technician I and II, for your review and approval.

We recognize the importance of fair and equitable compensation for all staff members. As part of this process, Operations leadership collaborated with Human Resources and conducted a comprehensive review of salary structures to ensure pay equity across all roles. By updating the job descriptions, this will allow us to operate more efficiently and effectively utilize our resources.

Summary of Proposed Changes

Below is a description of the proposed position changes and fiscal sustainability:

Position Title	Proposed Changes	Current Grade	Proposed Grade
Maintenance Tech I (Represented)	Updated job description to simplify roles and clarify responsibilities.	Step 1-5 Min: $18.90 Max: $20.05	Step 1-5 Min: $21.50 Max: $22.82
Maintenance Tech II (Represented)	Updated job description to simplify roles and clarify responsibilities.	Step 1-5 Min: $21.06 Max: $22.36	Step 1-5 Min: $23.25 Max: $24.67

Fiscal Impact and Timeframe

The title and grade changes allow our program to come up to market level and be competitive in our recruitment efforts to fill current vacant positions, as well as improve retention for this current fiscal year. The proposed wage adjustments have been incorporated into the revised budget submitted to the Policy Council and the Board of Directors, and have received their approval.

Strategic Plan Impact

As part of the 2021-25 Strategic Plan, specifically under Goal 4: *CAPK seeks to be an employer of choice and attract and retain a high-quality workforce to achieve the*

organization's desired results, and as part of following objectives, the proposal supports staff development, growth, and retention:

- Objective 4.2: Increase employee engagement, morale, and retention.
    - 4.2.1 Conduct an internal and external equity analysis to evaluate the labor market and fiscal impacts; (b) b) Complete development and consolidation of revised job descriptions.

Recommendation:
Staff recommends the Personnel Committee approve the updated job descriptions for the represented staff for Operations.

Attachments:
Proposed SEIU Unit C Compensation Schedule
Maintenance Technician I Job Description
Maintenance Technician II Job Description

SEIU BARGAINING UNIT COMPENSATION SCHEDULE
2024-25 PROPOSED 2.35% COLA

Board Approved: TBD

UNIT C	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8
Maintenance Tech I	21.50	21.82	22.15	22.48	22.82	-	-	-
Maintenance Tech II	23.25	23.60	23.95	24.31	24.67	-	-	-

Maintenance Technician I (Represented)

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Step 1-5 **Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Perform routine and emergency repairs to ensure proper and safe operation of Agency facilities. Also includes janitorial services, maintenance of buildings, plumbing, equipment, grounds, and vehicles at assigned locations. The following list of responsibilities represents a range of duties to be performed, however, actual assigned duties may vary by location and work site needs.

SUPERVISION RECEIVED:
Receives supervision from Crew Supervisor.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Follow written schedule in performing routine custodial functions at sites:
  - Clean classrooms, offices, restrooms, and kitchens.
  - Operate cleaning equipment such as vacuums, buffer, floor cleaning, and polishing machines, etc.
  - Clean and vacuum carpets.
  - Sweep, scrub, strip, disinfect, mop, wax, and polish floors.
- Assist in scheduling routine preventive maintenance (plumbing, electrical, and structural) to ensure proper and safe operation of Agency facilities.
- Perform light carpentry, repair carpentry, masonry, and painting in center equipment and facilities.
- Clean and maintain equipment and tools used on the job.
- Maintain and purchase inventory of cleaning and gardening supplies.
- Pick up and dispose of trash and debris.
- Maintain a daily written record of activities, mileage logs, purchase orders, receipts, etc.
- Deliver orders and materials received at the operations building to various Agency facilities.

Other Job Specific Duties:
- Attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Work alternative hours as required, including nights and weekends.

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- Is proactive in the effort to recruit and enroll families that qualify for Partnership programs.
- Perform any other like duties as assigned.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.

Ability to:
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Establish professional working relationships with staff.
- Effectively and safely operate a variety of assigned trade tools and equipment.
- Interpret blueprints, shop drawings, sketches, and work orders.

EDUCATION AND EXPERIENCE:
The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Graduation from high school or GED certificate required.
- Experience in the operation of light equipment and tools commonly used in maintenance and repairs.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:
The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed outdoors.
- Noise level is moderately quiet to noisy
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

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POSITION TITLE Maintenance Technician I (Represented)			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs			x			x
26-50 lbs			x			x
51-75 lbs		x			x	
76-100 lbs		x			x	
100+ lbs		x		x		

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Maintenance Technician II (Represented)

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Step 1-5 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Perform routine and emergency repairs to ensure proper and safe operation of Agency facilities. Also includes janitorial services, maintenance of buildings, plumbing, equipment, grounds, and vehicles at assigned locations. The following list of responsibilities represents a range of duties to be performed, however, actual assigned duties may vary by location and work site needs.

SUPERVISION RECEIVED:
Receives supervision from the Crew Supervisor.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Perform and/or schedule routine preventive maintenance (plumbing, electrical, and structural) to ensure proper and safe operation of Agency facilities.
- Repair carpentry, masonry, painting, center equipment, and facilities.
- Perform light carpentry (builds fixtures/cabinets, etc.) and paint exterior and interior surfaces.
- Perform groundskeeping year-round, including sprinkler repair, lawn mowing, weeding, and cleaning of yard on a weekly or as needed basis.
- Provide janitorial service to centers, including sweeping, mopping, vacuuming, dusting, cleaning, and sanitizing bathrooms, and picking up and emptying trash.
- May oversee and train clients or employees in day-to-day maintenance and janitorial tasks.
- Perform minor maintenance and service on EOC vehicles.
- Clean and maintain equipment and tools used on the job.
- Maintain and purchase inventory of cleaning and gardening supplies.
- Pick up and dispose of trash and debris.
- Maintain daily written records of activities, mileage logs, purchase orders, receipts, etc.
- Deliver orders and materials received at the operations building to various Agency facilities.

Other Job Specific Duties:
- Attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.

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- Work alternative hours as required, including nights and weekends.
- Is proactive in the effort to recruit and enroll families that qualify for Partnership programs.
- Perform any other like duties as assigned.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.

Ability to:
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Establish professional working relationships with staff.
- Effectively and safely operate a variety of assigned trade tools and equipment.
- Interpret blueprints, shop drawings, sketches, and work orders.

EDUCATION AND EXPERIENCE:
The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Graduation from high school or GED certificate required.
- Three (3) years' general experience in performing carpentry, plumbing, electrical repairs, building maintenance, janitorial or any combination of education, training, or experience, which will provide the required knowledge, skills, and abilities.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:
The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

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POSITION TITLE Maintenance Technician II (Represented)			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs			x			x
26-50 lbs			x			x
51-75 lbs		x			x	
76-100 lbs		x			x	
100+ lbs		x				

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MEMORANDUM

To: Personnel Committee

From: Louis Gill, Chief Program Officer

Date: October 9, 2024

Subject: *Agenda Item 4(b)*: Position Analysis and Equity Review for Program Administration Directors – **Action Item**

Program Administration has been working closely with Human Resources to revise job descriptions with the goal of providing future capacity to meet both cost of living adjustments and merit increases in order to retain high-performing staff in Director positions. The Director's jobs descriptions underwent a review through the CompEase salary grading tool to ensure positions are paid competitive market wages.

By using CompEase, a fair and equitable compensation for all Director positions has been established. The goal of utilizing CompEase is to ensure that wages are in line with the market, which will allow for retention of our high performing staff and recruitment of experienced talent into the agency. The adjustment will enhance our program's ability to meet the evolving needs of our community.

Summary of Proposed Changes
Below is a description of the proposed position changes and fiscal sustainability:

Position Title	Proposed Changes	Current Grade	Proposed Grade
Director of Head Start/State Child Development	Grade and responsibilities changes.	15 Min: $57.36 Mid: $71.69 Max: $86.04	17 Min: $65.94 Mid: $82.43 Max: $98.92
Director of Health & Nutrition	Grade and responsibilities changes.	14 Min: $49.86 Mid: $62.34 Max: $74.82	16 Min: $57.44 Mid: $71.80 Max: $86.16
Director of Housing & Supportive Services	Grade and responsibilities changes.	14 Min: $49.86 Mid: $62.34 Max: $74.82	16 Min: $57.44 Mid: $71.80 Max: $86.16
Director of Youth & Community Services	Grade and responsibilities changes.	14 Min: $49.86 Mid: $62.34 Max: $74.82	16 Min: $57.44 Mid: $71.80 Max: $86.16

Fiscal Impact and Timeframe

The updated jobs descriptions have been reviewed and approved by Human Resources. The Director positions have been reevaluated to allow for future capacity of COLA and merit increases. The new grade for each Director is within their current salary range and will not have a fiscal impact.

Strategic Plan Impact

As part of the 2021-2025 Strategic Plan, specifically under Goal 4: CAPK seeks to be an employer of choice and attract and retain a high-quality workforce to achieve the organization's desired result, and as part of following objectives, the proposal supports staff development, growth, and retention:

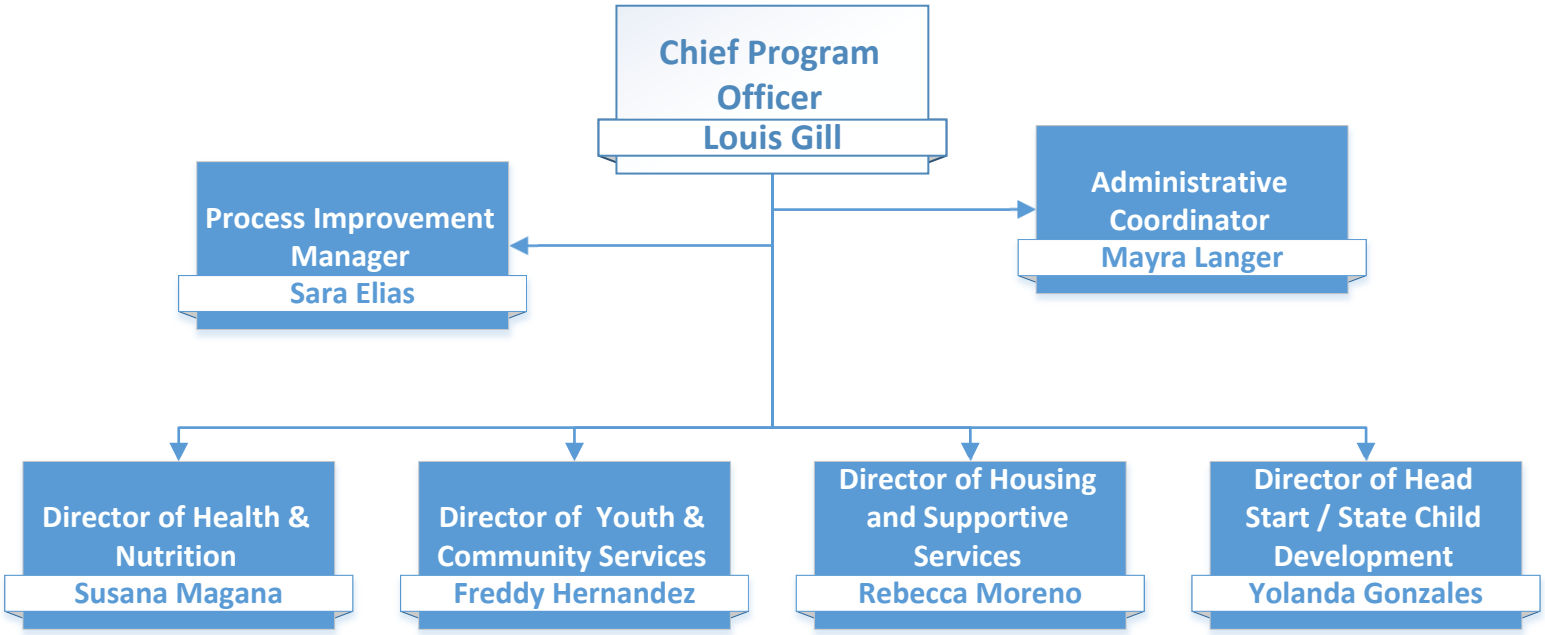
- Objective 4.2: Increase employee agreement, morale, and retention.
    - 4.2.1 Conduct and internal and external equity analysis to evaluate the labor market and fiscal impacts; (b) b) complete development and consolidation of revised job descriptions.

Recommendation:

Staff recommends the Personnel Committee approves the revision to the Program Director's job description and proposed salary grades assigned to each position.

Attachments:
Program Administration Organizational Chart
Director of Head Start and State Child Development Job Description
Director of Health and Nutrition Job Description
Director of Housing and Supportive Services Job Description
Director of Youth and Community Services Job Description

Program Administration



Director of Head Start/State Child Development

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 17 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the general direction of the Chief Program Officer (CPO), the Director of Head Start/State Child Development plans, organizes, controls, and directs the operation, management, and administration of Head Start, Early Head Start, Early Head Start San Joaquin, Early Head Start Childcare Partnerships, Home Visiting Initiative (Cal Works), state programs, and collaborates with the Director of Health and Nutrition on Central Kitchen operations. The Director develops, monitors, implements, and evaluates programs policies and procedures, develops, administers, and monitors program budgets, assures Head Start and Early Head Start comply with and implement state, local, and federal regulations, and supervises and evaluates the performance of assigned personnel. The Director ensures adherence and is subject to applicable federal and state laws, policies, and regulations as determined by the Board of Directors and Policy Council (including leadership and technical expertise for program staff, assisting with the interpretation and implementation of all aspects of Head Start/Early Head Start Performance Standards, federal and state regulations, funding source requirements, and policies/practices).

SUPERVISION RECEIVED:
Receives supervision from the Chief Program Officer.

SUPERVISION EXERCISED:
Assistant Director of Head Start/State Child Development-Program, Assistant Director of Head Start-San Joaquin, Head Start Education Manager, Center Based Administrator, Quality Assurance Administrator, and Administrative Coordinator.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Program Planning and Operational Management
  - Oversees a management system that ensures proper planning and efficient operation of program design for the effective delivery of services:
  - Ensures all required assessments are completed per grant regulations e.g., community needs assessment and school readiness.
  - Supervises design of each program option and ensures options are acceptable and approved by the Administration for Children and Families and other applicable regulations and organizations.
  - Develops written procedures for program planning, which includes a process for the formulation of program service objectives, a budget, and work plan based on identified 5-year program goals.
  - Develops and prepares annual preliminary program budgets, analyzes and reviews

budgetary and financial data, controls and authorizes expenditures in accordance with established limitations, monitors fiscal systems to assure and sustain program alignment, administers grants, and develops and negotiates service contracts with subscribing educational systems, partnerships, and consultants.

- Directs and evaluates the performance of assigned staff, interviews, and selects employees and recommends transfers, reassignments, terminations, and disciplinary actions, determines the need for, monitors, and evaluates staff development programs, and provides information to staff regarding professional development activities.
- Communicates with other administrators, personnel, and outside organizations to coordinate activities and programs, resolve issues and conflicts, and exchange information, visits classrooms, local agencies, and other Head Start agencies to exchange information and provide guidance.
- Establishes and maintains partnerships with agencies/resources in the community as they relate to program goals and objectives.
- Ensures program 5-year goals and School Readiness goals are updated and in compliance with regulations.
- Provides systematic monitoring and support of programs consistent with Performance Standards, policies and procedures, and applicable regulations.
- Maintains an internal communication system that includes an internal reporting record, and distribution of needed information to and from staff, parents, Policy Council, and the Community Action Partnership of Kern Board of Directors.
- Ensures annual self-assessment and process for program and management improvement plans are conducted with the Policy Council.
- Directs public relations and community interface activities.

- Advocates for Programmatic needs at the County, State and Federal level. Conduct monthly program review and evaluation to assess progress, identify challenges, and ensure alignment with goals.
- Work closely with the Finance Department to supply information to auditors. Monitors procedures to meet grant compliance in relationship to auditing standards. Ensures compliance and responses to CAPK audits.
- Performs special assignments/projects and other duties as assigned by the CPO.

- Personnel Management
  - Oversees the identification of work to be done as related to the Performance Standards, administrative requirements, and other Head Start policies to identify what duties and responsibilities need to be performed by staff in conjunction with the Agency's Human Resources Department, including evaluation of work performance, administrative support and human resources management:
  - Provides leadership in establishing and maintaining quality work standards throughout the Division.
  - Ensures that staff positions meet or exceed State of California Department of Education, Head Start, and/or Community Care Licensing staffing requirements.
  - Ensures that the division of labor is shared among staff and positions are sufficiently organized and defined for staff to fulfill work requirements.
  - Ensures that staff assignments have been made to the proper positions based on meeting the minimum requirements.
  - Works with the Human Resources Department to implement timely recruitment and selection process to ensure consistency with the budget plan, performance

evaluations, coaching, and counseling in accordance with applicable federal and state laws and regulations.
    - Oversees the implementation of the performance evaluation system for all program staff within the Head Start/State Child Development Services Division on an annual basis, in accordance with applicable policies and procedures.
    - Makes recommendation to the Chief Program Officer regarding hiring and terminations in accordance with Agency policy, applicable laws/regulations, and Appendix A, Governance and Management Responsibilities.
    - Responsible for the development and implementation of training plans for staff, Policy Council, parents, volunteers, and others involved in the operation of the Head Start, Early Head Start, Early Head Start San Joaquin, Early Head Start Childcare Partnership, Home Visiting Initiative and State of California Department of Education programs.

- Financial Management:
    - In conjunction with the CPO and CFO, oversees the grantee's responsibility in conducting the financial affairs of the Division, including Head Start, Early Head Start, and Fatherhood.
    - In conjunction with the Agency's CPO, CFO and the Fiscal Administrator, develops and maintains an effective system of financial management that controls funds within the program and meets all necessary financial management requirements and applicable regulations.
    - Oversees the development and preparation of the basic grant refunding application and any supplemental applications as required by contracts.
    - Manages funds to achieve the maximum benefit from a limited number of resources.
    - Ensures that timely, accurate financial reports presented in an understandable format are provided to the Policy Council and Board of Directors to ensure adequate information to make decisions necessary to operate successful Child Development programs.

Other Job Specific Duties:

- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours as required, including nights and weekends.
- Is proactive in the effort to recruit and enroll families that qualify for Capk programs.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Principles and practices of administration, budgeting, fiscal oversight, project management, and personnel practices.
- Federal, state, and local programs, laws, and regulations pertaining to the program's operation.
- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.
- Modern office practices, methods, procedures and equipment.

- Word processing, spreadsheet, database, and related software applications.

Ability to:

- Work independently while managing competing demands.
- Find solutions for conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Attend evening and weekend meetings.
- Effectively present program information to the public.
- Establish professional working relationships with staff, agencies, and parents.
- Prepare accurate and concise reports and budgets.
- Coordinate and ensure timely reporting for contractual obligations.
- Ability to exercise sound judgment and consistently act to the betterment of our clients.
- Work with diverse personnel and communities to foster cultural competencies within population, including low-income, and other marginalized groups.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in education, child development, public administration, education administration, or related field with:
  - 24 units ECE/CD, child/human growth and development, child, family and community, or child and family relations, programs, or curriculum.
  - Six (6) units in administration.
  - Six (6) units in adult supervision.
- Minimum five (5) years' senior management level experience in administering a child development program, division or department within a public agency or private non-profit organization.
- Demonstrated ability in project and budget planning.
- Five (5) years of direct experience in managing government funded programs desirable.
- Public speaking experience and media relations desirable.
- Must have strong and effective supervisory and communication skills.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must be fingerprinted, and have such records filed with the State Department of Social Services, Community Care Licensing.
- Bilingual language fluency (Spanish/English) highly desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

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- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Director of Head Start/State Child Development			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Director of Health & Nutrition

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 16 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Chief Program Officer (CPO), the Director of Health & Nutrition will monitor all Agency contracts and/or grants pertaining to health, health education, and nutrition to ensure programmatic compliance with federal and state laws and/or regulations and any other requirements specific to the contracts and/or programs. Provides oversight for the CalFresh, Central Kitchen, Food Bank, Migrant Childcare Alternative Payment, and WIC programs.

SUPERVISION RECEIVED:
Receives supervision from the Chief Program Officer.

SUPERVISION EXERCISED:
CalFresh Program Administrator, Central Kitchen Administrator, Food Bank Administrator, Migrant Childcare Alternative Payment (MCAP) Program Administrator, and WIC Program Administrator.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Responsible for monitoring federal, state, county and city grants to ensure funds are allocated and expended in accordance with guidelines set by applicable funding sources and appropriate federal/state regulations.
- Responsible for the overall operation of the programs including planning, developing, implementing, and monitoring policies and procedures to ensure compliance with program/contract goals and objectives, in accordance with the funding sources requirementsand scope of work.
- Oversees the development, implementation, and monitoring of programs budgets for the Division.
- Oversees program operations to ensure effective use of funds and compliance with rules andregulations set forth by the funding source.
- Interprets and applies state and federal laws, contract rules and regulations, and policies appropriate to program operations.
- Develops funding concepts and grants for implementation and project management of programs and services. Provides support in the preparation and submission of funding applications to meet the program's goals and objectives.
- Identifies problems with program performance regarding agency contracts and/or grants; makes recommendations for corrective actions.

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- Assists personnel with the implementation of solutions to identified performance problems with agency contracts, including the evaluation of work performance on a timely basis, and providing administrative and human resources support.
- In conjunction with the CAPK's Chief Financial Officer and Chief Program Officer, develops and maintains an effective system of financial management and budget development that controls funds within the Division and meets all necessary financial management requirements and applicable regulations.
- Apprises the CPO of the status of agency contracts/program performance on a periodic basis.
- Assist the CPO with presentations to the Board of Directors and its subcommittees, elected officials, private and public agencies, and the community.
- Works in collaboration with other agencies, organizations and/or local government that support and enhance services provided by the Partnership.
- Establishes and maintains positive working relationships with staff, board members, the community, other organizations, and elected officials as well as state and federal funding representatives.
- Responsible for ensuring that internal controls are developed and implemented to safeguard confidential information and documents, the disclosure of which could have an adverse effecton the agency's relationships with other individuals and/or organizations.
- Conduct monthly program review and evaluation to assess progress, identify challenges, and ensure alignment with goals.
- Advocates for Programmatic needs at the city, county, state and federal level as needed.
- Assist and support the development and preparation of the basic grant refunding application and any supplemental applications as required by contracts.
- Work closely with the Finance Department to supply information to auditors. Monitors procedures to meet grant compliance in relationship to auditing standards. Ensures compliance and responses to CAPK audits.
- Performs special assignments/projects and other duties as assigned by the CPO.

Other Job Specific Duties:

- Attends all meetings, trainings, and conferences as assigned.
- Maintains safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Is proactive in the program effort to recruit and enroll families that qualify for CAPK programs.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Principles and practices of non-profit administration, budgeting, fiscal oversight, grant andproject management and HR/employee practices.
- Federal, state, and local programs, laws and regulations pertaining to the operation of theprogram.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental and agency policies and procedures.
- Modern office practices, methods, procedures, and equipment.
- Word processing, spreadsheet, database, and other related software applications

Ability to:

- Work independently while managing competing demands.
- Gather and analyze data and make comprehensive reports and recommendations.
- Prepare accurate and concise reports and budgets.
- Analyze demographic and program statistical data to effectively plan program goals and objectives.
- Establish and maintain effective working relationships.
- Deal with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Attend evening and weekend meetings.
- Effectively present program information to the general public.
- Establish professional working relationships with staff, agencies and parents.
- Coordinate and ensure timely reporting for contractual obligations.
- Ability to exercise sound judgment and consistently act to the betterment of our clients.
- Work with diverse personnel and communities to foster cultural competencies within population, including low-income, and other marginalized groups.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree from an accredited institution with a major in public administration, business administration, or closely related field.
- Possession of an advance degree is desirable and may be substituted for one (1) year of required experience.
- Five (5) years' senior management level experience, including supervision, in directing, organizing, and coordinating the administrative activities within a division, department, or program within a public agency or private non-profit organization
- Public speaking experience and media relations is desirable.
- Must have strong and effective supervisory and communication skills.
- Any equivalent combination of education and/or experience may be acceptable.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with anacceptable driving record, substantiated by a DMV printout.
- Must be fingerprinted and have such records filed with the Department of Justice (DOJ). Successful completion of physical, substance abuse screening, TB and all required vaccinations.
- Bilingual language fluency (Spanish/English) required.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

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ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Director of Health & Nutrition				
Activity	**Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting				x
Walking				x
Standing				x
Bending (neck)				x
Bending (waist)				x
Squatting			x	
Climbing		x		
Kneeling			x	
Crawling		x		
Twisting (neck)				x
Twisting (waist)				x
Is repetitive use of hand required?				x
Simple Grasping (right hand)				x
Simple Grasping (left hand)				x
Power Grasping (right hand)			x	
Power Grasping (left hand)			x	
Fine Manipulation (right hand)				x
Fine Manipulation (left hand)				x
Pushing & Pulling (right hand)			x	
Pushing & Pulling (left hand)			x	
Reaching (above shoulder level)			x	
Reaching (below shoulder level)			x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Director of Housing and Supportive Services

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 16 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Chief Program Officer (CPO), the Director of Housing and Supportive Services will direct, supervise, and monitor all Agency contracts and/or grants that pertain to homeless services and self-sufficiency services such as Coordinated Entry Systems (CES), Homeless Management Information Systems (HMIS), Homeless Shelter operations, Housing, and Veteran's Services. Ensures programmatic compliance with federal and state laws, and/or regulations, and any other requirements specific to the contracts/programs.

SUPERVISION RECEIVED:
Receives supervision from the Chief Program Officer.

SUPERVISION EXERCISED:
Homeless Services Program Administrator, Homeless Services CES Program Manager and Cal-AIM Services Staff.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Responsible for monitoring federal, state, county and city grants to ensure funds are allocated and expended in accordance with guidelines set by applicable funding sources and appropriate federal/state regulations.
- Performs internal quality control activities to monitor and evaluate the progress of contracts to ensure that the goals and objectives of the contracts and/or grants are being met within required timeframes and to prepare for audits/programmatic quality reviews from external agencies.
- Reviews and coordinates budget preparation, monitors expenditures and revenues for assigned programs/contracts, and coordinates required periodic program reporting.
- Initiates, directs, and evaluates program activities and effectiveness, i.e., compliance with funding conditions, meeting program priorities, ensuring quality of services, and making recommendations, as appropriate.
- Monitors, establishes, and maintains strategies, objectives, and priorities for respective programs/contracts and apprises the CPO of the status of Agency contract/program performance on a periodic basis.
- Identifies problems with program performance regarding Agency contracts/grants and makes recommendations/implements corrective actions.

- In conjunction with the CAPK's Chief Financial Officer and Chief Program Officer, develops and maintains an effective system of financial management and budget development that controls funds within the division and meets all necessary financial management requirements and applicable regulations including funding guidelines.
- Interprets and applies state and federal laws, contract rules, and regulations and policies appropriate to program operations.
- Assists the CPO in providing effective presentations to the Board of Directors and its subcommittees, elected officials, private and public agencies, and the community.
- Prepares management analyses and reports on various contracts/programs for strategic planning purposes and presentations to appropriate policy bodies.
- Works in collaboration with other agencies, organizations, and/or local government that support and enhance services provided by Community Action Partnership of Kern.
- Establishes and maintains positive working relationships with staff, board members, the community, other organizations, and elected officials, as well as state and federal funding representatives.
- Performs special assignments/projects and other duties as assigned by the CPO.
- Serves as a liaison on the county-wide homeless collaborative to ensure that the needs of the homeless population are being met.
- Analyze and interpret HMIS data to communicate homeless population outcome data.
- Conduct monthly program review and evaluation to assess progress, identify challenges, and ensure alignment with goals.
- Advocates for Programmatic needs at the city, County, State and Federal level as needed.
- Assist and support the development and preparation of the basic grant refunding application and any supplemental applications as required by contracts.
- Work closely with the Finance Department to supply information to auditors. Monitors procedures to meet grant compliance in relationship to auditing standards. Ensures compliance and responses to CAPK audits.
- Performs special assignments/projects and other duties as assigned by the CPO.

Other Job Specific Duties:

- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours as required, including nights and weekends.
- Is proactive in the program effort to recruit and enroll families that qualify for CAPK programs.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Research techniques and resources.
- Word processing, spreadsheet, database, and other related software.
- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.

Ability to:

- Supervise diverse staff.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally, and in writing.
- Effectively work in group settings with Directors, Managers, Board of Directors, and others.
- Prepare accurate and concise reports and budgets.
- Coordinate and ensure timely reporting for contractual obligations.
- Ability to exercise sound judgment and consistently act to the betterment of our clients.
- Work with diverse personnel and communities to foster cultural competencies within population, including low-income, and other marginalized groups.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree from an accredited institution with a major in public administration, business administration, or closely related field. Possession of an advanced degree is desirable and may be substituted for one (1) year of required experience.
- Possession of an advance degree is desirable and may be substituted for one (1) year of required experience.
- Five (5) years' senior management level experience, including supervision, in directing, organizing, and coordinating the administrative activities within a division, department, or program within a public agency or private non-profit organization.
- Public speaking experience and media relations desirable.
- Must have strong and effective supervisory and communication skills.
- Any equivalent combination of education and/or experience may be acceptable.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (Spanish/English) highly desirable.
- Must be fingerprinted and have such records filed with the Department of Justice (DOJ)
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Director of Housing and Supportive Services			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

Director of Youth and Community Services

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 16 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the general direction of the Chief Program Officer (CPO), the Director of Youth and Community Services will direct, supervise, and monitor all Agency contracts and/or grants pertaining to family development and self-sufficiency services ensuring programmatic compliance with federal and state laws and/or regulations and any other requirements specific to the contracts/programs. The Director will also be responsible for all necessary CSBG program reporting. Provides oversight for the Family Resource Centers, Shafter Youth Center, Friendship House and Energy and VITA programs.

SUPERVISION RECEIVED:
Receives supervision from the Chief Program Officer.

SUPERVISION EXERCISED:
Energy Program Administrator, Friendship House Administrator, Family Resource and Youth Center Program Managers, Vita Program Manager, Administrative Assistant.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Responsible for monitoring federal, state, county and city grants to ensure funds are allocated and expended in accordance with guidelines set by applicable funding sources and appropriate federal/state regulations.
- Performs internal quality control activities to monitor and evaluate the progress of contracts to ensure that the goals and objectives of the contracts and/or grants are being met within required time frames and to prepare for audits/programmatic quality reviews from external agencies.
- Reviews and coordinates budget preparation, expenditures, and revenues for assigned programs/contracts.
- Project management of programs and services.
- Initiates, directs, and evaluates program activities and effectiveness, e.g., compliance with funding conditions, meeting program priorities, ensuring quality of services, and making recommendations, as appropriate.
- Monitors, establishes, and maintains strategies, objectives, and priorities for respective programs/contracts and apprises the CPO of the status of Agency contracts/program performance on a periodic basis.
- Identifies problems with program performance regarding Agency contracts and/or grants, makes recommendations, and implements corrective actions.
- In conjunction with the Chief Financial Officer and Chief Program Officer, develops and

maintains an effective system of financial management and budget development that controls funds within the division and meets all necessary financial management requirements and applicable regulations, including funding guidelines.
- Interprets and applies state and federal laws, contract rules and regulations, and policies appropriate to program operations.
- Assists the CPO in providing effective presentations to the Board of Directors and its subcommittees, elected officials, private and public agencies, and the community.
- Conduct monthly program review and evaluation to assess progress, identify challenges, and ensure alignment with goals. Works in collaboration with other agencies, organizations, and local government that support and enhance services provided by CAPK.
- Establishes and maintains positive working relationships with staff, board members, the community, other organizations, and elected officials, as well as state and federal funding representatives.
- Advocates for Programmatic needs at the city, County, State and Federal level as needed.
- Assist and support the development and preparation of the basic grant refunding application and any supplemental applications as required by contracts.
- Work closely with the Finance Department to supply information to auditors. Monitors procedures to meet grant compliance in relationship to auditing standards. Ensures compliance and responses to CAPK audits.
- Performs special assignments/projects and other duties as assigned by the CPO.

Other Job Specific Duties:
- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours as required, including nights and weekends.
- Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Principles and practices of non-profit administration, budgeting, fiscal oversight, grant and project management and HR/employee practices.
- Local programs.
- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and equipment.
- Word processing, spreadsheet, database, and related software applications.

Ability to:
- Work independently while managing competing demands.
- Prepare accurate and concise reports and budgets.
- Establish and maintain effective working relationships.
- Analyze demographic and program statistical data to report outcomes, and effectively plan program goals and objectives.

- Deal with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Attend evening and weekend meetings
- Effectively present program information to the public.
- Coordinate and ensure timely reporting for contractual obligations.
- Ability to exercise sound judgment and consistently act to the betterment of our clients.
- Work with diverse personnel and communities to foster cultural competencies within population, including low-income, and other marginalized groups.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree from an accredited institution with a major in public administration, business administration, or closely related field.
- Possession of an advance degree is desirable and may be substituted for one (1) year of required experience.
- Five (5) years' senior management level experience, including supervision, directing, organizing, and coordinating the administrative activities within a division, department, or program within a public agency or private non-profit organization.
- Public speaking experience and media relations desirable.
- Must have strong and effective supervisory and communication skills.
- Any equivalent combination of education and/or experience may be acceptable.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (English/Spanish) desirable.
- Must be fingerprinted and have such records filed with the Department of Justice (DOJ).
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Director of Youth, and Community Services				
Activity	**Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**

Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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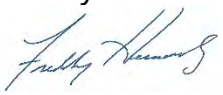
MEMORANDUM

To: Personnel Committee

From: Freddy Hernandez, Director of Youth and Community Services



Date: October 9, 2024

Subject: *Agenda Item 4(c)*: Position Analysis and Equity Review for VITA Program – **Action Item**

In partnership with the Human Resources Department, we conducted a thorough review of job descriptions and the salary structure for the VITA Program. The primary objective of this analysis is to ensure equitable compensation, enhance our competitiveness in the current job market, improve staff retention, and continue meeting the evolving needs of Kern County clients seeking tax assistance services.

Summary of Proposed Changes

During the analysis, no positions were identified as requiring a reduction in grade or pay. However, several positions were found to need a grade adjustment, and one position requires a title change to maintain equitable pay standards across the agency. Below is a summary of the proposed position changes and their impact on fiscal sustainability.

Position Title	Proposed Changes	Current Grade	Proposed Grade
Outreach Specialist - VITA	Grade change, supervision received, duties and responsibilities, and education.	6 Min: $18.53 Mid: $21.81 Max: $25.08	7 Min: $20.61 Mid: $25.77 Max: $30.92
Program Administrator - VITA	Formerly the Program Manager. Grade, supervision exercised, duties and responsibilities, and education requirement change.	9 Min: $24.78 Mid: $31.01 Max: $37.21	13 Min: $39.97 Mid: $49.96 Max: $59.95
Quality Reviewer - VITA	Grade change, supervision received, duties and responsibilities, and education.	6 Min: $18.53 Mid: $21.81 Max: $25.08	7 Min: $20.61 Mid: $25.77 Max: $30.92
Scheduling Technician - VITA	Grade change, supervision received, duties and responsibilities, and education.	4 Min: $16.38 Mid: $18.89 Max: $21.72	5 Min: $16.89 Mid: $21.11 Max: $25.34
Site Coordinator - VITA	Grade change, supervision received and exercised, duties and responsibilities, and education.	6 Min: $18.53 Mid: $21.81 Max: $25.08	9 Min: $25.45 Mid: $31.81 Max: $38.18

Fiscal Impact and Timeframe

Pending approval, the proposed grade increases and job title changes are scheduled to take effect after Board approval on October 30, 2024. These adjustments will result in an annual salary cost increase of $23,135.00, which will be covered by existing funding sources, including VITA, CalEITC, and CSBG. The changes are intended to enhance our program's competitiveness in recruitment, fill vacant positions, expand services, and improve staff retention for the 2024/2025 fiscal year. The revised and new job descriptions have been reviewed and approved by the Chief Program Officer, Chief Financial Officer, and the Human Resources Department.

Strategic Plan Impact

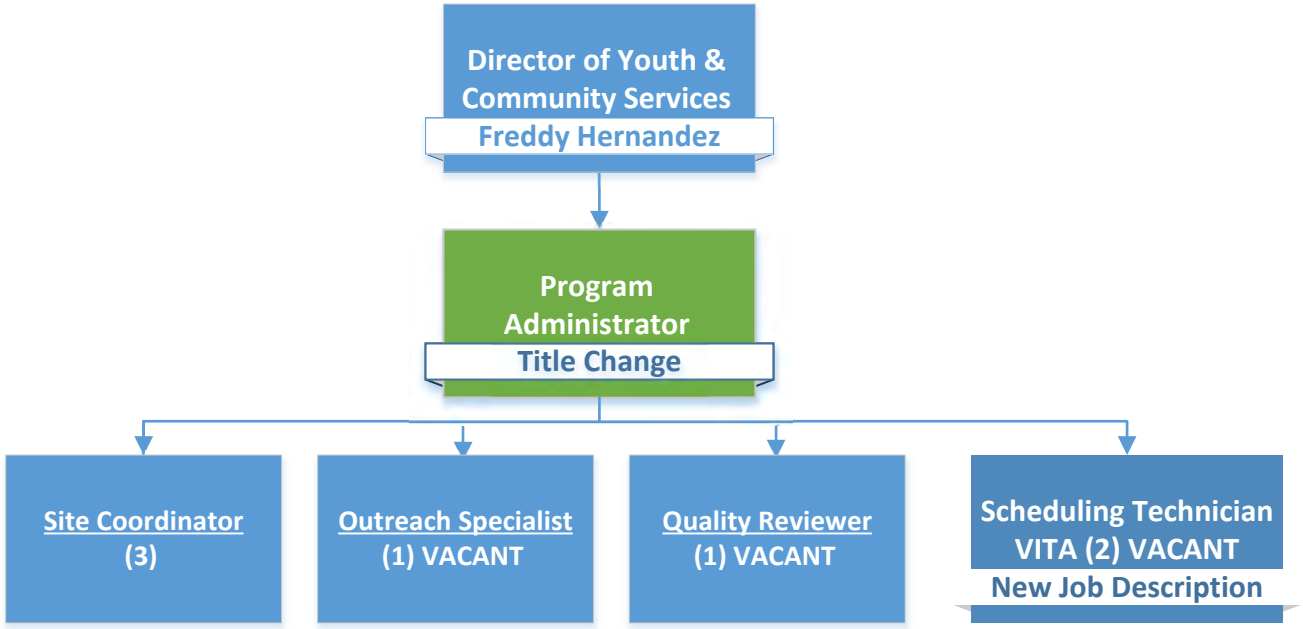
As part of the 2021-25 Strategic Plan, specifically under Goal 4: *CAPK seeks to be an employer of choice and attract and retain a high-quality workforce to achieve the organization's desired results.*

Recommendation:

Staff recommends the Personnel Committee approve the VITA job descriptions and pay grade changes.

Attachments:
VITA Organizational Chart
Outreach Specialist Job Description
Program Administrator Job Description
Quality Reviewer Job Description
Scheduling Technician Job Description
Site Coordinator Job Description

Volunteer Income Tax Assistance (VITA)



Title Change

New Job Description

Revised 10-2024

Outreach Specialist – VITA

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 07 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Program Administrator, the Outreach Specialist is responsible for promoting the VITA Program and California Earned Income Tax Credit (CalEITC) eligibility. This position focuses on increasing community awareness, engagement, and participation in both programs, ensuring that eligible individuals and families receive quality tax preparation assistance and are educated on available tax credits.

SUPERVISION RECEIVED:
Receives supervision from Program Administrator.

SUPERVISION EXERCISED:
None.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Develop and implement outreach plans to promote the VITA Program and CalEITC in targeted communities.
- Create, distribute, and present educational materials that explain the benefits, eligibility requirements, and processes for accessing VITA services and claiming the CalEITC.
- Organize and participate in community events, workshops, and seminars to raise awareness and provide information about VITA and CalEITC.
- Collaborate with local media, including newspapers, radio stations, and social media platforms, to publicize VITA and CalEITC services.
- Build and maintain relationships with community organizations, government agencies, schools, faith-based groups, and local businesses to expand outreach efforts.
- Partner with Volunteer Income Tax Assistance (VITA) sites, tax professionals, and other service providers to coordinate outreach efforts and ensure that eligible individuals have access to free tax preparation services.
- Work with community partners to identify and address barriers that prevent eligible individuals from accessing VITA and CalEITC services.
- Assist in recruiting, training, and coordinating volunteers for VITA sites, ensuring they are informed about both the VITA program and CalEITC.
- Support volunteers in their roles by providing them with the necessary resources and information to effectively assist clients.
- Provide direct assistance to individuals and families, helping them understand their eligibility for the VITA program and the CalEITC.

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- Guide clients through the process of claiming the CalEITC and accessing VITA services, including helping them schedule appointments and gather necessary documentation.
- Serve as a resource for clients, answering questions and providing ongoing support throughout the tax filing season.
- Track outreach activities, including the number of people reached, materials distributed, and events conducted, to measure the effectiveness of outreach efforts.
- Collect and analyze data to assess the impact of outreach on VITA and CalEITC participation rates.
- Prepare regular reports for program managers, funders, and other stakeholders on outreach progress and outcomes.

Other Job Specific Duties:

- Maintain safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Strong communication and interpersonal skills, with the ability to engage diverse populations and explain complex information clearly.
- Exercise strong organizational skills and demonstrate the ability to manage multiple tasks and projects simultaneously.
- Proficiency in digital outreach tools, including social media, email marketing, content creation and website design.
- Travel throughout Kern County as needed.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and department policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures and equipment.
- Word processing, spreadsheet, database, and other related software applications.
- Proper telephone etiquette.
- Proper grammar, punctuation, and spelling.

Ability to:

- Work under pressure in new situations.
- Work independently and collaboratively with others.
- Always maintain client confidentiality.
- Operate standard office machines.
- Plan and organize resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills
- Demonstrate strong problem-solving skills.
- Effectively present program information to the public.
- Establish professional working relationships with staff and agencies.

EDUCATION AND EXPERIENCE:

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The following requirements generally show possession of the minimum requisite knowledge and ability necessary to perform the position's duties.

- High school diploma or equivalent.
- Experience organizing community outreach events, marketing, and promoting events on social media.
- Experience working with persons of diverse socio-economic and ethnic backgrounds.
- Must have IRS certifications or obtain one within 90 days of hire.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout. Must have reliable transportation during work hours.
- Multilingual language fluency is highly desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is moderate.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform their essential duties.

POSITION TITLE Outreach Specialist - VITA			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		x	
Kneeling		x	
Crawling		x	
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x

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Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs		x		x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Program Administrator – VITA

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 13 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:

Under the direction of the Director of Youth & Community Services, the Program Administrator is responsible for the comprehensive management and day-to-day operations of the VITA initiative. This role encompasses strategic planning, volunteer recruitment and training, site management, quality assurance, and adherence to IRS regulations. The Program Administrator acts as the primary liaison between the VITA program and the IRS, Community Services and Development, Franchise Tax Board, community partners, and other stakeholders. Responsibilities include oversight of fiscal management, including preparing budget reports and allocation plans, supervising staff, conducting outreach, and attending community events and collaborative meetings.

SUPERVISION RECEIVED:

Receives supervision from Director of Youth & Community Services.

SUPERVISION EXERCISED:

Volunteer tax preparers, Site Coordinators, Outreach Specialists, Appointment Schedulers, and Quality Reviewers.

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Oversee the day-to-day operations of CAPK VITA's year-round site and over 20 seasonal VITA sites.
- Provide and maintain oversight of all program budgets to ensure expenses are within budget guidelines and ensure compliance with the scope of work as defined by funding sources and contracts.
- Oversee the recruitment, interviewing, and selection process to hire qualified candidates for eligible positions, ensuring alignment with the organizational needs and goals of the VITA program.
- Recruit, train, and lead a diverse team of staff and volunteers.
- Conduct performance evaluations and provide professional development opportunities for staff.
- Develop and deliver training programs for volunteers and site coordinators.
- Ensure all staff and volunteers meet IRS certification requirements.
- Implement quality control procedures to ensure accurate tax preparation.
- Review completed tax returns to ensure compliance and accuracy.
- Ensure high-quality service delivery to all clients.

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- Address client inquiries and concerns promptly and professionally.
- Identify and engage with subcontractors, ensuring they meet organizational standards, reporting, and requirements.
- Negotiate and finalize contracts with subcontractors, including scope of work and payment terms, while maintaining positive relationships to support ongoing and future projects.
- Develop and maintain a policy and procedure manual for the VITA program, ensuring it is up to date before the beginning of each tax season.
- Identify and establish new VITA site locations in the community to expand services throughout Kern County.
- Develop and implement strategic plans to achieve program goals.
- Engage with media outlets and community leaders to promote and provide interviews about program successes and initiatives, ensuring a positive public perception.
- Represent the program at public events, community meetings, and conferences, providing detailed information on program goals, achievements, and impacts.
- Negotiate agreements with financial partners to provide free educational materials, workshops, and training sessions for clients.
- Monitor and report on the effectiveness of partnerships, ensuring compliance with all agreements and evaluating the impact on clients.
- Develop and manage project timelines with vendors to ensure marketing deliverables are completed on time, while monitoring their performance to meet organizational standards and contractual obligations.
- Collaborate with the CAPK marketing staff to develop outreach material and advertising for all VITA services.
- Provide executive reporting by preparing and delivering comprehensive reports and presentations to leadership, summarizing the program's performance, milestones, and outcomes.

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Is proactive in the effort to recruit and serve families that qualify for CAPK services.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and equipment.
- Word processing, spreadsheet, database, and other related software applications.

Ability to:

- Handle conceptual matters.

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- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Effectively present program information to the public.
- Establish professional working relationships with clients, staff, partners and volunteers.
- Work independently and make clear recommendations.
- Supervise staff and volunteers.

EDUCATION AND EXPERIENCE:

The following requirements generally show possession of the minimum requisite knowledge and ability necessary to perform the position's duties.

- Bachelor's degree in accounting, business administration, public administration, sociology, or related field.
- Possession of an advanced degree may be substituted for one (1) year of experience.
- Minimum of five (5) years management experience in implementing a VITA or similar program. May be substituted for the education requirement on a year-for-year basis.
- Extensive experience in supervising volunteers and staff.
- Knowledge of tax laws.
- Case management experience preferred.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (Spanish/English) highly desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- The noise level is quiet to moderate.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform their essential duties.

POSITION TITLE Program Administrator-VITA			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x

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Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		x	
Kneeling		x	
Crawling		x	
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs		x		x		
76-100 lbs		x		x		
100+ lbs		x				

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Quality Reviewer - VITA

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 07 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Program Administrator, the VITA Quality Reviewer will serve as the technical tax expert for the designated tax sites, ensuring all prepared tax returns meet IRS and VITA Program quality standards. The Quality Reviewer will review each tax return completed by volunteers, correct any errors, and provide in-depth tax knowledge and guidance to volunteers, staff and clients. Additionally, the Quality Reviewer will assist the Site Coordinator in maintaining the efficient operation of the tax site.

SUPERVISION RECEIVED:
Receives supervision from the Site Coordinator and Program Administrator.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Assist in volunteer training and actively participates in training sessions and continuing education to enhance tax preparation skills and knowledge.
- Maintain current knowledge of federal, state, and local tax laws and regulations.
- Confirm all current tax credits and regulations to maximize client benefits and minimize liabilities.
- Verify calculations and ensure compliance with current tax laws and regulations.
- Provide on-site tax expertise, respond to volunteer tax preparer questions, and assist with any tax-related issues.
- Implement and oversee the existing quality review process to ensure all volunteers are up to date on current procedures.
- Provide clients with tax planning and relevant tax knowledge to minimize future tax liabilities.
- Deliver excellent customer service when interacting with clients, involving them in the review of their tax return.
- Review tax returns for completeness and accuracy.
- Advise clients of their responsibilities relative to submitting returns electronically or by mail.
- Takes necessary action to fix filing problems/errors and resubmit tax returns as required.
- Adhere to CAPK and IRS guidance for maintaining and securing confidential information.

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- Support the Site Coordinator with the operational needs of the site, manage workflow, facilitate client sign-in and intake, and ensure an orderly and thorough screening process.
- Assist Site Coordinator in managing supplies and materials for the tax sites and ensure necessary supplies are available for each tax session.
- Assist volunteers in locating and accessing files, forms, and supplies.
- Assist in outreach efforts throughout Kern County to raise community awareness about the VITA program.
- Support the recruitment, retention, and scheduling of volunteers for the designated tax sites.
- Support volunteers during their service and assist Site Coordinator with maintaining accurate records of volunteer hours and contact information.
- Provide administrative and clerical support as needed or as assigned by the Program Administrator.
- Demonstrate proper phone etiquette when assisting clients with tax questions and appointment scheduling by phone.

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Perform any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Federal, state, and local tax laws and regulations.
- Tax forms and schedules.
- Agency and departmental policies and procedures.
- Modern office practices, methods, procedures, and equipment.
- Word processing, spreadsheets, databases, and other related software applications.
- Tax preparation software and Microsoft Office Suite (Word, Excel, Outlook), at an advanced level.

Ability to:

- Demonstrate strong attention to detail and accuracy.
- Work independently.
- Work under frequent time pressures and deadlines.
- Communicate effectively, verbally and in writing
- Provide public presentations and outreach to the community.
- Establish and maintain professional working relationships both internally and externally.
- Obtain all required IRS certifications, advanced level tax preparation, Intake/Interview, and Volunteer Standards of Conduct.

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EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent.
- Must have certification from a recognized tax preparation course (e.g., IRS VITA/TCE certification), or obtain one within 90 days.
- Minimum of two (2) years prior experience in tax preparation, ideally through participation in the Volunteer Income Tax Assistance (VITA) program.
- Familiarity with IRS tax forms and regulations.
- Experience in quality assurance or review processes preferred.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout. Reliable transportation during work hours.
- Bilingual (English/Spanish) desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderate.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE Quality Reviewer – VITA			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		x	
Kneeling		x	
Crawling		x	
Twisting (neck)			x
Twisting (waist)			x

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Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x				x	
76-100 lbs	x				x	
100+ lbs	x				x	

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Scheduling Technician - VITA

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 05 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Program Administrator, the Scheduling Technician serves as the first point of contact for clients at VITA's main office. This role requires adept multitasking, including greeting clients, managing appointments, addressing inquiries, and ensuring that clients are fully prepared with the necessary documentation for their scheduled appointments. The Scheduling Technician also provides essential administrative support to tax preparers and site coordinators. In addition to delivering in-person customer service, the Scheduling Technician handles client interactions by phone, assisting with scheduling, rescheduling, and appointment confirmations ensuring a seamless appointment scheduling experience.

SUPERVISION RECEIVED:
Receives supervision from the Program Administrator.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Greet clients as they arrive, ensuring a friendly and professional atmosphere. Assist them with check-in, provide necessary forms, and direct them to the appropriate area.
- Answer questions from walk-in clients regarding services, office hours, and other general inquiries.
- Monitor and manage the flow of visitors to ensure an orderly and efficient operation of the office or facility.
- Keep the reception area tidy and organized, ensuring it remains a welcoming space for clients and visitors.
- Answer incoming calls promptly, providing information, answering questions, and scheduling appointments efficiently.
- Schedule, reschedule, and cancel appointments based on availability and client needs.
- Confirm appointments and provide clients with any necessary pre-appointment instructions.
- Maintain and update appointment schedules in the system, ensuring accuracy and timely communication of any changes.
- Conduct reminder calls or send reminder messages to clients to reduce no-show rates.
- Collect and verify client information during the scheduling process to ensure completeness and accuracy.

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- Manage follow-up appointments or callbacks as needed, ensuring clients are informed and scheduled appropriately.
- Address and resolve or escalate to the program manager when needed client inquiries, concerns, and issues related to tax preparation services.
- Maintain client confidentiality and handle sensitive information with discretion.
- Obtain all required IRS certifications, advanced level tax preparation, Intake/Interview, and Volunteer Standards of Conduct.
- Assist in volunteer training and actively participate in training sessions and continuing education to enhance tax preparation skills and knowledge

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Perform any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Understanding of federal, state, and local tax laws and regulations
- Modern office practices, methods, procedures, and equipment.
- Proficiency in word processing, spreadsheets, databases, and other related software applications.
- Cloud-based phone system.
- Tax preparation software and Microsoft Office Suite (Word, Excel, Outlook).

Ability to:

- Demonstrate effective and efficient problem-solving skills.
- Communicate effectively both verbally and in writing.
- Demonstrate strong organizational and technical skills.
- Clearly explain tax-related concepts to clients.
- Provide excellent customer service and manage client inquiries professionally.
- Establish professional working relationships with staff, clients, and volunteers.
- Obtain all required IRS certifications, advanced level tax preparation, Intake/Interview, and Volunteer Standards of Conduct.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent
- Prior customer service experience required.

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OTHER REQUIREMENTS:

- Bilingual language fluency (English/Spanish) desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform' the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE: Scheduling Technician - VITA			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		x	
Kneeling		x	
Crawling		x	
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**

0-10 lbs			x			x
11-25 lbs			X		x	
26-50 lbs			x		x	
51-75 lbs		x		x		
76-100 lbs		x		x		
100+ lbs		x				

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Site Coordinator - VITA

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 09 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the direct supervision of the Program Administrator, the Site Coordinator is responsible for oversight of the day-to-day operations of the VITA office. Provides quality customer service to clients, supporting staff, and volunteers to ensure operations run smoothly. The Site Coordinator acts as the primary contact between the site and the IRS and will work closely with the Program Administrator on various projects and assignments that will enhance the VITA Program and services.

SUPERVISION RECEIVED:
Receives supervision from the Program Administrator.

SUPERVISION EXERCISED:
Volunteers and Site partners.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Maintain current knowledge of federal, state, and local tax laws and regulations by actively participating in training sessions, conferences, and continuing education opportunities to enhance tax preparation skills and knowledge.
- Provide on-site tax expertise, guiding and supporting Quality Reviewers and volunteer tax preparers with tax related issues.
- Provide clients with tax planning and relevant tax knowledge to minimize future tax liabilities.
- Deliver excellent customer service when interacting with clients, involving them in the review of their tax return.
- Review tax returns for completeness and accuracy.
- Advise clients of their responsibilities relative to submitting returns electronically or by mail.
- Participate in outreach efforts throughout Kern County to raise community awareness about the VITA program.
- Assist the Program Administrator with the recruitment, retention and scheduling of volunteers for designated tax sites throughout Kern County.
- Assist Program Administrator with conducting and coordinating tax law training for volunteers to achieve an advanced level of certification. Trains and certifies staff and volunteers on processing Individual Taxpayer Identification Number (ITIN) applications and renewals.

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- Assist in the development and implementation of an internal training program for staff members on the ITIN application process.
- Assist Program Administrator with developing and implementing a financial education component to the VITA program.
- Collaborates with other site coordinators to ensure accurate record keeping of volunteers' certifications, identification, and hours dedicated to the VITA program.
- Ensures that adequate volunteer coverage, supplies, and equipment are scheduled and maintained at corresponding volunteer tax sites.
- Implements and oversees the IRS established Quality Review process and ensures that all volunteer tax preparers are up to date on the Quality Review procedures.
- Ensures timely and accurate review of all tax returns.
- Takes necessary action to fix filing problems/errors and resubmit tax returns as required
- Adhere to CAPK and IRS guidelines for maintaining and securing confidential information.
- Utilize the designated software system(s) for the program, compiles timely statistical reports, and analyzes data for reporting to the manager.
- Demonstrate proper phone etiquette when assisting clients with tax questions and appointment scheduling by phone.
- Provide administrative and clerical support as needed or assigned by the Program Administrator.
- Participate in regular team meetings to discuss progress, share updates, and address any challenges.
- Support and assist team members and volunteers in developing their skills and performance.

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Perform any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Federal, state, and local tax laws and regulations.
- Modern office practices, methods, procedures, and equipment.
- Word processing, spreadsheets, databases, and other related software applications, at an advanced level.
- Tax forms and schedules.
- Tax preparation software and Microsoft Office Suite (Outlook, Excel, Word), at an advanced level.

Ability to:

- Demonstrate strong attention to detail and accuracy.
- Work independently.

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- Solve work-related problems effectively and efficiently.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Effectively present program information to the public.
- Establish and maintain professional working relationships both internally and externally.
- Work cooperatively with team members to achieve common goals and complete projects.
- Obtain all required IRS certifications to include Site Coordinator, Advanced level tax preparation, Intake/Interview, and Volunteer Standards of Conduct.

EDUCATION AND EXPERIENCE:

The following requirements generally show possession of the minimum requisite knowledge and ability necessary to perform the position's duties.

- High school diploma or equivalent
- Must have certification from a recognized tax preparation course (e.g., IRS VITA/TCE certification), or obtain one within 90 days.
- Minimum of two (2) years of prior experience in tax preparation, ideally through participation in the Volunteer Income Tax Assistance (VITA) program.
- Familiarity with IRS and CA tax forms and regulations.
- Experience in quality assurance or review processes preferred.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout. Reliable transportation during work hours.
- Bilingual (English/Spanish) desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors
- Noise level is quiet to moderate.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform their essential duties.

POSITION TITLE Site Coordinator - VITA			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			X

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Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		x	
Kneeling		x	
Crawling		x	
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs		x			x	
76-100 lbs		x			x	
100+ lbs		x			x	

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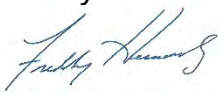
MEMORANDUM

To: Personnel Committee

From: Freddy Hernandez, Director of Youth & Community Services



Date: October 9, 2024

Subject: *Agenda Item 4(d)*: Position Analysis and Equity Review for Energy Program – **Action Item**

In partnership with the Human Resources Department, we conducted a comprehensive review of job descriptions and salary structure for the Energy Program. The objective of this study is to ensure we provide equitable compensation, maintain competitiveness in the current job market, retain staff, and continue to meet the evolving needs of Kern County clients seeking energy assistance services.

Summary of Proposed Changes

The study did not identify any positions requiring a reduction in grade or pay. However, several positions were found to need grade adjustments, and a few require title changes to ensure equitable pay standards across the agency. Below is a summary of the proposed position changes and their impact on fiscal sustainability.

Position Title	Proposed Changes	Current Grade	Proposed Grade
Administrative Assistant	No changes required.	6 Min: $18.53 Mid: $21.81 Max: $25.08	-
Assistant Weatherization Manager	Formerly Assistant Manager Weatherization. Grade change, supervision received, duties and responsibilities, and education.	10 Min: $28.54 Mid: $35.65 Max: $42.78	11 Min: $31.74 Mid: $39.68 Max: $49.20
Case Manager - Energy	New position.	8 Min: $21.59 Mid: $26.96 Max: $32.35	-
Eligibility Specialist	Supervision received, duties and responsibilities, and education.	8 Min: $21.59 Mid: $26.96 Max: $32.35	-
Eligibility Technician	Grade change, supervision received, duties and responsibilities, and education.	5 Min: $17.24 Mid: $20.29 Max: $23.32	7 Min: $20.61 Mid: $25.77 Max: $30.92

Outreach Specialist – Energy	Grade change, supervision received, duties and responsibilities, and education.	6 Min: $18.53 Mid: $21.81 Max: $25.08	8 Min: $22.86 Mid: $28.59 Max: $34.30
Outreach Supervisor - Energy	Formerly the Weatherization Outreach Supervisor. Grade change, supervision received, duties and responsibilities, and education.	9 Min: $24.78 Mid: $31.01 Max: $37.21	10 Min: $28.39 Mid: $35.49 Max: $42.59
Program Administrator - Energy	Grade change, supervision exercised, duties and responsibilities, and education.	12 Min: $37.72 Mid: $47.13 Max: $56.57	14 Min: $45.63 Mid: $57.04 Max: $68.44
Program Specialist - Energy	Formerly the Project Assistant Specialist. Grade change, supervision received, duties and responsibilities, and education.	4 Min: $16.38 Mid: $18.89 Max: $21.72	8 Min: $22.86 Mid: $28.59 Max: $34.30
Scheduling Technician - Energy	Grade change, supervision received, duties and responsibilities, and education.	4 Min: $16.38 Mid: $18.89 Max: $21.72	5 Min: $16.89 Mid: $21.11 Max: $25.34
Utility and Outreach Assistant Manager	Formerly the Assistant Manager (HEAP)Utility Assistance Assistant Manager. Grade change, supervision received, duties and responsibilities, and education.	9 Min: $24.78 Mid: $31.01 Max: $37.21	11 Min: $31.74 Mid: $39.68 Max: $49.20
Utility and Outreach Manager	Formerly the Utility Assistance and Outreach Manager. Grade change, supervision received, duties and responsibilities, and education.	11 Min: $32.80 Mid: $41.00 Max: $49.20	12 Min: $35.58 Mid: $44.47 Max: $53.37
Weatherization Assessor I	Formerly Weatherization Assessor. Grade change, supervision received, duties and responsibilities, and education.	7 Min: $19.92 Mid: $23.43 Max: $26.96	8 Min: $22.86 Mid: $28.59 Max: $34.30
Weatherization Assessor II	Grade change, supervision received, duties and responsibilities, and education.	8 Min: $21.59 Mid: $26.96 Max: $32.35	9 Min: $25.45 Mid: $31.81 Max: $38.18
Weatherization Inspector I	Grade change, supervision received, duties and responsibilities, and education.	9 Min: $24.78 Mid: $31.01 Max: $37.21	-
Weatherization Inspector II	Grade change, supervision received, duties and responsibilities, and education.	9 Min: $24.78 Mid: $31.01 Max: $37.21	10 Min: $28.39 Mid: $35.49 Max: $42.59
Weatherization Installer I	Grade change, supervision received, duties and responsibilities, and education.	6 Min: $18.53 Mid: $21.81 Max: $25.08	7 Min: $20.61 Mid: $25.77 Max: $30.92
Weatherization Installer II	Grade change, supervision received, duties and responsibilities, and education.	7 Min: $19.92 Mid: $23.43 Max: $26.96	8 Min: $22.86 Mid: $28.59 Max: $34.30
Weatherization Manager	Formerly the Manager Weatherization. Grade change, supervision received,	11 Min: $32.80 Mid: $41.00	12 Min: $35.58 Mid: $44.47

	duties and responsibilities, and education.	Max: $49.20	Max: $53.37

Fiscal Impact and Timeframe

Subject to final approval, the proposed grade increases and job title changes are scheduled to take effect after Board approval on October 30, 2024. These adjustments will result in an annual salary cost increase to $56,456.00. The additional expense will be covered by existing funding sources, including LIHEAP, DOE, ESLIHEAP, and PG&E, which currently support the Energy Program. These changes aim to enhance the program's competitiveness in recruitment, fill vacancies, expand services, and improve staff retention for the 2024/2025 fiscal year. The updated job descriptions have been reviewed and approved by the Chief of Programs, Chief of Finance, and the Human Resources Department.

Strategic Plan Impact

As part of the 2021-25 Strategic Plan, specifically under Goal 4: *CAPK seeks to be an employer of choice and attract and retain a high-quality workforce to achieve the organization's desired results.*

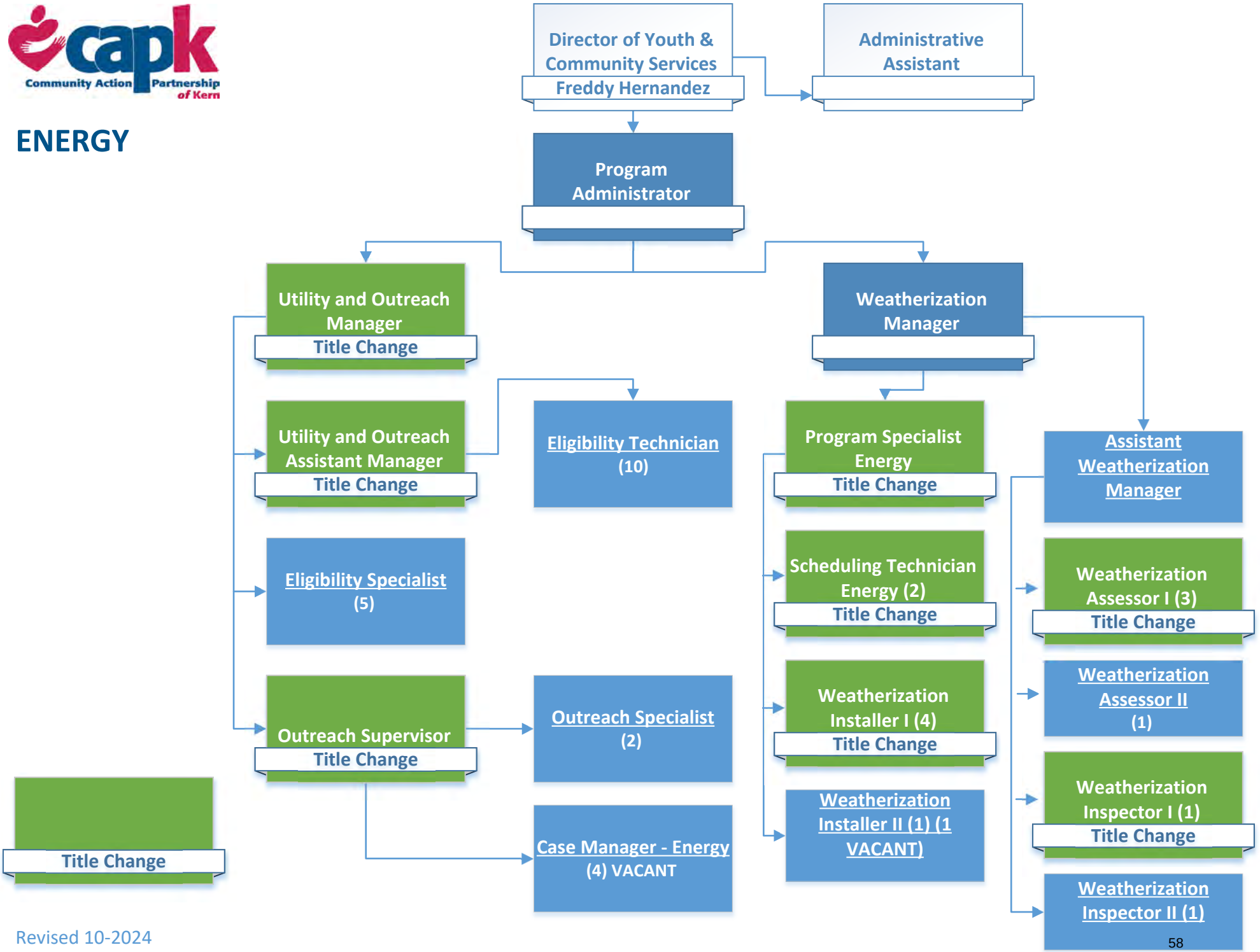
Recommendation:

Staff recommends the Personnel Committee approve the Energy Program job descriptions and pay grade changes.

Attachments:

Energy Organizational Chart
Administrative Assistant Job Description
Assistant Weatherization Manager Job Description
Case Manager Job Description
Eligibility Specialist Job Description
Eligibility Technician Job Description
Outreach Specialist Job Description
Outreach Supervisor Job Description
Program Administrator Job Description
Program Specialist Job Description
Scheduling Technician Job Description
Utility and Outreach Assistant Manager Job Description
Utility and Outreach Manager Job Description
Weatherization Assessor I Job Description
Weatherization Assessor II Job Description
Weatherization Inspector I Job Description
Weatherization Inspector II Job Description
Weatherization Installer I Job Description
Weatherization Installer II Job Description
Weatherization Manager Job Description

ENERGY



Revised 10-2024

Administrative Assistant

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 06 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Provides a wide variety of administrative and clerical duties, prepares reports, and performs special projects. The Administrative Assistant will relieve the supervisor of a wide variety of administrative details and interacts with high-level external and internal contacts requiring specialized confidential subject matter expertise in business administration, information systems, and personnel management, including the application and interpretation of federal, state, and local laws related to these subject areas.

SUPERVISION RECEIVED:
Receives supervision from the Director of Youth & Community Services.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Responsible for accurately entering, maintaining, and organizing department files, customer information, and electronic records.
- Delivers outstanding customer service to clients and team members with a commitment to helpfulness, dignity, and respect.
- Provides general information about Agency programs to the public.
- Assist the Program Administrator with department projects, meetings, reports, and correspondence.
- Prioritize workflow, including handling routine matters such as distributing mail, faxing, and photocopying.
- Engage in recruitment and outreach efforts across multiple program service lines.

Other Job Specific Duties:
- Attends all meetings, trainings, and conferences as assigned.
- Maintains safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Is proactive in the program effort to recruit and enroll families that qualify for CAPK programs.
- Performs any other like duties as assigned.

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MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and equipment.
- Word processing, spreadsheet, database, and related software applications.
- Current problems of socially and economically challenged families.

Ability to:

- Problem solve and address conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Work independently.
- Demonstrate good interpersonal skills.
- Effectively present program information to the public.
- Establish professional working relationships with staff, agencies, and parents.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent.
- Three (3) years of clerical experience.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (English/Spanish) desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

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POSITION TITLE Administrative Assistant			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Assistant Weatherization Manager

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Grade: 11 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:

Under the supervision of the Weatherization Manager, the Assistant Weatherization Manager is responsible for quality assurance of construction and weatherizing work performed by the assessors, installers, subcontractors, and inspectors. Assists with reviewing and approving completed work orders, planning, coordinating and supervision of weatherization staff. Will serve as a direct contact for clients during the home inspection and will assist in managing the day-to-day operations of the Weatherization Program.

SUPERVISION RECEIVED:

Receives supervision from Weatherization Manager.

SUPERVISION EXERCISED:

Weatherization Assessors, Inspectors, and Installers.

DUTIES AND RESPONSIBILITIES:

Disclaimer – This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Supervise assessors and inspectors including planning, coordinating, and monitoring their work.
- Review and approve assessments for groundwork.
- Review and approve all work orders for inspection. This includes ensuring all energy efficiency measures are installed and labor and materials are accurately documented.
- Monitor the status of each home using the program database.
- Conduct on-site inspections of homes weatherized and their files to ensure that the quality of work performed by the energy program team is consistent with state, federal, and utility regulations per contractual obligations.
- Schedule and monitor subcontractors to ensure work is completed in a timely manner.
- Attend Local Service Providers (LPS) meeting/webinars when needed.
- Update Weatherization staff of new or revised weatherization installation standards.
- Review estimates for accuracy and expenditures.
- Conduct file quality checks within the program database to ensure that all recorded measures align accurately with the accompanying paperwork.
- Acquire a thorough understanding of and demonstrate the ability to perform key job responsibilities of Installers, Assessors, and Inspectors
- Conduct all required testing on homes to ensure compliance with safety and efficiency standards.
- Conduct home inspections as required to ensure project quality and compliance with regulations.

Other Job Specific Duties:

- Accompany State Inspector during semi-annual field inspections and audits.

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- Assist in training assessors and inspectors.
- Responsible for understanding and staying current on the Training Reference Manual (TRM) and providing directions per the TRM to staff when necessary.
- Utilize specified software tool to verify if client homes qualify for services.
- Assist with inspections and assessments.
- Travel to various homes and worksites located throughout Kern County. An agency vehicle is provided for agency travel.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Contractual, departmental, and agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations
- Modern office procedures and computer equipment.
- Word processing and other related software applications.
- Current problems of socially and economically challenged families.

Ability to:

- Utilize expertise in home weatherization principles and methods and apply knowledge of available community resources to support program objectives.
- Apply knowledge of fundamental principles related to organizational structures, administration, human relations, and basic mathematical skills.
- Maintain effective working relationships both internally and externally.
- Effectively lead and supervise a team.
- Plan, organize, and implement projects.
- Gather and analyze data.
- Read, understand, and apply written relations and instructions.
- Communicate effectively both verbally and in writing to include professional correspondence, reports, memos, letters, and proposals.
- Complete all CSD training within the required timeline.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- One (1) to three (3) years of progressively responsible administrative or management experience in a supervisory capacity.
- Managerial experience in weatherization, construction and/or home repair is highly desirable.
- Experience in inventory and quality control.
- Certified by CSD as an Assessor and Inspector desirable.
- Four to six (4 to 6) years of continuous years of weatherization experience.
- Full understanding of Technical Resource Manual (TRM).
- Residential building code knowledge preferred.
- OSHA 10 certification preferred.
- OSHA 30 certification desirable.

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- Lead-safe certification desirable.
- Experience in reviewing REM audits.
- BPI approved certifications for QCI, EA, and BAP desirable.

OTHER REQUIRMENTS:

- Possession of a valid California Driver's License and State automobile insurance, and acceptable driving record substantiated by a DMV printout. Must have reliable transportation during work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level varies based on assignment.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE **Assistant Weatherization Manager**			
ACTIVITY	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		x	
Kneeling		x	
Crawling		x	
Twisting (neck)			x
Twisting Waist			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	

Pushing &Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs		x			x	
76-100 lbs		x			x	
100 lbs+	x			x		

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Case Manager - Energy

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: 08 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:

Under the general direction of the Outreach Supervisor, the Case Manager assesses needs and develops a program plan to support clients with managing and resolving utility debt. Responsibilities include assisting clients in accessing utility and non-utility administered programs to reduce arrearages and energy usage through ongoing guidance and conversations. This involves providing referrals to other community partners and arrearage-reducing programs, conducting follow-up conversations with clients, and maintaining thorough documentation.

SUPERVISION RECEIVED:

Receives supervision from the Outreach Supervisor.

SUPERVISION EXERCISED:

None

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Provides program information, education, and support associated with referred services.
- Manage multiple cases, including case assignments, development of client goal plans, regular progress reviews, and determining case closure.
- Assess and identify social service and utility support needs for clients.
- Develops and implements individual service plans.
- Plans and conducts home visitation for case management support.
- Maintains accurate, up-to-date records and other appropriate documentation and forms as specified by program requirements.
- Educates clients by helping them re-frame problems and focus on solutions, while discussing and supporting their progress towards goals.
- Provides appropriate social service referrals and follow up based on analysis of observations, screenings, and assessments.
- Actively monitors progress toward plan goals through continuous evaluation of plan activities and makes recommendations for adjustments to services as needed.
- Summarizes progress at specified intervals, including data collection and client record keeping.
- Assures quality service for clients by enforcing rules, regulations, and compliance requirements, and documents all contacts.
- Meet caseload and contract requirements specific to program design.
- Maintain and update client information in database.
- Collaborate with the external and internal departments for referral and reporting purposes

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Other Job Specific Duties:

- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours as required, including nights and weekends.
- Supports Outreach team as needed.
- Other duties and special projects as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and computer equipment.
- Word processing, spreadsheet, database, and related software applications.
- Data entry practices and procedures.
- Effective communication strategies.
- Current problems of socially and economically challenged families.

Ability to:

- Establish professional working relationships with staff and clients.
- Maintain client dignity and confidentiality.
- Work independently and effectively organize and prioritize work.
- Prioritize, stay organized, and manage deadlines in a fast-paced environment.
- Communicate effectively, verbally, and in writing.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associate's degree in social sciences or related field preferred.
- One (1) year of case management experience preferred.
- Two (2) years' experience working with underserved families of diverse cultures in social services setting.
- Any equivalent combination of education and/or experience may be substituted yearly.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout. Must have reliable transportation during work hours
- Bilingual language fluency is desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

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WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Case Manager - Energy			
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Eligibility Specialist

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 08 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Assists the Energy Utility Assistance Manager and Assistant Manager with auditing client application files for compliance with state and federal guidelines. Responsible for evaluating and ensuring the efficiency and accuracy of the application process and client experience.

SUPERVISION RECEIVED:
Receives supervision from Energy Utility Assistance Manager.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Audit client files to ensure they are accurate and contain the necessary supporting documentation.
- Assists with resolving processing errors in a timely manner by performing necessary corrective actions to ensure contractual compliance and report results to the Manager.
- Process HEAP and Fast track applications, when necessary.
- Transfer client files for payment.
- Provide guidance and training to the Eligibility Technicians to increase their ability to process client files accurately.
- Assist staff with policy and procedure questions and provide guidance when difficult situations arise during file audits.
- Communicate with funding sources and front-end database developers, troubleshooting issues to solve problems which could affect meeting daily productivity goals.
- Request guidance and clarification from funding source regarding processing and determining client eligibility when it is not identified in the CSD Eligibility Guide.
- Professionally resolve client concerns in person or by phone.
- Evaluate the application process for efficiency and make process improvement recommendations.

Other Job Specific Duties:
- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours as required, including nights and weekends.
- Performs other duties as required.

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MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Contractual, departmental, and agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and computer equipment.
- Word processing, spreadsheet, database, and related software applications.
- Eligibility Technician processes and workflow.
- Proper grammar, punctuation, and spelling

Ability to:

- Problem solve and exercise sound judgement.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Work independently.
- Establish and maintain professional working relationships with staff.
- Greet and assist visitors and clients in a professional manner and provide quality customer service.
- Work under pressure and in new situations.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associate degree in business administration or related field desirable.
- One (1) year of experience in monitoring and auditing files is desirable.
- Two (2) years of working in a social service environment is preferred.
- Any equivalent combination of education and/or experience may be acceptable.

OTHER REQUIREMENTS:

- Bilingual language fluency (English/Spanish) desirable.
- Successful completion of live scan, physical, substance abuse screening, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

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POSITION TITLE Eligibility Specialist - Energy			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Eligibility Technician

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 07 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Assists clients with applying for Utility Assistance through the Low-Income Home Energy Assistance Program (LIHEAP). Responsible for reviewing applications and supporting documentation, determining applicant eligibility, informing applicants of their rights and responsibilities, and communicating the outcome of the application process.

SUPERVISION RECEIVED:
Receives supervision from the Program Administrator and Utility and Outreach Assistant Manager.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Reviews applications to verify completeness and all required documentation is present. If necessary, communicates with client regarding missing documentation.
- Determines program eligibility in accordance with the CSD Eligibility and Verification Guide.
- Provides budget counseling and energy education information to applicants.
- Determines and explains the utility assistance benefit amount as well as basic appeal rights.
- Communicates with utility companies.
- Prepare and mail approval or denial letters to applicants.
- Enters client data into the front-end energy program database.
- Refers eligible utility assistance applicants to the weatherization program.
- Responsible for filing of client's applications.
- Prioritize applicants for assistance according to the current contract's priority plan.
- Confirms that payment has been made by the state to the utility company.
- Provides authoritative information on established programs, procedures, and policies.

Other Job Specific Duties:
- Maintains a safe and functional work environment.
- Works alternative hours as required.
- Always maintains client confidentiality.
- Performs other duties as required.

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- Provide applicants with information regarding additional CAPK programs.
- Attends meetings, workshops, and seminars as required.
- Receives applicants in a courteous and professional manner.
- Work collaboratively as part of a team.
- Must be willing to travel throughout Kern County, as needed, to assist clients.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Courteous and respectful call handling and phone etiquette.
- Applicable federal, state, and local laws, codes, and regulations.
- Contractual, departmental, and agency policies and procedures.
- Modern office practices, methods, procedures, and computer equipment.
- Word processing, spreadsheet, database, and related software applications.
- Proper grammar, punctuation, and spelling.
- Current problems of socially and economically challenged families.

Ability to:

- Successfully complete CAPK's Energy Program Eligibility Technician training.
- Effectively communicate, verbally and in writing.
- Greet and assist visitors and clients in a professional manner and provide quality customer service.
- Work under pressure and in new situations.
- Work independently.
- Perform mathematical calculations and apply basic math concepts.
- Demonstrate good interpersonal skills.
- Problem solve and exercise sound judgement.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent.
- One (1) year experience working in a clerical social service environment.
- Experience working with people of diverse socioeconomic backgrounds.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (English/Spanish) desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

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WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Eligibility Technician - Energy			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Outreach Specialist - Energy

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 08 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:

Assist the public with applying for weatherization and utility assistance programs. Responsible for participating in outreach activities, community events, and presentations to reach the program's target population to increase the service applicant pool for the Energy Program.

SUPERVISION RECEIVED:

Receives supervision from the Outreach Supervisor.

SUPERVISION EXERCISED:

None

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Assist in the development and implementation of a comprehensive and effective outreach plan to reach eligible families for the Energy Program.
- Assist qualified households with applying for energy conservation programs at CAPK sites throughout Kern County, including home visits.
- Give presentations to various social service agencies throughout Kern County.
- Attend outreach events to promote weatherization and utility assistance.
- Provide home visits to clients to collect intake application and required documents.
- Refer eligible weatherization applicants to utility program for assistance.
- Determine program eligibility in accordance with the CSD Eligibility and Verification Guide.
- Review qualifying documentation and communicate with the client regarding missing documentation.
- Provide budget counseling and energy education information to applicants.
- Prepare and mail approved, pending, or denial letters to applicants.
- Prioritize applicants for assistance according to the current contract's priority plan.
- Enter client data into Energy Program database.
- Handle client complaints in a professional manner.
- Support the Eligibility Technician with application processing and related tasks

Other Job Specific Duties:

- Work alternative hours as required, including nights and weekends.
- Proactive in the program's effort to refer families that qualify for CAPK programs.
- Performs any other like duties as assigned.
- Maintain client confidentiality at all times.

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- Must be willing to travel throughout Kern County, as needed.
- Attend meetings, workshops, and trainings as required.
- Maintain accurate records of all outreach activities.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Contractual, departmental, and agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures and computer equipment.
- Word processing, spreadsheet, database, and other related software applications and proper telephone etiquette.
- Proper grammar, punctuation, and spelling.
- Current problems of socially and economically challenged families.

Ability to:

- Successfully complete CAPK's Energy Program database training.
- Perform calculations and apply fundamental mathematical concepts.
- Work under pressure in new situations.
- Work independently.
- Communicate effectively verbally and in writing.
- Demonstrate good interpersonal skills.
- Effectively present program information to the general public.
- Establish and maintain professional working relationships internally and externally.
- Problem solve and exercise sound judgement

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associates degree in social services preferred.
- Two (2) years' experience in any area with emphasis on promoting services, outreaching, marketing, or educating the public on available services and resources.
- Experience working with persons of diverse socio-economic and ethnic backgrounds.
- Any combination of education and experience will be considered on a year-per-year basis.

OTHER REQUIREMENTS

- Possession of a valid California Driver's License and State automobile insurance, and acceptable driving record substantiated by a DMV printout. Must have reliable transportation during work hours.
- Bilingual language fluency preferred.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is moderate.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Outreach Specialist - Energy			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Outreach Supervisor - Energy

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 10 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the supervision of the Program Administrator, the Outreach Supervisor is responsible for leading and supporting the Outreach Team with developing and implementing a strategic outreach plan to identify, reach and assist eligible families to apply for weatherization and utility assistance services. This includes participating in community outreach events, creating informational materials, and working in collaboration with community partners to establish and identify service areas.

SUPERVISION RECEIVED:
Receives general direction from the Utility & Outreach Manager and may receive direction from the Program Administrator.

SUPERVISION EXERCISED:
Case Manager and Outreach Specialists

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Provides supervision, training, evaluation, and support to the outreach team.
- Responsible for developing, implementing, and maintaining a comprehensive and effective outreach plan to reach eligible families for the Energy Program.
- Review, evaluate and oversee the implementation of the outreach and intake activities.
- Work in collaboration with the leadership team to identify high-need service areas.
- Coordinate the daily operations of the outreach and intake activities.
- Work with leadership to identify and develop annual productivity goals.
- Provide training and technical assistance to Outreach Specialists and Energy staff.
- Respond to applicants request for services within a reasonable amount of time.
- Determine if household is eligible to receive weatherization services by reviewing the application and documentation to verify eligibility.
- Ensure all appropriate information and documentation regarding household after eligibility has been established (i.e., Owner Waivers, rental agreements, etc.).
- Promote the energy conservation program by participating in and publicizing the programs availability through presentations, mailers, referrals, and outreach events.
- Meet assigned contractual productivity goals monthly.
- Submit accurate and detailed files and records in a timely manner.
- Communicate effectively and efficiently with appropriate public agencies and utility companies.

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- Adress client concerns timely and in a professional manner.

Other Job Specific Duties:

- Attends all meetings, trainings, and conferences as assigned.
- Maintains safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Is proactive in the program effort to recruit and enroll families that qualify for CAPK programs.
- Travel throughout Kern County for outreach and work-related activities.
- Performs any other duties as required.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Contractual, departmental, and agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures and computer equipment.
- Word processing, spreadsheet, database, and other related software applications and proper telephone etiquette.
- Proper grammar, punctuation, and spelling.
- Current problems of socially and economically challenged families.

Ability to:

- Multitask in a hectic environment, prioritizing client's needs.
- Problem solve and exercise sound judgement
- Work independently.
- Prepare clear, concise reports.
- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance and explain policies and procedures.
- Communicate effectively verbally and in writing.
- Work with accuracy and attention to detail.
- Effectively organize and prioritize assigned work.
- Establish and maintain effective working relationships internally and externally.
- Effectively present program information to the public.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associate's degree in social work, public administration, or related field.
- Two (2) years of information and referral experience preferred.
- Two (2) years' experience working in a social service environment.
- Minimum of two (2) years of supervisory experience.

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- Any equivalent combination of education and/or experience may be acceptable on a year-to-year basis.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout. Must have reliable transportation during work hours.
- Bilingual language fluency preferred.
- Successful completion of live scan, physical, substance abuse screening, TB and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors and outdoors.
- Noise level is moderate.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Outreach Supervisor - Energy			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	

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Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs.			x			x
11-25 lbs.		x			x	
26-50 lbs.		x			x	
51-75 lbs.	x			x		
76-100 lbs.	x			x		
100+ lbs.	x			x		

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Program Administrator - Energy

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 14 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Responsible for planning, organizing, staffing, coordinating, and implementing policy, reporting, and conducting the overall management and operation of the Weatherization and Utility Assistance Energy Programs. Responsible for the overall implementation of program notices, weatherization installation standards, state and federal regulations, funding source requirements and policies and procedures, while providing leadership and technical expertise for program staff. Works with the Finance Department to ensure budget and spending are in line with contractual program requirements and program goals. Serves as CSD's main point of contact for program contract services.

SUPERVISION RECEIVED:
Receives direct supervision from Director of Youth & Community Services.

SUPERVISION EXERCISED:
Provides direct supervision to Weatherization Manager, Utility and Outreach Manager, and Outreach Supervisor.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Oversees a management system that ensures proper planning and efficient operation of program design for the effective delivery of services for the Energy program.
- Leads the identification and assessment of tasks required in alignment with grant contracts, administrative mandates, and relevant policies to determine staff duties and responsibilities. This includes evaluating work performance and providing administrative support.
- Provides strategic leadership to establish and maintain high-quality standards across the Energy Program.
- In conjunction with the Chief Financial Officer and Energy Accounting Administrator, oversees the responsibility for conducting the financial affairs of the Energy Program.
- Reviews and approves Finance's monthly allocation methodology, payroll allocation summary, and detailed invoice report.
- Ensures the Energy program maintains quality and meets all contract requirements and state and federal mandates as they relate to program accountability.
- Conducts periodic file audits to ensure accuracy and compliance in documentation.
- Coordinates with department management and other CAPK support divisions in preparation for audits/program reviews.
- Acts as the program staff Weatherization Training Administrator as needed, per CSD.

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- Provides oversight for programs overall day-to-day management and full compliance of applicable regulations.
- Implements, maintains, and enforces internal controls and effective communication between departments to ensure compliance with the various grant/contract requirements.
- Confers with the Director of Youth & Community Services to review progress and discuss required changes in program emphasis resulting from status and outcomes.
- Works with the Chief Business Development Officer when preparing proposals or new grant applications.
- Implements and maintains management team meetings for the purpose of compliance, monitoring, and identifying program trends and updates.
- With the assistance of staff, develops, updates, and implements all current and new program policies and procedures.
- Conducts performance evaluations and provides professional development opportunities for staff.
- Ensures that effective communication is maintained between all Energy departments.
- Develops, implements, and continuously monitors program and contract goals.
- Creates and maintains working relationships with community leaders, valued partners, and sub-contractors.
- Assist Procurement Team in the Request for Proposal (RFP) process.
- Works with management staff to develop and maintain a positive and productive work environment.
- Daily monitoring of budgets and creates budget reports as well as operational reports for upper leadership's review.
- Handle client and CSD complaints.
- Develops and revises program policies as needed per funding and CSD's contract updates and changes.
- Acts as a liaison between state funder and agency.
- Represents and speaks on behalf of the Energy Program internally and externally through a variety of communication strategies, including videos, publications, meetings, websites, social media, advertising, and community events.
- Coordinates with the CAPK Community Development team for Energy Program's marketing campaigns, strategies, and supporting budget.
- Creates, oversees and implements new initiatives and technology.

Other Job Specific Duties:

- Attends all meetings, trainings, community events, and conferences as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours as required, including nights and weekends.
- Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Contractual, departmental, and agency policies and procedures.
- Applicable state, federal, and local laws, codes, and regulations.

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- Current problems of socially and economically challenged families.
- Modern office practices, methods, procedures, and equipment, including computers, phones, and tablets.
- Word processing, spreadsheet, general ledger database, and related software applications.

Ability to:

- Plan, organize, and allocate resources.
- Work independently.
- Prepare clear and concise reports.
- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance and interpret and explain policies and procedures.
- Analyze problems and identify alternative solutions.
- Communicate effectively, verbally and in writing.
- Work with accuracy and attention to detail.
- Effectively organize and prioritize assigned work.
- Establish and maintain effective working relationships with other people.
- Travel for agency business as needed.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in business administration, public administration, or closely related field.
- Five (5) years' senior management level experience, including supervision of a sizable team, budgeting, directing, organizing, and coordinating the administrative activities within a division, department, or program within a public agency or private non-profit organization.
- Strong public speaking and presentation skills and experience required.
- Any equivalent combination of education and/or experience may be acceptable.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout. Must have reliable transportation during work hours.
- Bilingual language fluency (English/Spanish) preferred
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderate.
- Hazards are minimal.

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ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Program Administrator - Energy			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Program Specialist - Energy

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 08 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the supervision of the Weatherization Manager, the Program Specialist is responsible for supporting the Energy Program by building and maintaining databases and project management software to ensure compliance with state and federal contracts. The Program Specialist will work collaboratively with leadership to electronically manage data, review client files for accuracy, and ensure timely completion of projects.

SUPERVISION RECEIVED:
Receives direct supervision from Weatherization Manager and Assistant Weatherization Manager.

SUPERVISION EXERCISED:
None.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Analyze processes and trends to provide workflow updates and recommendations for improvements to the Weatherization management team.
- Proactively engage in discussions and seek feedback from the Weatherization team to ensure open communication and continuous improvement.
- Update and maintain weatherization database and project management software.
- Assist with data collection, data entry, and preparing operational reports.
- Coordinate with leadership to review job proposals and purchase orders to ensure timely completion.
- Monitor tracking of active Weatherization jobs to confirm completion.
- Coordinate with Energy Finance Team to monitor purchase orders.
- Maintain and track work in-progress sheets to assist the Weatherization team with project management.
- Ensure Weatherization forms and files are updated and in compliance with state and federal guidelines.
- Maintain constant communication with Installers, Assessors, and Inspectors to ensure necessary data is entered into project management software appropriately and timely.
- Assist in monitoring project management supply cost list for reporting purposes and tracking of weatherization project expenses.
- Verify that all measures from applicable Weatherization CSD forms are accurately entered into the project management software.

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- Maintain constant communication with subcontractors to eliminate barriers and delays for Weatherization projects.
- Collaborates with the CAPK IT department to continuously enhance project management software and develop new reports for improved functionality and efficiency.
- Update and monitor various worksheets for work in progress.

Other Job Specific Duties:

- Attend meetings, trainings, and professional growth activities as assigned.
- Work alternative hours as required, including nights and weekends.
- Maintains a safe and functional work environment
- Perform any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Contractual, departmental, and agency policies and procedures.
- Modern office procedures and equipment, including computers, phones, and tablets.
- Word processing, spreadsheet, database, and related software applications.
- Basic bookkeeping.
- Database development.
- Perform mathematical calculations and apply basic math concepts.

Ability to:

- Work independently.
- Analyze reports, spreadsheets, and databases.
- Prepare clear and concise reports.
- Exercise sound, independent judgment within general policy guidelines.
- Communicate effectively, verbally and in writing.
- Demonstrate accuracy and attention to detail.
- Effectively organize and prioritize assigned work.
- Establish and maintain professional working relationships internally and externally.
- Independently solve problems in an effective and efficient manner.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associate's degree in business administration or related field desirable.
- Two (2) years of experience working with databases, including demonstrated ability to maintain/update accurate records, compile data, and generate reports.
- Two (2) years of intermediate experience using MS Office Suite, Word and Excel.
- Any equivalent combination of education and/or experience may be acceptable on a year-to-year basis.

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OTHER REQUIREMENTS:

- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is moderate.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION: Program Specialist - Energy			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		

Twisting (neck)		x
Twisting (waist)		x
Is repetitive use of hand required?		x
Simple Grasping (right hand)		x
Simple Grasping (left hand)		x
Power Grasping (right hand)		x
Power Grasping (left hand)		x
Fine Manipulation (right hand)		x
Fine Manipulation (left hand)		x
Pushing & Pulling (right hand)		x
Pushing & Pulling (left hand)		x
Reaching (above shoulder level)		x
Reaching (below shoulder level)		x

	LIFTING	CARRYING

	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Scheduling Technician - Energy

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 05 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Weatherization Manager, the Scheduling Technician is responsible for managing all appointment scheduling related to weatherization services. This role requires strong multitasking abilities, including scheduling appointments, responding to inquiries, and ensuring that clients, in-house crews, and inspectors are equipped with the necessary details for upcoming appointments. The Scheduling Technician also plays a key administrative role in processing client files, tracking job progress, and ensuring the successful completion of projects.

SUPERVISION RECEIVED:
Receives direct supervision from the Weatherization Manager.

SUPERVISION EXERCISED:
None.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Answer incoming calls promptly, providing information, status updates, answering questions, and scheduling appointments efficiently.
- Schedule, reschedule, and cancel appointments based on availability and client needs.
- Provide excellent customer service and manage client inquiries professionally.
- Reviews software data entries and client files to determine status.
- Handle client concerns in a courteous and polite manner, referring to the Weatherization Manager when appropriate.
- Assists potential clients with applying for utility assistance services and mailing applications.
- Refer clients to other CAPK services and social service agencies as needs are identified.
- Schedule in-home intake and Family Resource Center (FRC) appointments for clients that live in remote areas.
- Schedule weatherization assessments and deferral follow-up appointments, groundwork appointments, returns, corrections, inspections, and funding source field reviews.
- Upon completion of the home assessment, will assemble client job folders and assign grant-specific tracking number.
- Review client files after each step of the job is completed and update the tracking list.
- Tracks all work-in-process production files.
- Submit tickets to the Weatherization Manager for job updates and client concerns.

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- Manage follow-up appointments or callbacks as needed, ensuring clients are informed of progress and next steps.
- Update electronic client file notes in Energy software, database, tracking spreadsheet, etc.

Other Job Specific Duties:

- Work on special projects, as assigned.
- Attend all meetings, trainings, and conferences as assigned.
- Work alternative hours as required.
- Maintain a safe and functional work environment.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Contractual, departmental, and agency policies and procedures.
- Modern office procedures and computer equipment.
- Word processing and related software applications.
- Cloud-based phone system.
- Proper telephone etiquette and quality customer service protocols.
- Current problems of socially and economically challenged families.

Ability to:

- Communicate effectively both verbally and in writing.
- Demonstrate excellent customer service skills and manage client inquiries professionally.
- Work independently.
- Work with accuracy and attention to detail.
- Effectively organize and prioritize assigned work.
- Establish and maintain professional working relationships internally and externally.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent.
- Prior customer service experience required.
- One (1) year of general clerical experience desirable

OTHER REQUIREMENTS:

- Bilingual language fluency (English/Spanish) highly preferred.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

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WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Scheduling Technician - Energy			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			**CARRYING**		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Utility & Outreach Assistant Manager

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 11 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Assist the Utility and Outreach Manager in managing the programmatic, operational, and fiscal aspects of the Utility Assistance Program and will act on behalf of the Program Administrator on administrative matters. Responsibilities include supervising staff, conducting and coordinating specialized training, and mentorship to ensure program effectiveness and high-quality service delivery to clients.

SUPERVISION RECEIVED:
Receives direct supervision from the Utility and Outreach Manager.

SUPERVISION EXERCISED:
Eligibility Technicians

DUTIES AND RESPONSIBILITIES:
Disclaimer – This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Assist the Utility and Outreach Manager with the implementation of Energy contracts including the reimbursement and reporting requirements.
- Stay abreast of changes to contract regulations and requirements.
- Provide recommendations to leadership on all programmatic and fiscal issues affecting grants/programs and assist in resolving these issues.
- Support leadership with evaluating and monitoring program procedures to ensure program effectiveness.
- Recommend revisions to existing procedures to accommodate new functions, address changes in the focus of current functions, or resolve weaknesses in the current procedures.
- Support with the recruitment, interviewing, and selection process to hire qualified candidates for eligible positions, ensuring alignment with the organizational needs and goals of the Energy program.
- Conduct performance evaluations and provide professional development opportunities for staff.
- Implement quality control procedures to ensure efficient processing measures.
- Promote and foster a professional and productive working environment.
- Assist with monitoring and oversite of site visits and audits.
- Monitor and review CSD Deficiency/Rejection reports and make sure they are corrected

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within a reasonable amount of time.
- Promote the Utility Assistance Program by participating in outreach and program presentations.
- Ensure that Energy intake forms are kept current according to CSD's most recent revisions.
- Ensure program benchmarks and annual production goals are met for all contracts.
- Address client inquiries and concerns promptly and professionally.

Other Job Specific Duties:
- Attend all meetings, trainings, and conferences as assigned.
- Maintain safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Perform other duties as required.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Contractual, departmental, and agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and computer equipment.
- Word processing, spreadsheet, database, and other related software applications.
- CSD and other contractual eligibility guidelines.

Ability to:
- Gather and analyze data and prepare clear and concise reports.
- Effectively manage multiple tasks in a fast-paced environment, while prioritizing and addressing client needs.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Analyze administrative issues and make solid recommendations.
- Work independently.
- Meet established deadlines.
- Establish and maintain professional working relationships, both internally and externally.

EDUCATION AND EXPERIENCE:
The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associate's degree in social work, public administration or related field.
- Two (2) years of supervisory experience.
- Two (2) years of experience working in a social service program.

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- Experience managing budgets highly desirable.
- Any equivalent combination of education and/or experience may be acceptable on a yearly basis.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout. Must have reliable transportation during work hours.
- Bilingual language fluency is highly desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters inperforming the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE: Utility and Outreach Assistant Manager			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			X
Walking			X
Standing			X
Bending (neck)			X
Bending (waist)			X
Squatting		X	
Climbing	X		
Kneeling		X	
Crawling	X		
Twisting (neck)			X
Twisting (waist)			X
Is repetitive use of hand required?			X
Simple Grasping (right hand)			X
Simple Grasping (left hand)			X
Power Grasping (right hand)		X	
Power Grasping (left hand)		X	
Fine Manipulation (right hand)			X

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Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs.			x			x
11-25 lbs.		x			x	
26-50 lbs.		x			x	
51-75 lbs.	x			x		
76-100 lbs.	x			x		
100+ lbs.	x					

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Utility & Outreach Manager

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 12 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Program Administrator, supervises and coordinates the work of the Outreach and Utility Assistance department to ensure that the Energy program meets its contractual requirements by evaluating and ensuring the efficiency and accuracy of the application process and client experience. Responsibilities include supervising staff, conducting and coordinating outreach, and attending community events and collaborative meetings.

SUPERVISION RECEIVED:
Receives supervision from the Program Administrator.

SUPERVISION EXERCISED:
Utility & Outreach Assistant Manager, Eligibility Specialists, and Outreach Specialists.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Participates in the development and implementation of energy program goals, objectives, policies, and procedures for the Utility Assistance program.
- Submits accurate and detailed files and records in a timely manner in order to meet CSD and auditing requirements.
- Provides input for improving organizational activities through improved methods and techniques and better utilization of resources.
- Communicates effectively and efficiently with appropriate public agencies and utility companies.
- Manage the recruitment, interviewing, and selection process to ensure the hiring of qualified candidates for eligible positions, aligning with the organizational needs and goals of the Energy Program.
- Investigates and resolves client complaints in a timely manner and performs necessary follow-up corrective action.
- Evaluate performance, provide mentoring, coaching, and necessary disciplinary actions when warranted.
- Ensure that Energy intake forms are kept current according to CSD's most recent revisions.
- Supervises the Utility Assistance staff to plan, coordinate, and monitor their work to meet annual goals.
- Ensures quality services for participants by reviewing and monitoring HEAP program processes.

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- Monitor program budgets to ensure expenses are within budget guidelines and ensure compliance with the scope of work as defined by funding sources and contracts.
- Confers with the Program Administrator on any revisions to program processes and/or budget.
- Act as liaison between state, federal, and utility funding sources and vendors.
- Meets with internal programs to discuss and resolve program challenges; provides them with updates to Utility Assistance requirements.
- Reviews and approves all Utility Assistance conflict-of-interest files before Program Administrator's review, for payment.
- Works with Energy Accounting Administrator to ensure propane payments correlate with program reporting requirements.

Other Job Specific Duties:

- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours as required, including nights and weekends.
- Performs other duties as required.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Home Energy Assistance Program, FT, and WPO rules and regulations.
- The Energy Assistance Reporting System (EARS).
- Contractual, departmental, and agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and computer equipment.
- Word processing, spreadsheet, database, and related software applications.
- The problems and needs of underserved communities and individuals.

Ability to:

- Handle conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Recruit, train, and lead a diverse team.
- Effectively present program information to the public.
- Establish professional working relationships with staff, agencies, and clients.
- Write clear and concise correspondence, reports, memoranda, and letters.
- Plan, organize, and implement projects.
- Gather and analyze data.
- Read, understand, and apply written regulations and instructions.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

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- Bachelor's degree in business administration or related field.
- Must have at least five (5) years of supervisory experience.
- Must have three (3) years of experience working in a social service program.
- Experience managing budgets highly desirable.
- Any equivalent combination of education and/or experience may be acceptable on a yearly basis.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout. Must have reliable transportation during work hours.
- Bilingual language fluency is highly desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Utility and Outreach Manager			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	

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Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Weatherization Assessor I

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 08 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Responsible for assessing, diagnosing, and collecting information on the feasibility of weatherization measures and identifying the materials required to weatherize a dwelling.

SUPERVISION RECEIVED:
Weatherization Manager and Assistant Weatherization Manager.

SUPERVISION EXERCISED:
None.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Inspect and analyze building envelope, HVAC systems, heating systems, electrical, plumbing and all other aspects of building characteristics that may be considered for improvement under the departments active contracts.
- Conducts on-site assessments of dwellings to determine which program measures are feasible to install.
- Administer diagnostic tests on audited homes, including blower door testing and combustion analysis for homes with combustible appliances or heating systems, as well as other required diagnostic evaluations, in accordance with contract and program guidelines to ensure energy efficiency.
- Performs pre-weatherization Combustion Appliance Safety (CAS) testing.
- Prepares justification for the replacement of high-cost items and documents in the client's file.
- Provides exceptional customer service by educating clients on the advantages and disadvantages of mechanical ventilation systems.
- Acts as liaison between federal, state, utility funding sources, and vendors.
- Create client file packets with necessary state documents.
- Uses applicable software to complete energy audits on homes.
- Research clients' homes to determine if they are registered as historically preserved buildings.

Other Job Specific Duties:
- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours as required, including nights and weekends.

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- Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.
- Travel is required in this position to various homes and worksites located throughout Kern County. An Agency vehicle is provided for Agency travel.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Principles and methods of home weatherization.
- Contractual, departmental, and agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and computer equipment, including smart phones and tablets
- Word processing, spreadsheet, database, and related software applications.
- Be able to complete mathematical equations.
- Technical Resource Manual (TRM).

Ability to:

- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Attend evening and weekend meetings.
- Effectively present program information to the public.
- Establish professional working relationships internally and externally.
- Manage time effectively for maximum productivity.
- Complete all CSD training and obtain required certifications within the required timeline.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent.
- Minimum of two (2) years of experience in weatherization, general home repair, and/or construction.
- CAS and DSLD Certification are desirable.
- OSHA 10 or OSHA 30 preferred.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (Spanish/English) highly desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

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WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level varies based on assignment.
- Hazards are minimal to moderate

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE Weatherization Assessor I			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		X	
Kneeling		x	
Crawling		X	
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Weatherization Assessor II

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 09 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Responsible for assessing, diagnosing, and determining the feasibility of weatherization measures, as well as identifying the materials needed to weatherize a dwelling. Also responsible for training and implementing new and improved methods of training for assessors.

SUPERVISION RECEIVED:
Weatherization Manager and Assistant Weatherization Manager.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Inspect and analyze building envelope, HVAC systems, heating systems, electrical, plumbing and all other aspects of building characteristics that may be considered for improvement under the departments active contracts.
- Conducts on-site assessments of dwellings to determine which program measures are feasible to install.
- Administer diagnostic tests on audited homes, including blower door testing and combustion analysis for homes with combustible appliances or heating systems, as well as other required diagnostic evaluations, in accordance with contract and program guidelines to ensure energy efficiency.
- Performs pre-weatherization Combustion Appliance Safety (CAS) testing.
- Prepares justification for the replacement of high-cost items and documents in the client's file.
- Provides exceptional customer service by educating clients on the advantages and disadvantages of mechanical ventilation systems.
- Acts as liaison between federal, state, utility funding sources, and vendors.
- Create client file packets with necessary state documents.
- Uses applicable software to complete energy audits on homes.
- Research clients' homes to determine if they are registered as historically preserved buildings.
- Monitor and review current and new Assessors' paperwork.
- Provide on-the-job training to new and existing Assessors.
- Assist in preparing new Assessors for the peer review exam.
- Complete peer review Assessor OJT (On the Job Training) evaluation.

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Other Job Specific Duties:

- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours as required, including nights and weekends.
- Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.
- Travel is required in this position to various homes and worksites located throughout Kern County. An agency vehicle is provided for agency travel.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Principles and methods of home weatherization.
- Contractual, Departmental, and Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and computer equipment, including smart phones and tablets.
- Word processing, spreadsheet, database, and related software applications.
- Principles and methods of home weatherization.
- Perform mathematical calculations and apply basic math concepts.
- Technical Resource Manual (TRM).

Ability to:

- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Attend evening and weekend meetings.
- Effectively present program information to the public.
- Establish and maintain professional working relationships internally and externally.
- Manage time effectively for maximum productivity.
- Complete all CSD training and obtain required certifications within the required timeline.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent.
- Must have completed a minimum of 150 home assessments or two (2) years of experience in conducting home assessments.
- Minimum of two (2) years of experience in weatherization, general home repair, and/or construction.
- CAS and DSLD Certification required.
- OSHA 10 or OSHA 30 certification required.

OTHER REQUIREMENTS:

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- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (Spanish/English) highly desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level varies based on assignment.
- Hazards are minimal to moderate.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Weatherization Assessor II			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		X	
Kneeling		x	
Crawling		X	
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x

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11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Weatherization Inspector I

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 09 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Responsible for ensuring the quality of construction and/or weatherization work performed by subcontractors and Weatherization Installers. Will be in direct contact with clients during the inspection of completed construction and weatherization measures. Also reviews completed Assessor files for accuracy and completeness.

SUPERVISION RECEIVED:
Weatherization Manager and Assistant Weatherization Manager.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Conducts on-site inspections of homes weatherized by CAPK and subcontractors to ensure that the quality of work performed is consistent with federal, state, local, and utility regulations.
- Investigates and resolves client concerns in a timely manner, performing necessary follow-up inspections to ensure contractual compliance.
- Trains and mentors Weatherization Installers and Assessors on funding source requirements for weatherization measures and document completion.
- Monitors production on assigned weatherization files using independent judgment and discretion to ensure that subcontractors are scheduled, and groundwork corrections are completed in a timely manner.
- Performs final quality control review of weatherized homes using mental and visual attention to detail to ensure that not only are funding source requirements for weatherization standards met, but also documentation and paperwork are complete and correct for audit purposes.
- Ensures installation processes and materials used are appropriate for the weatherization measure(s) to prevent delays caused by errors in installation and/or materials.
- Utilizes weatherization specific diagnostic equipment, such as blower door, duct blaster, infrared cameras, monoxers, and manometers during inspections, when required.
- Reviews weatherization files for accuracy and completeness. Escorts state inspectors and third-party auditing firms during audits. Acts as liaison between federal, state, local, utility funding sources, and vendors.
- Performs CAS and DSLD as required or requested by funder.

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- Review and correct energy efficient audits as necessary.
- Perform other duties as required.

Other Job Specific Duties:

- Attends all meetings, trainings, and conferences, as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours, as required, including nights and weekends.
- Travel is required in this position to various homes and worksites located throughout Kern County. An agency vehicle is provided for agency travel.
- Perform other duties as required.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Contractual, departmental, and agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and equipment, including computers, phones, and tablets.
- Word processing, spreadsheet, database, and related software applications.
- Principles and methods of home weatherization.
- Technical Resource Manual (TRM).

Ability to:

- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Effectively present program information to the public.
- Maintain effective working relationships internally and externally.
- Gather and analyze data.
- Understand and apply written regulations and instructions.
- Adhere to safety practices on the job, including the proper use of power tools, hand tools, and equipment used in home weatherization.
- Complete all CSD training within the required timeline.
- Work independently and as part of a team.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent.
- Three (3) to five (5) years of continuous weatherization experience.
- Residential building code knowledge preferred.
- OSHA 10 and OSHA 30 certification preferred.
- Lead-safe certification desirable.

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OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (English/Spanish) desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level varies based on assignment.
- Hazards are minimal to moderate.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Weatherization Inspector I				
Activity	**Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting				x
Walking				x
Standing				x
Bending (neck)				x
Bending (waist)				x
Squatting			x	
Climbing			X	
Kneeling			x	
Crawling			X	
Twisting (neck)				x
Twisting (waist)				x
Is repetitive use of hand required?				x
Simple Grasping (right hand)				x
Simple Grasping (left hand)				x
Power Grasping (right hand)			x	
Power Grasping (left hand)			x	
Fine Manipulation (right hand)				x
Fine Manipulation (left hand)				x
Pushing & Pulling (right hand)			x	
Pushing & Pulling (left hand)			x	
Reaching (above shoulder level)			x	
Reaching (below shoulder level)			x	

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	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X					

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Weatherization Inspector II

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 10 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Responsible for ensuring the quality of construction and/or weatherization work performed by subcontractors and Weatherization Installers. Serves as the primary contact for clients during the inspection process and through the completion of weatherization measures. Also reviews completed Assessor files for accuracy and completeness. Oversees training and implements new and improved training methods for Inspectors and applicable Weatherization personnel.

SUPERVISION RECEIVED:
Weatherization Manager and Assistant Weatherization Manager.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Conducts on-site inspections of homes weatherized by CAPK and subcontractors to ensure that the quality of work performed is consistent with federal, state, local, and utility regulations.
- Investigates and resolves client concerns in a timely manner, performing necessary follow-up inspections to ensure contractual compliance.
- Trains and mentors Weatherization Installers and Assessors on funding source requirements for weatherization measures and document completion.
- Monitors production on assigned weatherization files ensure that subcontractors are scheduled, and groundwork corrections are completed in a timely manner.
- Performs final quality control review of weatherized homes to ensure weatherization standards are met.
- Ensures installation processes and materials used are appropriate for the weatherization measure(s) to prevent delays caused by errors in installation and/or materials.
- Utilizes weatherization specific diagnostic equipment, such as blower door, duct blaster, infrared cameras, monoxers, and manometers during inspections, when required.
- Reviews weatherization files for accuracy and completeness.
- Escorts state inspectors and third-party auditing firms during audits. Acts as liaison between federal, state, local, utility funding sources, and vendors.
- Performs CAS and DSLD as required or requested by funder.
- Review and correct energy efficient audits as necessary.
- Monitor and review Inspectors paperwork and documentation.
- Provide field training for new and existing inspectors.

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Other Job Specific Duties:

- Attends all meetings, trainings, and conferences, as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours, as required, including nights and weekends.
- Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.
- Travel is required in this position to various homes and worksites located throughout Kern County. An agency vehicle is provided for agency travel.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Contractual, departmental, and agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and computer equipment, including smart phones and tablets.
- Word processing, spreadsheet, database, and related software applications.
- Principles and methods of home weatherization.
- Technical Resource Manual (TRM).

Ability to:

- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Effectively present program information to the public.
- Establish and maintain effective working relationships internally and externally.
- Understand and apply written regulations and instructions.
- Pass testing and obtain CSD field work certifications as applicable.
- Pass testing and obtain CSD On the Job Training (OJT) Peer Expert Inspector Certification
- Pass testing and obtain BPI (Building Performance Institute) Energy Auditor certification and QCI (Quality Control Inspector) certification.
- Adhere to safety practices on the job, including the proper use of power tools, hand tools, and equipment used in home weatherization.
- Work independently and as part of a team.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent.
- Three (3) to five (5) years of continuous weatherization experience.
- Residential building code knowledge preferred.
- OSHA 10 and OSHA 30 certification preferred.
- Lead-safe certification desirable.

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OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (English/Spanish) desirable.
- Successful completion of live scan physical, substance abuse screening, TB, and all required vaccinations

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job

- Work is performed indoors and outdoors.
- Noise level varies based on assignment.
- Hazards are minimal to moderate.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE: Weatherization Inspector II			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**REQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		X	
Kneeling		x	
Crawling		X	
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	

	LIFTING	CARRYING

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	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	REQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	REQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs		X		X		
76-100 lbs	X			X		
100+ lbs	X					

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Weatherization Installer I

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 07 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Responsible for work activities and construction related to home weatherization. Performs minor home repairs on designated homes for state and utility-funded weatherization programs and conducts various diagnostic tests throughout the weatherization process. Responsible for understanding and applying proper installation methods, ensuring jobsite safety, and delivering excellent service to clients of the Weatherization Program, while producing high-quality weatherization work.

SUPERVISION RECEIVED:
Receives supervision from the Weatherization Manager and Assistant Weatherization Manager.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties

- Maintain knowledge as outlined in the Technical Reference Manual (TRM) and apply new and updated measures of work.
- Completes energy conservation measures and/or minor home repair which may include weather-stripping, caulking, duct wraps, doors, low-flow showerhead, hot-water heater blankets, thresholds, burner adjustments, installing thermostats, etc.
- Completes prescribed weatherization work and provide quality customer service in a courteous and professional manner.
- Keeps accurate records of weatherization supplies and materials received, used on job site, and returned to inventory daily.
- Completes all work in compliance with city, county, and state building codes and the Technical Resource Manual (TRM).
- Implements safety policies and procedures at job sites.
- Performs corrections on any failed inspections of weatherized homes and completes correction paperwork.
- Accurately document inventory usage and repairs.
- Maintains positive relations with customers, staff, and company representatives.
- Maintains mileage log for assigned vehicles and completes weekly vehicle inspection and maintenance check list.
- Tracks and documents diagnostic equipment expiration dates.
- Install measures according to manufacturer’s recommendations.

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- Conduct combustion appliance safety checks, duct blaster tests and blower door tests, and other diagnostic tests as required by contract/program guidelines.
- Perform weatherization activities in accordance with applicable federal/state regulations and utility contracts.
- Maintain jobsite safety and cleanliness by following established policies and safety regulations and reporting any identified issues or hazards to management.

Other Job Specific Duties:

- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Work alternative hours, as required, including nights and weekends.
- Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.
- Travel is required in this position to various homes and worksites located throughout Kern County. An agency vehicle is provided for agency travel.
- Performs other duties as required.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- General construction principles and methods.
- Diagnostic practices for weatherization related programs.
- Installation practices of weatherization related program measures.
- Contractual, departmental, and agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and computer equipment including smart phones and tablets.

Ability to:

- Adhere to safety practices on the job, including proper use of power tools, hand tools, and equipment used to weatherize homes.
- Accurately perform routine mathematical computations.
- Exhibit strong attention to detail.
- Utilize cellphones and tablets for installation and diagnostic tasks in weatherization programs.
- Problem solve effectively.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Effectively present program information to the public.
- Establish professional working relationships.
- Work independently and as part of a team.
- Obtain lead-safe certification.
- Complete all CSD training within the required timeline.

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EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent.
- One (1) year of work experience in a weatherization program or experience in minor home repair and/or construction preferred.
- Carpentry or general residential construction skills.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout. Must have reliable transportation during work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level varies based on assignment.
- Hazards are minimal to moderate.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Weatherization Installer I			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		X	
Kneeling		x	
Crawling		X	
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x

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Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x				x	
76-100 lbs	x				x	
100+ lbs	x					

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Weatherization Installer II

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 08 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Responsible for overseeing work activities and construction related to home weatherization. Performs minor repairs on homes participating in state and utility-funded weatherization programs. Conducts various diagnostic tests throughout the weatherization process. Ensures proper installation methods, maintains jobsite safety, and delivers excellent service to Weatherization Program clients while consistently producing high-quality work. Additionally, responsible for training fellow installers and relevant Weatherization Program personnel.

SUPERVISION RECEIVED:
Weatherization Manager and Weatherization Assistant Manager

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Maintain knowledge as outlined in the Technical Reference Manual (TRM) and apply new and updated measures of work.
- Completes energy conservation measures and/or minor home repair which may include weather-stripping, caulking, duct wraps, doors, low-flow showerhead, hot-water heater blankets, thresholds, burner adjustments, installing thermostats, etc.
- Completes prescribed weatherization work in a professional manner.
- Keeps accurate records of weatherization supplies and materials received, used on job site, and returned to inventory daily.
- Completes all work in compliance with city, county, and state building codes and the Technical Resource Manual (TRM).
- Implements safety policies and procedures at job sites.
- Completes all work in conformance to OSHA and Cal OSHA standards.
- Performs corrections on any failed inspections of weatherized homes and completes correction paperwork.
- Accurately document inventory usage and repairs.
- Maintains mileage log for assigned vehicles and completes weekly vehicle inspection and maintenance check list. Tracks and documents diagnostic equipment expiration dates
- Install measures according to manufacturer's recommendations
- Performs dump runs to dispose of construction debris.
- Conduct combustion appliance safety checks, duct blaster tests and blower door tests, /and other diagnostic tests as required by contract/program guidelines.
- Maintain jobsite safety and cleanliness by following established policies and safety regulations and reporting any identified issues or hazards to management.

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- Provide quality customer service in a courteous and professional manner.
- Provide on-the-job training to new and current installers and monitor their work.
- Provide leadership with performance updates and recommendations on the progress of both current and new installers.

Other Job Specific Duties:

- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours, as required, including nights and weekends.
- Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.
- Travel is required in this position to various homes and worksites located throughout Kern County. An agency vehicle is provided for agency travel.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- General construction principles and methods.
- Diagnostic practices for weatherization related programs.
- Installation practices of weatherization related program measures.
- Contractual, departmental, and agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Principles and methods of home weatherization.
- Current problems of socially and economically challenged families.
- Modern office practices, methods, procedures, and computer equipment including smart phones, and tablets.

Ability to:

- Adhere to safety practices on the job, including the proper use of power tools, hand tools, and equipment used in home weatherization.
- Accurately perform routine mathematical computations.
- Exhibit strong attention to detail.
- Utilize cellphones and tablets for installation and diagnostic tasks in weatherization programs.
- Problem solve effectively.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Effectively present program information to the public.
- Establish and maintain professional working relationships.
- Obtain required CSD certifications.
- Work independently and as part of a team.
- Obtain lead-safe certification
- Complete all CSD training within the required timeline.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

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- High school diploma or equivalent.
- Two (2) years of work experience in a weatherization program or minor home repair and/or construction, carpentry, or similar trade skills preferred.
- Advanced proficiency in Combustion Appliance Safety, desirable.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Hazards are minimal to moderate.
- Noise level varies based on assignment.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE Weatherization Installer II			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		X	
Kneeling		x	
Crawling		X	
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

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	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x				x	
76-100 lbs	x				x	
100+ lbs	x					

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Weatherization Manager

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 12 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:

Under the supervision of the Program Administrator, the Weatherization Manager is responsible for quality assurance of construction or weatherizing work performed by the Assessors, Installers, Inspectors, and subcontractors. Responsible for reviewing and approving weatherization applications and completed work orders; plan, coordinate and supervise the work of various weatherization staff; in direct contact with underserved individuals and families during the inspection of construction and weatherization. The Weatherization Manager will supervise staff, conduct, and coordinate specialized training to ensure program effectiveness and high-quality service delivery to clients.

SUPERVISION RECEIVED:

Receives supervision from Program Administrator.

SUPERVISION EXERCISED

Assistant Weatherization Manager, Assessors, Installers, Inspectors, Schedulers, Program Specialist

DUTIES AND RESPONSIBILITIES:

Disclaimer – This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Oversee day-to-day work of the weatherization crew and assessor/auditor activities and conduct weatherization crew reviews.
- Participates in the development and implementation of energy program goals, objectives, policies, and procedures for the Weatherization program.
- Ensure accurate processing of job sheet sheets, timecards, and job-related invoices, while optimizing crew time and delegating tasks effectively.
- Supervisor and lead the weatherization team, including planning, coordinating, and monitoring their work activities.
- Be the primary point of contact for Compliance and Program Services Monitoring activities and ensure superior program compliance.
- Oversee all training logs, lead and conduct necessary training.
- Assist with smooth and orderly administration of programs with timeliness of completing paperwork, maintaining client files, data entry, and phone calls.
- Review and approve all assessments for groundwork. This includes ensuring that Assessments are completed and documented per the Technical Resource Manual (TRM) and meet contract requirements.
- Review and approve all work orders for inspection. This includes ensuring all energy efficiency measures are installed and labor and materials are accurately documented.

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- Monitor the status of each home using the program's project management tool.
- Conduct on-site inspections of homes weatherized and their files to ensure that the quality of work performed is consistent with state, federal and utility regulations per contractual obligations.
- Schedule and monitor subcontractors to ensure work is completed in a timely manner.
- Maintain expertise in the Technical Reference Manual (TRM) and provide guidance and training to staff as needed.
- Investigate and resolve client concerns in a timely manner by performing necessary follow-up and corrective action to ensure contractual compliance.
- Attend Local Service Providers (LPS) meeting/webinars when needed.
- Act as liaison between federal, state and utility funding sources and vendors.
- Keep weatherization staff informed of new or revised weatherization installation standards
- Works with Program Administrator to provide requested reports and information.
- Manage the recruitment, interviewing, and selection process to ensure the hiring of qualified candidates for eligible positions, aligning with the organizational needs and goals of the Weatherization Program.

Other Job Specific Duties:

- Will accompany State Inspector during semi-annual field inspections.
- Responsible for understanding and staying current on the Technical Resource Manual (TRM) and providing directions per the TRM to staff when necessary.
- Utilize specified software tool to verify if client homes qualify for services.
- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours as required, including nights and weekends.
- Travel to various homes and worksites located throughout Kern County. An agency vehicle is provided for agency travel.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Contractual, departmental, and agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office procedures and computer equipment.
- Word processing and other related software applications.
- Construction principles and methods, including familiarity with building diagnostics such as blower door, duct leakage and combustion safety testing.

Ability to:

- Utilize expertise in home weatherization principles and methods and apply knowledge of available community resources to support program objectives.
- Apply knowledge of fundamental principles related to organizational structures.
- Keep records and assist Energy Accounting Administrator with inventory control, as needed.

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- Maintain effective working relationships both internally and externally.
- Plan, organize and implement projects.
- Read, understand and apply written relations and instructions.
- Communicate effectively both verbally and in writing to include professional correspondence, reports, memos, letters and proposals.
- Demonstrate an in-depth understanding of the rules and regulations of CSD and other weatherization related programs.
- Read and interpret contracts and program materials.
- Ensure program adherence to contracts and regulations.
- Effectively lead a team by setting clear expectations, reviewing progress, providing feedback and guidance.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Three (3) to five (5) years of progressively responsible administrative or management experience of which at least two (2) years must have been in a supervisory capacity. Managerial experience in weatherization, construction and/or home repair is highly desirable.
- Five (5) to seven (7) years of continuous weatherization experience.
- General home repair and construction experience.
- Experience in inventory and quality control.
- Certified by CSD as an Assessor and Inspector desirable.
- Full understanding of Technical Resource Manual (TRM).
- Residential building code knowledge desirable.
- OSHA 10 certification preferred.
- OSHA 30 certification desirable.
- Lead-safe certification desirable.
- Experience in reviewing REM audits.
- BPI approved certifications for QCI, EA, and BAP desirable.

OTHER REQUIRMENTS:

- Possession of a valid California Driver's License and State automobile insurance, and acceptable driving record substantiated by a DMV printout. Must have reliable transportation during work hours.
- Successful completion of live scan, physical, substance abuse screening and TB screening upon employment.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors and outdoors.
- Noise level varies based on assignment.
- Hazards are minimal to moderate.

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ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Weatherization Manager			
ACTIVITY	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		x	
Kneeling		x	
Crawling		x	
Twisting (neck)			x
Twisting Waist			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing &Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs		x			x	
76-100 lbs		x			x	
100 lbs+	x			x		

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MEMORANDUM

To: Personnel Committee

From: Lisa McGranahan, Director of Human Resources

Date: October 9, 2024

Subject: *Agenda Item 4(e)*: Revisions to CAPK Employee Handbook – **Action Item**

With the assistance of our legal counsel, Human Resources has implemented several important updates to our Employee Handbook. These long-anticipated updates are intended to provide more clarity and ensure our policies align with current practices and legal updates. We believe these updates will help create a more transparent and supportive work environment. Additionally, the regular review and update of the Handbook fulfills the operational requirements set forth by our funding agreements and Organiztaional Standards. Below is a high-level overview of the key updates:

Summary of Proposed Changes

- **Updated Language**: We have revised the language throughout the handbook to ensure it is clear, inclusive, and reflective of our company values. This includes modernizing terminology and removing any outdated phrases.
- **Policy Updates**: Several policies have been updated to align with our current practices and legal requirements. These updates include changes to our dress code policy, employee status, meal breaks, discipline, termination, and payroll and compensation. As a result of the Stericycle NLRB ruling, which prohibits work policies that may be interpreted as interfering with employees' rights under Section 7 of the NLRA, we have included language in the new policy.
- **Increased Clarity**: We have added more detailed explanations and examples to several sections to help increase the understanding and application of CAPK policies. This includes providing more context around our travel and other critical policies. Additionally, we have included language required by law pertaining to the Collective Bargaining Agreement (CBA).

All requested documents have been submitted to the Union for review and are currently undergoing the meet and confer process.

Recommendation:
Staff recommends that the Personnel Committee approve the revised CAPK Employee Handbook.

Attachments:
CAPK Employee Handbook

EMPLOYEE

HANDBOOK

REVISED 2024

For questions, contact Human Resources at hr-staff@capk.org



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WELCOME TO COMMUNITY ACTION PARTNERSHIP OF KERN

Community Action Partnership of Kern, ("CAPK"), as we are often referred to, welcomes you to our family. Established in 1965 under the Economic Opportunity Act of 1964, CAPK is one of over a thousand Community Action Agencies designated by the federal government to combat poverty and serve individuals and families in need.

CAPK is a private, non-profit corporation, governed by an all-volunteer Board of Directors which administers a variety of human services programs. Operating out of over 100 service, administrative and support sites, CAPK touches every part of Kern County, key communities in the Central Valley, as well as several hard-to-serve areas of San Bernardino County.

"Helping People, Changing Lives" is CAPK's motto. We provide direct services and link individuals and families with appropriate resources. We are committed to alleviating the hardships of vulnerable individuals and families by providing services that will improve their quality of life and offer opportunities for growth and self-sufficiency.

The work of each and every CAPK employee is very important. Whether meeting face-to-face with clients, teaming up with community partners and vendors, or supporting CAPK's activities in an office, you contribute towards making life better for the people we serve.

In order to best serve our clients, you must not only become familiar with the programs and services we offer, but also be knowledgeable of the policies and procedures contained within this Employee Handbook ("Handbook"). The Handbook outlines what is expected of each employee to successfully perform their job, and to be a vital link within CAPK's poverty fighting network.

CAPK has established a set of guiding principles that shape and influence the way in which we fulfill our mission. Our core values—respect, teamwork, transparency, continuous improvement, and servant leadership— guide the way we make our decisions and carry out our actions every day.

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VISION STATEMENT

We envision communities where all people have equal opportunities to achieve greater self-sufficiency and attain their version of the American dream.

MISSION STATEMENT

Community Action Partnership of Kern will address underlying causes of poverty, alleviate the effects, and promote dignity and self-sufficiency in the communities we service.

PROMISE OF COMMUNITY ACTION

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Our programs do not stop at administering safety net programs designed as temporary assistance to meet the basic needs of struggling individuals and families. Our programs focus on empowering our clients with the skills and support necessary to enable them to transition out of poverty and become self-sufficient providers for themselves and their families.

Head Start/State Child Development

- Head Start and Early Head Start
- Home Visiting Program

Health and Nutrition Services

- CalFresh Health Living
- Central Kitchen
- Food Bank
- Women, Infants, and Children (WIC)

Services to Families and the Community

- Coordinated Entry System
- 2-1-1 Kern County
- CalAIM
- Energy Program
- Homeless Services at M Street
- Adult Re-Entry (ARG) Program
- Volunteer Income Tax Assistance (VITA)
- Community Schools Partnership Program
- East Kern Family Resource Center
- Friendship House Community Center
- Migrant Childcare Program
- Oasis Family Resource Center
- Shafter Youth Center

For more information about these programs, financial information, and other invaluable information are included on our website, www.capk.org.

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ORGANIZATIONAL CORE VALUES

CAPK has identified Organizational Core Values to specifically address the need to build a cohesive identity across the organization and guide the way we make our decisions and carry out our actions every day. With distinct programs, establishing a cohesive CAPK culture remains an ongoing challenge for the agency. The Organizational Core Values developed at the leadership level aim to build on the vision and mission to inform all aspects of collaboration and interaction between leadership, staff, and community members.

Respect

Dignity and compassion for clients and staff; commitment to diversity, equity, and inclusion.

Teamwork

Effective communication; enthusiastic collaboration; and commitment to organizational goals.

Transparency

Fiscal integrity; authentic relationships; open and inclusive communication.

Continuous Improvement

Providing quality service and data analytics; using feedback loops to inform innovation; and embodying humility and a learning mindset.

Servant Leadership

Genuine care for those we seek to empower, demonstrating courage in leadership.

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INTRODUCTION

The rules and guidelines in this CAPK Employee Handbook are designed to ensure consistent, fair, and uniform treatment of all employees and comply with all applicable federal and state laws. If for any reason, any policy of CAPK conflicts with the current law, the applicable law will prevail. The Handbook does not address every situation or answer every question about employment. In order to retain necessary flexibility in the administration of policies, CAPK reserves the right to modify, supplement, rescind, or revise any provision of this Handbook from time to time as it deems necessary and appropriate in its discretion and in line with regulatory and grant compliance.

This document and the policies contained in this Handbook have been approved by CAPK Board of Directors ("Board of Directors"), effective XX. This Handbook supersedes all prior Employee Handbooks. All provisions shall be enforced until amended or revised by the Board of Directors, as applicable. No provisions of these policies shall conflict with federal and state laws, the regulations of the Administration for Children, Youth and Families, or the US Department of Health and Human Services, and shall comply with Head Start Performance Standards including Head Start Policy Council involvement in Program Governance as specified in 45 CFR 1304.50. Some CAPK employees are represented by a recognized bargaining unit for which a Collective Bargaining Agreement ("CBA") has been negotiated. In the event of a conflict between the CBA and this handbook, the CBA shall prevail with respect to the employees within the bargaining unit covered by the CBA.

CAPK is committed to a policy of equal employment opportunity and non-discrimination. CAPK is committed to full compliance with all federal and state laws.

All CAPK employees receive an electronic version of the Handbook and are required to sign a statement acknowledging receipt, as well as the fact that they have read, understand, and will follow the provisions of the Handbook as it may be amended from time to time by CAPK. It is important to note that only the Human Resources Division, with the Chief Executive Officer's approval, is permitted to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in CAPK's Handbook with Board Approval. No oral statements can in any way change or alter the provisions of this Handbook. Employees should also note that Human Resources may duplicate this Handbook. However, the electronic version of the handbook is the official version. CAPK will make every effort to notify employees of changes in policies and procedures as they occur. The conditions of certain grants and contracts may impose additional rules for employees that must be followed. In these cases, the Chief Executive Officer will notify employees of these rules or exceptions to policy and will submit such rules or exceptions to the Board of Directors for approval.

CAPK strives to improve its policies and procedures, the services provided to those it assists, and positive relations with its employees. Employees are encouraged to bring suggestions for improvements to the attention of their Director, Manager, or the Director of Human Resources. By working together, CAPK hopes that it will share with its employees a sincere pride in the workplace and the services we are to provide. Any employee who has questions about the Handbook should contact Human Resources for clarification.

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EMPLOYEE HANDBOOK DISCLAIMER

Policy Recognizing Employee Rights Under the National Labor Relations Act

Section 7 of the National Labor Relations Act ("the act") guarantees employees the right to self-organization, to form, join, or assist labor organizations, to bargain collectively through representatives of their own choosing, and to engage in other concerted activities for the purpose of collective bargaining or other mutual aid or protection, as well as the right to refrain from any or all such activities. Section 8(a)(1) of the act makes it an unfair labor practice for an employer to interfere with, restrain or coerce employees in the exercise of the rights guaranteed in Section 7 of the act.

Nothing in this handbook will be interpreted, applied or enforced to interfere with, restrain or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act. To the extent that you are an employee covered by the act, nothing in this handbook prevents you from:

a) Organizing a union to negotiate with CAPK concerning your wages, hours, and other terms and conditions of employment.

b) Forming, joining or assisting a union, such as by sharing employee contact information; talking about or soliciting for a union during nonwork time, such as before or after work or during break times; or distributing union literature during nonwork time, in nonwork areas.

c) Discussing wages and other working conditions with co-workers or a union.

d) Taking action with one (1) or more co-workers to improve working conditions by, among other means, raising work-related complaints directly with the employer or with a government agency, or seeking help from a union; striking and picketing, depending on its purpose and means; and taking photographs or other recordings in the workplace, together with co-workers, to document or improve working conditions, except where an overriding employer interest is present.

e) Wearing union hats, buttons, t-shirts and pins in the workplace.

f) Choosing not to engage in any of these activities.

1.0 EMPLOYEE INFORMATION

1.0 EMPLOYEE INFORMATION

1.1 Release of Personnel Information

The information recorded in an employee's personnel file is confidential and extremely important to both the employee and to CAPK. Employees of CAPK have the right to inspect their own personnel file with a Human Resources representative, as provided by law, on the premises of CAPK at a time mutually convenient.

CAPK will restrict disclosure of personnel files to only authorized individuals. Any request for information from personnel files must be directed to Human Resources, in writing. No other employee, including managers, is authorized to provide personnel information, references, or any other information regarding current or former employees. Human Resources will only provide verification of an employee's or former employee's job title, wages, and employment dates.

1.2 Change in Personal Record

It is necessary for CAPK to have employees' current records on file in case of an emergency and for the determination of many employee benefits. It is mandatory that employees notify Human Resources as soon as possible of any change of information, such as legal name, address, telephone number, marital status, number of dependents, or change of beneficiaries. It is the responsibility of each employee to ensure that CAPK has correct and up-to-date personal data.

1.3 Change in Criminal Record

All employees hired to positions within Head Start programs are required by US Department of Health & Human Services guidelines to report all arrests and convictions related to child abuse and neglect, and all convictions of violent felonies to the Director of Human Resources, who will assess the relevancy of an arrest, pending criminal charge or conviction.

1.4 Licensure, Certifications, and Insurability

Each employee whose professional activities or credentials require governmental licensing or certification has the direct responsibility to keep their license(s)/certification(s) current (including mandated immunizations). Licensed/certified employees must supply CAPK with proof of current licensure/certification before commencing work in any position that requires such a credential and must immediately notify CAPK of any changes in the status of their license or certificate. Under no circumstances is any employee authorized to perform any function for which they are not properly and legally licensed or certified. Failure to keep required licenses or certifications in good standing may result in termination of employment.

All employees must be able to complete the E-Verify process. If at any time an employee no longer has the right to work in the United States, that employee will be ineligible for further employment and will be separated from CAPK immediately upon notification from E-Verify.

Additionally, all employment is contingent upon the employee's completion of all required new hire certifications within the timeframes provided by CAPK's standard requirements such as: proof of required immunizations, health screening, criminal history clearance, and CPR/First Aid certificate. Newly hired employees must complete all intake paperwork as may be required by CAPK.

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2.0 CODE OF ETHICS

2.0 CODE OF ETHICS

CAPK's reputation for ethics, integrity and honesty are at the cornerstone of CAPK and its most valuable asset. Such a reputation is built and maintained through the efforts of its directors, managers, and employees at all levels.

CAPK will commit to continually monitoring and improving the quality of our programs and services and will continue to build on our reputation of respect, teamwork, transparency, continuous improvement, and servant leadership. CAPK will not compromise its principles for short-term advantage. The ethical performance of CAPK is the sum of the ethics of those who work here. Therefore, we are all expected to adhere to high standards of personal integrity.

No employee of CAPK shall participate in the selection, award, or administration of funds if a real or apparent conflict of interest is involved.

An employee's actions under this policy are deemed to be significant indications of the individual's judgment and competence. Accordingly, disregard of or insensitivity to the principles of this policy will be grounds for disciplinary action, up to and including immediate termination. If ever in doubt about a course of conduct or business transaction, ask oneself these questions: Is it legal? Does this comply with CAPK policies and procedures? Does this reflect CAPK's mission, vision, and core values?

2.1 Integrity

Integrity means promoting the values of CAPK by behaving and conducting ourselves in a way that further develops the mission of CAPK. CAPK considers any form of dishonesty or fraud on the part of its employees as intolerable conduct. Acts which are considered to be dishonest or fraudulent, or have the appearance of dishonesty or fraud, include, but are not limited to:

- Employees authorizing transactions involving any matter in which they have a personal interest, or any kind of "self-dealing" (i.e., authorizing payments to themselves, specifying themselves as a vendor for a CAPK contract).
- Manipulation or falsification of any information and/or documents, computer records, benefits, or insurance claims, or check requests.
- Theft of any kind, including stealing or "borrowing" cash, taking cash home before depositing it, creating fictitious obligations, overpayments, or kickbacks.
- Tampering, altering, or falsifying your or any other person's timecard.
- Unauthorized overtime compensation.
- Violation of CAPK accounting, payroll, procurement or record-keeping rules, internal controls, regulations, or procedures.
- Requesting another employee to violate CAPK accounting, payroll, procurement or record-keeping rules, internal controls, regulations, or procedures.
- Aiding in or concealing a dishonest or fraudulent act.
- Granting or requesting preferential treatment for anyone.

Upon discovery of a dishonest or fraudulent act committed by an employee, or the discovery of any evidence suggesting such an act, CAPK's Chief Executive Officer must be immediately notified, and an investigation may be conducted. Dishonest or fraudulent acts may lead to immediate termination.

2.2 Conflicts of Interest and Procurement Integrity

Because CAPK administers public funds and has financial and legal responsibilities to the public, issues regarding conflicts of interest are extremely sensitive. Such conflicts can result from seemingly innocent situations in an employee's personal and professional affairs. Employees have an obligation to conduct business using good judgment, adhering to high ethical standards, and avoiding situations which create an actual or potential conflict between the employee's personal interests and the interests of CAPK. A conflict of interest exists when an employee's loyalties are divided between CAPK's interests and those of another, such as the employee, a supplier, a client, or a co-worker. Both the fact and the appearance of a conflict of interest should be avoided.

These guidelines do not attempt to describe all possible conflicts of interest which could develop. Note that the same conflicts can arise *indirectly*, such as when they involve a member of the employee's immediate family, partner, or another relationship. However, some of the more common conflicts from which employees should refrain include the following:

- Soliciting or accepting any gratuities, favors or anything of monetary value from contractors or parties to any sub-agreements with CAPK. It will normally be acceptable to accept extremely modest entertainment (such as a lunch invitation) or personal gifts of nominal value (not to exceed $25) from any person that is or may possibly be doing business with CAPK; however, it is never acceptable for an employee of CAPK to solicit or accept any amount of cash from current or potential clients, suppliers, contractors, or vendors. Employees of CAPK may not accept anything because of, or in anticipation of any transaction with a present or prospective consumer, contractor, vendor, partner, or donor. It is important that employees decline any gratuities which could cause even the slightest question of improper influence. These ethical standards flow both ways. Accordingly, it would be a violation of these standards for any CAPK employee to offer an inappropriate gratuity to any consumer, vendor, or contractor.
- Using or disclosing confidential CAPK information for personal gain or to CAPK's detriment.
- Having a direct or indirect financial interest in, or relationship with a supplier or other agency, which might adversely affect objective decisions by CAPK in which you are involved. Such an interest would include situations where there is an actual or potential financial interest in a firm selected to do business with CAPK and that firm either employs or is about to employ you or a member of your family.
- Using CAPK assets or labor for personal use.
- Acquiring any interest in property or assets of any kind for the purpose of selling or leasing it to CAPK.
- Engaging CAPK in a business relationship with a relative or personal friend where you benefit from the relationship.
- Personal lending, borrowing, or investment transactions with fellow employees or clients.

No “presumption of guilt” is created by the mere existence of a relationship with an outside firm. However, if an employee has any influence on transactions involving purchases, contracts, or leases, it is imperative they disclose to the Chief Executive Officer as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

If the employee is unsure as to whether a certain transaction, activity, or relationship constitutes a conflict of interest, they should discuss it with their immediate supervisor or the Director of Human Resources for clarification. Moreover, failure to adhere to these guidelines, including failure to disclose any potential conflicts and return any gifts or cash, will result in discipline up to and including termination of employment.

~~Nothing in this policy will be interpreted, applied or enforced to interfere with, restrain or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act.~~

2.3 General Conduct Toward Children and Children’s Rights

All employees will treat every child with respect and dignity. Moreover, employees must respect and promote the unique identity of each child and family and refrain from stereotyping based on gender, race, ethnicity, culture, religion, disability, or other such factors. Employees will comply with the provisions of the Head Start Performance Standards and the Community Care Licensing.

Every employee has a legal responsibility to report any incident that might violate this policy. If an employee observes such an incident or has a good faith reason to believe such an incident has occurred, the employee must report to Head Start Leadership or Human Resources for an Unusual Incident Report to be submitted to Community Care Licensing.

2.4 Corporate Opportunity

Employees may not take advantage of opportunities that rightfully belong to CAPK. For example, employees may not divert business from CAPK or receive a commission or fee from clients or outsiders for any services or transaction that should have been conducted for CAPK or as an employee of CAPK.

2.5 Outside Employment

CAPK does not object to employees holding an outside job, so long as the job itself does not create a potential conflict of interest and does not negatively impact the employee’s availability, attendance, productivity, or job performance. Employees are encouraged to communicate with their direct supervisor of any outside work (paid or unpaid work) in advance of undertaking such work, so that it can be determined if a conflict of interest or other problem will be created as it may result in disciplinary action, up to and including termination. If it is determined that there is a conflict or other problem arising from the employees outside employment, the employee must determine which employment to continue. Employees are not allowed to work any type of second job during work hours at CAPK.

2.6 Potentially Conflicting Relationships

CAPK is committed to maintaining an environment in which its management can be trusted and can count on others to be trustworthy. Mutual respect between supervisors and staff is an

essential ingredient in the work environment and the greatest care must be taken that it is not eroded. Supervisors are, or can appear to be, in a position to exercise power and authority, directly or indirectly, over employees whether or not an individual employee is subject to their supervision.

For the purposes of this policy a supervisor is defined as a member of management or the executive staff of CAPK. If a supervisor consents to a romantic relationship with an employee, the existence of such a relationship could have adverse unintended effects on CAPK. In some cases, such a relationship can end unhappily or become problematic. Because of CAPK's commitment to maintaining an atmosphere that supports a professional business environment, romantic, sexual, and exploitive relationships between supervisors and employees are prohibited. If any such relationship is reported and confirmed, the supervisor and employee are subject to disciplinary action, up to and including termination. In cases where supervisors and employees are legally married, the terms and conditions refer to Section 2.6.1 Anti-Nepotism Policy: Employment of Relatives, Domestic Partners, Etc.

2.6.1 Anti-Nepotism Policy: Employment of Relatives, Domestic Partners, Etc.

In accordance with the CAPK's existing policy, family members, relatives, and/or children cannot work at the same center or location, which could create a conflict of interest, without approval of the Chief Executive Officer.

CAPK may employ qualified relatives if such employment does not involve a supervisor/subordinate relationship between relatives; they do not work in the same department and/or does not create a real or perceived conflict of interest. This policy applies to all categories of employment including regular, temporary, part-time, and independent contractor classifications.

(1) To avoid a conflict of interest and/or favoritism, CAPK limits the employment of relatives, domestic partners, significant others, and individuals who become involved in a "close personal relationship". A "close personal relationship" is defined as a relationship outside of the workplace that may have potential conflict in the workplace.

(2) A parent or grandparent, child or grandchild, spouse, sibling, aunt, uncle, domestic partner, step relative, or any other relative of a supervisor will not be permitted to work in the same department, or site, as the supervisor. The relative may be employed in other departments/sites determined appropriate by the Director of Human Resources.

(3) If, in the opinion of CAPK, employing relatives or person with a close personal relationship to another employee creates a real or perceived conflict of interest, CAPK has the sole discretion to transfer either one or both employees, or to reassign either one or both employees to other duties.

(4) Employees who marry, reside in the same household as domestic partners, or otherwise become related or closely involved while employed are treated in accordance with the provisions of this policy.

(5) No person shall be employed by CAPK while they, or a member of the immediate family serves on a board or committee which has authority over personnel actions affecting the employee's job.

2.7 Political Activity

CAPK is a non-profit agency that uses federal funds to provide services and benefits to others, and accordingly is subject to the Hatch Act. As a result, CAPK is legally bound by certain restrictions on the political activities of its employees, which must be observed always. In general, these restrictions prohibit a CAPK employee from the following:

- Using their official authority or influence for the purpose of interfering with or affecting the results of an election.
- Knowingly soliciting, accepting, or receiving a political contribution from any person, unless such person is a member of the same federal labor or employee organization (as defined by law) and is not a subordinate employee, and unless the solicitation is for a multi-candidate political committee of such labor or employee organization.
- Running for nomination or as a candidate for election to a partisan political office; and
- Knowingly soliciting or discouraging the participation in any political activity of any person who has an application for any grant, contract, permit, or other benefit pending before CAPK, or of any person who is the subject of or a participant in an ongoing audit or enforcement action being carried out by CAPK.

No employee of CAPK shall continue employment with CAPK after filing a declaration of candidacy or is officially nominated by a political party for partisan public office. No employee shall hold any official position in any political party. However, participation on a school board or other non-partisan community board or council is encouraged and is not a violation of this policy.

Except as expressly prohibited above, participation in political activity is encouraged, provided it is not done on CAPK work time. Employees participating in permissible political and civic activities do so as individuals and not as representatives of CAPK. CAPK letterhead and other CAPK resources must not be used in connection with any personal activities, political or otherwise. When writing personal letters or articles to be published and when participating in public affairs, employees are cautioned to avoid embarrassing situations and to take affirmative steps to ensure that their personal views and actions cannot be confused as being those of CAPK.

2.8 Whistleblower Protection

CAPK is committed to high standards of ethical, moral, and legal business conduct. In line with this commitment, this policy aims to provide an avenue for employees to raise concerns and have the reassurance that they will be protected from reprisals or victimization for whistleblowing. The whistleblower protection policy is intended to cover protections for employees should they raise concerns regarding such issues as perceived or actual incorrect financial reporting, unlawful activity, activities that are not in line with CAPK policy, and/or activities which otherwise might be improper or illegal, etc.

Harassment, retaliation, or victimization for reporting concerns under this policy will not be tolerated. Every effort will be made to treat the complainant's identity with appropriate regard for confidentiality. To report a potential issue, employees are encouraged to contact the Chief Executive Officer or Director of Human Resources and identify themselves, however, employees may also remain anonymous.

2.9 Reporting Misconduct

If an employee is aware of any person engaging in any conduct that may be considered dishonest, unethical, or illegal, the employee is expected to report that situation to their direct supervisor, the Director of Human Resources, or the Chief Executive Officer. An example of the types of issues that may be reported includes, but is not limited to, failures to comply with laws and CAPK's guidelines and procedures regarding safety, ethics, conflicts of interest, procurement integrity, privacy, honesty, and funding sources.

Being aware of any compliance problem and not reporting it is the same as facilitating the misconduct; every employee has an obligation to be part of the solution and report on the situation. Reports of misconduct can be made to the Chief Executive Officer or the Director of Human Resources.

Employees are encouraged and expected to actively work toward eliminating any dishonest, unethical, or inappropriate conduct. Employees who pressure or attempt to discourage others from reporting misconduct to management will be subject to disciplinary action.

2.10 Employees as Clients

Employees, immediate relatives, and CAPK Board members are eligible for participation in programs or services operated by CAPK if they meet all program eligibility requirements.

Eligible employees, employee's immediate relatives, and CAPK Board members may contact the program directly to apply for services. Employees, employee's immediate relatives, and CAPK Board members are not given priority or preferential treatment over other applicants and shall pay fees if a program requires a fee for services.

If the employee is a supervisor or manager of the program they are applying for, the Program Director must be involved in establishing eligibility and the Chief Executive Officer must be notified of the application.

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3.0 GENERAL EMPLOYMENT POLICIES

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3.1 Equal Employment Opportunity/Affirmative Action Statement

CAPK is firmly committed to Equal Employment Opportunity (EEO) and to ensure compliance with all federal, state and local laws that prohibit employment discrimination on the basis of age, race, color, religion, pregnancy, physical or mental disability, veteran or military status, sexual orientation, gender, gender identity (which means identification as male, female, transgender or a gender different than the person's sex at birth), gender expression (gender-related appearance or behavior, regardless of whether it's stereotypically associated with an individual's sex at birth), national origin or ancestry (including applicants or workers who hold "AB 60" driver's licenses), marital status, genetic information, reproductive health decision-making, use of cannabis/marijuana off the job and away from the workplace (exceptions for CAPK may apply) and other protected classifications. This policy applies to all employment decisions, including, but not limited to, recruiting, hiring, promotions, pay practices, benefits, disciplinary actions, and terminations.

As a government contractor, CAPK is also committed to taking affirmative action to hire and advance minorities and women as well as qualified individuals with disabilities and covered veterans. Covered veterans include: (i) disabled veterans; (ii) veterans who served on active duty in the Armed Forces during a war or in a campaign or expedition for which a campaign badge has been authorized; (iii) veterans who, while serving on active duty in the Armed Forces, participated in a United States military operation for which an Armed Forces service medal was awarded pursuant to Executive Order No. 12985 (61 Fed. Reg. 1209); and (iv) recently separated veterans.

Parents/legal guardians of children in Head Start programs may apply for Head Start job openings. If such an applicant meets the qualifications for the position that applicant must receive preference and be granted an interview.

CAPK invites employees who are disabled or covered veterans, and who wish to be included under our Affirmative Action Program to self-identify as such with the Director of Human Resources. This self-identification is strictly voluntary and confidential and will not result in retaliation of any sort.

Employees and applicants of CAPK will not be subject to harassment, intimidation, threats, coercion, or discrimination because they have engaged or may engage in filing a complaint, assisting in a review, investigation, or hearing or have otherwise sought to obtain their legal rights related to any federal, state, or local law regarding EEO for qualified individuals with disabilities or qualified protected veterans.

CAPK is committed to Affirmative Action (AA) and taking positive steps to eliminate barriers that may exist in employment practices. EEO and AA will be focused in the areas of recruiting, hiring, promotion, demotion, transfer, layoff, termination, training, education, and compensation.

3.2 Americans with Disabilities (ADA/FEHA)

CAPK provides equal opportunities, with reasonable accommodation when appropriate, for applicants and qualified employees with disabilities. CAPK also provides equal access with

reasonable accommodations and auxiliary aids when appropriate, to CAPK's programs, services, activities, and facilities, to employees and members of the public who have disabilities. CAPK prohibits discrimination against qualified individuals with disabilities regarding terms and conditions of employment. Americans with disabilities are considered qualified for an employment position when the individual(s) have job related skills, experience, education, or other job-related experiences and/or qualifications for the employment position. These considerations are given, with or without reasonable accommodation, if the individual(s) can perform the essential functions and expectations of the position. Any employee who needs a reasonable accommodation for a disability should submit a request to Human Resources.

3.3 Religious Accommodation

CAPK will make reasonable accommodations in accordance with applicable laws for employee observance of religious holidays and other held religious beliefs, including providing time off for observation of official holidays or providing exceptions to dress and grooming standards, unless doing so would cause an undue hardship on CAPK's operations if the employee desires a religious accommodation.

3.4 Job Descriptions

CAPK maintains job descriptions for each position. These job descriptions address the roles, responsibilities, relevant qualifications, exempt/non-exempt status, work environment and essential physical demands of the job. Job descriptions will be updated whenever there is a necessary change.

The job descriptions are intended to be a general statement about each position and not to be considered a detailed assignment or a comprehensive listing of activities, duties, and responsibilities. Other duties may be assigned to an employee that are not listed in the job description.

3.5 Performance Evaluations

It is the policy of CAPK that the job performance of each employee should be evaluated periodically by the employee's supervisor. Evaluating the performance of staff is a very important job duty associated with the role of supervision, and one of the most complex in terms of skill. Competent evaluation involves the supervisor in setting goals and standards, clearly communicating performance expectations, assisting employees in accomplishing the job to be done, and evaluating the results.

3.6 Informal Complaint Resolution

We hope that the time employees spend on the job will be pleasant and personally rewarding. If there is ever a problem that is affecting the employee, the employee's attitude, and/or the employee's performance on the job, it should first be discussed with the direct supervisor. Additionally, every supervisor welcomes any employee to come in and discuss matters. If the concern involves the direct supervisor, the employee should contact the next-higher level of supervision. If the concern involves the Chief Executive Officer, the Director of Human Resources should be contacted. If the employee is not comfortable with following this "chain of command," they can always contact the Director of Human Resources directly.

Employees are strongly encouraged to communicate with any members of CAPK management. There are always means available to discuss any concerns employees may have.

Unless excused by the Chief Executive Officer, employees who participate in any complaint process must continue to perform their normal work duties without disruption. The employee will be permitted to use reasonable work time for preparing for and participating in the formal complaint process; however, this will generally be limited to participation that is required during working hours or as specifically authorized by the Chief Executive Officer.

3.7 Formal Written Complaints

For any complaints that cannot be resolved informally, any employee may file a formal complaint in writing. Employees will be given an opportunity to present their complaints and to appeal decisions by management through a formal complaint and grievance procedure. All complaints or incidents will be reviewed, and pertinent documentation maintained in a file separate from the complaining employee's personnel file. The formal complaint process includes three main steps.

The employee will submit the written complaint, specifically indicating the issue is a "Formal Written Complaint" to the Director of Human Resources. If the complaint involved the Director of Human Resources, then skip this step and submit it to the Chief Executive Officer. Formal written complaints should be reported in a timely manner.

1. The Director of Human Resources will submit the complaint to the employee's immediate supervisor for review and will set up a meeting date with the employee and the supervisor to discuss the complaint. If the complaint is about the employee's immediate supervisor, the complaint will be sent to the next level of supervision.
2. If the previous efforts fail to bring a satisfactory resolution the individual may request the Director of Human Resources to send the complaint on to the applicable next level of management with the final step being the Chief Executive Officer, as applicable, for resolution.
3. The decision of the Chief Executive Officer is the final decision of CAPK.

3.8 Appropriate Attire

As representatives of CAPK, staff are expected to exhibit a neat, well-groomed appearance. Work attire should complement an environment that reflects an efficient, orderly, and professionally operated organization. This applies to employees attending CAPK business, conferences, trainings, official meetings, and any other functions an employee attends within the scope of work for CAPK or as a representative of CAPK.

If an item of clothing is deemed to be excessive, distracting, offensive or otherwise inappropriate by the employee's supervisor and/or the Director of Human Resources, the employee may be sent home to change clothes and will not be compensated for any work time missed because of failure to comply with this policy. Violations of this policy may result in disciplinary action.

Certain CAPK Programs may require more specific dress code requirements and/or uniforms. Example: Head Start has a separate dress code for employees working in the Head Start Centers; Energy and Maintenance requires specific uniform shirts. Employees not working in an office setting should refer to their Program dress code requirements.

Please refer to current appropriate dress code policy for more details.

This policy will not be enforced in a manner that discriminates against anyone based on a protected class, such as race, sex, gender identity or gender expression, religion, national origin or any other class protected by federal, state, or local law.

3.9 Uniforms

CAPK issues uniforms to employees where circumstances dictate the need for such items. CAPK Chief Executive Officer and/or Directors determine the nature and look of the uniform. The Director is responsible for the purchase approval and replacement of the uniforms in compliance with the laws of the State of California.

Uniforms must be maintained in accordance with the care and maintenance instructions on all labels. The Employee is responsible for the replacement or repair of any damage to uniform items due to negligence or intentional misuse on the part of the employee.

3.10 Co-Worker Relations

All CAPK employees are expected to treat each other with respect. Part of giving a person common respect is to refrain from engaging in any gossip or rumors about the person. Employees should not become involved in passing on or acting upon any unconfirmed information or other information that has no bearing on their job. If an employee believes that a matter requires CAPK's attention, please discuss the concerns with the manager or with Human Resources, and not with co-workers or clients.

3.11 Client Relations/Client Service

All clients are to be treated with courtesy and always given proper attention and respect. Never regard a client's questions or concerns as an interruption or annoyance; their needs are the reason we are here. Client inquiries, whether by telephone or in person, must be always addressed promptly and professionally. If a problem develops or if a client remains dissatisfied, ask a supervisor or a member of management to intervene. We show our desire to assist the client in obtaining the help they need through each employee's conduct. If an employee is unable to help a client, they should find someone who can.

3.12 Driving for CAPK Business

Some employees may be required to drive on CAPK business; this may be in either a CAPK vehicle or an employee's own personal vehicle, as authorized. In either event, employees are not to drive any vehicle on CAPK business unless authorized to do so. Additionally, no person other than an authorized employee is to drive a CAPK vehicle; that means CAPK vehicles must never be driven by non-employees (such as volunteers, clients, friends, or family) or employees who have not received specific authorization. Employees driving their own vehicles on CAPK business will be reimbursed the IRS permitted rates or according to the terms of the program funding source.

Employees must always follow safe practices, such as wearing a seat belt, and avoiding distractions while driving. All employees must not use cell phones while driving; if a call must be made while on the road, this must be done only after the vehicle is pulled over to a location where the call can be made safely. Also, employees must not engage in "text messaging,"

emailing, instant messaging, or any other use of an electronic communications device to write, send or read a message, regardless of the type of device (iPhones, iPads, laptops, watches, etc.) that could be a distraction while driving. Programming of GPS is allowed if the vehicle is parked and not on a public street. Any reprogramming of the GPS must be completed while the vehicle is parked and removed from the road.

Regardless of the vehicle driven, the employee must possess a valid California State driver's license. Employees who do not have a valid driver's license must not drive any vehicle on CAPK business or any CAPK vehicle under any circumstances, regardless of the purpose or brevity of the drive. Employees who drive their own vehicle for CAPK must also have current proof of personal liability insurance in their name. Any employee who does not meet these minimum requirements will not be permitted to drive on CAPK business; if driving is an essential function of one's job, this may result in termination of one's employment. No person at CAPK, including any CAPK Director, has the authority to permit anyone to drive in violation of these requirements. Any employee driving on CAPK business must immediately notify CAPK of any changes in the status of their driver's license or liability coverage.

Any employee driving a CAPK vehicle must also be insurable by CAPK's auto insurance carrier. If driving is an essential function of one's job, not being insurable by CAPK's carrier may result in termination.

Client property or CAPK property entrusted to an employee should never be left in any vehicle overnight. CAPK vehicles, with or without CAPK or client property inside, must be kept locked whenever unattended and parked in a secure location overnight.

Any accident, no matter how slight, while on CAPK business must be reported immediately to management and the risk management department. This reporting requirement is not to be deemed an assumption of liability on the part of CAPK, since this will depend on the individual case. Post accident/incident procedures will be followed.

At the time of the accident, CAPK employees should do the following to the best of their ability:

- Obtain the other driver(s) name, insurance information, and driver's license number.
- Obtain the name and badge number of the police officer involved (as applicable).
- Complete a CAPK Vehicle Occurrence Report and Injury Report (if the employee is injured).

Employees are expected to always follow all traffic laws. Traffic violations and parking tickets are the responsibility of the driver; however, all traffic violations and parking tickets must also be immediately reported to management and the risk management department. Employees must not drive on CAPK business if their judgment or driving ability is in any way impaired.

Employees must also keep the CAPK vehicle always clean. There is no smoking, eating or distracted driving permitted at any time in any CAPK vehicle. Even while using a non-CAPK vehicle for CAPK purposes, employees must not smoke when others are present. Employees must never carry unauthorized passengers (i.e., family members, friends, pets, any people not directly involved in CAPK business, etc.) in any CAPK vehicle or when driving any vehicle on CAPK business.

3.13 Employee Engagement and Feedback

Employees may find areas in CAPK's operation that can be improved. These could be in service, methods, equipment, communications, safety, and ways to reduce costs, losses and/or waste, or other necessary improvements. Please feel free to discuss with management and/or Human Resources if a better way of optimizing workflow or any other function at CAPK is identified.

3.14 Solicitation

Individuals or groups not associated with CAPK are prohibited from engaging in solicitation or distribution of any type and for any purpose on its property. Employees may not engage in solicitation where the soliciting employee or the employee being solicited is on working time. Employees may not distribute materials except during non-working time and in non-working areas. For the purposes of this policy, "working time" does not include break periods or meal periods. "Working area" does not include break rooms or areas which are commonly used for non-work activities.

The use of CAPK's information technology resources, telephones, and other electronic equipment for solicitation during working time is prohibited. In addition, bulletin boards are not to be used for solicitation material or for other non-work-related material.

Under no circumstances will non-employees be permitted to solicit or distribute written material for any purpose on CAPK property at any time. Under no circumstances will employees be permitted to solicit or distribute written material for any purpose on CAPK property during working time.

This policy is not intended, nor should it be interpreted, to in any way limit the ability of employees to:

- Communicate with others, while off duty, regarding the terms and conditions of their employment, including such topics as wages, job performance, workplace safety, workload, supervisors, staffing or other terms and conditions of employment; or
- Otherwise engage in protected concerted activity that employees have the right to engage in under federal, state or local law.

3.15 Notification to Human Resources for Convictions That May Impact Safety

Should an employee receive a conviction relating to a sensitive situation that might impact their ability to safely continue performing the essential functions of their job (i.e., moving violation while intoxicated, child abuse, driver's license suspended, etc.), they must notify Human Resources immediately.

3.16 Open Door Policy

CAPK is committed to providing employees with an "Open Door Policy," to encourage communication and to assist in alleviating possible misunderstandings that may occur in the workplace. While we would prefer that employees discuss any misunderstandings or issues with the immediate supervisor and follow the chain-of-command, this policy provides employees with the opportunity to speak to someone other than their immediate supervisor, as needed.

Should that type of situation arise, employees are encouraged to speak to another member of senior management (preferably their supervisor's direct supervisor) or contact Human Resources if the employee feels that they are not able to speak with their immediate supervisor.

Employees may also submit a "Direct Connect" directly to the Chief Executive Officer.

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4.0 EMPLOYEE STATUS AND DEFINITIONS

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4.1 Non-Exempt and Exempt Employees

Non-exempt employees include all employees who are covered by the overtime provisions of applicable laws. Employees in this category are entitled to overtime and/or double-time and meal and rest break requirements, in accordance with applicable laws.

Exempt employees are all employees who are classified by CAPK as exempt from the overtime and meal and rest break provisions in accordance with applicable laws. While exempt employees are expected to adhere to regular and predictable work schedules to ensure effective workflow, the number of hours actually worked in a given week may vary. Exempt employees are paid on a salaried basis that does not vary with the number of hours actually worked; exempt employees neither lose pay nor are charged vacation or sick time for such absences of less than a full day. As for absences other than vacation or illness, the salary of exempt employees will not be subject to deduction except in accordance with applicable law.

4.2 "At-Will" Employees

CAPK is an "at-will" employer. CAPK does not promise or guarantee a minimum length of employment, and employment with CAPK is "at-will." Employment at-will means that employment with CAPK may be terminated with or without notice at the option of either CAPK or the employee. Accordingly, either the employee or CAPK can terminate the employment relationship at-will, at any time. Neither policies contained in this Handbook, nor any other written or verbal communication, are intended to create a contract of employment or an offer of benefits.

Nothing in this statement is intended to interfere with your right to communicate or work with others toward altering the terms and conditions of your employment, such as communications regarding wages, scheduling or other terms or conditions of employment.

4.3 Introductory Employees

All new, transferred, or promoted employees in new positions serve an introductory period of six (6) months commencing with their first day of employment or first day in the new position. This shall include rehired employees who have been gone more than 60 days (see section 4.3.1 below). During this period, CAPK and the employee have an opportunity to determine whether further employment with CAPK is appropriate. Successful completion of the introductory period shall not change the "at-will" nature of employment. The employment relationship can be terminated by the employee or CAPK at any time during or after the introductory period, with or without cause.

The introductory period must be six (6) months of continuous service. Among other things, this is a period during which the employee is expected to demonstrate their abilities in the actual work situation. It is also a training period, and a time for CAPK and the employee each to determine if the employee and the assigned position are a good match. CAPK reserves the right

to extend the duration of the introductory period one (1) or more times if, in its sole and absolute discretion, it determines that such an extension is appropriate.

Upon successful completion of the introductory period, the employee shall be advanced to regular status. Performance evaluation reports will be completed and reviewed by the employee and their supervisor during the introductory period. The introductory period may be extended at the discretion of the supervisor and Director.

A current employee who successfully interviews and is hired for another position with CAPK shall serve in an introductory period for the new position. If the employee does not meet the standards of performance required by CAPK in the new position, the employee may be reinstated to their original or comparable position if such a position is available. If such a position is not available, the employee will be terminated by adhering to standard procedure.

4.3.1 Rehired Employees

Employees that are rehired by CAPK within 30 days of their termination will be reinstated with their original hire date and will return to the vacation accrual schedule they were at before they left CAPK.

Employees who are rehired at CAPK within one (1) year of their termination will be reinstated with the previously accrued and unused sick time balance.

4.4 Full-Time and Part-Time Status

Eligibility for certain benefits will be determined, in part, based on the number of hours per week an employee is regularly scheduled to work. An employee will be classified as full-time or part-time, regardless of the other aspects of their status (i.e., full year, part year, exempt or non-exempt, etc.).

Full-time employees are regularly scheduled to work a minimum of thirty (30) hours a week or more on a continuing basis, excluding overtime.

Part–time employees are regularly scheduled to work less than thirty (30) hours a week on a continuing basis, excluding overtime.

An employee does not automatically change from part-time to full-time or become eligible for certain benefits merely by working additional hours for any period of time. Changes from part-time to full-time will be evaluated by management. A formal status change is required.

4.5 Type of Appointment

Eligibility for certain benefits will be determined, in part, based on the type of appointment held by the employee. No change in any appointment or employment status is automatic; in all cases, a formal status change/notice is required. All positions are at-will. The types of appointments include:

4.5.1 Full-Year Appointment

An employee scheduled to work thirty (30) hours or more per week for twelve (12) months out of each calendar year is considered a “full-year” employee.

4.5.2 Part-Year Appointment

A part-year employee is an employee who works thirty (30) hours or more per week but works less than 12 months a year.

4.5.3 Temporary Appointment

A temporary employee is an individual who is hired for a limited period with a predetermined end point of employment. A temporary appointment is normally expected to last no more than twelve (12) months.

4.5.4 Substitute Appointment

A "substitute" is an employee who is not regularly scheduled to work. They work only as needed and as called to cover peak workloads of a limited duration, emergencies, or to cover employee absences.

CAPK will generally assign a substitute to work by telephoning employees until the need is met. Calls will not be made in any particular order and messages may or may not be left.

Substitutes are not subject to the CAPK attendance policy; however, the assigned work schedule should be consistently adhered to. CAPK reserves the right to separate if no service within a twelve (12) month period.

There is no guarantee of any minimum amount of work available to any given substitute employee. Nor is there any particular distribution of the amount of substitute work assigned to the substitute employee; some employees may receive many substitute assignments while others receive none.

4.5.5 Volunteers

Because of the special nature of our work at CAPK, employees will often express an interest in volunteering their free time to help with our mission. We recognize the dedication of our employees and appreciate their willingness to offer even more of their time. However, it generally is not permissible for a non-exempt employee to work as both an employee and as a volunteer. Specifically, a non-exempt employee cannot serve as a volunteer performing the same or similar duties as they perform while working for pay, or other positions for which CAPK normally pays employees to perform. Any employee who is interested in volunteering their time to CAPK for any activities must obtain specific, advance approval from their director.

4.6 Service Date

An employee's length of service with CAPK will affect many issues, such as health benefits, vacation, leaves of absences, and more. CAPK will track the amount of time spent by full-time employees in active status based on their "Service Date". There is no credit toward a person's length of service for time spent as a temporary or substitute employee.

Length of service for determining pension plan benefits and eligibility for any other legally regulated benefit plan is calculated exclusively pursuant to the written terms of the particular plan, regardless of what method is used for other purposes.

4.7 Out of Class and Multiple Assignments

Sometimes an employee will be assigned to perform tasks other than their normal position or even cover several types of jobs at once. In certain cases, CAPK will adjust the employee's pay to account for this special situation. There are generally two circumstances in which this may occur, and the pay issues regarding each are as follows:

4.7.1 Out of Class Assignments

Sometimes an employee will be temporarily assigned to cover another position in a different job classification instead of their own normal position ("out of class" assignment). If any employee is placed in an "out of class" assignment that carries a different pay range, the employee's pay will be adjusted up or down, during the period of the assignment only, to the closest pay rate within the new assignment's pay range.

Out of class assignments are normally temporary and should not exceed six (6) months. Upon completion of an out of class assignment, the employee is automatically returned to their former position and pay level. An out of class assignment does not automatically apply to any situation, and normally will not apply where an employee merely covers only some of the tasks associated with a vacant or different position, or where the assignment is particularly brief, such as covering for a coworker who is on vacation. A formal, written status change is required and will require the signature of the Director and the Director of Human Resources.

4.7.2 Extra Duty Assignments

Where an employee is performing their regular duties and is temporarily assigned significant, additional responsibilities or duties, the employee may qualify for additional pay to compensate for the extra duties. This extra pay, if approved, would apply during the period of the significant extra duties only; once the employee is relieved of the significant extra duties, their pay will return to its normal pay level.

Extra duty assignments are normally temporary and should not exceed six (6) months. An extra duty assignment must be authorized by the Director, and does not automatically apply to any situation, and normally will not apply where an employee merely covers only some of the tasks associated with a vacant or different position, where the extra duties are not significant, or where the assignment is particularly brief, such as covering tasks for a coworker who is on vacation. A formal, written status change is required with appropriate levels of approval.

4.8 Transfers and Promotions

CAPK encourages the professional growth of each employee. Employees are encouraged to apply for promotions and other openings for which they are qualified for. There may also be situations where it is beneficial to CAPK to transfer an employee to a different position where the employee's skills are a better fit with the required functions and the needs of CAPK. Depending upon the employee's status (i.e., full-year, part-year, etc.), eligibility for certain internal promotion or transfer opportunities may be limited.

Open positions will normally be posted internally, although some exceptions may occur. CAPK will look for the most qualified candidate. In considering an employee for a promotion or a

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transfer, the employee's past performance, qualifications, skills, potential, abilities, attitude and job experience will be among those factors used in evaluating the appointment.

Changes in an employee's position can occur under a few circumstances, as described below:

4.8.1 Promotions

Promotions can occur in one of two ways: (1) position upgrade or (2) appointment to an open position within a higher pay grade. The employee must be in good standing with satisfactory performance in their current position to be eligible for a promotion.

A position upgrade may occur when there is a change in the job description of a particular employee that results in the reclassification of that employee's position. This may also occur when the employee has additional responsibility on a continuing basis. In either case, if CAPK determines that it is in CAPK's best interest to reclassify the employee's position, the employee may receive a position upgrade. In such cases, there is no vacancy and therefore no posting of any promotional opportunity.

4.8.2 Voluntary Transfers

A voluntary transfer occurs when an employee applies for an appointment to an open position within the same or lower pay classification. The employee must be in good standing with satisfactory performance in their current position to be eligible for consideration; recent corrective action will be a factor.

If the transfer is within the same pay classification, then the employee's pay will normally remain the same. If the transfer is to a position within a lower pay classification, the employee's pay cannot exceed the maximum of the new range.

4.8.3 Involuntary Transfers

An involuntary transfer occurs when CAPK determines, in its sole discretion, that it is beneficial to CAPK to move a current employee to another position. For all employees, "lateral transfers" may be imposed in the discretion of CAPK, dependent on the needs of CAPK's programs. A lateral transfer is to a position within the same pay grade and benefits. The discretionary transfer may also be to a position within a lower pay classification or with different benefits and opportunities, i.e., a demotion.

Employees may be subject to demotions for good cause. Good cause for demotion includes a reorganization of any program or function of CAPK that results in reclassification or reduction of existing positions. Good cause will also include situations where the quality of the individual employee's job performance is unsatisfactory, or the extent of the tasks and responsibilities being fulfilled by the employee do not fit the needs of the position. A demotion may also be imposed as a disciplinary action. In any such circumstances, CAPK may reclassify or downgrade the employee's position, or place the employee into an open position within a lower pay classification. In the case of a demotion, the employee's pay will be changed to the applicable, lower pay range.

4.9 Management Rights

CAPK retains the sole right, functions, power, and authority to manage all components of CAPK. The employer's prerogative, and the exercise thereof shall include the right of full and exclusive

control of the management of CAPK; supervision of all operations; determination of the methods and means of performing any and all work; and composition, assignment, direction, location and determination of the size and mission of the work force. The right to determine the work to be done by the employees, including establishment of levels of service and staffing patterns, is also the right of the employer. CAPK management also reserves the right to change or introduce new or improved operations, methods, means or facilities and the right to prescribe qualifications for employment and determine whether they are met; to hire, set and enforce performance standards; to establish, revise and enforce work rules; to schedule work time and time off; to rotate, reassign, and lay off employees; to suspend, reduce in step, demote, discharge or otherwise discipline employees; and to otherwise maintain orderly, effective, and efficient operations.

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5.0 CAPK AND CLIENT INFORMATION

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5.1 CAPK Bulletin Boards

A bulletin board area in each business location is used to post required and important documents such as federal and state labor rules, employee memos, and other approved CAPK announcements. Notices are posted from time-to-time which may personally affect the employee. It is each employee's responsibility to read all posted notices. Only authorized materials may be posted on CAPK bulletin boards (see management for approval to have something posted). All posted material should indicate the date on which it was posted.

5.2 Confidential Business Information

All confidential affairs of CAPK are to remain strictly confidential. Confidential information includes matters of a technical nature, such as strategies and research projects; matters of a business nature, such as information about costs, revenues, lists of clients, plans for future development, and all other information and documents not readily available to the public. CAPK's financial, recruitment/applicant information, and personnel matters are also confidential.

Employees are not to disclose any confidential information to anyone inside (other than for legitimate business purposes) or outside of CAPK, nor use any confidential information for their own personal gain during or after employment without the express written consent of the Executive Director. Nor are employees to obtain and/or convey or discuss confidential information without proper authorization. If an employee leaves CAPK employment, that employee must surrender all items and data (including electronically stored data) bearing CAPK information in their possession, custody, or control, whether or not such information might be considered confidential. This will include, but not be limited to diskettes, flash-drives and other storage media, notebooks, cell phones, reports, copies, or any other form that may contain CAPK information. Breach of confidentiality is an extremely serious matter, which may result in immediate termination and legal action.

This policy does not prohibit employees from confidentially disclosing trade secret, proprietary or confidential information to federal, state, and local government officials, or to an attorney, when done to report or investigate a suspected violation of the law. Employees may also disclose the information in certain court proceedings if specific procedures to protect the information are followed. Nothing in this policy is intended to conflict with 18 U.S.C. sec. 1833(b) or create liability for disclosures of trade secrets that are expressly allowed by 18 U.S.C. sec. 1833(b).

~~Nothing in this policy will be interpreted, applied or enforced to interfere with, restrain or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act.~~

5.3 Client Information and Confidentiality

Maintaining the confidentiality of all information pertaining to our clients and their families is of critical importance. Clients provide CAPK with highly personal information which must not be shared. For many, even the fact that they are participating in a CAPK program or benefiting from our services is extremely sensitive information. With our child-care programs, parents

often provide confidential information regarding their children; sometimes, even the schedule kept by the client and their child can be a confidential matter (i.e., in a custody dispute). The fact that any person is participating in a CAPK program, or any information regarding a client and their family, should never be discussed with or revealed to anyone without specific written consent from the client and the authorization of the Director. Work-related discussions about clients and their families are to be carried out discreetly and professionally, so as not to be overheard. CAPK may disclose client information in response to a court order or in cooperation with law enforcement, funding sources, local, state, and federal agencies, etc.; however, such disclosure must be authorized by the applicable Director or the Chief Executive Officer in each instance.

The obligation of confidentiality applies both during and after employment, unless one has specific, proper authorization in advance. All employees must follow CAPK and program confidentiality policies concerning information about children, families, clients, and other employees. Breach of confidentiality is an extremely serious matter, which may result in immediate termination and legal action.

5.4 Media

All employees are involved, to some extent, in promoting good public relations. However, it is important that information given to the public be accurate and reflect the official position of CAPK on any subject. Also, the privacy of our clients and their families must be preserved. Accordingly, if an employee is contacted, approached, or asked to make a statement by any media or public relations representative, they must politely decline and refer them directly to the Chief Business Development Officer or the Chief Executive Officer, unless that employee is expressly authorized to speak on behalf of CAPK. No employee may release any information, including casual comments or opinions, “on or off the record,” without express authorization from the Chief Executive Officer.

This policy is not intended, nor should it be interpreted, to in any way limit the ability of employees to:

- Communicate with others, while off duty, regarding the terms and conditions of their employment, including such topics as wages, job performance, workplace safety, workload, supervisors, staffing or other terms and conditions of employment; or
- Otherwise engage in protected concerted activity that employees have the right to engage in under federal, state or local law.

5.5 Social Media/Networking/Technology

CAPK takes no position on your decision to start or maintain a blog or participate in other social networking activities. However, it is the right and duty of CAPK to protect itself from unauthorized disclosure of information. CAPK’s social networking policy includes rules and guidelines for agency-authorized social networking and personal social networking and applies to all directors, board members, management, volunteers, and all employees including regular, temporary, contractor, or any other staffing arrangement.

Blogging or other forms of social media or technology include, but are not limited to video or Wiki postings, sites such as Facebook, Instagram, LinkedIn, Snapchat, TikTok and X, chat rooms, personal blogs or other similar forms of online journals, diaries or personal newsletters

not affiliated with CAPK. Unless specifically instructed, (for example, via Administrator Rights on an agency or program Facebook page, the capk.org website, etc.), employees are not authorized and therefore restricted from speaking on behalf of CAPK. Employees may not disclose confidential proprietary information of CAPK which may include confidential client information, financial information, and strategic business plans to which the employee has access.

Employees are cautioned that they should have no expectation of privacy while using the Internet which is a worldwide, public information-sharing space. Your postings can be reviewed by anyone, including CAPK. CAPK reserves the right to monitor comments or discussions about the agency, its employees, clients, families, and the industry, including products and competitors, posted on the Internet by anyone, including employees and non-employees. CAPK uses blog-search tools and software to monitor forums such as blogs and other types of personal journals, diaries, personal and business discussion forums, and social networking sites. Employees are cautioned that they should have no expectation of privacy while using CAPK equipment or facilities for any purpose, including authorized blogging. CAPK reserves the right to use content management tools to monitor, review or block content on CAPK blogs that violate CAPK blogging rules and guidelines.

The goal of authorized social networking and blogging is to become a part of the industry conversation and promote web-based sharing of ideas and exchange of information. Authorized social networking and blogging is used to convey information about company services, promote and raise awareness of CAPK and communicate with employees, clients, and the community.

~~This policy is in no way to be interpreted as restricting an employees' Section 7 rights under the National Labor Relations Act (NLRA), which protects the employees' rights to engage in concerted activities for the purpose of collective bargaining or other mutual aid or protection, including the discussion of working conditions, including wages, as well as the right to form, join, or assist labor organizations.~~

5.6 Reporting

Employees are expected to report any activities to the IT Department that may lead to an unauthorized disclosure of CAPK or client information.

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6.0 CAPK PROPERTY AND FACILITIES

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6.1 Use of CAPK Property

The equipment, vehicles and computer systems used by employees represent a major investment by CAPK. It is important that each employee exercise care and common sense when using such equipment. See management if there are any questions regarding the proper use of any equipment. Employees must be trained in the proper use of equipment before using it in any way. Employees are expected to take steps to protect all equipment with every use (even small things, such as keeping food and beverages away from equipment and properly shutting down computers). If an employee finds any equipment not working properly or which appears unsafe, stop using it and immediately notify management.

CAPK property, vehicles and equipment are for business use. This includes, but is not limited to photocopiers, computers, trailers, and power tools. In addition, CAPK letterhead and stationery are strictly for official CAPK purposes only. No item of CAPK property is to be removed from CAPK's premises without prior approval from the immediate supervisor.

Documents, data, and other material stored on any computer drive are also CAPK property. Sending such materials outside of CAPK electronically or taking them off CAPK premises on media storage devices without authorization from your immediate supervisor or director is a prohibited removal of CAPK property.

Desks, filing cabinets, vehicles and computers are provided solely for the work efficiency of the employee and are CAPK property. They may be inspected, along with any of their contents, at any time. Employees may also be given access to certain systems using codes or passwords, such as e-mail and/or computers. Employees may be given individual access codes for the purpose of controlling authorized access to such systems; such codes are not meant to imply any privacy in the employee's use (business or personal) of any CAPK systems. CAPK management may access and review all material on all such systems at any time.

Employees are responsible for ensuring that all documents, data, and material stored on any computer drive is stored in a secure manner when not in use. Physical documents should be locked in desks or filing cabinets. Computers storing CAPK information should be locked when not in use. Desks should be clear of any CAPK information when the employee is not at their desk.

6.2 Housekeeping/Food Storage

A break area may be provided for employees' use and convenience. The housekeeping and cleanup of break areas, other shared spaces, and employee desks is the responsibility of all employees. Each person is responsible for cleaning up after themselves, including spills or messes in all spaces. Please be conscientious about removing spoiled food from the refrigerator and/or other storage locations

6.3 Telephones, Faxes, and Mail

Because of the heavy demand for CAPK telephone facilities (including fax lines), telephone calls and faxes of a personal nature are discouraged and whenever possible, should not be made

during work time. Personal calls and faxes tie up our lines and do not permit other employees or clients to conduct official business. Employees are requested to limit personal phone calls and faxes, both incoming and outgoing, to emergencies and pressing matters only. Under no circumstances shall an employee make personal long-distance calls that are chargeable to CAPK.

Employees' personal mail or packages should not be sent to work. In addition, employees are not to use CAPK's facilities or resources to mail or send out personal mail or packages.

Please note that all mail sent to CAPK, regardless of whose name appears, may be opened as official CAPK business mail by employees who are authorized to open and sort mail as part of their job. CAPK stationery and stamps are not to be used for personal use.

Personal cell phones should be kept off or on "vibrate" during working time. Personal cell phones shall not be utilized for business purposes unless specifically authorized in writing by CAPK. During working hours, use of personal devices is limited to emergency use only including "emergency condition," as defined by law. Employees are required to follow the cell phone procedures of their department, if different. In the instance of Head Start center employees, cell phones are prohibited in the classroom.

This policy is not intended, nor should it be interpreted, to in any way limit the ability of employees to:

- Communicate with others, while off duty, regarding the terms and conditions of their employment, including such topics as wages, job performance, workplace safety, workload, supervisors, staffing or other terms and conditions of employment; or
- Otherwise engage in protected concerted activity that employees have the right to engage in under federal, state or local law.

6.4 Computer Systems, E-Mail, Voice Mail, and Internet

CAPK furnishes a variety of systems, such as voicemail, e-mail, Internet and other computer systems to facilitate work and work-related communications. Such systems are CAPK property and are not for personal use. If employees need to conduct any personal business online during the workday, they must do so only through their own personal e-mail account, and employees must handle the matter only during their normal break time.

Whether employees are performing CAPK tasks or accessing their personal email account during a break, CAPK's systems are not to be used in ways that may be disruptive, offensive, or harmful to morale. For example, uses that would violate this provision would include chain letters, political activities, personal announcements, and messages or materials that include sexually explicit content, ethnic slurs, or other content that might be construed as harassment or disparagement based on protected characteristics. No employee may send any email without properly identifying themself as the sender. Employees must never misrepresent who they are in an email or misrepresent the level of authority they have for the content of any email.

Frivolous and wasteful use of CAPK's systems not only violates the prohibition of using CAPK systems for personal use, but such activities can also waste computer resources and monopolize or clog the network. Moreover, downloading materials can cause damage to CAPK's systems by introducing viruses or other problems. Frivolous and wasteful uses include

sending mass emails or chain letters; spending excessive amounts of time on the Internet; playing games; uploading or downloading large files; downloading music, entertainment software, personal pictures, or games; accessing streaming audio and/or video files; or otherwise creating unnecessary loads on network traffic. Even where there is a business purpose to a specific activity (such as sending a mass email), the employee needs to consider whether everyone needs to receive the email, in order to avoid disrupting the work of others and clogging the system. Employees who think they have a business-related need to engage in a use described in this policy as "frivolous and wasteful" must first discuss the intended use with the IT manager.

Employees should not have an expectation of privacy in their use of these systems; they are provided for business purposes. The fact that employees may be issued passwords and access codes to such systems is designed to control authorized access to such systems for business purposes; it is not for the purpose of providing privacy to the users. CAPK always could access systems assigned to each employee, and all material on such systems is subject to CAPK's review and copying without any notice or employee consent. In fact, CAPK periodically may access and inspect all such systems, without notice or employee consent, to ensure that excessive personal use is not taking place, to investigate conduct or behavior that may be illegal or adversely affect CAPK's interests, or for such other reasons as CAPK deems appropriate. Employees should note that, even though information on such systems may be "erased" or "deleted," copies of such information may remain on CAPK's back-up systems.

Because of the confidential nature of business information on CAPK's systems, employees must never disclose their passwords to any other person (even co-workers) and should take steps to protect the secrecy of their passwords. Do not leave passwords taped to monitors or posted at the desk or in any other place where others may easily find them. Employees will be responsible for any computer activity involving their own password.

While use of CAPK's on-site computers is limited to business purposes, CAPK employees also have a duty not to engage in any actions that could be harmful or damaging to CAPK, regardless of time, place, or equipment. This includes inappropriate use of the Internet or electronic disclosure of CAPK or client information from a non-CAPK computer or during an employee's off-duty time. Such inappropriate uses would include, but not be limited to:

- Transmitting any of CAPK's confidential or proprietary information.
- Transmitting or posting any information that could be construed as "insider information" in violation of securities regulations. To comply with such regulations, CAPK may require employees not to address any agency-related activities (or those of certain clients) during legally imposed black-out periods.
- Transmitting or posting information that may harm the finances, business, or reputation of CAPK, its employees or its clients, regardless of whether the information is defamatory. Transmissions should not become vehicles for personal attacks on CAPK, its directors, supervisors, employees, or clients.
- Using CAPK's logo, graphics, trade names, slogans or other such information unless approved in advance by a Director of CAPK and only so long as such usage is in connection with an authorized CAPK business activity.
- Expressing opinions or personal views on the Internet that could be misconstrued or interpreted as being those of CAPK. Employees assume full responsibility and liability for all content contained in their personal transmissions.

The prohibitions described above also apply to employee postings on Internet weblogs ("blogs"), chat rooms, instant messaging, Facebook, emails, and any other Internet, wireless or computer use.

This policy is not intended, nor should it be interpreted, to in any way limit the ability of employees to:

- Communicate with others, while off duty, regarding the terms and conditions of their employment, including such topics as wages, job performance, workplace safety, workload, supervisors, staffing or other terms and conditions of employment; or
- Otherwise engage in protected concerted activity that employees have the right to engage in under federal, state or local law.

6.5 Copyright Infringement

CAPK does not condone the illegal duplication of copyrighted material. Copyright law is clear: "it is illegal to make or distribute copies of copyrighted material without authorization." The only exception is the user's right to make a single backup copy strictly for archival purposes. Unauthorized duplication of material including but not limited to software, music, video, or any other copyrighted work is a federal crime, with penalties including substantial fines and prison terms. Even the users of unlawful copies suffer from their own actions; they receive no documentation, no client support, and no information about product updates.

CAPK licenses software from a variety of sources. Licensed software does not allow for reproduction unless previous written authorization has been received from the software manufacturer. Therefore, employees will use software only in accordance with the license agreement. Employees learning of any misuse of software or documentation should notify Human Resources or the Chief Executive Officer; no retribution to the reporting employee will be tolerated. CAPK employees who make, acquire, or use unauthorized copies of computer software shall be subject to disciplinary action, up to and including termination.

CAPK recognizes that it has become easier to distribute copyrighted material, knowingly or unknowingly. CAPK also recognizes that sharing of such material, without the expressed written consent of the copyright holder is illegal. Thus, employees will not engage in the sharing or distribution of any copyrighted material unless authorized by the manufacturer. Employees should consult the IT Department if they are unsure of the copyright status of any work.

6.6 Network Security

CAPK does not wish to discourage employees from gathering information via the Internet, modem, or on disks that have been used with other computers. However, CAPK's network must be protected against any computer viruses that might enter from any outside source. For this reason, no software or any type of network or computer interfacing device may be installed on any CAPK system before the IT has reviewed it and provided specific, advance approval for placing it on CAPK's systems. This includes any disks or thumb drives that have been used with a non-CAPK computer, even if related to CAPK work.

Similarly, employees should take great care to avoid opening any "spam" or engaging in any other conduct commonly understood to increase the likelihood of a virus, a "cookie" or other potentially damaging item getting into our systems. In general, employees should not open any

email unless they know the sender, are expecting to receive it, and know it relates to a business purpose. That means employees should not open “joke list” or other personal emails, even if it is from a known sender. Employees must be mindful of the fact that our systems contain highly sensitive information regarding our clients – social security numbers, credit card information, tax-I.D. numbers, etc. – which must be carefully always protected.

All employees are required to comply with all written policies that CAPK may establish regarding the use of its network and computer systems.

6.7 Reporting

All employees are expected to report any activities to the IT Department that may involve the unauthorized use of CAPK property and facilities.

6.8 Use of Artificial Intelligence

All employees are expected to follow established guidelines for the ethical and responsible use of Artificial Intelligence (AI) technologies within CAPK. AI technologies must be used ethically and in a manner that respects human rights, privacy, and freedoms. It is the policy of CAPK that AI is used ethically, transparently, securely, and aligned with CAPK’s values and applicable laws and regulations.

Employees are required to disclose the use of AI, recording, or interpretive software tools, whenever these tools are being used in a way that could impact CAPK. This includes informing stakeholders about the purpose of the AI tools, the types of data being collected or analyzed, and how the results will be used.

Please refer to the Use of Artificial Intelligence (AI) policy for more detailed information.

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7.0 ATTENDANCE

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7.1 Absenteeism and Punctuality

An employee's regular and predictable attendance is an essential function of one's job and cannot be over-emphasized. Absenteeism places a severe burden on CAPK, particularly on those who must directly cover for another's absence. Excessive tardiness and absenteeism and not being punctual may result in termination and will be included in consideration for salary increases and career opportunities. Leaving work early is considered the same as punctuality. If an employee becomes ill while on duty, they must personally notify their supervisor before leaving work.

Employees must always inform their supervisor of the reason for an absence (i.e., vacation, illness, jury duty, etc.). Indicating the basis for an absence does not necessarily mean that it will be paid. All absences will be reviewed by management according to CAPK's policies and practices.

Employees must personally notify their immediate supervisor as far in advance as possible if they know that they will be tardy or absent. If the immediate supervisor is unavailable, speak with the supervisor's designee. If no supervisor is available, the employee must leave a message that also includes a phone number where they can be reached. Employees must call in each day of absence unless they are on a pre-approved leave of absence covering all the days on which they have not called. Some programs have additional requirements for employees reporting absences, which must be followed. Any absence without proper notification to CAPK may result in disciplinary action up to and including the termination of employment.

If an employee does not notify their supervisor for three (3) consecutive scheduled workdays, it will be accepted that the employee abandoned their job and their resignation will be processed as a voluntary termination.

CAPK may require proof of illness or reason for any absences (even scheduled ones) at any time. For absences of three (3) days or more due to the employee's own illness, a doctor's certification of their fitness to return to duty may be required. Excessive tardiness or absenteeism, even if some of it was scheduled, may result in termination.

Absences protected by local, state, and federal law do not count as a violation of the punctuality and attendance policy. Paid sick time protected under California law does not count as a violation of this policy. For more information, please reference the Attendance Policy.

7.2. Rest Breaks for Non-Exempt Employees

CAPK complies with legal requirements concerning meal and rest periods. CAPK recognizes that employees perform at their best when they have the rest and nourishment they need. This policy explains when CAPK expects employees to take meal and rest periods.

Non-exempt employees are authorized and permitted to take an uninterrupted 10-minute paid rest break for every four (4) hours worked, or major fraction thereof. CAPK authorizes and permits rest periods according to the following schedule:

DURATION OF SHIFT, Where H represents hours worked	# of Rest Periods	COMMENTS
0 < H ≤ 3.5	0	Non-exempt employees who work less than 3.5 hours in a workday are not authorized to take a rest break.
3.5 < H ≤ 6	1	Non-exempt employees who work 3.5 hours or more in a workday, but who do not work more than 6 hours in a workday are expected to take one 10-minute rest break.
6 < H ≤ 10	2	Non-exempt employees who work more than 6 hours in a workday, but who do not work more than 10 hours in a workday are expected to take two 10-minute rest periods.
10 < H ≤ 14	3	Non-exempt employees who work more than 10 hours in a workday, but who do not work more than 14 hours in a workday are expected to take three 10-minute rest periods.

Whenever practical, non-exempt employees should take their rest periods near the middle of each four-hour work period. Non-exempt employees may not accumulate rest periods or use rest periods as a basis for starting work late, leaving work early, or extending a meal period. Because rest periods are paid, non-exempt employees should not clock out for them. During rest periods, employees are free to come and go as they please and are free to leave the premises.

7.3 Meal Breaks for Non-Exempt Employees

CAPK provides a 30-minute unpaid uninterrupted meal period to employees who work more than five (5) hours, unless they work six (6) or fewer hours total. CAPK provides a second 30-minute unpaid uninterrupted meal period to employees who work more than 10 hours in a workday, unless they work 12 or fewer hours total. Employees should have their first meal period before the end of the fifth (5th) hour of work and should have their second meal period before the end of the tenth (10th) hour of work. Meal periods cannot be taken at the beginning or end of shifts. Employees will be relieved of all their duties during meal periods and are allowed to leave the worksite. CAPK provides unpaid meal periods according to the following schedule:

DURATION OF SHIFT, Where H represents hours worked	# OF MEAL PERIODS	COMMENTS
0 < H < 5.0	0	Employees who work less than five (5) hours in a workday are not provided with a meal period.

5.0 ≤ H <10.0	1	Employees who work more than five (5) hours in a workday, but less than ten (10) hours in a workday are provided at least one 30-minute meal period before the end of the 5th hour of work.
H ≥ 10.0	2	Employees who work more than ten (10) hours in a workday are provided with a second 30-minute meal period no later than the end of the 10th hour of work.

CAPK does not pay non-exempt employees for meal periods, and consequently, non-exempt employees must record the start and stop times of their meal periods to the minute and accurately.

Any manager who requires a non-exempt employee to work through some or all of a meal period provided under this policy or requires the employee to take a meal as a late meal period, must immediately notify Payroll, so that the employee can be compensated correctly. Any non-exempt employee who feels they are required to work through some or all of a provided meal period, or who is required to take their meal period later than the end of the fifth hour of a workday, or who is required to take their second meal period later than the end of the tenth hour of a workday, should contact their manager to ensure they are compensated for the meal period no later than the end of the pay period to ensure they are properly compensated.

Non-exempt employees are expected to take their meal and rest periods in accordance with the applicable guidelines set forth in this policy. Management is expected to make meal and rest periods available to their employees in accordance with this policy. Supervisors can schedule meal and rest periods for their employees, taking into account their department's operational requirements and employee needs. Supervisors may stagger employees' meal periods so ongoing operational responsibilities are not compromised, so long as the applicable guidelines in this policy are met. Supervisors are responsible for administering their department's meal and rest periods in a fair and uniform manner. Supervisors may not pressure or coerce employees to skip their meal periods or rest breaks.

Any employee, supervisor or manager who fails to observe meal and rest period's policies will be subject to discipline, up to and including termination of employment. Violations of this policy should be reported to any program supervisor, manager, director, or to Human Resources. Every report will be investigated, and corrective action will be taken where appropriate.

In addition, CAPK will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in CAPK's investigation of such reports. Any form of retaliation in violation of this policy will result in disciplinary action, up to and including termination.

7.3.1 Lactation Breaks

CAPK supports the needs of nursing parents in the workplace. Employees have the right to request for lactation accommodation. As part of this support, CAPK will make all reasonable efforts to provide a reasonable amount of break time and a suitable lactation location to any employee who desires to express breast milk for their child. Employees should check with their supervisor in regard to any lactation needs. We expect the

employee will try to use their regular break periods for expressing milk; however, if additional time is needed, please work with the supervisor, who may be able to provide additional time, unless the extra time would seriously disrupt CAPK operations. Any extra break time would be unpaid. CAPK will provide a lactation location that complies with Labor Code section 1031.

Employees who desire lactation accommodations should contact their supervisor to request accommodations. An employee's request may be provided orally, by email, or in writing, and need not be submitted on a specific form; however, one may be provided if requested and available here. CAPK will engage in an interactive process with you to determine when and where lactation breaks will occur. If CAPK cannot provide break time or a location that complies with this policy, CAPK will provide a written response to your request. Please refer to the Lactation policy for more information.

CAPK will not tolerate discrimination or retaliation against employees who exercise their rights to a lactation accommodation, including those who request time to express milk at work and/or who lodge a complaint related to the right to a lactation accommodation. If you believe you have been denied reasonable break time or adequate space to express milk or have otherwise been denied your rights related to lactation accommodation, please reach out to Human Resources. Employees also have the right to file a complaint with the Labor Commissioner.

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8.0 PAYROLL INFORMATION

8.0 PAYROLL AND COMPENSATION

8.1 Work Week and Workday

Employees will be paid on a bi-weekly basis, every other Friday, with paychecks distributed covering work performed during the previous two-week pay period. For payroll purposes, CAPK's standard work week begins at 12:00 AM Monday morning and ends at 11:59 PM the following Sunday night. The standard workday begins at 12:00 AM on each scheduled workday and ends at 11:59 PM the same day. This standard workweek and workday apply to all employees unless otherwise specified. The employee's supervisor will advise the employee of their specific work schedule. Employees must notify their supervisor when they will be leaving for lunch or for any other purpose and confirm what time they will return. Employees must be prepared to resume work promptly at the end of their scheduled lunch period or other break. If the employee is aware they will not be returning after lunch, they must communicate with their supervisor prior to leaving the worksite.

Some employees are scheduled to work an "alternate workweek." For most such employees, the standard payroll work week and workday will apply. Overtime premiums will be paid as required by law. CAPK reserves the right to cancel the schedule at any time.

8.2 Paycheck Information

Employees are paid bi-weekly every other Friday. CAPK offers free, automatic payroll deposit to the employee's bank account. CAPK's payroll practices are designed to be paperless; therefore, we provide employees without a bank account the opportunity to enroll in the Visa brand pay card program. This ensures all employees receive their pay in a timely manner and without worry of payment delays. CAPK does not print pay statements. Employees can access their pay statement by an electronic portal. If a payday occurs on a holiday, employees should receive their deposits no later than the next business day.

If a paper check is prepared, it will then be mailed by 3:00 PM the same day, unless the employee has made other arrangements with the Payroll Department. For the employee's protection, their paycheck will not be given to any other person, except on the employee's written request. There are no advances of pay. New hires' first check will be issued via direct deposit if the cutoff date was met, otherwise their first check will be mailed to the address listed on file.

We are required by law to make certain deductions from employees' pay. Garnishments, wage assignments, liens and other legal arrangements will be handled confidentially and in compliance with the law. CAPK employees are able to change Federal and State withholding at any time. Please contact Payroll to make these adjustments.

If an employee finds any error in their paycheck or pay statement (pay rate, hours worked, etc.), they must report the error to their supervisor immediately. If there is an overpayment to one's account, Payroll will contact the employee to see about arrangements for repayment of those funds.

8.3 Non-Exempt Employee Time Records

An employee's time record is their bill to CAPK for services rendered and is a legal document. All non-exempt employees are expected to use CAPK's electronic timekeeping system to accurately record their hours worked. To be sure work time is paid in full, timestamp "In" at the beginning of the day, timestamp "Out" and "In" for lunch, and "Out" again at the completion of the day. All time worked must be accurately reported on your time record accurately and to the minute.

Time worked is all the time that an employee is required to be performing duties for CAPK, which includes, but is not limited to, time spent performing your work duties, pre and post-shift work, preparatory paperwork, clean-up, set-up, donning and doffing, mandatory travel or any other tasks performed in furtherance of work for CAPK. The following provisions are also included as time worked:

- **Work away from premises or at home.** If approved, work performed off the premises or job site or at home by a non-exempt employee will be counted as time worked. A non-exempt employee will not be permitted to perform work away from the premises, job site, or at home unless approved in advance by their direct Manager or Program Director.
- **Break time.** Rest breaks of ten (10) minutes are counted as time worked, even employees are relieved of all duty during rest breaks. Non-exempt employees do not clock out for rest breaks.

Each employee is responsible for recording all overtime worked and reporting all noncompliant breaks. It is the employee's responsibility to clock in and clock out for every shift worked (and all meal periods and other unpaid absences) accurately and to the minute. Employees may not begin work before they have clocked in. Non-exempt employees working "off the clock" for any reason is prohibited, and a serious violation of CAPK policy. No one has the authority to require, allow or ask, directly or indirectly, any non-exempt employee to perform any work for CAPK "off the clock". If an employee forgets to clock in or out, or if an employee believes the timestamps are not accurate, they must notify their supervisor or Human Resources immediately, so the time can be accurately recorded for payroll purposes. Remember to record all time worked, even if it is during what should have been non-work time. Employees who clock in or out within a de minimis number of minutes to be on time will not be penalized.

The beginning and end of each meal period or any other unpaid break is recorded by electronic timestamp. All arrivals and departures must be recorded by electronic timestamp as they occur to the minute.

Under no circumstances may an employee record another person's time or alter another employee's timestamp. Each employee is only permitted to record his or her own time. Any errors on an employee's timecard should be reported immediately to their supervisor in writing (teams, email, text etc.) for correction.

Timecards must be reviewed and approved electronically by the employee at the completion of each pay period. If an error is identified employees are to communicate with their supervisor to make corrections prior to approving their timecard. An employee's approval verifies that the employee personally recorded all of the time shown and that the hours reported are complete and accurate. The approved timecard will be submitted to the supervisor for a final review and approval, managers are to ensure timecards have comments on all added pay codes and all

added or adjusted punches prior to signing off. Timecards are to be approved in a timely manner by employees and managers by the payroll deadline.

8.4 Overtime for Non-Exempt Employees

There may be occasions when the workflow is such that CAPK may need non-exempt employees to work beyond their normal shift. CAPK will provide non-exempt employees with overtime pay in accordance with state and federal laws. Employees are expected to cooperate with requests to work overtime. Overtime will be offered or assigned to individuals at the sole discretion of CAPK.

Each instance of overtime must be approved in advance by management. It is the employee's responsibility to obtain approval from the supervisor before working overtime. Employees who work unauthorized overtime will be paid for the time worked; however, repeated failure to get advance approval may result in disciplinary action, up to and including termination.

As a reminder, for the purposes of calculating overtime for non-exempt employees, paid time off such as vacation, sick time, holidays, jury duty, etc. does not count towards overtime.

Exempt employees are not eligible for overtime pay.

8.5 Travel Time

With the exception of the employee's normal commute to and from work, most travel time is considered working time. Normally, on any given day, the time an employee spends traveling to the reporting location, and the time spent traveling home from the last place worked will be the employee's personal commute time. Time spent traveling between worksites after the start of each workday will normally be considered working time. If employees are traveling out of town or are assigned to an unusually distant worksite for the day (i.e., not the employee's regular assignment, meetings, trainings), then the time spent traveling beyond the normal commute would normally be considered work time.

For example, if an employee is regularly assigned to work in Bakersfield four (4) days a week and in Shafter one (1) day a week, then the commute to and from the employee's assigned location each day would not be considered working time. In other words, an employee is not "at work" until they at least show up at their first location for the day. Once they are done for the day, the drive after work is on the employee's own time.

When the time spent traveling is "working time," the employee will be paid for their time in accordance with normal pay procedures. For all travel expenses and liquidation see CAPK Travel Policy.

Non-Exempt employees are required to accurately record the exact times of their travel, including the travel start and arrival time to hotels or destinations. Additionally, they must document (clock in and out using time reporting app, send emails to supervisor, or keep a written log) the exact times they attend meetings and lunches taken during work-related travel. Detailed documentation is essential for compliance with company policies and regulations, as well as for ensuring accurate pay and reimbursement for business-related travel.

Please contact Human Resources with questions.

8.6 Incentive Pay

Incentive compensation to employees based on program cost reduction, or efficient performance, suggestion awards, safety awards, etc., are allowable to the extent that the overall compensation is determined to be allowed by the funding source and reasonable and such costs are paid or accrued pursuant to an agreement entered into in good faith between CAPK and the employee(s) before the services were rendered, or pursuant to an established plan followed by CAPK so consistently as to imply, in effect, an agreement to make such payment.

8.7 Location Differential Pay

CAPK has some locations that are underserved and where there are not enough qualified employees who live reasonably nearby to appropriately staff the location. Accordingly, CAPK may need to staff the location with employees who live far away from the location and will need to commute a distance more than an ordinary, reasonable commute. CAPK recognizes that regularly working this far from home will also create other inconveniences with respect to childcare, medical appointments, and other non-work-related matters.

To account for the impact of assigning an employee to a distant location, the Director may designate certain non-exempt employees as eligible for “location differential pay.” A designation will be considered only where the assigned location is one where CAPK has difficulty staffing the site and must impose on the employee to commute a great distance to work at it.

Positions will be designated only in accordance with the Program’s need, as determined by the Director, with approval from the Director of Human Resources. This pay differential is not automatic; specific approval and a formal status change is required.

8.8 Shift Differential Pay

Employees working a schedule beginning at or after 3:00 PM may be paid a night differential of fifty ($0.50) cents per hour in addition to their base rate.

Employees working a schedule beginning at or after 11:00 PM may be paid a graveyard differential of one dollar ($1.00) per hour in addition to their base rate.

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9.0 EMPLOYEE BEHAVIOR

9.0 EMPLOYEE BEHAVIOR

9.1 Standard of Conduct

Acceptable Conduct

CAPK expects employees to observe a standard of conduct which will maintain an orderly, positive, and productive workplace. The cooperation of every individual is imperative. Employees are expected to always conduct and present themselves in a professional manner, which is conducive to the efficient operations of CAPK. Such conduct includes, but is not limited to:

1. Reporting to work punctually as scheduled and being at the workstation ready for work at the assigned starting time.
2. Notifying the supervisor as early as possible when the employee will be absent from work or is unable to report to work on time.
3. Utilizing CAPK's online timekeeping system to accurately reflect time worked.
4. Complying with CAPK's safety rules and policies.
5. Performing assigned tasks efficiently.
6. Treating employees, children, clients, and other individuals with respect and dignity.
7. Complying with CAPK's policies, procedures, guidelines, and confidentiality policies.
8. Complying with program specific rules and policies as directed which include state and federal regulations of the program.
9. Proactively promoting CAPK's mission, vision, and core values.

Unacceptable Conduct

In addition to what is discussed in other policies contained in this Handbook, the following list is an example of some types of behavior that is prohibited and will subject the employee to disciplinary action up to and including termination. Please remember that it is impossible to provide an exhaustive list of types of conduct that would be impermissible, and the list below is simply intended to provide some examples of inappropriate conduct. The omission of any type of conduct from a list does not indicate CAPK approval of such conduct.

1. Insubordination or refusal to obey a direct request of a supervisor.
2. Failure to be courteous and respectful to all employees, clients, and members of the public at all times.
3. Failure to maintain satisfactory job performance which includes failure to perform job assignments.
4. Any conduct that might adversely impact the welfare of a client or a child, fitness to serve clients or CAPK, or fitness to care for children.
5. Falsification or misrepresentation of any information or records, including time records, employment applications, resumes, or alteration of any document.
6. Misrepresentation of an illness, disability, or grounds for a request for leave.
7. Unauthorized taking of CAPK property or unauthorized charges to CAPK, or misuses

of CAPK property or information including equipment and supplies.

8. Removing any materials, documents, or property from CAPK's property without specific approval from management.
9. Engaging in horseplay, practical jokes, running, scuffling, throwing things, or any boisterous conduct on CAPK property.
10. Disorderly conduct in dealing with fellow employees, clients, or children/parents, including, but not limited to, harassment, fighting, gossiping, threatening, intimidating, bullying, or using obscene, abusive, or provocative language.
11. Theft, fraud, or dishonesty in any form, including bribes or kickbacks.
12. Carrying or bringing firearms or other dangerous weapons, including explosives, knives (folding blade knife no bigger than 5"), blackjacks, etc., on CAPK premises.
13. Making a false, vicious, profane, or malicious statement concerning any client or employee, or CAPK or its services.
14. Gambling on CAPK property.
15. Removal or misuse of fire extinguishers from proper locations or tampering with any fire protection or other safety equipment.
16. Deliberately loafing on the job, in restrooms or elsewhere, or otherwise failing to make a productive work effort. Sleeping on the job.
17. Willful or deliberate destruction, damage, neglect, abuse, waste, or misuse of CAPK property or equipment, or the property or equipment of any employee or client.
18. Deliberately restricting output or interfering with efficiency or discipline.
19. Intoxication, or the use, possession or sale of any intoxicants, drugs or narcotics while working or on CAPK premises.
20. Refusing or failing to take a required drug test paid for by CAPK.
21. Failure to adhere to CAPK's Code of Ethics in Section 2.0 of the Handbook or to maintain confidentiality of sensitive CAPK or client information.
22. Failure to follow safety procedures.
23. Conduct that may compromise the licensing status of any CAPK facility.
24. Leaving work without authorization.
25. Failure to observe work schedules, including lunches and breaks.
26. Violating confidentiality of an employee, child, client, or other sensitive issue, etc.
27. Violation of CAPK's Social Networking policy.
28. Failure to adhere to CAPK's policies and program policies and procedures.
29. Violating CAPK's Discriminatory Harassment/Sexual Harassment as outlined in section 10.0 of this Handbook.

The violation of the Standards of Conduct is subject to disciplinary action, up to and including termination for violating this policy.

~~Nothing in this policy will be interpreted, applied or enforced to interfere with, restrain or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act~~

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9.2 Employees/Volunteers Working with Children Must Comply with All Federal State and Program Regulations.

Employees and volunteers who are involved in working with children must also note the following guidelines:

1. Must respect and promote the unique identity of each child and family and do not stereotype on any basis including gender, race, ethnicity, culture, religion, disability, sexual orientation, or family composition.
2. Must follow program confidentiality policies concerning information about children, families, and other employee members.
3. Ensure no child is left alone or unsupervised by staff, consultants, contractors, or volunteers while under their care. This is a zero-tolerance mandate.
4. Ensure staff, consultants, contractors, and volunteers implement positive strategies to support children's well-being. Address challenging behavior and do not maltreat or endanger the health or safety of children, including, at a minimum, that staff must not:
    a. Use corporal punishment.
    b. Use isolation to discipline a child.
    c. Bind or tie a child to restrict movement or tape a child's mouth.
    d. Use toilet learning/training methods that punish, demean, or humiliate a child.
    e. Use any form of emotional abuse, including public or private humiliation, rejecting terrorizing, extended ignoring, or corrupting a child.
    f. Physically abuse of a child.
    g. Use any form of verbal abuse, including profane sarcastic language, threats, or derogatory remarks about the child or child's family; or
    h. Use physical activity or outdoor times as a punishment or reward.
5. Any other violations of Head Start Performance Standard 1302.90(c) (1) (i-v) or any other federal or state guidelines.

9.3 Disciplinary Action

All employees are required to comply with CAPK's standards of performance and conduct. It is important that all employees always perform to the best of their ability. When an employee performs in an unsatisfactory manner, violates a policy, or commits an act that is inappropriate, disciplinary action may be taken, up to and including termination. CAPK may choose to exercise its discretion to utilize forms of discipline that are less severe than termination. Examples of such less severe forms of discipline include verbal warnings, written warnings, or suspensions. CAPK reserves the right to deviate from this policy when it feels that circumstances warrant such a deviation. Nothing contained in this policy changes the "at-will" nature of any employee. Agency employment is at the discretion of the Agency, which may terminate any employee, at any time, with or without cause or notice.

The disciplinary action procedure is intended to give employees notice, whenever possible, of a performance problem or other employee problem.

Disciplinary action may involve, but is not limited to, one or more of the following: verbal counseling or warnings, written reprimands, probation, suspensions without pay, demotions, or termination. Again, it is important to remember that CAPK reserves the right to utilize any form of discipline, including immediate termination, depending on the severity of the violation. CAPK reserves the right to deviate from this policy when in circumstances which warrant such a deviation and remind employees that employment is at the discretion of CAPK, who may terminate any employee at-will, at any time, with or without notice.

The Chief Executive Officer will ultimately be responsible for the final decision of the appeal of suspension and/or termination.

9.4 Termination of Employment

It is the policy of CAPK to terminate employment because of an employee's resignation, discharge, retirement, or as a result of a permanent reduction in the workforce.

Discharge can be for any reason not prohibited by law, including employee misconduct or unsatisfactory job performance. In the absence of a specific written agreement, employees are free to resign at any time with proper notice, and CAPK is an at-will employer and reserves the right to terminate employment for any reason.

9.5 Employee Appeals

At the time, the Disciplinary Action of suspension or termination is presented to an employee, the employee shall be notified of their right to appeal as covered in this policy. Refer to the Disciplinary Action (including Involuntary Termination) and Appeal Policy.

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10.0 POLICY AGAINST DISCRIMINATORY HARASSMENT/SEXUAL HARASSMENT IN THE WORKPLACE

10.0 POLICY AGAINST DISCRIMINATORY HARASSMENT/SEXUAL HARASSMENT IN THE WORKPLACE

CAPK is committed to providing a workplace that is pleasant, productive, and free from harassment. Harassment of any nature should not be tolerated by employees as individuals and will not be tolerated by CAPK. This is true regardless of who is engaging in the offensive conduct, even if it is a manager, a Board Member, a vendor, a visitor, a parent, a client, or an independent contractor of CAPK. Harassment of a client or an independent contractor (any non-employee working at CAPK's premises) by anyone at CAPK will not be tolerated.

All employees are expected to actively work toward eliminating any workplace harassment. Employees who are subjected to or oppose harassment in the workplace are protected by law and CAPK policy against retaliation in this regard. Employees who are concerned about any workplace behavior should immediately report their concerns to management. Complaints will be addressed promptly and thoroughly and CAPK will make every effort to maintain confidentiality to as much an extent as possible. Any employee to whom harassment is reported, even informally, must report the matter to a manager or to Human Resources for appropriate investigation. Employees who pressure or attempt to discourage others from complaining or reporting harassment to CAPK will be subject to disciplinary action. All employees are mandated to complete a training class every two (2) years regarding harassment issues, including how to assist employees who may report any concerns.

10.1 Definition

On the job, harassment can be defined as persistent, annoying behavior by one individual that creates an intimidating, hostile or offensive work environment for another person based on the person's protected category. Harassment of an employee, client, or independent contractor on the basis of being in any protected class, such as sex (which includes sexual harassment, gender harassment, and harassment due to pregnancy, childbirth, breastfeeding or related medical conditions) and harassment because of race, religion (including religious dress and grooming practices) color, national origin or ancestry, physical or mental disability, medical condition, marital status, military and veteran status, age, sexual orientation, reproductive health decision-making, use of cannabis/marijuana off the job and away from the workplace (exceptions for CAPK may apply) or any other bias protected by federal, state or local law, ordinance or regulation will not be tolerated by CAPK. Such conduct is inappropriate and unlawful, regardless of the intent behind it. Harassment could take several forms, such as:

- Misleading or incomplete training of a fellow employee.
- Malicious mischief, such as destruction or defacing of a fellow employee's tools or personal property.
- Offensive language or a belittling manner.
- Jokes, slurs, or derogatory remarks directed at a particular sex, minority, and race, ethnic or another protected group.

Sexual harassment is against CAPK policy and against the law. Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. Sexual harassment does not need to be motivated by sexual desire to be unlawful or to violate this

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policy. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser; the following is a partial list:

- Unwanted verbal or physical sexual advances or propositions.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct: leering, making sexual gestures, displaying sexually suggestive objects or pictures, cartoons, or posters.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive, or obscene letters, notes, or invitations.
- Physical conduct: touching, assault, impeding or blocking movements.

10.2 Employee Conduct

No form of harassment is appropriate behavior on the job. It creates a hostile work environment for the victim and distracts both the victim and the offender from important job duties. Also prohibited is any sort of conduct toward clients or children that might be perceived as harassment. This would include, but not be limited to, any ethnic slurs, or unwelcome sexual advances or solicitations. Even where conduct might not meet the above definitions of "harassment," if the conduct is annoying or distracting to employees, independent contractors, clients, children or parents, and the conduct serves no legitimate purpose, good judgment requires that such conduct be stopped.

Bullying can be a form of harassment. Physical harassment can be hitting, kicking, spitting, and pushing. Verbal harassment can be teasing, threatening and name-calling. Psychological harassment can exclude someone, spreading rumors, and intimidating. Sexual harassment can be touching, assault, exhibitionism. Employees who feel they may have been subject to or witnessed bullying behavior in the workplace, are encouraged to contact their supervisor or Human Resources. The employee's supervisor and/or Human Resources will respond promptly to any issue(s) and address it accordingly.

CAPK prohibits use of the computers, e-mail system, voice mail system, cell and video phones and any other electronic media in ways which are offensive to others, or are otherwise discriminatory, harassing, or obscene, or for any other purpose which is illegal, against CAPK policy or not in the best interest of CAPK. For example, the display or transmission of sexually explicit images, jokes, messages, and cartoons is prohibited. Other such misuse of electronic media includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment, discrimination or showing disrespect for others. Any such use of the computers, e-mail system, voice mail system or other electronic media will be considered a violation of the Handbook against harassment.

10.3 Client Conduct

Some of CAPK's programs involve working with clients who may have behavioral problems that may affect their interactions with our employees. Frequently, these clients would not need our programs if they already knew how to cope with these behaviors. Since our programs exist to help them, employees must be willing to work with such clients and welcome this challenge. Our job is to help all clients served by our programs.

This does not mean CAPK condones inappropriate behavior by clients; any employee who is aware of inappropriate behavior by a client must report it immediately to their supervisor or program manager. CAPK will take immediate and appropriate corrective action. Employees should be aware, however, that CAPK's funding requirements may require that CAPK follow a different corrective process than might occur with employee misconduct. This difference makes it even more important that employees report any problems immediately.

10.4 Protection Against Retaliation

CAPK policy, as well as federal and state laws forbid retaliation against any employee who files a complaint, testifies, assists, or participates in any manner in an investigation, proceeding or hearing conducted on behalf of an investigation for a discrimination or harassment claim. Prohibited retaliation includes, but is not limited to demotion, suspension, failure to hire or consider for hire, failure to give equal consideration in making employment decisions, failure to make impartial employment recommendations, and, adversely affecting working conditions or otherwise denying any employment benefits to an individual.

CAPK has a zero-tolerance policy to discriminatory harassment and sexual harassment and will take appropriate disciplinary action whenever such harassment is demonstrated. Any individuals engaging in such conduct may be personally liable in any legal action brought against them.

10.5 Complaint Process

If you believe that you have been the subject of harassment, discrimination, retaliation, or other prohibited conduct, bring your complaint to your supervisor or to the Director of Human Resources as soon as possible. If you need assistance with your complaint, or if you prefer to make a complaint in person, contact the Director of Human Resources. Please provide all known details of the incident or incidents, names of individuals involved and names of any witnesses. It would be best to communicate your complaint in writing, but it is not mandatory.

CAPK encourages all individuals to report any incidents of harassment, discrimination, retaliation, or other prohibited conduct forbidden by this policy immediately so that complaints can be quickly and fairly resolved.

You also should be aware that the Federal Equal Employment Opportunity Commission and the California Civil Rights Department investigate and prosecute complaints of prohibited harassment, discrimination, and retaliation in employment. If you think you have been harassed or discriminated against or that you have been retaliated against for resisting, complaining, or participating in an investigation, you may file a complaint with the appropriate agency. The nearest office can be found by visiting the agency websites at www.calcivilrights.ca.gov and www.eeoc.gov.

Supervisors must refer all complaints involving harassment, discrimination, retaliation, or other prohibited conduct to the Director of Human Resources for immediate action. When CAPK receives allegations of misconduct, it will immediately undertake a fair, timely, thorough, and objective investigation of the allegations in accordance with all legal requirements. CAPK will reach reasonable conclusions based on the evidence collected.

CAPK will maintain confidentiality to the extent possible. However, CAPK cannot promise complete confidentiality. The employer's duty to investigate and take corrective action may require the disclosure of information to individuals with a need to know. Complaints will be:

- Responded to in a timely manner.

- Kept confidential to the extent possible.
- Investigated impartially by qualified personnel in a timely manner.
- Documented and tracked for reasonable progress.
- Given appropriate options for remedial action and resolution.
- Closed in a timely manner.

If CAPK determines that harassment, discrimination, retaliation, or other prohibited conduct has occurred, appropriate and effective corrective and remedial action will be taken in accordance with the circumstances involved. CAPK will also take appropriate action to deter future misconduct.

Any employee determined by CAPK to have engaged in harassment, discrimination, retaliation, or other prohibited conduct will be subject to appropriate disciplinary action, up to, and including termination. Employees should also know that if they engage in unlawful harassment, they can be held personally liable for the misconduct.

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11.0 SAFETYAND HEALTH

11.0 SAFTEY AND HEALTH

11.1 Illness and Injury Prevention Program

CAPK has a formal Illness and Injury Prevention Program ("IIPP") which is required by the State of California CCR Title 8 Section 3202. The IIPP can be found on the CAPK's employees' webpage. Employees will receive training concerning workplace safety, including any necessary job-specific training. CAPK's IIPP is managed by the Risk Management Department of the Operations Division, who has the responsibility and authority to implement all aspects of CAPK's safety program. All employees are strongly encouraged to communicate any safety concerns to the Risk Management Department, or any other member of management. Suggestions, concerns, and reports are welcome in any form, and may be made anonymously.

11.2 Safe Practices

CAPK is concerned about employee's health and safety. Proper safety equipment must be used and worn in the performance of job functions. This includes seat belts when driving on CAPK business. In addition, the use of cell phones for any reason (i.e., telephone conversation, texting, e-mail, or another application, etc.) while driving for CAPK business is forbidden (Refer to section 3.12).

In addition to any safety equipment, employees must follow other safety rules and always be safety conscious. Notify your supervisor of any unsafe conditions or practices. Help avoid accidents by eliminating hazards when possible. Should an unsafe condition or an accident occur, even though no one is injured, the incident must be reported to the supervisor and the Risk Management Department as soon as possible. Immediately report all injuries, no matter how slight, to your supervisor and the Risk Management Department. All injury reports must be submitted within 24 hours after the incident.

Employees must inform their supervisor if they think any task is unsafe or that assistance is needed to perform it safely. Employees should not operate any equipment unless they are trained and authorized to do so.

Safety rules are intended to protect the safety of everyone. Violating any safety rule may result in discipline, up to and including termination. Safety rules are not intended to replace sound judgment, nor do they include all the instances in which disciplinary action may be taken.

11.3 Work-Related Accidents or Illnesses

All work-related injuries or illnesses, no matter how slight, must be reported to the supervisor and the Risk Management Department immediately following (i.e., on the day that it occurs) the injury or onset of illness so that they may arrange for any necessary medical attention and prepare any required reports. All injury reports must be submitted within 24 hours after the accident/incident.

To determine the extent of the employee's injuries and applicability of Workers' Compensation insurance coverage, they may be requested to see a particular physician.

Any recreational activities sponsored by CAPK, such as picnics, softball games and other social gatherings, are purely voluntary and not related to any person's work duties for CAPK. Any employee or other person who participates in such activities does so at their own risk. Any specific questions concerning Workers' Compensation should be referred to the Risk Management Department.

11.4 Violence in the Workplace

CAPK is committed to providing a workplace that is free from threats or acts of violence. In keeping with this commitment, CAPK's policy is to have zero tolerance for any actual or threatened violence against employees, clients, visitors, or any other persons who are either on CAPK's premises or have contact with CAPK employees in the course and scope of the CAPK employee's job duties.

Compliance with this anti-violence policy is an essential condition of employment. It would be a violation of this policy for any person to engage in or contribute to violent behavior, threaten others with violence, or engage in any potentially threatening, harmful, or criminal behavior that may negatively affect the safety or productivity of our workplace. Any employee who violates any aspect of this policy may be subject to disciplinary action up to and including immediate termination of employment.

To help CAPK provide a safe and secure environment for all employees, clients, and visitors, every verbal or physical threat must be treated seriously. Employees must immediately report any potentially threatening, harmful, or criminal behavior that may negatively affect the safety or productivity of our workplace to their supervisor, program manager, or to Human Resources. If danger is imminent or there is an immediate risk to the safety of any person, do not hesitate to dial 9-1-1 for police, fire, or ambulance assistance.

For more information on violence in the workplace, see CAPK's Workplace Violence Prevention Policy.

11.5 Smoking

Smoking (including vaporing, e-cigarettes, and smokeless tobacco) is only permitted outside, and must be greater than 20 feet away from any buildings to avoid causing discomfort to those entering or leaving a building. All CAPK properties are designated smoke-free, and smoking must be done entirely off the premises.

Some locations may designate a specific area for smoking; if so, smoking must be restricted to the designated area. Smoking is prohibited in all CAPK vehicles. Smoking is permitted only during lunch and regular break periods; there are no special or extra break times for smoking. Smoking is never permitted around children, when assisting a client or other visitor, or anywhere that clients or business visitors are likely to be present at CAPK. When smoking outside, great caution should be taken to extinguish a cigarette, cigar, or pipe and to make sure it is deposited in a proper receptacle. Smoking must comply with the city's smoking ordinance.

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12.0 SUBSTANCE ABUSE AND ALCOHOL

12.0 SUBSTANCE ABUSE AND ALCOHOL

CAPK is concerned about the issue of substance abuse and is committed to achieving a workplace that is free of drugs and alcohol. The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in the workplace. Employees who unlawfully use, possess or are under the influence of drugs and/or alcohol at work or on CAPK premises present a hazard to themselves and other employees. Moreover, various state and federal laws and regulations require CAPK to adopt tough policies and a comprehensive testing program to achieve a workplace free of drugs and alcohol. The overall goal of this policy is to ensure a drug and alcohol-free work environment and to avoid accidents, injuries, and fatalities.

12.1 General "Drug-Free" Workplace Policy

CAPK complies with both federal and state law. Where state and federal law differ, CAPK will comply with the stricter of the two provisions. California now permits the specified use and possession of marijuana for medical and/or non-medical purposes. However, under federal law, marijuana remains an illegal substance. CAPK adheres to federal law regarding marijuana and considers it to be an illegal drug for purposes of the Drug Free Workplace Policy and for purposes of its drug testing policies.

The consumption or use of any alcohol (alcohol use means the consumption of any beverage, mixture, or preparation, including any medication, containing alcohol), intoxicant or unlawful drug (which includes illegal use of lawful drugs) while working is strictly prohibited. Employees are prohibited from working in an impaired condition because of using any drugs, alcohol, or intoxicating substance. The use/consumption, sale or possession or trafficking of drugs (prescribed or not), alcohol, controlled substances, or related paraphernalia while on the job, while on CAPK or customer property, or in CAPK vehicles is absolutely prohibited. CAPK reserves the right to utilize any necessary procedures for enforcing this policy, including testing of employees and inspection of CAPK property and all articles and property brought onto CAPK's premises or vehicles either by CAPK personnel or law enforcement.

Employees shall not engage in "prohibited conduct" as defined in this policy. Violation of any part of this policy, refusal to cooperate with CAPK efforts to enforce this policy, or any conduct that inhibits CAPK effective enforcement of this policy, will result in disciplinary action, up to and including termination.

12.2 Notification/Accommodations

Employees who currently suffer from a substance abuse problem are strongly encouraged to get help now. CAPK will accommodate employees who voluntarily seek rehabilitation by allowing reasonable unpaid time off for a rehabilitation program. A medical certification from a physician may be required. While CAPK is supportive of employees who try to correct such problems, no situation will excuse violations of law or CAPK policy such as theft, sale of controlled substances, falsifying CAPK documents, or other deliberate, harmful, or unlawful conduct. Asking for a referral to a rehabilitation program after a positive drug or alcohol test will not be considered "voluntarily" seeking rehabilitation.

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Employees must immediately notify Human Resources if they receive a conviction due to a criminal drug statute violation, moving violation that might impact one's ability to safely continue performing the essential functions of one's job (i.e., DUI), lose their driver's license, occurring in or out of the workplace.

12.3 Drug and Alcohol Testing

To achieve a workplace free of alcohol and drugs, CAPK may implement a program of drug and alcohol testing in accordance with federal, state, and local law. For all positions, CAPK reserves the right to require pre-employment testing. Such testing is currently required for all employees. Additionally, all employees are subject to testing where there is a reasonable suspicion that the individual is not fit for duty because of drugs or alcohol, or that the individual is using drugs or alcohol in violation of CAPK policy. CAPK may conduct random drug testing.

Any employee involved in a workplace accident/incident will be sent for post-accident/incident testing, in accordance with standards set forth in CAPK procedures. Employees returning from a substance abuse rehabilitation program will be subject to random, follow-up testing. Any employee who is returning to work after an absence may be subject to testing if it falls within CAPK's specified time frame of length of absence or length of time out of the testing pool (such testing to be done in accordance with CAPK's "pre-employment" testing standards and will be referred to as "pre-employment" testing). No employee may be tested without the approval of the Director of Human Resources or Risk Management.

If an after-hours test is required or if utilizing the regular clinic is not available, a test may be performed on-site by a trained collector. If a situation should arise where a direct observation is required, a medical professional will participate in the testing process.

12.3.1 Refusal to Test and Consequences

An employee who refuses to submit to the required drug or alcohol testing shall constitute a verified positive test. Refusal to submit to the types of drug and alcohol tests employed by CAPK will be grounds for refusal to hire applicants and to terminate employment of existing employees.

A refusal to test is defined as any conduct that would delay or obstruct the proper administration of a test, including any lack of cooperation at the laboratory conducting the testing, such as or failing to remain at the testing site until the testing process is complete, failing to sign required forms, or behaving in a confrontational or disruptive manner. A delay in providing a specimen could be considered a refusal. If the employee declines to take a test ordered/required by CAPK or the Medical Review Officer ("MRO") this would be considered a refusal to test and will be grounds to terminate.

If the individual cannot provide a sufficient specimen, they will be evaluated by a physician of CAPK's choice. If the physician cannot find a legitimate medical explanation for the inability to provide a specimen, it will be considered a refusal to test. It will also be treated as a refusal to test where the MRO has reported that the individual has a verified adulterated or substituted test sample.

12.3.2 Consequences of Positive Test: "Zero Tolerance"

CAPK has a zero-tolerance policy towards substance abuse. Any positive drug or alcohol test, conducted in accordance with state law, for a job applicant will result in an employment offer's withdrawal. Employees who test positive for unlawful drugs, or who

test positive for legal drugs without proper proof of the current prescription being issued in their name or who have excessive amounts of legal drugs, will be terminated from employment and be provided with a list of local Substance Abuse Professionals ("SAP") for their personal assistance, if desired.

CAPK has adopted a zero-tolerance policy regarding the use of alcohol while on duty or just before reporting for duty. Therefore, acting on its own authority, CAPK will terminate the employment of any employee who is tested for alcohol under this policy and has a verified blood alcohol concentration of .02 or greater. CAPK will also provide such employees with a list of local SAPs (Substance Abuse Program) for their personal assistance, if desired.

12.3.3 Reasons for Testing

CAPK has implemented five (5) circumstances for drug and/or alcohol tests: (1) pre-employment testing, (2) post-accident/incident testing, (3) reasonable suspicion testing, (4) Safety Sensitive Positions, and (5) follow-up testing.

Pre-Employment Testing

For all positions, CAPK reserves the right to require pre-employment testing, such testing is currently required for all employees. Such prospective employees are required to undergo testing for drug use as part of their pre-employment medical evaluation to determine fitness for duty. A prospective employee whose pre-employment test is canceled will be required to take another pre-employment drug test with a verified negative result prior to starting. Prospective employees who fail to pass a pre-employment drug test will be ineligible for employment.

Prospective employees are to be informed as early as possible and reminded during the interview process that all job offers, if extended, will be contingent upon results of medical evaluations that will include testing for illegal drugs. All applicants should also be informed that CAPK maintains a drug and alcohol-free workplace and has a program for testing existing employees.

The Third-Party Administrator ("TPA") will provide results to CAPK's Human Resources, who will notify the hiring manager of whether the applicant is eligible for employment. Human Resources will inform the applicant of the results. Only the applicant and responsible CAPK employees having a need to know are to be informed of the results.

Post-Accident/Injury Testing

All accidents, incidents and injuries must be reported to CAPK immediately. If a motor vehicle accident involves loss of human life, a drug and alcohol test shall be conducted on each surviving employee in the vehicle at the time of the accident. CAPK shall also test any other employee whose performance could have contributed to the accident, as determined by CAPK using the best information available at the time of such decision.

In cases not involving a fatality, a drug and alcohol test shall be performed on all employees involved in any injury producing accident/incident that requires (a) employee to be treated by a physician, clinic or hospital for injuries sustained on the job, and/or (b) involved any vehicle accident/incident whether the accident/incident caused damage or not.

Any post-accident/incident or injury, drug or alcohol test must be performed as soon as possible following the accident, incident or injury. If no alcohol collection can be made within two hours, a report shall be made as to why the alcohol test was not obtained. If

no specimen collection can be obtained for purposes of post-accident/incident drug testing within thirty-two (32) hours, attempts to make such collection shall cease. Again, CAPK shall make a report as to why such tests were not obtained.

In the event that federal, state, or local officials conduct any tests to determine the presence of alcohol and controlled substances following an accident, these tests shall be considered to meet the requirements of this section, provided the tests conform to applicable, federal, state, or local requirements. The employee will sign a release allowing CAPK to obtain the test results from federal, state, or local officials, if such a release is required for CAPK to obtain such results.

In the event an employee is so seriously injured that they cannot provide a specimen at the time of the accident, the employee must provide necessary authorization for CAPK to obtain hospital records or other documents that would indicate whether there were controlled substances or alcohol in the employee's system at the time of the accident. In the absence of such an authorization or other necessary release, CAPK will make any necessary determinations based on the information available, including any inferences to be drawn from the lack of medical information.

Employees involved in an accident must remain readily available for a period of 32 hours after the accident or until required drug and alcohol tests are administered, whichever comes first. Remaining readily available for testing requires that the employee notify CAPK or its designated representative of their location and applicable contact information. The employee must also keep such means of contact open. An employee who is subject to post-accident testing and who fails to remain readily available for such testing may be deemed by CAPK to have refused to submit to testing. Nothing in this policy shall be construed to require the delay of necessary medical attention for the injured following any accident or to prohibit the employee from leaving the scene of an accident for the period necessary to obtain necessary emergency medical care.

Reasonable Suspicion Testing

Employees will be subject to testing under this provision when CAPK has a reasonable suspicion that the employee has used a prohibited drug and/or alcohol in violation of this policy. Reasonable suspicion for requiring an employee to submit to drug and/or alcohol testing shall exist when the employee manifests physical or behavioral symptoms or reactions commonly attributed to controlled substances or alcohol. This will be based on contemporaneous, articulated observations about the appearance, behavior, speech, or body odors of the employee. Such employee conduct must be witnessed by at least one supervisor trained in compliance with this program regarding reasonable suspicion testing.

All "reasonable suspicion" drug and alcohol testing will be designated as "reasonable suspicion" testing in all paperwork at the collection site and kept by CAPK.

If an employee is directly observed to be using and/or consuming alcohol or a controlled substance in violation of this policy, such conduct shall constitute a direct violation of CAPK's policies without any drug or alcohol test being conducted. This is because such alcohol or drug use is not merely suspected and such conduct was witnessed.

Safety Sensitive Positions

Personnel employed as drivers or in classifications that could affect the safety of staff or clients may also be subjected to periodic and/or unannounced drug screening. Such

examinations and/or tests, when requested, will be a condition of continued employment.

Return to Work Testing

As a separate matter, any employee returning from a substance abuse rehabilitation program, regardless of the length of absence, must submit to a full return-to-duty drug and/or alcohol test with a verified negative test result. Such employees must also have a written release from the treating Substance Abuse Professional ("SAP") prior to returning to their position. Such employees may also be subject to "follow-up" testing as directed by the SAP, as set forth below.

Follow-up Testing

Follow-up testing is separate from and in addition to CAPK's reasonable suspicion, post-accident, and random testing procedures. Follow-up testing shall be randomly timed and in accordance with the instructions of the treating SAP.

Follow-up testing may continue for up to 60 months (about 5 years) following the employee's return to duty, depending on the recommendations of SAP. At least six (6) tests shall be performed in the first twelve (12) months of follow-up testing. Moreover, the employee shall cooperate with CAPK's efforts to monitor the employee's compliance with any other recommendations of SAP with respect to the employee's continuing sobriety. This may include a return-to-duty/last-chance agreement, ongoing certifications by SAP or other monitoring. The costs of any SAP evaluation and/or prescribed treatment/testing shall be borne by the employee. The employee will not be permitted to return to duties until they have obtained a written return-to-work authorization form from the SAP.

12.3.4 Testing Process

Drug Testing

Drug testing will be performed through urinalysis and/or saliva swab, and will be tested for the presence of drugs of the following families of controlled substances:

1. Barbiturates
2. Methadone
3. Phencyclidine-PCP
4. Amphetamines
5. Opiates
6. Cocaine
7. Benzodiazepines
8. Psychoactive Cannabis Metabolites
9. MDMA, commonly known as ecstasy.
10. Methamphetamines

The testing procedure starts with a collection of a specimen. If the individual is unable to provide a specimen, this shall constitute a verified positive test. Refusal to submit to the types of drug and alcohol tests employed by CAPK will be grounds for refusal to hire applicants and to terminate employment of existing employees.

In the event that the primary specimen tests positive, a confirmation test of that specimen will be performed before being reported by the laboratory to the Medical Review Officer ("MRO") as a positive.

Drugs from outside the country will not be considered as a recognized drug in the United States when it comes to drug testing.

Alcohol Tests

CAPK will perform alcohol screening tests by acceptable methods. The employee shall report to the site of an alcohol test as notified by CAPK (employee should be taken by Risk Management or Human Resources). If an Evidential Breath Testing Device (EBTD) or a saliva test indicates a prohibited level of alcohol, the individual will be retested by using an EBTD between fifteen (15) and thirty (30) minutes after the first test, to confirm the results.

If the first test indicates blood alcohol concentration of less than .02, no further testing is required, and the result will be treated as a negative result. If blood alcohol concentration on the first test is .02 or greater, a confirmation test is required. When a confirmation test is required, any actions taken will be based on the confirmation test results. If an employee, on the basis of a confirmed test, has a blood alcohol content of .02 or greater, the employee shall be immediately removed from duty and is then subject to termination of employment.

Dilute Specimens (Negative and Out of Range)

CAPK will retest all negative-dilute specimens. This means that any test that returns from the laboratory with a negative-dilute result will require a new drug test collection to immediately be performed. The requirement of this re-test is not pronouncing guilt upon the intended party - it strictly means that CAPK will not accept a dilute-negative result without first obtaining a second test. The result of the second test is the final test. The sample for this re-test is not done under direct observation; however special security provisions may be implemented to ensure a genuine sample.

12.3.5 Test Results and Confidentiality

CAPK has retained the services of a qualified Medical Review Officer ("MRO"), who is a licensed physician experienced in substance abuse. All laboratory results shall be reported by the laboratory to the MRO. Negative test results shall be reported as such by the MRO to CAPK. Before reporting a positive test result to CAPK, the MRO will attempt to contact the applicant/employee to discuss the test result. Employees may be removed from their duties without pay while verification of test results is pending.

If the MRO is unable to contact the applicant/employee directly, or if the individual fails to return calls to the MRO, the MRO will contact CAPK's Director of Human Resources or Risk Management, who shall in turn contact the applicant/employee and direct that individual to contact the MRO. Upon being so directed, the individual shall contact the MRO immediately or, if after the MRO's business hours and the MRO is unavailable, at the start of the MRO's next business day. If the individual fails to contact the MRO within three (3) days after being requested to do so, the individual's test will be verified as positive.

The MRO must review all medical records made available by the tested individual when a confirmed positive test could have resulted from legally prescribed medication. Evidence to justify a positive test result may include but is not limited to a valid prescription or verification from the individual's physician verifying a valid prescription.

A determination will be made as to whether a result is positive or negative in the MRO's sole discretion. If the MRO determines there is no justification for a positive test result,

the result will then be considered a verified positive test result. If the MRO deems the positive result to be justified by acceptable and appropriate medical or scientific documentation to account for the result other than intentional ingestion of controlled substances, then the result will be treated as a negative test result for all purposes.

Pursuant to law, individual test results for applicants and employees will be released to CAPK and will be kept strictly confidential unless consent for the release of the test results has been obtained. Any individual who has submitted to drug testing in compliance with this policy is entitled to receive the results of such testing upon timely written request.

All laboratory reports, test results, and rehabilitation reports shall not appear in an employee's general personnel folder. Information of this nature will be treated as confidential medical information, which will be kept securely in a separate folder. Such information will be disclosed to CAPK management only on a strictly need-to-know basis, and to the subject employee upon request.

12.4 Prohibited Conduct and Consequences

In addition to other conduct specifically prohibited herein, by federal/state regulations or by CAPK policy, the following conduct shall be prohibited:

- No employee shall report for duty or remain on duty while having an alcohol concentration of .02 or greater.
- No employee shall use alcohol while performing their duties with any measurable amount of alcohol in their system.
- No employee shall drive within four (4) hours after using any amount of alcohol.
- No employee shall refuse to submit to an alcohol or drug test pursuant to these guidelines.
- No employee shall report for duty or remain on duty when the employee uses any controlled substance, except when use is pursuant to the instructions of a physician who has advised the employee that the substance does not adversely affect the employee's ability to perform their duties safely.
- No employee shall facilitate or assist any employee in violating any aspect of this policy or engaging in any prohibited conduct. Failing to report to the Director of Human Resources or Risk Management any conduct generally understood as prohibited by or in violation of this policy may be treated as facilitating the conduct.
- No employee shall engage in any form of retaliation against employees who report violations of this policy or cooperate in the implementation of this policy.

Any employee who engages in prohibited conduct as set forth herein or fails to cooperate in the implementation of CAPK's drug and alcohol policy will be subject to termination, except as otherwise specifically stated in this policy.

12.5 Management and Director of Human Resources or Risk Management Responsibilities

Managers and supervisors are responsible for enforcement of this policy. Managers and supervisors may request that an employee submit to a drug and/or alcohol test when a manager

or supervisor has a reasonable suspicion that an employee is intoxicated or under the influence of drugs or alcohol while on the job or subject to being called.

"Reasonable suspicion" is a belief based on objective facts sufficient to lead a reasonably prudent supervisor to suspect that an employee is under the influence of drugs or alcohol so that the employee's ability to perform the functions of the job is impaired or so the employee's ability to perform their job safely is reduced. For example, any of the following, alone or in combination, may constitute reasonable suspicion:

- Slurred speech
- Alcohol odor on breath
- Unsteady movement
- An accident involving CAPK property, where it appears the employee's conduct may be at fault.
- Physical altercation
- Verbal altercation
- Unusual behavior
- Possession of alcohol or drugs

CAPK's Designated Employer Representative ("DER") is the Director of Human Resources and is responsible for answering employee questions regarding CAPK's anti-drug and alcohol policies and program, and the substance-testing program. The DER shall be the principal contact with the laboratory and for collection activities in assuring the effective operation of the testing portion of this program and shall receive drug and alcohol test results. The DER is also responsible for implementing, directing, administering, and managing CAPK's substance abuse policies.

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13.0 CHILD SAFETY

13.0 CHILD SAFETY

13.1 Injury Prevention

There can be no greater concern at CAPK than the safety and well-being of the children entrusted to our care. All employees who work around children must always be aware of the activities and whereabouts of the children. No child should ever be left unattended – not even for a moment! This includes while the children are sleeping or napping. One never knows when a supposedly napping child will get up and go, or if a sleeping child might suffer a medical emergency. One should not assume that someone else will be watching the children for whom they are responsible. If one needs to leave their classroom or other area, make sure that another qualified employee is covering for the absence, and that the other employee acknowledges exactly which children they will be watching. We are required by licensing to always supervise children.

Employees are never to administer any medications to children without specific authorization. If a child is supposed to have medication during the day, arrangements must be made in advance between the parents/primary caregivers and the Center Director. If this occurs, only specific employees will be authorized to administer the medication, and then only in accordance with specific procedures.

If an employee has any personal medications on-site (such as your own prescriptions, over-the-counter medications, etc.), or any other items that could pose a threat to a child (including any items small enough to cause a choking threat), the employee must keep the medication in a locked drawer and secured so there is no way for a child to access it. If necessary, see the Center Director to store items in a secure location.

If there is any accident involving injury to a child or children, even just a slight scrape, cut or bruise, the employee must complete a written accident report. This must be done immediately by the employee(s) who witnessed the accident. The only excusable delay in preparing this report will be to ensure that the injured child is properly treated.

13.2 Abuse and Neglect; Mandated Reporters

Mandated reporters are individuals who are mandated by law to report known or suspected child maltreatment. Mandated reporters are required by the State of California to report any known or suspected instances of child abuse or neglect to the county child welfare department or to a local law enforcement agency (local police/sheriff's department). Employees who have contact with children by the nature of their work should refer to departmental procedures for additional information.

13.3 Access to Client Homes

Some of our work is done at the client's home. Employees must always be courteous and respectful toward clients and their privacy in their homes. Employees may only be in areas of a client's home which they have a work-related reason to visit. While in a client's home, employees must be meticulously clean and be careful not to snoop or disturb the client's possessions. Employees are reminded that they should use their best judgment when making

home visits and only enter if they feel safe. If an employee feels unsafe entering a home, they should contact their supervisor and not proceed with the visit until the home visit can be further evaluated.

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14.0 SECURITY

14.0 SECURITY

14.1 Building Access

Certain doors are identified as required to remain unlocked during business hours. Employees should be attentive to people passing through those doors for any suspicious behavior. All other unattended exterior doors should never be left open, ajar, or unlocked; anyone could easily enter undetected.

All employees and authorized visitors may be issued badges. Visitors may be required to be accompanied by an escort depending on the location. If an employee sees anyone in an unauthorized area without a badge or unescorted while wearing a visitor badge, ask whom they are visiting and if they need assistance. Cordially escort the person to their destination or to the facility's entrance. If the situation seems suspicious, immediately notify CAPK leadership.

For Head Start Centers, all employees and visitors must sign in using the visitor logbook. It is the responsibility of the employee assigned to the location to ensure that visitors clearly identify themselves and sign in. No child is to leave without being properly signed out to a properly authorized adult. Employees should always know when a child is leaving and with who. Never engage in a confrontation or other risky behavior; however, do not allow an unauthorized person to leave with a child. If necessary, call 911. Nothing is more important than the safety of any person. When leaving after regular business hours, employees must check to be sure that all entrances are properly locked. If another employee remains on site as one leaves, be sure that such employee will make sure the facility is completely locked. If one's keys have been misplaced or if one notices anything suspicious, please notify management immediately.

14.2 Access Badges and Devices

To enhance security for CAPK's employees and clients, CAPK will issue badges to all employees and authorized visitors. All employees will be issued a badge with their photo on it. Certain positions are expected to always wear their badge while they are on CAPK's premises. This will enable us to immediately identify any person who is not authorized to be on site.

At some sites, CAPK employees will be issued a proximity card ("prox card"), which will identify each person as they enter or leave the applicable site. If an employee is issued a prox card, they must always keep it with them during their shift or at any other time they may be at the applicable CAPK site. This will enable CAPK to better control access to its facilities and limit access only to people who are authorized to be on site. Prox cards may be requested through the Information Technology Department by a supervisor or by Human Resources. Appropriate access levels will be determined by the employee's supervisor. It is imperative that lost or stolen cards be reported to the IT department immediately after identified so the card may be disabled.

Employees must be conscious of the delay for the electronic latch to engage after a card is swiped. It is always best practice to check the door to ensure that it is fully latched when exiting. Prox cards are issued to individual employees for their use only; prox cards should never be loaned to others.

Burglar alarm codes are issued to employees to disarm and arm facility burglar systems. Never give alarm codes to anyone including other CAPK personnel. Protect alarm codes from discovery by any person. If for any reason an alarm code is discovered by anyone, it is one's responsibility to notify management immediately so that the code can be cancelled and a new code issued. Alarm codes may be modified by sending a request to the Facilities/Operations.

14.3 Fire Safety

Every employee must be familiar with the location of all exits and fire extinguishers in their general work area. All doors should be shut at night, including the doors to individual rooms and stairwells. Similarly, all office equipment, machinery and electrical appliances should be turned off at the end of each day or when not in use, unless otherwise specified. Each person is responsible for the doors and equipment in their own work area; however, any person who sees a door open, or equipment, lights, or appliances on during inappropriate times should correct the situation.

14.4 Theft

CAPK maintains a strong policy against theft. In addition to monetary theft, theft of any property belonging to CAPK, its clients, visitors, vendors, or employees, will not be tolerated. CAPK will not be responsible for the lost or stolen personal property of any employee, and employees bring such belongings to work at their own risk. Nevertheless, CAPK demands honesty of its employees; any theft by an employee, regardless of the value involved, may be subject to prosecution. In addition to prosecution, the employee may be subject to immediate termination. Borrowing CAPK property for personal reasons at any time is contrary to CAPK policy. CAPK property may not be taken from the premises for any reason without authorization from management.

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15.0 BENEFITS AND TIME OFF

15.0 BENEFITS AND TIME OFF

15.1 Interpretation of Benefits Policies

CAPK provides valuable benefits to its employees. Each benefit program offered has its own eligibility requirements that must be satisfied before a particular employee may participate in such a program. For most programs, there is a written plan document or insurance contract that sets forth the details of the program and the eligibility requirements. CAPK reserves the right to change, modify, or delete any benefits at its discretion.

While CAPK explains the basic elements of such programs in this Handbook and elsewhere, the terms of the written plan documents or insurance contracts will control the administration of any benefits under such programs. To the extent that any statements or assurances are made in any form (including this Handbook) that may contradict the provisions of the plan documents or insurance contracts, such statements or assurances are to be disregarded; the provisions set forth in the written plan documents or insurance contracts will control CAPK's obligations and determine the outcome of any situation. This includes any determinations regarding breaks in service.

To understand many of CAPK's benefit programs, it will be helpful to define certain terms as used in the below summaries. The following definitions will apply to interpret CAPK's benefits programs:

> **"Scheduled Workday"**: When calculating the rates at which time off is accrued or used, the term "scheduled workday" refers to an incremental period on the number of hours the employee is regularly scheduled to work, excluding overtime. For employees regularly scheduled to work forty (40) hours per week, one (1) "scheduled workday" consists of eight (8) hours. For employees regularly scheduled to work less than forty (40) hours per week, the "scheduled workday" is in proportion to the number of their regularly scheduled hours per week, excluding overtime. This definition applies to all time-off benefits, such as vacation, holidays, sick time, etc., unless otherwise specifically stated.
>
> **"Immediate Family"**: Unless otherwise stated in the specific policy, the term "immediate family" refers to the employee's spouse, registered domestic partner, child, stepchild(ren) or foster child(ren). It also includes the children of the employee's spouse or registered domestic partner.

15.2 Statutory Benefits

In addition to wages and salaries, CAPK contributes to government-mandated programs on behalf of all its employees. These benefits include the following: Social Security; Medicare; State Unemployment Insurance; and Workers' Compensation Insurance. CAPK also makes payroll deductions for mandatory State Disability Insurance ("SDI") and California's mandatory Paid Family Leave Insurance ("PFLI"). SDI and PFLI benefits are available through the California Employment Development Department. Employees may elect to use any available sick and/or vacation time before they collect SDI or PFLI benefits. Where employees are collecting SDI or PFLI, CAPK can coordinate the payment of any vacation or sick pay with such benefits, to maximize income to the employee.

15.3 Insurance Benefits

CAPK offers benefits through a group medical, dental, vision, and life and AD&D insurance program to all full-year and part-year employees. Employees will share the cost for benefits not fully paid by CAPK. Eligible employees may elect medical which includes vision and dental insurance coverage for their dependents. Coverage for registered domestic partners as "dependents" is available.

New full-time employees become eligible for benefits on the first day of the calendar month following their hire date. Employees who become eligible due to a status change are eligible for benefits on the first day of the calendar month following thirty (30) days from their change in status.

Except as specifically required by law (such as Family & Medical Leave) or stated in this Policy Handbook, during any leave of absence, the employee must pay their share of cost to continue any group health or voluntary life insurance. If an employee does not pay their share of the cost for medical/dental insurance and voluntary life coverage while on leave, benefits will be terminated at the beginning of the month following non-payment. The employee will be offered COBRA until they return to work.

If an employee experiences particular events that would result in a loss of health insurance coverage, such as a change in status, leave of absence (other than periods covered by Family & Medical Leave, or CFRA), or separation from employment, that employee and covered dependents would be eligible to continue their health insurance through COBRA. Dependents who lose dependent status due to an employee's death, divorce from the employee, or a child reaching an age-limit, would also have the right to continue health insurance coverage through COBRA. All participants in CAPK's health insurance plans will receive information regarding COBRA rights, upon becoming ineligible participants. Where the loss of coverage is due to a dependent no longer holding dependent status, that participant has a duty to notify Human Resources of such event to exercise any COBRA rights.

This section is intended only as an overview of our group insurance programs. CAPK reserves the right to change, modify, or delete any benefits at its discretion. Detailed information is provided in the Group Insurance Benefits booklet.

15.4 403(b) Tax Deferred Annuity and 401(a) Pension Plan

CAPK offers all employees the opportunity to contribute a portion of their earnings to a 403(b) tax deferred annuity. Employees are eligible to enroll in the plan as a participant upon date of hire. This plan allows eligible employees to contribute an amount from each paycheck for retirement investments. The investment contribution is deducted from wages before income taxes are calculated, which will reduce tax withholdings. Employees may contribute as little or as much as they want, up to the limits set forth in the Plan documents and by IRS annually. Additional eligibility requirements may apply. See Human Resources for details of the plan.

CAPK also provides eligible, full-time, and part-time employees with 1,000 service hours based on anniversary year, an employer-sponsored contributions to a 401(a)-retirement plan who participate and are at least 18 years old. CAPK contributes to the plan on the employee's behalf. The contributions are subject to vesting and the plan is eligible for deposit of rollover funds from a prior employer's retirement plan or IRA. See Human Resources for vesting and other details of the plan.

15.5 Holidays

CAPK employees observe holidays each year as may be determined by the Board of Directors. Eligible employees will be given the approved holiday off with pay. A schedule of predetermined holidays to be observed during each calendar year will be published and posted with the payroll schedule during the month of December. The holiday schedule will also be posted on the ADP Resource page.

For calculating holiday pay, each holiday pay will be equal to the employees normally schedule workday. Non-exempt employees shall be paid for holidays based upon their non-premium, regular hourly rate; exempt employees shall be paid their regular weekly salary. Holiday pay will not be counted as time worked in the calculation of overtime.

When a holiday falls on a weekend, it will be observed on the nearest regular working day. A schedule of the dates on which CAPK's paid holidays will be observed will be distributed just prior to the beginning of each calendar year. Non-exempt employees required to work on a paid holiday will be paid at their regular rate of pay for all hours worked on the holiday, in addition to regular holiday pay for the day.

Employees who wish to observe religious holidays that are not designated as a CAPK holiday may take the necessary time off to do so, unless their absence would create an undue hardship. Such time will be unpaid; however, vacation time may be used. Such time should be scheduled at least two (2) weeks in advance and requests should be submitted to the employee's immediate supervisor.

1. If a holiday falls on a Saturday or Sunday, it may be observed on the preceding Friday or following Monday, respectively. For eligible employees who work an alternative work week schedule and the holiday falls outside their normal schedule, the employee will be asked to take another day during the pay period in which the holiday occurs.
2. If a holiday falls during an employee's approved vacation period, the employee will be paid for the holiday and will not be charged with a vacation day for the day on the holiday is observed.
3. Employees on leave of absence for any reason are ineligible for holiday benefits that are observed during the period they are on leave of absence. This includes FMLA, CFRA, and PDL, personal leave, medical leave, workers' compensation, or any other type of leave of absence.
4. The number of holiday hours an employee is paid is determined by the number of hours the employee is normally scheduled to work and will be paid at their normal hourly rate.

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15.6 Vacation

Note: Some programs may have different accrual and usage policies. In some cases, this policy may not apply. In this case, the program policy will apply (Example: WIC and Union Employees - please refer to program procedures or Union Contract).

Vacations are meant for the relaxation of employees, so they may feel more refreshed at work and can be more productive. CAPK strongly encourages eligible employees to take vacations for this purpose; vacation time is not available to use for absences due to illness or other medical needs so long as any paid sick time is available. All full-time employees are eligible to accrue vacation beginning from their hire date and will earn vacation time at the following annual rates, with the following maximum accrual levels:

Executive Staff

Length of Continuous Service	Accrual Rate	Maximum Accrual
0 – 36 months	4.62 hours/per pay period (15 days/year)	240 hours
37 – 96 months	6.15 hours/per pay period (20 days/year)	320 hours
97 – 180 months	7.69 hours/per pay period (25 days/year)	360 hours
181 – or more months	9.23 hours/per pay period (30 days/year)	360 hours

Exempt Staff

Length of Continuous Service	Accrual Rate	Maximum Accrual
0 – 60 months	4.62 hours/per pay period (15 days/year)	240 hours
61 - 120 months	6.15 hours/per pay period (20 days/year)	320 hours
121 - 180 months	7.69 hours/per pay period (25 days/year)	360 hours
181 – or more months	9.23 hours/per pay period (30 days/year)	360 hours

Non-Exempt Staff

Length of Continuous Service	Accrual Rate	Maximum Accrual
0 – 36 months	3.08 hours/per pay period (10 days/year)	160 hours
37 – 96 months	4.62 hours/per pay period (15 days/year)	240 hours
97 – 180 months	6.15 hours/per pay period (20 days/year)	320 hours
181 – 240 months	6.46 hours/per pay period (21 days/year)	336 hours
241 or more months	6.77 hours/per pay period (22 days/year)	352 hours

Employees do not receive vacation accrual while on unpaid leave, workers' compensation, FMLA/CFRA/PDL, or other types of leave. Vacation time may not be taken in advance of being earned. Exempt employees must use vacation in minimum increments of one (1) full workday.

If an employees' earned but unused vacation accrual reached the maximum, the employee will not accrue any additional vacation. If the employee later uses some of the vacation accrual to fall below the maximum, the employee will resume earning vacation accrual from that date forward. The amount of vacation an employee has accrued will be indicated on their paystub in terms of "hours" available. Vacation does not count as time worked for calculating overtime.

Vacations must be scheduled with the prior approval of the employee's supervisor but shall not be unreasonably denied. Divisions can establish standard timelines regarding advance notice of vacation requests based on program needs. This is necessary because of scheduling demands; requests with minimal notice are discouraged and may be denied based on work and coverage demands. CAPK has the right to control the scheduling, timing, and length of vacations to minimize disruption to CAPK's operations; however, every effort will be made to schedule vacations during a mutually convenient time. If a paid holiday occurs while one is on approved vacation, one will be paid for the holiday and the holiday will not be counted as a vacation day. For all employees, any vacation earned and not used will be paid at the time of termination. CAPK prohibits the advancement of accrued vacation time.

Eligible Head Start Part-Year Employees Working Less Than 12 Months Per Year.

Eligible part-year employees who work less than 12 months per year shall note: part-year employees will earn 24 hours of personal time off effective August 1 of each year. Any paid personal time off balance at the end of the ten (10) months will be included with the last check in May/June of each year.

15.6.1 Vacation Cash Out

CAPK offers eligible employees the opportunity to request a vacation pay out one time during a calendar year. You must have met your one (1) year anniversary, and you must have a 40-hour vacation balance after the request. You will be allowed to make one (1) request per calendar year with the cash out request of one (1) to 40 hours. Example: if you request a vacation cash out of 20 hours that will be your one (1) vacation cash out request for that calendar year.

15.7 Sick Leave

All full-time full-year employees accrue paid sick time starting at date of hire. Sick time benefits accrue at the rate of 3.69 per pay period (some programs may operate with a different accrual schedule). Employees do not accrue sick time while on unpaid leave, workers' compensation or FMLA/CFRA/PDL.

Employees may use accrued sick time for the following: (1) the employee's own or "family member's" diagnosis, care, or treatment of an existing health condition, or preventive care; or (2) an employee who is a victim of domestic violence, sexual assault, or stalking to seek aid, treatment, or related assistance. Sick time may not be used for vacation or any reason other than the previously listed reasons. If available sick leave has been exhausted, vacation can be used to cover such absences. CAPK may require a statement from a doctor verifying any illness causing an absence from work, or other documentation supporting an absence, even if the absence is unpaid.

Covered family members for sick leave includes:

- spouse or registered domestic partner
- child (biological, adopted, or foster child, stepchild, legal ward, or a child to whom the employee stands in loco parentis)
- biological, adoptive, or foster parents or stepparents, legal guardian of the employee or the employee's spouse or registered domestic partner
- grandparent

- grandchild
- sibling
- designated person (a designated person is any individual an employee identifies at the time sick leave is requested; limit to one designated person per 12-month period.)

Hourly employees are paid according to their hourly rate of pay and in compliance to the funding sources. Paid sick time does not count as time worked for the purposes of calculating overtime. Exempt employees must use sick time in minimum increments of two hours.

Sick time may be accrued to a maximum of 480 hours. Once an employee reaches this maximum, no additional sick time will be accrued until falls below 480 hours.

Eligible Full-Time Part-Year Employees Working Less Than 12 Months Per Year.

Part-year employees will earn 40 hours of sick leave at the beginning of employment and August 1 of each year. Sick leave will start over each August 1 and employees will be granted a 40-hour balance on August 1. Sick leave balance at the end of the school calendar will be transferred to their Extended Illness Bank (EIB).

15.8 Sick Leave for Temporary, Part-Time, and Substitute Employees

All temporary, part-time, substitute employees who are not benefit eligible will receive sick leave accrued at 1 hour per 30 hours worked for a maximum of 40 hours or five (5) days per calendar year. CAPK may limit an employee's use of paid sick days to 40 hours or five (5) days in each year of employment in accordance with AB 1522, California Paid Sick Leave.

15.9 Reproductive Loss Leave

An employee who has worked for the CAPK for at least 30 days will be provided up to five (5) days of leave for a "reproductive loss event." A "reproductive loss event" means the day or, for a multiple-day event, the final day of a failed adoption, failed surrogacy, miscarriage, stillbirth, or an unsuccessful assisted reproduction.

- **Failed adoption:** The dissolution or breach of an adoption agreement with the birth mother or legal guardian, or an adoption that is not finalized because it is contested by another party, if you would have been a parent of the adoptee if the adoption had been completed.
- **Failed surrogacy:** The dissolution or breach of a surrogacy agreement, or a failed embryo transfer to the surrogate, if you would have been a parent of a child born as a result of the surrogacy.
- **Miscarriage:** May be a miscarriage by you, your current spouse or domestic partner, or by another individual if you would have been a parent of a child born as a result of the pregnancy.
- **Stillbirth:** May be a stillbirth resulting from your pregnancy, the pregnancy of your current spouse or domestic partner, or another individual if you would have been a parent of a child born as a result of the pregnancy.
- **Unsuccessful assisted reproduction:** An unsuccessful round of intrauterine insemination or of an assisted reproductive technology procedure (i.e., artificial

insemination or an embryo transfer, including gamete and embryo donation). Assisted reproduction does not include reproduction through sexual intercourse. This event applies to you, your current spouse or domestic partner, or another individual, if you would have been a parent of a child born as a result of the pregnancy.

The leave does not have to be taken consecutively, but the leave must be completed within three (3) months of the qualifying event unless the leave falls under another federal, state, or local leave entitlement.

The time off is unpaid. Employees may use their unused and accrued paid time off to cover such leave.

An employee will be provided no more than 20 days within a 12-month period if the employee experiences more than one (1) reproductive loss event within a 12-month period.

Any information provided related to this leave will be maintained as confidential and will not be disclosed except to internal personnel or counsel, as necessary, or as required by law.

15.10 Bereavement

In the event of a death in the immediate family of any employee who has completed 30 days of employment, a paid leave will be granted for six (6) days for the purpose of bereavement leave. At the employee's election, a miscarriage will be treated as the death of a child for the purpose of receiving paid bereavement leave. Bereavement qualifying members of the family are as follows:

- spouse or domestic partner (including common-law spouse)
- child (including foster and/or stepchild)
- parent (including stepparents)
- brother or sister (including step or half)
- grandparent (not in-law)
- grandchild
- Parent-in-law

Bereavement leave does not have to be taken consecutively but must be taken within three (3) months of the date of the death of the family member. Should an employee need additional days for members of their immediate family, or in the event of death of other relatives by blood or marriage, they may draw from available vacation days, floating holidays, and/or sick days. Pay for such time lost shall be computed at the employee's regular hourly rate based on the employee's scheduled hours for each workday lost due to bereavement leave. Such hours shall not be considered as hours worked for the purpose of computing overtime. Employees may request to use accrued vacation time to cover bereavement absence for non-family. If the employee has no vacation time, they may request unpaid leave for bereavement associated with the loss of other persons and may be granted upon request and approval by the employee's division director. The agency may require the employee to provide proof of the relationship, death, or funeral arrangements.

15.11 Jury or Witness Duty

CAPK employees are encouraged to fulfill their civic responsibility when called for jury or witness duty. Employees summoned for such duty must provide a copy of their summons to their

manager as soon as possible to arrange for time off. All full-time employees are eligible for jury-duty. Part-time, temporary, and substitute employees are not eligible for jury duty pay.

CAPK will pay eligible exempt and non-exempt employees up to eighty (80) hours straight-time pay per calendar year.

If jury service starts after the employee's normal workday or jury service ends before the end of workday, the employee must contact their immediate supervisor daily to discuss their scheduled work hours daily. If jury service is less than the number of hours the employee is scheduled to work (i.e., 8- or 10-hour day) and the employee does not report to work, this time should be covered by vacation request or will be unpaid time.

Travel from jury service to work or from work to jury service will be counted as part of your workday. Commuting time from home to jury service or from jury service to home is not paid time.

In instances where a CAPK employee is called to serve as a witness as part of the job and in their capacity as an employee of CAPK, the service as a witness is work time and all such time will be paid accordingly. If employees are called to serve as a witness in any other capacity, such is non-work time.

Certification from the court or other judicial officer verifying the days and times of jury or witness service should be provided to your supervisor. Employees may use available vacation to offset any extended jury or witness duty. The employee and supervisor are responsible for ensuring that jury duty is entered onto your timecard to be paid correctly. If an employee receives a check from the court for mileage and/or per diem, the employee may keep the check.

15.12 Reporting to Work Pay

CAPK will comply with all applicable regulations regarding reporting time pay for non-exempt employees (scheduled workdays). Each workday an employee is required to report to work but is not put to work or is furnished with less than half of their usual or scheduled day's work, the employee will be paid for half the usual or scheduled day's work, but in no event for less than two hours nor more than four hours, at their regular rate of pay.

CAPK will pay a minimum of two (2) hours of pay to employees who are required to report to work on a day other than their normally scheduled workday.

15.13 Interruption of Work Due to Unforeseen Circumstances

CAPK will not pay employees for reporting under the following circumstances:

- Interruption of work because of the failure of any or all public utilities; or of natural causes or other circumstances beyond the CAPK's power to control.

15.14 Catastrophic Leave

In the event an employee has exhausted their leave benefits and must miss work due to a prolonged illness or injury (including that of an eligible family member), Catastrophic Leave is a benefit that allows employees to request leave through time donated by agency peers. Please refer to the Catastrophic Leave Policy for guidelines and information.

16.0 UNPAID TIME OFF

16.0 UNPAID TIME OFF

For the purposes of this policy, CAPK may be the administrator of services or elect a designee.

16.1 Pregnancy and Pregnancy Related Disabilities

Any employee who is disabled by pregnancy, childbirth, or a pregnancy related medical condition is eligible for Pregnancy Disability Leave of Absence. There is no length of service requirement.

For purposes of this policy, an employee is considered disabled when, in the opinion of their healthcare provider, the employee cannot work at all or is unable to perform any one or more of the essential functions of the job or perform them without undue risk to themselves, or the successful completion of her pregnancy, as determined by a health care provider. This also applies to certain pregnancy-related conditions, such as severe morning sickness or if one needs to take time off for prenatal or postnatal care, bed rest, post-partum depression, and the loss or end of pregnancy (among other pregnancy-related conditions that are considered to be disabling).

a. Reasonable Accommodation for Pregnancy-Related Disabilities

An employee who has a pregnancy-related disability may be eligible for a temporary position transfer or other accommodation based on her health care provider and a medical certification. There is no length of service requirement to be eligible for an accommodation or position transfer.

CAPK will provide a temporary transfer to a less strenuous or hazardous position or duties or other accommodation to an employee affected by pregnancy if:

(i) They request a transfer or other accommodation.

(ii) The request is based upon the certification of her health care provider as "medically advisable"; and

(iii) The transfer or other requested accommodation can be reasonably accommodated pursuant to applicable law.

No position will be created and CAPK will not terminate another employee, transfer another employee with more seniority, or promote or transfer any employee who is qualified to perform the new job as a part of the accommodation process.

b. Advance Notice and Medical Certification

To be approved for Pregnancy Disability Leave of Absence, a temporary transfer or other reasonable accommodation, an employee must:

(i) Provide 30 days' advance notice before the leave of absence, transfer or reasonable accommodation is to begin, if the need is foreseeable.

(ii) Provide as much notice as is practicable before the leave, transfer or reasonable accommodation when 30 days' notice is not foreseeable; and

(iii) Provide a signed medical certification from a health care provider that states that the employee is disabled due to pregnancy or that it is medically advisable for her to be temporarily transferred or to receive some other requested accommodation.

CAPK may require an employee to provide a new certification if there is a request for an extension for leave, transfer, or other requested accommodation.

c. Duration

CAPK will provide one with a Pregnancy Disability Leave of Absence for the duration of her pregnancy-related disability for up to four (4) months. This leave may be taken intermittently or on a continuous basis, as certified by the health care provider. The four (4) months of leave available to an employee due to her pregnancy related disability is defined as the number of days (and hours) the employee would normally work within four calendar months, or 17.33 workweeks.

Any temporary transfer or other reasonable accommodation provided to an employee affected by pregnancy will not reduce the amount of Pregnancy Disability Leave time the employee has available to her unless the temporary transfer or other reasonable accommodation involves a reduced work schedule or intermittent absences from work.

d. Reinstatement

If the employee and CAPK have agreed upon a definite return date from the leave of absence or transfer, the employee will be reinstated on that date that the employee is able to return. If the length of the leave of absence or transfer has not been established, or if it differs from the original agreement, the employee will be returned to work within two (2) business days, where feasible, after CAPK is notified of one's readiness to return.

Before an employee will be allowed to return to work in their regular job following a leave of absence or transfer, the employee must provide Human Resources with a certification from their health care provider that they can perform all the essential duties of her position safely, with or without reasonable accommodation. If the employee does not provide such a release prior to or upon reporting for work, the employee will be sent home until a release is provided. This time before the release is provided will be unpaid.

The employee will be returned to the same or a comparable position upon the conclusion of the leave of absence or transfer. If the same position is not available on the scheduled return date, CAPK will provide a comparable position on the scheduled return date or within 60 calendar days of that return date. However, the employee will not be entitled to any greater right to reinstatement than if they had not taken the leave. For example, if the employee would have been laid off regardless of the leave, or if the employee was not offered a comparable position, then the employee will not be entitled to reinstatement.

Failure to return to work the day after the conclusion of the leave of absence may result in termination of employment unless the additional leave is provided by law or CAPK has otherwise approved the employee to take additional time off.

e. Integration with Other Benefits

Pregnancy Disability Leaves of Absence and accommodations that require one to work a reduced work schedule or to take time off from work intermittently are unpaid. Employees may elect to use accrued sick leave and/or accrued vacation time during the

unpaid leave of absence. However, use of paid time off will not extend the available leave of absence time. Employees will not receive pay for official holidays that are observed during their leave of absence.

Employees should apply for California State Disability Insurance ("SDI") benefits. SDI forms are available from CAPK or from one's health care provider. Any SDI for which the employee is eligible may be integrated with accrued sick leave or vacation time, so that one does not receive more than 100% of her regular pay.

f. Benefits

CAPK will maintain an employee's health insurance benefits during an employee's Pregnancy Disability Leave for a period of up to four (4) months (as defined above) on the same terms as they were provided prior to the leave time. This means that for benefits coverage to continue during a leave, the employee must continue to make their share of the premium payments. If an employee takes additional time off following a Pregnancy Disability Leave that qualifies as California Family Rights Act leave, CAPK will continue health insurance benefits for up to maximum of 12 workweeks in a 12-month period. Employees must continue to make any premium payments to continue benefits coverage.

Example: an employee takes 17.33 workweeks off due to a pregnancy disability. Assuming the employee is eligible for FMLA and CFRA leave, her Pregnancy Disability Leave will also be concurrently covered by FMLA, and her group health insurance coverage would continue for the entire 17.33 workweek period if the employee's portion of premium is paid. If, after her pregnancy disability leave and FMLA leave, has been completed, the employee wishes to take 12 additional weeks off from work to bond with a new baby under CFRA, CAPK will continue her health insurance benefits for the 12-workweek period if the employee makes her share of the premium payments.

In some instances, CAPK may recover premiums it paid to maintain health insurance benefits if employee fails to return to work following her pregnancy disability leave for reasons other than taking additional leave afforded by law or CAPK policy or not returning due to circumstances beyond her control.

If the employee does not make their share of the premium payments on time, the insurance will be cancelled, and the employee will be offered COBRA.

16.2 Family and Medical Leave (FMLA/CFRA)

CAPK will grant family and medical leave in accordance with the requirements of applicable state and federal law in effect at the time the leave is granted. The federal Family Medical Leave Act (FMLA) and the state's California Family Rights Act (CFRA) provide up to 12 workweeks of unpaid family/medical leave within a 12-month period.

No greater or lesser leave benefits will be granted than those set forth in such state or federal laws. In certain situations, the federal law requires that provisions of state law apply.

When an absence is due to the employee's own illness or injury, or that of an employee's immediate family member, CAPK may require that the absence be supported by a doctor's certification. The employee must provide CAPK with a written doctor's certification from the treating physician or health-care provider that meets the following criteria: (1) a statement verifying the medical necessity for the employee to be absent from work; and (2) the

physician/health-care provider's best estimate of when the employee will be able to return to work. The certification should not provide any confidential medical information. If the employee is out due to their own illness, the employee must provide a doctor's note certifying that the employee is fit to return to duty prior to their first day returning to work.

Employees should contact the Benefits Department of Human Resources as soon as they become aware of the need for FMLA Leave. Employees are expected to provide prompt notice to CAPK of any change(s) to an employee's return to work date. Accepting other employment, continuing to work in another job, or filing for unemployment insurance benefits while on leave may be treated as a voluntary resignation from employment.

a. Employee Eligibility

To be eligible for FMLA Leave benefits, an employee must: (1) have worked for CAPK for a total of at least 12 months; (2) have worked at least 1,250 hours over the previous 12 months as of the start of leave; and (3) work at a location where at least 50 employees are employed by CAPK within 75 miles, as of the date the leave is requested. To be eligible for CFRA leave benefits, an employee must: (1) have worked for CAPK for a total of at least 12 months; (2) have worked at least 1,250 hours over the previous 12 months as of the start of leave; and employee is employed by an employer of five (5) or more employees.

b. Reasons for Leave

State and federal laws allow leave for various reasons. Because an employee's rights and obligations may vary depending upon the reason for the leave, it is important to identify the purpose or reason for the leave. Leave may be used for the one of the following reasons:

(1) The birth, adoption, or foster care of an employee's child within 12 months following birth or placement of the child ("Bonding Leave") (FMLA/CFRA)

(2) To care for a spouse, registered domestic partner, child of any age, child of a domestic partner, grandparent, sibling, parent-in-law, designated person, or parent with a serious health condition ("CFRA Family Care Leave") (CFRA only)

(3) To care for a spouse, parent, or child under the age of 18, or child over the age of 18 and incapable of self-care due to mental or physical disability at the time leave is to being, who has a serious health condition ("FMLA Family Care Leave") (FMLA only)

(4) An employee's inability to work because of a serious health condition ("Serious Health Condition Leave") (FMLA/CFRA)

(5) A "qualifying exigency," as defined under the FMLA/CFRA, for military operations arising out of a spouse's, child's, or parent's active duty or call to active duty as (a) a member of the military reserves or National Guard in support of a "contingency operation" declared by the U.S. Secretary of Defense, President or Congress, as required by law; or (b) a member of the Armed Forces who is on-or is called to- active duty in a foreign country ("Military Emergency Leave") (if leave is for a domestic partner, then CFRA only), or

(6) To care for a spouse, child, parent or next of kin (nearest blood relative)—who is (a) an Armed Forces member (including the military reserves and National Guard)

undergoing medical treatment, recuperation, or therapy, is otherwise in an outpatient status, or is otherwise on the temporary disability retired list—with a serious injury or illness incurred or aggravated in the line of duty while on active duty that may render the individual medically unfit to perform their military duties; or (b) a person who, during the five (5) years prior to the treatment necessitating the leave, served in the active military, Naval, or Air Service, and who was discharged or released therefrom under conditions other than dishonorable (a "veteran" as defined by the Department of Veteran Affairs) and who has a serious injury or illness incurred or aggravated in the line of duty while on active duty that manifested itself before or after the member became a veteran ("Military Caregiver Leave") (FMLA/CFRA for 12 weeks if the care provider is eligible for both, followed by 14 weeks of FMLA only, or 26 weeks of FMLA only if leave is not CFRA covered leave).

c. Length of Leave

The maximum amount of FMLA Leave will be (12) workweeks in any 12-month period when the leave is taken for: (1) Bonding Leave; (2) CFRA Family Care Leave; (3) FMLA Family Care Leave; (4) Serious Health Condition Leave; and/or (5) Military Emergency Leave. Under FMLA, if both parents work for CAPK and are eligible for leave under FMLA, the parents will be limited to a total of 12 workweeks off between the two (2) of them when leave is for Baby Bonding Leave or to care for a parent using Family Care Leave. Under CFRA, if both parents work for CAPK and are eligible for leave under CFRA, the parents will be provided 12 weeks of leave each. A 12-month period begins on the date of the first use of leave. Successive 12-month periods commence on the date of the first use of such leave after the preceding 12-month period has ended.

The maximum amount of leave for an employee wishing to take Military Caregiver Leave will be a combined leave total of twenty-six (26) workweeks in a single 12-months period. A "single 12-month period" begins on the date of the first use of such leave and ends 12 months after that date. If leave is under FMLA/CFRA, an employee is provided 12 weeks if the care provider is eligible for both leaves, followed by 14 weeks of FMLA only, or 26 weeks of FMLA only if leave is not CFRA covered leave.

If both spouses work for CAPK and are eligible for leave under this policy, the spouses will be limited to a total of 26 workweeks off between the two (2) when the leave is for Military Caregiver Leave only or is for a combination of Military Caregiver Leave, Military Emergency Leave, Bonding Leave and/or Family Care Leave taken to care for a parent.

Under some circumstances, employees may take leave intermittently—which means taking leave in blocks of time, or by reducing the normal weekly or daily work schedule. Leave taken intermittently may be taken in increments of no less than one hour.

When an employee who has been approved for intermittent leave calls in due to an unforeseen instance of intermittent leave, at the time the employee calls off the employee must specifically reference either the qualifying reason for leave or the need for leave.

To the extent required by law, some extensions to leave beyond an employee's leave entitlement may be granted when the leave is necessitated by an employee's work-related injury/illness, a pregnancy related disability, or a "disability" as defined under the Americans with Disabilities Act and/or applicable state or local law. Certain restrictions on these benefits may apply.

d. Notice and Certification

i. Baby Bonding, Family Care, Serious Health Condition, and Military Caregiver Leave Requirements

Employees are required to provide:

1. When the need for the leave is foreseeable, 30 days advance notice or such notice as is both possible and practical if the leave must begin in less than 30 days (normally this should be the same day the employee becomes aware of the need for leave or the next business day)
2. When the need for leave is not foreseeable, notice within the time prescribed by CAPK's normal absence reporting policy, unless unusual circumstances prevent compliance, in which case notice is required as soon as is otherwise possible and practical.
3. When the leave relates to medical issues, a completed Certification of Health-Care Provider form within 15 calendar days (for Military Caregiver Leave, an invitational travel order or invitational travel authorization may be submitted in lieu of a Certification of Health-Care Provider form)
4. Periodic recertification (upon request); and
5. Periodic reports during the leave.

Certifications forms are available from Human Resources. At CAPK's expense, CAPK may also require a second or third medical opinion regarding an employee's own serious health condition. Employees are expected to cooperate with CAPK in obtaining additional medical opinions that CAPK may require.

When leave is for planned medical treatment, employees must try to schedule treatment so as not to unduly disrupt CAPK's operation. Please contact the Benefits Team in Human Resources prior to scheduling planned medical treatment.

ii. Military Emergency Leave Requirements

Employees are required to provide:

1. As much advance notice as reasonable and practicable under the circumstances.
2. A copy of the covered military member's active-duty orders when the employee requests leave.
3. Completed Certification of Qualifying Exigency form within 15 calendar days, unless unusual circumstances exist to justify providing the form later.

iii. Failure to Provide Certification and to Return from Leave

Absent unusual circumstances, failure to comply with these notice and certification requirements may result in a delay or denial of the leave. CAPK may presume that an employee does not plan to return to work and will voluntarily terminate one's employment if they fail to return to work once the leave has expired and no extension of leave has been obtained.

e. Compensation During Leave

Generally, FMLA Leave is unpaid. However, employees may be eligible to receive benefits through State Disability Income (SDI). If one is eligible to receive these benefits,

one may also choose to supplement these benefits with the use of accrued sick and/or vacation leave, to the extent permitted by law and CAPK policy. All such payments will be integrated so that employees will receive no more than the regular compensation during this period. If one is not eligible to receive any of these wage-replacement benefits, CAPK may require one to use accrued sick and vacation leave to cover some or all the FMLA Leave. The use of paid benefits will not extend the length of an FMLA Leave.

f. Benefits During Leave

If an employee wants to continue benefits coverage during a leave, they must continue to make any premium payments that are normally made. If the employee is not receiving a check from CAPK, the employee will be required to make payment directly to Human Resources. CAPK will continue making contributions for an employee's group health benefits during their leave on the same terms as if they had continued to work for up to a maximum of 12 weeks. All premium payments must be made within 15 days of the due date, or the employee benefits will be terminated. The due date is normal pay period the employee deduction would have been deducted from had the employee been receiving a check.

If an employee is on leave but does not make their premium contributions be the required date, they will not be entitled to continue paid group health insurance coverage, but they may continue their coverage through COBRA. Please contact Human Resources for further information.

Accrued benefits such as vacation and sick leave or paid holidays will not accrue while on Leave.

g. Job Reinstatement

Under most circumstances, the employee will be reinstated to the same position held at the time of the leave or to an equivalent position with equivalent pay, benefits, and other employment terms and conditions. However, the employee will have no greater right to reinstatement than if they have been continuously employed rather than on leave. For example, if the employee would have been laid off regardless of the leave, or if the employee was not offered a comparable position, then the employee will not be entitled to reinstatement.

Prior to being allowed to return to work, an employee wishing to return after a leave of absence must submit an acceptable release from a health care provider that certifies the employee can perform the essential functions of the job with or without accommodations. For an employee on intermittent leave, such a release may be required if reasonable safety concerns exist regarding the employee's ability to perform their job duties, based on the serious health condition for which the employee took the intermittent leave.

Under FMLA only, "key employees," as defined by law, may be subject to reinstatement limitations in some circumstances. Key employees will be notified of the possible limitations on reinstatement at the time they request a leave.

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16.3 Organ and Bone Marrow Donor Leave

Eligible employees are entitled to paid leave to donate an organ or bone marrow if they have been employed with CAPK for the 90 days prior to the commencement of requested leave, as provided below.

a. Organ Donation

Employees may take up to 30 business days of paid leave in any one-year period for the purpose of donating an organ to another person. The one-year period is calculated from the date the employee begins their leave. Employees taking leave for organ donation must utilize two (2) weeks of accrued but unused sick leave, Personal Time Off "PTO" and/or vacation (if available) prior to receiving paid leave. Once a Donor has exhausted the required paid sick, PTO and/or vacation leave, the employee will be paid for the remaining leave of absence, if additional leave is needed, up to the maximum allowed by law.

b. Bone Marrow Donation

Employees may take up to five (5) business days of paid leave in any one-year period for the purpose of donating bone marrow to another person. The one-year period is calculated from the date the employee's leave begins. Employees taking leave for bone marrow donation must utilize five (5) days of accrued but unused sick leave, PTO and/or vacation (if available) prior to receiving paid leave. Once the employee has exhausted the required paid sick, PTO and/or vacation leave, the employee will be paid for the remaining leave of absence, if additional leave is needed, up to the maximum allowed by law.

c. Certification

Employees who wish to take a leave of absence to donate bone marrow or an organ must provide written verification of the need for leave, including confirmation that the employee is an organ or bone marrow donor and that there is a medical necessity for the donation of the organ or bone marrow.

d. Benefits

CAPK will continue to provide and pay for any group health plan benefits for donor employees during the leave in the same manner the coverage would have been maintained if the employee had been actively at work during the leave period. For benefits coverage to continue during a leave, the employee must continue to make their share of the premium payments.

Leave taken for the purpose of organ or bone marrow donation is not leave for the purpose of family medical leave under the California Family Rights Act.

16.4 Military Spouse Furlough

CAPK recognizes the sacrifices made by the families of those who are away serving our country on military deployment. This is not a form of FMLA or CFRA Leave, but a separate entitlement. An eligible employee with a spouse away on military deployment may take up to ten (10) days unpaid leave to be with their spouse when the spouse is home on furlough (i.e., leave). All

classifications of employees are eligible, provided the employee is also regularly scheduled to work at least thirty (30) hours per week. The employee must provide notice of intent to take leave no later than two (2) business days after getting official notice that their spouse will be home on leave. The employee must also submit written documentation certifying that the spouse will be home on leave during the time the employee asks to have off. Employees may use vacation during this time. Please see Human Resources for more information.

16.5 Military Service

Leave without pay is provided to employees if they enter military service of the armed forces of the United States or are in the armed forces reserves. Employees that have served in the armed forces are afforded reemployment rights and retain full seniority benefits for all prior service upon reemployment in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 as well as any applicable state or federal law.

16.6 Victims of Crime or Abuse

Employees who are victims of a crime or abuse including domestic violence, sexual assault and stalking, a crime that caused physical injury or that caused mental injury and a threat of physical injury, or a person whose immediate family member is deceased as a result of a crime are eligible for leave. While the leave is generally unpaid, employees can use their accrued sick and/or accrued vacation time for the purposes described below.

For the purpose of this policy, an immediate family member includes:

- Regardless of age, your biological, adoptive, or foster child, stepchild, or legal ward, a child of a registered domestic partner, a child to whom you stand in loco parentis, or a person to whom you stood in loco parentis when the person was a minor.
- Your biological, adoptive, or foster parent, stepparent, or legal guardian or that of your spouse or registered domestic partner, or a person who stood in loco parentis when you or your spouse or registered domestic partner was a minor child.
- Your legal spouse or registered domestic partner.
- Your biological, foster, or adoptive sibling, a stepsibling, or half-sibling; or
- Any other individual whose close association with you is the equivalent of a family relationship described in any of the bullets above.

CAPK will provide time off to any employee who is a victim of crime or abuse so that the employee may obtain or attempt to obtain relief and to help ensure the health, safety, or welfare of the employee or the employee's child(ren). The relief that may be sought includes, but is not limited to, a temporary restraining order, restraining order, or other injunctive relief. When taking such leave, the employee should give CAPK reasonable notice of the leave, unless advance notice is not feasible. CAPK also may require the employee to provide written verification of the need for the time off, such as a police report, court order or documentation from a medical professional, etc.

CAPK will make reasonable accommodations for any employee who reports that they are the victim of crime or abuse and will make every effort to accommodate their safety while at work unless undue hardship to CAPK would result.

Additionally, an employee who is a victim of crime or abuse may take time off to attend to any of the following: (1) to seek medical attention for injuries caused by the crime or abuse; (2) to

obtain service from a domestic violence shelter, program, or rape crisis center; (3) to obtain psychological counseling or mental health services related to experiencing crime or abuse; and (4) to participate in safety planning and to take other actions to increase safety from future crime or abuse, including temporary or permanent relocation.

Confidentiality of the situation, including the employee's request for the time off, will be maintained to the greatest extent possible.

16.7 Parental Leave for Child's School Activities

Employees may take time off work for any of the following child-related activities.

- Finding, enrolling, or reenrolling their child in a school or with a licensed childcare provider, or
- Participating in activities of the school or licensed childcare provider of their child, if the employee, prior to taking the time off, gives reasonable notice to the supervisor of the planned absence of the employee.
- Addressing a childcare provider or school emergency if the employee gives notice to the supervisor.

Approved absences for school activities are subject to all the following conditions:

- Eligible employees include parents, guardians, or grandparents having custody of one or more children in kindergarten or grades one to 12.
- The time off for school activity participation cannot exceed eight (8) hours in any calendar month, or a total of 40 hours each school year.
- Employees planning to take time off for school visits must provide as much advance notice as possible to their supervisor.
- If both parents are employed by CAPK, the first employee to request such leave will receive the time off. The other parent will receive the time off only if the leave is approved by their supervisor.
- Employees must use accrued vacation or personal time to receive compensation for this time off.
- Employees who do not have paid time off available will take the time off without pay, and
- Employees must provide their supervisor with documentation from the school verifying that the employee participated in a school activity on the day of the absence for that purpose.

16.7.1 Suspension

If an employee who is the parent or guardian of a child facing suspension from school is summoned to the school to discuss the matter, the employee should alert their supervisor as soon as possible before leaving work. In agreement with California Labor Code Section 230.7, no discriminatory action will be taken against an employee who takes time off for this purpose.

16.8 Voting

CAPK does not provide paid time off from work for employees to participate in voting, unless the employee would otherwise have no time of their own to vote, (i.e., the employee was scheduled to work the entire time the voting polls were open). In that case, CAPK will provide the employee with up to two (2) hours of paid time off, on Election Day, for the employee to be able to vote. This paid time off must be taken at either the beginning or the end of the employee's workday, unless both the employee's supervisor and the employee agree that another time should be taken. The employee requesting paid time off to vote must give CAPK two (2) days' advance notice prior to election day if the employee knows, or would reasonably know, that they will need paid time off to vote on election day.

Employees who do not qualify for paid time off to vote on Election Day may take unpaid time off work for such a purpose at their supervisor's discretion.

16.9 Personal Leave of Absence

A personal leave of absence may be granted upon the approval of the Department Director and Human Resources Director for a reasonable period of up to thirty (30) days.

Requests must be submitted in writing to the Department Director. The Department Director will then forward such written notice to the Director of Human Resources for final approval.

Personal Leave of Absence is unpaid and will require employees to use any available accruals. Employees on personal leave will not accrue vacation, sick leave, or holiday benefits. The Agency will continue health plan benefits during this time. Introductory employees who take a leave of absence will have their introductory period extended by an equal number of days.

It is the employee's responsibility to report to work at the end of the approved leave. An employee who fails to report to work on the day after the leave expires will be considered to have voluntarily terminated employment. Employees shall provide a minimum of five (5) working days' notice to their immediate supervisor before returning to work.

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17.0 SEPARATIONS

17.0 SEPARATIONS

17.1 General Separations

Employees who choose to resign from CAPK are expected to submit a signed letter of resignation including the effective date and reason for leaving. CAPK requests all resigning employees to provide a minimum of two (2) weeks' notice. Employees cannot use sick (in excess of mandatory paid sick leave required by state law) or vacation time during the two weeks' notice period. Resignation within five (5) days of a holiday will not get paid for the holiday. CAPK reserves the right to impose an earlier separation date with pay in lieu of notice when it is deemed appropriate. CAPK will pay employees for unused, accrued vacation. No payment will be made for unused accrual in sick leave or extended illness bank (EIB) for represented employees. Upon termination, all employees will receive their final check according to state and federal law.

Employees may not take any CAPK property, records, documents, tools, keys, identification cards, CAPK credit cards, or any other items belonging to CAPK with them upon separation. Departing employees must surrender all items and data (including electronically stored data) bearing CAPK information in their possession, custody, or control, whether such information might be considered confidential. This will include, but not be limited to flash-drives and other media storage, notebooks, reports, copies, or any other form that may contain CAPK information. Any employee rehired within five (5) working days of their termination date will have their termination cancelled and all benefits will be reinstated without any gap in employment.

17.2 Reduction in Staff/Layoff

It may be necessary or appropriate from time to time for CAPK to reduce its staff, either because of a lack of work, a reorganization, to improve efficiency, sequestration, or for other reasons. Depending upon the circumstances that give rise to such a situation, CAPK, in its sole discretion, may respond in several ways, including offering a voluntary reduction of hours or days of work, doing so involuntarily, or implementing a reduction in staff (i.e., a layoff. CAPK will follow all applicable laws in the event of a layoff).

17.3 Exit Interviews

To stay abreast of workplace issues, Human Resources will ensure that employees resigning employment from CAPK have the opportunity to complete, electronically or via written form, an Exit Interview. The purpose of the Exit Interview is to identify workplace, organizational or human resource factors that may have contributed to an employee's decision to leave employment; to enable the company to identify any trends requiring attention or any opportunities for improving CAPK's ability to respond to employee issues; and to allow CAPK to improve and continue to develop recruitment and retention strategies aimed at addressing these issues. An exception to this policy includes employees who are terminated for cause.

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18.0 REIMBURSEMENTS

18.0 REIMBURSEMENTS

18.1 Business Expenses

Employees must have their supervisor's written authorization (requisition, purchase order, etc.) prior to incurring any expense on behalf of CAPK. All reimbursable expenses must be supported by receipts and other information and documentation to enable CAPK to properly identify and approve the expense. Employees will not be reimbursed for unsubstantiated expenses.

Employees who are required to travel on CAPK business will be reimbursed for their expenses in accordance with the current CAPK Travel Policy. Private vehicle use will be reimbursed based on a per-mile basis established by the IRS permitted rate. This reimbursement covers all costs associated with the use of the private vehicle, including gas, repairs, maintenance, and insurance. Where more than one employee is driving to the same event, employees will be encouraged to carpool. Unauthorized travel expenses may not be reimbursed.

18.2 Job-Related Education, Training, and Conferences

Mandatory training and certification programs for current employees are provided without expense to the employee. From time to time, CAPK also may select employees at its discretion to attend workshops, conferences, or training programs. Time spent attending mandatory training or other programs that CAPK requests employees to attend will be treated as time worked. Employees required to travel or be gone overnight will be reimbursed according to the CAPK Travel Policy.

18.3 Cellular Phone Policy/Reimbursement

It is CAPK's policy to ensure that any mandated use of an employee's personal cellular telephone, in connection with official business, be adequately compensated in the form of a taxable allowance to cover business-related costs. It will be the Director's responsibility to determine the individual positions that will require the use of a cellular device and at what reimbursement rate. Not all employees will require having a cellular telephone with texting, email, data/internet, and calendaring capabilities.

The Director may elect to make use of CAPK owned cellular telephones as they deem necessary for the satisfactory completion of assigned duties as required by the nature of the employee's work or as needed for safety purposes. The cellular phone must be checked in and out according to IT and the Program's procedures**.** All employees approved to utilize their personal cellular telephone are required to sign the Cellular Telephone Purchase Reimbursement form that clearly states they have read this policy and will adhere to all procedures outlined within.

18.3.1 Personal Cellular Phones

Personal cellular phones and other electronic communication devices are not to be utilized in working areas (including lobbies, offices, cubicles, and hallways) and/or on working time except in the case of a verifiable emergency or "emergency condition" as defined by law. Personal calls interrupt the regular flow of work and cause distractions to others in the

workplace. It is recognized that employees who utilize cell phones and other electronic communication devices cannot control the flow of incoming call/text; therefore, all communication devices must be turned off at all times when brought into working spaces, during working time. An employee who wishes to utilize a personal cell phone for personal business shall do so away from the working areas and on their regularly scheduled rest or meal period. This includes using a cell phone for playing games, text messaging, etc. In cases where essential or emergency calls are anticipated, an employee may request permission from their supervisor to have their cell phone turned on during the period of the anticipated emergency. In such cases, the vibrating feature should be utilized, instead of the audible ring/beep.

~~Nothing in this policy will be interpreted, applied or enforced to interfere with, restrain or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act.~~

18.4 Other Paid Stipends – Internet, Car Allowance etc.

Stipends are typically a regular fixed or periodic payment that is for a specific purpose. Stipends may be paid based on position or job function. Stipends will be taxable as income. The Director of Human Resources will determine if there is a paid stipend for a service or expense.

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19.0 CONCLUSION

19.0 CONCLUSION

As CAPK continues to grow and expand, and as the laws and the needs of the employees change, CAPK will also revise its policies to keep up-to-date and current. CAPK will make every effort to keep employees informed of any changes.

Our best interests (yours and CAPK's) depend upon productivity and teamwork. The spirit of cooperation is always a vital factor in the success of any business, and we very much want this spirit to be present in each employee.

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EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

By signing below, I acknowledge and understand that Community Action Partnership of Kern ("CAPK") is an "At-Will" employer, which permits the organization or the employee to terminate the employment relationship at any time, for any reason, with or without notice. Neither policies contained in the Employee Handbook, nor any other written or verbal communication, are intended to create a contract of employment or a warranty of benefits. The policies contained in this Handbook may be added to, deleted, or changed by the organization in its sole discretion, except that we will not modify our policy for employment at-will in any case.

I understand that the policies and practices set out in the Handbook are not a contract and are not intended to create or to imply a contractual relationship. All Community Action Partnership of Kern employees are employed by the organization on an at-will basis.

By signing below, I further acknowledge that I have been informed of the CAPK's prohibition against harassment, discrimination, and retaliation; that I have been advised of the specific protected categories; that I have been instructed and advised on the process to report complaints; and that I understand I am obligated to read and understand these policies and procedures and any revisions made to it.

Where the Employee Handbook differs from the SEIU Union Contract, the SEIU Union Contract will take precedence. SEIU does not waive any right, protection or privilege granted to the employee as provided for under the National Labor Relations Board.

I have received instructions on where to access the electronic version of the CAPK Employee Handbook on the date listed below and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it. CAPK will make every effort to notify employees, via electronic or other communication, of changes in policies and procedures as they occur. I understand that in instances where there is a change in policy and/or procedures an electronic acknowledgment/agreement may be required in lieu of a signature in writing.

_____

Employee Printed Name

_____ _____

Employee Signature Date

POLICY AGAINST DISCRIMINATORY HARASSMENT/SEXUAL HARASSMENT IN THE WORKPLACE

I have received my copy of CAPK's Policy Against Discriminatory Harassment/Sexual Harassment in the Workplace. I understand and agree that it is my responsibility to read and familiarize myself with this policy.

I understand that CAPK is committed to providing a work environment that is free from harassment, discrimination and retaliation. My signature certifies that I understand that I must conform to and abide by the rules and requirements described in this policy.

Employee's Signature_____

Employee's Printed Name _____

Date _____

ACKNOWLEDGEMENT CERTIFICATE

By signing this document, I acknowledge that I have received the deliverables described above and have read and approved the contents of the above-mentioned document.

Legal:

_____	_____	_____
NAME	SIGNATURE	DATE

SEIU:

_____	_____	_____
NAME	SIGNATURE	DATE

MEMORANDUM

To: Personnel Committee

From: Lisa McGranahan, Director of Human Resources

Date: October 9, 2024

Subject: *Agenda Item 4(f)*: Revisions to Attendance Policy – **Action Item**

With the assistance of our legal counsel, Human Resources has implemented several important updates to our Attendance Policy. These changes have been made to ensure full alignment with the recent revision to our Employee Handbook.

During our review of the Employee Handbook, we identified a few updates needed to the stand-alone policy and the newly revised handbook. To address these inconsistencies and provide clear and accurate information, Human Resources has made the necessary adjustments to the Attendance Policy.

All requested documents have been submitted to the Union for review and are currently undergoing the meet and confer process.

Recommendation:
Staff recommends that the Personnel Committee approve the revised Attendance Policy.

Attachments:
Attendance Policy

Policy and Procedure

POLICY TITLE:	Attendance Policy
BOARD APPROVED DATE:	TBD
APPLIES TO:	Community Action Partnership of Kern Employees
DEPARTMENT:	Human Resources

PURPOSE:
This policy aims to set forth Community Action Partnership of Kern's (CAPK) policy and procedures for handling employee absences and tardiness to promote clarity and transparency of policy, the efficient operation of the agency, and to minimize unscheduled absences.

POLICY:
CAPK's policy is to provide a standard of attendance for all CAPK employees. Punctual and regular attendance is an essential responsibility of each employee at CAPK. Employees are also expected to remain at work for their entire work schedule. Late arrival, early departure, or other absences from scheduled hours are disruptive and must be avoided. Employees are expected to accurately record the start and end of their daily work time using an appropriate electronic method of timestamping available to them in their workplace or voluntarily on the ADP Mobile App. Under no circumstances are hourly employees permitted to work or perform assigned duties "off the clock."

Employees must not begin work earlier than scheduled and may not work beyond their regularly scheduled hours without authorization.

CAPK does not allow for make-up time.

SCOPE:
This policy applies to all hourly CAPK employees. Exempt employees are also responsible for upholding the standard of attendance as stated above.

DEFINITIONS:

Absence	The failure of an employee to report for work when they are scheduled to work; when an employee misses a full scheduled day of work; or fails to work their entire scheduled shift.
Protected Absence	Protected absence is excused and does not contribute to attendance actions. The categories below describe when time away from a scheduled workday is considered protected absence: • CAPK provided and accruable paid sick leave (including California MPSL) • CAPK provided and accruable paid vacation • CAPK provided paid holidays

	• Lactation accommodation leave • CAPK provided bereavement leave • Jury duty leave • Witness leave • Disability leaves of absence pursuant to the ADA • Disability leaves of absence pursuant to the California FEHA • Worker's Compensation leave • Organ and bone marrow donor leave • Military service leave • Military spouse leave • Leave for pregnancy and pregnancy related disabilities • Leave for victims of domestic violence or serious crime *To seek medical attention *To attend court proceedings *To plan for personal safety and reasonably accommodation • Parental leave for child's school/daycare activities • Parental leave for child's school suspension • California statutory leave for voting • Family Medical Leave Act leave • California Family Rights Act leave • California Alcohol and Drug Rehabilitation Leave • California Paid Family leave • California Volunteer Civil Service leave • California Literacy Accommodation • Any other local, state, and federal protected leave Protected leaves of absence are detailed in separate policies and applicable local, state, and federal regulations and are subject to eligibility, notification requirements, and other limitations.
Unprotected Absence	Time away from the scheduled workday that does not meet the criteria of a protected absence, as described above. Unprotected absence includes late arrival, early departure, and full day absence if not otherwise arising from a protected leave. Unprotected absence contributes to attendance actions.

POLICY GUIDELINES:

Mandatory Notification Requirements
The giving of notice will not change the classification of leave as protected or unprotected.

If it is necessary for an employee to be absent or late for work because of an illness or an emergency, the employee must notify his or her supervisor at least two (2) hours prior to the start of their scheduled workday or as soon as possible. If the employee is unable to call, they must have someone make the call on their behalf.

Employees who must leave work before the end of their scheduled shift must notify a supervisor immediately.

Employees with three (3) or more consecutive days of excused absences *because of illness or injury* must give Human Resources proof of physician's care and fitness for duty release prior to returning to work.

Other than emergency situations or unforeseen circumstances, employees must provide a one (1) week advance notice to their supervisor for any pre-planned sick circumstance (i.e., medical appointment, etc.).

Employees must notify their supervisor when they will be leaving for lunch or for any other purpose and confirm what time they will return. Employees must be prepared to resume work promptly at the end of their scheduled lunch period or other break. If the employee is aware they will not be returning after lunch, they must communicate with their supervisor prior to leaving the worksite.

Unprotected Absence Points Accumulation

Attendance points are accumulated based on the amount of scheduled time missed from an unprotected absence in a workday, as described below. Unprotected absence is tracked in a rolling 12-month period, calculated from the first day of unprotected absence. Points are removed from tracking after the rolling 12-month period.

Unprotected Absence Violation	Penalty
Less than two hours of missed work on a scheduled workday	½ point
Two hours or more of missed work on a scheduled workday	1 point
One day of no call/no show	2 points

Attendance Warning Notification and Disciplinary Action

Point accumulations will result in warning notices. Below are the thresholds at which the notices are generated.

Full-Year Employees

Warning Level	Points
Documented Verbal Warning	5

Written Warning	6
Final Written Warning	7
Subject to Discharge	8

Part-Year Employees

Warning Level	Points
Documented Verbal Warning	3
Written Warning	4
Final Written Warning	5
Subject to Discharge	6

Job Abandonment
Notwithstanding the above, any employee who fails to report to work for a period of three (3) days or more without notifying his or her supervisor and is not on protected leave will be considered to have abandoned the job and voluntarily terminated the employment relationship.

Tentatively Agreed:

Date: December 21, 2022

SEIU 521: _____

Community Action Partnership of Kern: _____

MEMORANDUM

To: Personnel Committee

From: Lisa McGranahan, Director of Human Resources

Date: October 9, 2024

Subject: *Agenda Item 4(g)*: Revisions to Lactation Policy – **Action Item**

With the assistance of our legal counsel, Human Resources has implemented several important updates to our Lactation Stand-Alone Policy. These changes have been made to ensure full alignment with the recent revision to our Employee Handbook.

During our review of the lactation policies, we identified several updates needed to the stand-alone policy and the newly revised handbook. To address these inconsistencies and provide clear and accurate information, Human Resources has made the necessary adjustments to the policy.

The updated policy now fully satisfies all the requirements of Labor Code Section 1035, ensuring that we are compliant with state regulations. This includes providing adequate break time and private space, as well as additional support for our nursing employees.

All requested documents have been submitted to the Union for review and are currently undergoing the meet and confer process.

Recommendation:
Staff recommends that the Personnel Committee approve the revised Lactation Policy.

Attachments:
Lactation Policy

POLICY AND PROCEDURE

POLICY TITLE:	Lactation Accommodation Policy
BOARD APPROVED DATE:	TBD
APPLIES TO:	Communication Action Partnership of Kern Employees
DEPARTMENT:	Human Resources

POLICY:
Community Action Partnership of Kern (CAPK) supports the needs of nursing parents in the workplace. Employees have the right to request for lactation accommodation. As part of this support, CAPK provides a reasonable amount of break time and a suitable location to accommodate an employee's need to express breast milk for the employee's child. CAPK will make a reasonable effort to provide the employee with the use of a room or other location in close proximity to the employee's work area for the employee to express milk in private.

Such space will meet the requirements of the California Labor Code including a surface to place a breast pump and personal items, a place to sit, and access to electricity that is safe, clean and free of toxic or hazardous materials. Additionally, CAPK shall provide a sink with running water, and a refrigerator or cooler for storing breast milk in close proximity to the employee's workspace.

AFFECTED DEPARTMENTS:
This policy applies to all Community Action Partnership of Kern (CAPK) employees affected.

GUIDELINES:
These guidelines are intended to provide an overview of applicable law and are in no way intended to supersede or modify applicable law.

PURPOSE:
1. An employee may request accommodation for lactation breaks by contacting their supervisor. Requests may be provided orally, by email, or in writing.
2. The department supervisor will engage in an interactive process with you to determine when and where lactation breaks will occur. If CAPK cannot provide break time or a location that complies with this policy, CAPK will provide a written response to the employee.
3. The requested break time should, if possible, be taken concurrently with other scheduled break periods. Non-exempt employees must clock out for any lactation breaks that do not run concurrently with normally scheduled 10-minute rest

periods. Any such breaks will be unpaid.

4. The company reserves the right to deny, in writing, an employee's request for a lactation break if the additional break time seriously disrupts operations.

CAPK will not tolerate discrimination or retaliation against employees who exercise their rights to a lactation accommodation, including those who request time to express milk at work and/or who lodge a complaint related to the right to a lactation accommodation. If you believe you have been denied reasonable break time or adequate space to express milk or have otherwise been denied your rights related to lactation accommodation, please reach out to Human Resources.

Additionally, employees have the right to file a complaint with the labor commissioner for any violation of rights provided under Chapter 3.8 of the California Labor Code regarding lactation accommodations.

MEMORANDUM

To: Personnel Committee

From: Lisa McGranahan, Director of Human Resources

Date: October 9, 2024

Subject: *Agenda Item 4(h)*: Revisions to Disciplinary Policy – **Action Item**

With the update of our Employee Handbook, Human Resources is introducing a newly revised Disciplinary Policy. This updated policy has been developed to provide a more detailed and comprehensive guide to the disciplinary procedures within our organization.

Previously, our Employee Handbook made reference to the disciplinary policy. However, recognizing the need for greater clarity and specificity, we have created a stand-alone policy that goes into more detail. The revised policy outlines the expectations, consequences, and procedures related to employee conduct and performance, ensuring transparency and fairness in our disciplinary process.

All requested documents have been submitted to the Union for review and are currently undergoing the meet and confer process.

Recommendation:
Staff recommends that the Personnel Committee approve the revised Disciplinary Policy.

Attachments:
Disciplinary Policy

Policy and Procedure

POLICY TITLE:	Disciplinary Policy
BOARD APPROVED DATE:	TBD
APPLIES TO:	Community Action Partnership of Kern Employees
DEPARTMENT:	Human Resources

PURPOSE:
The purpose of this policy is to establish and uphold standards of conduct within the agency, ensuring that all employees are treated fairly and consistently. It aims to provide tools for addressing employee conduct and performance issues in an equitable and consistent manner.

POLICY:
CAPK expects employees to be aware of and adhere to all workplace policies and procedures. When an employee's performance is unsatisfactory, a policy is violated, or an inappropriate act is committed, disciplinary action may be taken. CAPK may implement a progressive discipline process to address and improve unacceptable behaviors. The seriousness of the offense and the employee's disciplinary and performance history will be considered when determining the appropriate level of discipline. The employer reserves the right to apply more stringent disciplinary measures as warranted by the circumstances. CAPK is an at-will employer and may terminate the employment relationship at any time, with or without notice.

SCOPE:
All CAPK Employees.

DEFINITIONS:

Voluntary Separation	Elects to resign or retire; fails to return from an approved leave of absence on the date specified on the leave of absence form; or fails to report to work without notice to CAPK for three consecutive days.
Termination	CAPK may need to terminate an employee because of reorganization, consolidation, job elimination, lack of work, or when programs funds are withdrawn or reduced.
Involuntary Termination	An employee may be terminated involuntarily for reasons as set forth in the Standards of Performance and Conduct, or any other reason that warrants the employee's involuntary termination.

SUPERVISOR RESPONSIBILITIES:
1. Be consistent and fair in taking disciplinary actions.

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2. Ensures that all employees of the department understand the rules and regulations.
3. Address, discuss, and keep record of violations.
4. Document all pertinent facts and dates relating to the violation or misconduct.
5. Consult Human Resources for guidance to ensure disciplinary actions are consistent with policy and fairly administered.

POLICY GUIDELINES/PROCEDURE:
Disciplinary action may involve, but is not limited to, one or more of the following: verbal warning, written and final written warning, extended probation, demotion, paid administrative leave, suspension without pay, or termination.

1. *Verbal Warning:* Serve as an alert to establish more satisfactory performance or conduct. A verbal warning is documented and should include the reason for the warning, a clear description of the expected performance, and a statement that continued unsatisfactory performance will result in more severe disciplinary action up to and including termination.

   Procedure: After consulting with the Human Resource Department, the supervisor will meet with the employee to discuss the issue and expected performance. A record of the verbal warning will be prepared and signed by the employee and supervisor indicating that the meeting has taken place. This information is included in the employee's personnel file and a fully executed copy is given to the employee. There is no appeal to a verbal warning.

2. *Written and Final Written Warning.* A higher-level disciplinary action whereby the employee is notified, in writing, of unsatisfactory performance or conduct. This may be part of a progressive disciplinary action due to continued violation of performance or conduct. Based on the severity of the policy violation, a Written Warning can be warranted as the first level of discipline applied. A written warning is documented and should include the reason for the warning, a clear description of the expected performance, and a statement that continued unsatisfactory performance will result in more severe disciplinary action up to and including termination.

   Procedure: After consulting with the Human Resource Department and Division Director, the supervisor will prepare a written warning and provide a copy to Human Resource staff for review and approval. Once the written warning has received approval from Human Resources, the supervisor schedules a meeting with the employee to discuss. A representative from Human Resources will attend this meeting, as necessary.

   The written warning is included in the employee's personnel file and a fully executed copy is given to the employee. There is no appeal of a written warning. The employee is given the opportunity to respond to the specifics of the written warning, within ten (10) business days and this response is included in the employee's personnel file. The supervisor may comment in writing within ten (10) business days on the employee's response. If the supervisor responds, the employee receives a copy of the supervisor's comments, which are included in the employee's personnel file.

3**.** *Extended Probation.* A probationary employee may have their introductory period extended up to an additional six (6) months. During the extended probationary period, the supervisor will evaluate the employee as necessary on an approved Performance Improvement Plan (PIP). The employee may be terminated at any time during the extended probationary period for failure to perform job duties and responsibilities in a satisfactory manner or failure to comply with the guidelines of the performance improvement plan. If the employee improves performance, at or before the 6-month extended introductory period, they may return to regular status.

Procedure: The Supervisor prepares both the memorandum and the plan of action forms. An extended probationary memo should include the reason for the discipline, a clear description of the expected performance, conduct or behavior and a statement that continued unsatisfactory performance, conduct or behavior will result in more severe disciplinary action up to an including termination of employment. The Supervisor must consult with the Division Director and the Human Resources staff before administering an extended probation. Once the extended probation documentation has received approval from the Division Director and the Director of Human Resources, the Supervisor schedules a meeting with the employee to discuss. A representative from Human Resources will attend this meeting, as necessary. The extended probation documentation is included in the employee's personnel file and a fully executed copy is given to the employee.

4. *Demotion.* Demotion can be used as a disciplinary action if circumstances warrant. Demotion is any change of any employee from a position of one grade to a position of lower grade. Any employee can be demoted to a lower position only if the employee meets the qualifications for the lower grade position. Demotion shall not be made if any regular employee in good standing in the lower grade would be displaced by reason of such action. Demotions are done in writing and specify the cause for such action.

Procedure: Demotion. When an employee's conduct warrants demotion the Division Director must consult with the Director of Human Resources or other Human Resources staff. Requiring this review and approval procedure ensures that disciplinary actions are fair and objective.

The Division Director, or their designee, with staff from Human Resources meets with the employee to explain the disciplinary action to be taken. The memorandum should include the reason for the discipline, a clear description of the expected performance, conduct or behavior, and a statement that continued unsatisfactory performance or conduct will result in more severe disciplinary action up to an including termination of employment.

The Demotion documentation is included in the employee's personnel file and a fully executed copy will be provided to the employee.

5. Suspension. Employees may be suspended without pay by the Division Director, with the approval of the Director of Human Resources. An employee may be suspended

without pay as a disciplinary measure.

Procedure: Suspension. The Division Director must consult with the Director of Human Resources and such consultation may provide assistance in assuring actions are fair and objective. Suspensions without pay are documented in writing and must be authorized by the Chief Executive Officer.

The Division Director, or their designee, with Human Resources staff, meets with the employee to explain the disciplinary action to be taken. The suspension memorandum should include the reason for the discipline, a clear description of the expected performance, conduct or behavior and a statement that continued unsatisfactory performance or conduct will result in more severe disciplinary action up to an including termination of employment.

The suspension will commence after seven (7) business days if no appeal is received. If an appeal is received in the allotted time specified, the suspension will either be rescinded or upheld depending on the decision of the Chief Executive Officer.

The documentation is included in the employee's personnel file and a fully executed copy will be provided to the employee.

6. *Involuntary Termination.* An employee may be terminated for poor performance, misconduct, or other violations of CAPK's Standards of Conduct. Termination is the most severe form of discipline. This action may be taken only after consultation with the Human Resources Director to ensure proper documentation and procedures have been followed, and the termination must be approved by the Chief Executive Officer.

   Procedure: When termination is due to a violation or serious performance problem, the decision to terminate an employee shall be submitted by the Division Director or their designee to the Director of Human Resources for review and then to the Chief Executive Officer for approval. Prior to making a recommendation to terminate an employee, the Division Director, Program Manager, or authorized supervisor, as applicable, must verify that an employee is aware of the performance problem or violations of policy, and that the employee has had the opportunity to respond verbally or in writing unless the matter is of such a serious nature that the response period would cause further harm to either the agency or its employees

   Documentation supporting a recommendation for involuntary termination must include a written statement of the violations or performance problems, and a history of disciplinary actions and training.

   The documentation is included in the employee's personnel file and a fully executed copy will be provided to the employee.

7. *Administrative Leave.* In cases involving allegations of serious misconduct, or any time the Director of Human Resources determines it is necessary, such as a breach of policy or violation of law, the procedures contained above may be accelerated. The employee may be placed on administrative leave with or without pay pending further

investigation. An investigation of the incidents leading up to the serious incident of misconduct or performance shall be conducted to determine what further action, if any, should be taken up to and including termination.

8. *Investigation.* An investigation will be conducted to determine the facts involved in any suspected violation of CAPK's rules, regulations, and standards of conduct. A typical investigation consists of interviewing the involved employee and any witnesses, finding, and assessing any physical evidence, and evaluating the facts. Human Resources staff may be required to assist the Division Director with the investigation.

   Confidentiality shall be maintained during the investigations. Only those with a need to know should be told about the allegations and investigation, and participants in the investigation should be requested not to discuss the situation with others.

   The foregoing Disciplinary procedures do not alter or limit the Partnership's policy of employment at-will. Either the employee or the Partnership may terminate the employment relationship at any time for any reason with or without cause or notice

9. *Appeals: Process for Appeal of Suspension and Termination.*

   Any appeal relating to the suspension or discharge of an employee must be served in writing to the Chief Executive Officer within seven (7) working days of the employee's receipt of the written notice of suspension or termination. The appeal shall be in written form and must contain the following:

   a) Date, employees name, position, work site, phone number.
   b) A brief statement of the grounds for appeal, including the applicable rule, policy, or regulation at issue.
   c) Copy of any applicable documents.
   d) The proposed remedy.
   e) Signature of the employee.

   The Chief Executive Officer, Division Director, Director of Human Resources, and the appealing employee shall meet within ten (10) working days of the service of the appeal to discuss the appeal. The Chief Executive Officer shall give the employee a written answer to the appeal within ten (10) working days of the conclusion of such meeting.

   a) Termination.
      i) If the decision favors the employee, the employee is reinstated and returns to the position in the program. Failure of the employee to notify the supervisor of his/her intent to return to work within three (3) consecutive working days may result in termination.
      ii) If the decision upholds the termination, the termination will remain as issued.
   b) Suspension.
      i) If the decision favors the employee, the suspension will be rescinded, and all documentation will be removed from the employee file.

ii) If the decision upholds the unpaid suspension, the employee will be notified of the start and end date to the unpaid suspension.

c) Failure of the employee to appear at the meeting without notification as to the cause of the absence entitles the Chief Executive Officer to cancel the meeting and uphold the termination decision.

d) The Chief Executive Officer will ultimately be responsible for the final decision of the appeal of suspension and/or termination.

10. Termination of Employment (Voluntary/ Involuntary)

Violations or Serious Performance Problem.

When termination is due to a violation or serious performance problem, the decision to terminate an employee shall be submitted by the Program's Director or Program's designee via email to Human Resources for review. Prior to making a recommendation to terminate an employee, the Division Director or designee, must verify that an employee is aware of the performance problem or violations of policy, and that the employee has had the opportunity to correct/ improve the problem.

Documentation supporting a recommendation for involuntary termination must include (1) a written statement of the violations or performance problems, (2) a record of disciplinary actions and/or contact log (3) written documentation on coaching's, trainings, and any other support provided.

Documents for involuntary termination must include (1) termination memo, (2) status change, and (3) final timecard.

Process Involuntary:

a) HR to work with Program to complete term memo.
b) Term memo sent to Director of HR for review and approval.
c) Approved term memo sent to Chief Executive Officer for final approval.
d) HR to complete status form and sent to Benefits to complete term rollup.
e) HR to send term rollup, status form, and final timecard to Payroll for final pay processing.
f) Payroll to deliver final check to HR.
g) HR to coordinate date and time to deliver termination.
h) Partnership of HR and program designees to deliver the termination memo, final paycheck and termination packet.
i) After termination has been delivered, HR enters into ADP and sends IT ticket to remove access immediately.

If the employee is involuntarily terminated or resigns with more than 72 hours' notice, final wages will be paid on the date of termination. If an employee resigns without giving notice or fails to return to work, a final paycheck will be mailed to the last known address no later than 72 hours after the date when an employee is considered to have terminated/resigned.

Exit Process

Employees must return all CAPK's furnished property, such as tools, equipment, I.D. cards, keys, credit cards, and other CAPK documents.

Arrangements for clearing any outstanding debts with CAPK such as travel advances or payment of benefit coverage must be made prior to termination.

Benefits

CAPK will pay employees for unused, accrued Personal Time Off (PTO) or vacation hours unless prohibited by a program contract. No payment will be made for unused sick time or Extended Illness Banks (EIB). Upon termination, all employees will receive their final paycheck and information on continuing benefits in a timely fashion, and in accordance with state and federal law.

The Human Resources Division or assigned vendor designee is responsible for notifying terminating employees who are covered by CAPK's group health plan of their right to continue coverage under COBRA.

MEMORANDUM

To: Personnel Committee

From: Lisa McGranahan, Director of Human Resources

Date: October 9, 2024

Subject: *Agenda Item 4(i)*: New Artificial Intelligence (AI) Policy – **Action Item**

CAPK is introducing a new Artificial Intelligence (AI) policy as part of our ongoing commitment to responsible technology use. As AI becomes increasingly integrated into many organizations' operations, this policy will provide clear guidelines to ensure CAPK harness AI's potential while maintain our values of transparency, ethics, and data security. The key highlights of this policy include:

- Ethical Use of AI: AI tools and applications will be used in ways that align with our ethical standards. We are committed to ensuring that AI is used responsibly.
- Data Privacy and Security: the protection of sensitive data is a top priority. All AI-related activities will comply with our data protection standards to ensure that organizational data is safe.

Recommendation:
Staff recommends that the Personnel Committee approve the new Artificial Intelligence (AI) policy.

Attachments:
Artificial Intelligence (AI) Policy

Policy and Procedure

POLICY TITLE:	Use of Artificial Intelligence (AI)
BOARD APPROVED DATE:	TBD
APPLIES TO:	Community Action Partnership of Kern Employees
DEPARTMENT:	Information Technology (IT)

PURPOSE:
This policy establishes guidelines for the ethical and responsible use of the Artificial Intelligence (AI) technologies within CAPK. This policy aims to ensure that AI is used ethically, transparently, securely, and aligned with CAPK's values and applicable laws and regulations.

POLICY:
AI technologies will be used ethically, responsibly, and transparently. AI-driven tools will be implemented in accordance with data privacy, security standards, and regulatory requirements, ensuring that they align with CAPK's core values of equity, fairness, and accountability.

SCOPE:
This policy applies to all employees, contractors, consultants, temporary staff, and any other individuals or entities authorized to access company data or use company resources for AI-related activities.

DEFINITIONS:

AI	Artificial Intelligence (AI) refers to any computer system or software that performs tasks typically requiring human intelligence. This includes machine learning, natural language processing, robotics, and data analytics.

POLICY GUIDELINES:
Ethical Use:
AI technologies must be used ethically and in a manner that respects human rights, privacy, and freedoms.

a) AI systems should not be used for any purpose that could be considered discriminatory, biased, or unfair to any individual or group.
b) All AI-related activities must comply with applicable laws and regulations, including data protection and privacy laws.

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Transparency and Explainability:
AI models and algorithms used within CAPK must be transparent and explainable. Employees should understand how AI-driven decisions are made and be able to explain these processes to stakeholders when required.

a) Employees are required to disclose the use of AI, recording, or interpretive software tools, whenever these tools are being used in a way that could impact CAPK. This includes informing stakeholders about the purpose of the AI tools, the types of data being collected or analyzed, and how the results will be used.
b) Any decision-making process involving AI that affects employees, customers, or partners must be clearly documented, including the rationale and data used. Employees must be prepared to provide this information clearly and understandably to ensure all stakeholders are aware of and understand the use of AI technologies.

Data Privacy and Security:
AI systems must handle all data in accordance with CAPKs Data Privacy Policy and relevant data protection laws (e.g., GDPR, CCPA).

a) Personal data used in AI applications must be anonymized and/or encrypted to protect individuals' privacy.
b) Access to AI systems and data must be restricted to authorized personnel only, following the principle of least privilege (minimum access necessary).

Bias and Fairness:
AI systems must be designed and implemented to minimize bias and promote fairness. Regular audits should be conducted to identify and mitigate any potential biases in AI models or algorithms.

a) Employees are encouraged to report any observed or suspected bias in AI systems to the IT department.
b) Accountability and Oversight: The IT department, with Human Resources, oversees the implementation and use of AI technologies within the company.
c) Employees involved in AI projects must undergo training on ethical AI practices and adhere to this policy and other related policies.

AI Development and Deployment:
All AI development and deployment must use the established AI Model and follow the company's established procedures and guidelines for software development, including code reviews, testing, and quality assurance.

a) Any AI system that directly interacts with clients or external partners must undergo rigorous testing and validation to ensure accuracy, reliability, and compliance with this policy.

Incident Reporting and Management:
Any incidents involving AI systems that result in unintended or adverse outcomes must be reported immediately to the IT department and Human Resources.

a) An investigation will be conducted to determine the cause of the incident and appropriate corrective actions will be taken.

Training and Awareness:
Training sessions will be conducted to ensure that all employees understand the ethical implications and responsible use of AI technologies.

a) Employees will be required to complete mandatory online training on AI ethics and security as part of their onboarding process and at regular intervals thereafter.

Enforcement and Disciplinary Actions:
Failure to comply with this policy may result in disciplinary action, up to and including termination of employment.

a) CAPK reserves the right to modify or amend this policy at any time as necessary to reflect changes in laws, regulations, or practices.

Review and Updates:
This policy will be reviewed annually or as needed to ensure compliance with applicable laws and regulations and to reflect best practices in AI ethics and governance.

Contact Information:
For questions or concerns about this policy, please contact the IT department.

MEMORANDUM

To: Personnel Committee

From: Lisa McGranahan, Director of Human Resources

Date: October 9, 2024

Subject: *Agenda Item 4(j):* 2025 Agency Holiday Schedule - **Action Item**

Below is the Agency Holiday Schedule for 2025 for approval.

2025 Holiday Schedule

Date	Holiday
Wednesday, January 1, 2025	New Year's Day
Monday, January 20, 2025	Martin Luther King Jr. Day
Wednesday, February 12, 2025	Lincoln's Birthday
Monday, February 17, 2025	Presidents' Day
Monday, May 26, 2025	Memorial Day
Thursday, June 19, 2025	Juneteenth
Friday, July 4, 2025	Independence Day
Monday, September 1, 2025	Labor Day
Tuesday, November 11, 2025	Veteran's Day
Thursday, November 27, 2025	Thanksgiving Day
Friday, November 28, 2025	Day After Thanksgiving
Wednesday, December 24, 2025	Christmas Eve
Thursday, December 25, 2025	Christmas Day
Wednesday, December 31, 2025	New Year's Eve

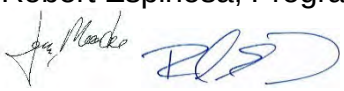
Date	Holiday
Thursday, January 1, 2026	New Year's Day

Recommendation:
Staff recommends the Personnel Committee approve the 2025 agency holiday schedule.

MEMORANDUM

To: Personnel Committee

From: Jerry Meade, Assistant Director of Head Start, Program
Robert Espinosa, Program Design and Management Administrator



Date: October 9, 2024

Subject: *Agenda Item 4(k):* Head Start Personnel Update – **Info Item**

The Head Start and State Child Development Division remains dedicated to providing regular updates on personnel challenges impacting the Head Start program.

For the month of September 2024, the following information is provided to the Personnel Committee:

- 624 staff employed.
- 43 vacant positions.
- Onboarded 14 new staff members.
- Five (5) staff members rehired.
- 12 resignations (two retired).
- Seven (7) days of interviews were conducted for six (6) direct service requisitions.

Job opportunities are continuously posted on the Head Start California website, accompanied by dedicated recruitment efforts for our direct service positions. Additionally, the extension of the recruitment incentive was approved to enhance efforts in attracting qualified personnel.

Attached is a document that details the closed classrooms and staff vacancies for the closed and open classrooms.

Attachment:
Enrollment Staffing Data Sheet

Head Start State Child Development

Enrollment Staffing Data Sheet

Site	Funded	Projected Reportable Enrollment	% Enrolled	Budgeted Staffed	Currently Staffed	Staff Vacancies	% Staffed
Alberta Dillard (PY)	34	34	100%	6	6	0	100%
Alicante	20	20	100%	2	2	0	100%
Angela Martinez EHS	24	20	83%	9	8	1	89%
Angela Martinez HS	51	49	96%	9	8	1	89%
Bakersfield College	32	23	72%				
Blanton	16	11	69%				
Broadway (PY)	37	26	70%	6	5	1	83%
California City (PY)	17	17	100%	2	2	0	100%
California Street	24	24	100%	9	9	0	100%
Cleo Foran EHS	8	8	100%	3	3	0	100%
Cleo Foran HS	15	15	100%	3	3	0	100%
Delano (PY)	60	45	75%	12	12	0	100%
Escuelita Hernandez	16	16	100%				
Fairfax (PY)	34	33	97%	6	6	0	100%
Family Childcare EHS	23	0	0%				
Family Childcare HS	10	0	0%				
Garden Pathways	11	11	100%				
Gianone	16	16	100%	3	3	0	100%
Harvey L. Hall EHS	72	52	72%	26	24	2	92%
Harvey L. Hall	74	44	59%	10	9	1	90%
Heritage (PY)	17	17	100%	2	2	0	100%
Kennedy	16	17	106%	6	6	0	100%
Lathrop	24	16	67%	9	9	0	100%
Lodi	32	24	75%	9	9	0	100%
M. Massei	24	13	54%	9	9	0	100%
MJM HS	34	0	0%	6	6	0	100%
Oasis EHS (PY)	5	4	80%	3	3	0	100%
Oasis (PY)	34	17	50%	6	5	1	83%
Pete Parra EHS	48	35	73%	15	15	0	100%
Pete Parra HS	68	50	74%	9	9	0	100%
Primeros Pasos EHS	16	16	100%	6	5	1	83%
Primeros Pasos HS	51	30	59%	9	8	1	89%
Rosamond (PY)	51	37	73%	9	9	0	100%
San Diego EHS	32	31	97%	12	12	0	100%
Shafter EHS	24	19	79%	9	9	0	100%
Shafter	17	17	100%	3	3	0	100%
TBD	8	1	13%	3	3	0	100%
Stockdale HS	45	0	0%	9	8	1	89%
Sterling EHS	80	57	71%	24	22	2	92%
Sterling HS	53	51	96%	9	8	1	89%
Sunrise Villa (PY)	17	16	94%	3	3	0	100%
Taft (PY)	51	16	31%	15	15	0	100%
Taft College	22	10	45%				
Tehachapi (PY)	15	15	100%	2	2	0	100%
Vineland (PY)	17	10	59%	1	1	0	100%
Virginia (PY)	17	17	100%	2	2	0	100%
Willow (PY)	37	30	81%	9	9	0	100%
Home Base Kern 160	160	117	73%	13	13	0	100%
SJC EHS HB 80	80	79	99%	8	8	0	100%
Total	**1689**	**1226**	**73%**	**326**	**313**	**13**	**96%**

Closed Classrooms	Funded Enrollment	Staff Vacancies
Harvey Hall EHS ~ 72		
Class 9	8	2
MJM HS ~ 34		
*Class A- FD	17	0
Class B- FD	17	0
Stockdale HS ~ 60		
Class A-C	45	1
Sterling EHS ~ 80		
Class 8	8	1
Classrooms Fully	**Total Slots**	**Staff Vac.**
7	**95**	**4**

* MJM slots moved to Angela Martinez and Sterling

	Slots	Staff Vac.
Closed Enrollment	**6%**	**30.77%**
Open Enrollment	**94%**	**69.23%**

Funded Enrollment	1689	1226 73%

Active Enrollment	1594	1226 77%

Enrollment Data Run Date 9/30/2024 Staffing Data Run Date