

Learning For



A Better Tomorrow

CAMP VERDE ADULT READING PROGRAM

Policy and Procedure Manual

Approved by the CVARP Board, September 11, 2018

Revision 3, April 8, 2019

Mission Statement

The mission of the Camp Verde Adult Reading Program (CVARP) is to offer adults in the Camp Verde and adjacent Verde Valley communities the opportunity to achieve personal goals through improved basic reading, writing, math, technological and life skills.

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About This Manual

This Policy and Procedure Manual is intended to provide the Camp Verde Adult Reading Program Staff and Volunteers with a document to refer to when they need to know the organizational policy or what procedures should be used to handle a particular task. This manual was approved July 21, 2017 through the input of staff, the board of directors and review and applications of best practices from the state of Arizona. It was last revised on 04/08/2019.

This manual is subject to change as new rules and revisions become available.

If there are questions interpreting or understanding a policy or procedure, please request help from our CVARP director.

About the Camp Verde Adult Reading Program (CVARP)

The Camp Verde Adult Reading Program (CVARP) is a non-profit corporation that is headquartered in Camp Verde, Arizona and has been in operation since 1988. The organization was formerly known as the "Friends of the Camp Verde Library, Inc."

CVARP offers educational opportunities for students 16 and over to improve their basic skills. Students from Camp Verde and the surrounding Verde Valley communities are served and all instruction is free. The CVARP teaching staff members are all professional adult learning certified instructors. We rely also on the assistance of volunteers many of which are former professional teachers. CVARP is funded through donations and grants.

Contact Information

Mailing Address:

Camp Verde Adult Reading Program

PO Box 733

Camp Verde, AZ

86322

Website: www.cvarp.org

Director: Von Hatch

Phone: 928-554-8398

Email: vonhatch@rocketmail.com

Location

Camp Verde Community Library

130 Black Bridge Road

Camp Verde, AZ 86322

Purpose

Offer adults in Camp Verde and adjacent Verde Valley communities the opportunity to achieve personal goals through improved basic reading, writing, math, technology and job skills.

Services

One-on-one tutoring in Adult Basic Literacy (ABL); Small group classes for studying English as a second language (ESL); computer aided instruction in Pre-GED class skill levels; and workplace learning programs to aid local employers with training available in reading, writing, math and technology.

Eligibility

Adults and persons age 16 and older not currently enrolled in school are eligible.

Fees

There are no fees for this service.

Area Served

Verde Valley, Arizona

3. Fiscal Policies

Cash Management

1. CVARP will maintain a bank balance sufficient for its immediate needs.
2. All cash and checks received must be deposited promptly; preferably within one or two working days.
3. Cash disbursement (check payments) must be released according to invoice terms and on a timely basis to ensure continued good relationships with vendors.

Cash Receipts

1. The mail is to be opened by the Office Manager, and all checks received must be recorded and copied. The Office Manager will prepare a letter of acknowledgement, where appropriate to the donor for the Program Director's signature.
2. All cash and checks received must be deposited promptly; preferably, within one or two working days.

Check Processing

Checks may be signed by either the Board President, Vice-President, Board Treasurer or the Director.

Checks may be drawn against the accounts of CVARP for the following administrative purposes:

1. Payment of contractors with whom the Board of Directors has negotiated a contract, provided the contractors have performed the work to the satisfaction of the Board.
2. Payment of on-going and regularly recurring expenses of the organization, including, but not necessarily limited to monthly rent, telephone charges, and internet charges.
3. Purchases of office supplies, postage and other expendable items, as required.
4. Any other incidental purposes as may arise for the orderly operation of CVARP.

5. Payment of salaries to employees of CVARP, as authorized by the Board of Directors.
6. Reimbursement of expenses incurred by CVARP employees, members of the Board of Directors and any others in performance of duties related to the work of CVARP, provided that proper documentation is supplied.
7. Payment will be made only from original invoices. No payment will be made based on photocopies of invoices.

Spending Limit

Each check to be signed must be accompanied by original supporting documentation. Purchases over \$2500 (two thousand five hundred dollars) must be preapproved by the Board of Directors before the order is placed.

Budgeting

It is the policy of CVARP to stay within the approved fiscal year budget. Deviations from the approved budget totals may only be made upon notification and approval of the Board of Directors.

Setting the Budget

The Director will prepare a proposed budget for Board approval at the annual June Board meeting. It will take into account the information from the state regarding funding for the new fiscal year as well as previous years' experience and any projected changes in expenses. Any significant changes in the proposed budget will be brought to the Board's attention for action as soon as practical.

Monthly Budget Reporting

The office manager will prepare the monthly checking account ledger for presentation to the Board as well as the monthly account balance sheet for presentation to the Program Director and CVARP Board Treasurer.

The Director will summarize the current financial status of CVARP by presenting the current percent of funds spent in each account budget and the percent of fiscal year completed as well as the total percent budget spent.

Any discrepancies between the percent budget spent and the percent fiscal year completed will be explained.

Annual Meeting Report

The director will make a prior year summary report to the board at the annual meeting.

It will summarize:

1. Deviations from prior year budget goals
2. End of year balances in all CVARP accounts
3. Conclusion on the overall financial health of CVARP

4. Grant Writing

Responsibilities

The Board President and Program Director are responsible for the Grant Writing procedure.

Purpose

From time to time it will be necessary and desirable for CVARP to receive additional funds for a special purpose through the receipt of public or private grants. This outlines the general procedure to be used when securing grants.

The research, selection and writing for a grant is the responsibility of the Director and the Board President. On occasion a grant writer may be hired to write for a grant. The funding and payment for the writer will be from the grant if and when it is received.

The Board President must approve the writing of a grant proposal before any work is to be completed.

The Board will be advised that CVARP is applying for a grant and the reasons/rational behind the application and will receive monthly updates on the progress.

The Program Director will form a committee to assist in the data research and writing of the grant and will track the timelines of the application and reporting process.

5. Fund Raising

Responsibility

The Board President and Program Director are responsible for the Fund Raising procedure.

Purpose

From time to time it will be necessary and desirable for CVARP to receive additional funds for a special purpose through a fundraising drive. This outlines the general procedure to be used when managing a fundraising drive.

1. The Board is to approve every fundraiser prior to any mailings, advertisements or other actions to promote the fundraiser.
2. There should be a review of the master mailing list for businesses and individuals who are to receive the letter.
3. Envelopes should be addressed using an excel mail-merge process.
4. A draft letter should be prepared and shared with the Board President's review prior to mailing.
5. Letters should be finalized and personalized using the excel mail-merge.
6. Letters returned by the Post Office for address errors should result in an immediate address correction or the deletion of the person from the mailing list.
7. Donations received should result in an immediate thank-you letter from CVARP and further information regarding tax credit status for the donation etc.
8. The address/phone number shall be forwarded to the Board President for personal attention regarding a thank-you for the donation.
9. All money received shall be deposited within two business days.

Sales/Raffles

1. All items shall be donated or purchased at a reduced price.
2. Donations received should result in an immediate thank-you letter from CVARP and further information regarding tax credit status for the donation etc.
3. The address/phone number shall be forwarded to the Board President for personal attention regarding a thank-you for the donation.
4. There shall be strict controls on raffles and the Board shall be responsible for drawing of winners.
5. Receipts must be given for all CVARP sales events.
6. All money received shall be deposited within two business days.

6. Donations

Responding to Donations

1. Checks/money received (with or without return form) must be given to office staff. If no return form is attached, office staff must put the appropriate information on the added form.
2. Office staff must check the accuracy of name, address, phone number, etc. against the computer mailing list.
3. Office staff must send a thank you letter on CVARP letterhead paper to the donor for the donation signed by the Board President and Treasurer.
4. A copy of the letter will be filed in the appropriate folder for that year. Date, amount of donation and date of phone call should be noted on the copy. A copy of the check should be included in the folder.
5. The Board President must call the donor to thank them for their donation and record the date of contact on the return form.
6. Office staff must add donor information, including amount donated to the computer donor list.
7. The Treasurer receives the check/money and records the amount and date and deposits the check/money in the CVARP bank account.

7. Procurement Policy

Conflicts of Interest

No employee, officer, or Board member of CVARP shall participate directly or indirectly in the selection, award, or administration of any contract if a conflict of interest, either real or apparent, would be involved. This type of conflict would be when one of the persons listed below has a financial or any other type of interest in a firm competing for the award.

1. An employee, officer, or Board member in making the award
2. His/her relative (including father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister)
3. His/her partner: or an organization which employs or is negotiating to employ, or has an arrangement concerning prospective employment of any of the above.

Gratuities, Kickbacks, and Use of Confidential Information

No officer, employee, or Board member shall ask for or accept gratuities, favors, or items of more than \$25 (twenty-five) in value from a contractor, potential contractor, party to any subcontract, and shall not knowingly use confidential information for actual or anticipated personal gain.

Disputes and Complaints

All disputes or complaints shall be reported to the Program Director or any Member of the Board. The Board of Directors will research the facts and is responsible for resolving any dispute or complaint.

Procurement Planning

Planning is essential to managing the procurement function properly. Hence, CVARP will periodically review its record of prior purchases, as well as future needs to:

1. Find patterns of procurement actions that could be performed more efficiently or economically.
2. Maximize competition and competitive pricing among contracts.
3. Review the possible benefits of lease versus purchase options to decrease CVARP's procurement costs and reduce CVARP's administrative costs.
4. Ensure that supplies and services are obtained without any need for re-procurement, e.g. resolving bid protests; and minimize errors that occur where there is adequate lead time.

8. Purchase Procedure

All purchases will require the Program Director's approval before the purchase is made. This approval will be documented by the submission of a requisition form (**Attachment A**) to the Program Director prior to the completion of any purchase. Requisition forms initiated by the Program Director will require approval of the Board President prior to the completion of any purchase.

Purchase Procedures (over \$2500)

Any purchase CVARP makes over \$2500 shall require 3 written quotes. Signed e-procurements are acceptable. Award shall be made at a regularly scheduled Board meeting to the qualified vendor that provides the best value to CVARP. If an award is to be made for reasons other than lowest price, documentation shall be provided in the contract file.

Non-competitive Proposals (over \$2500) Conditions for Use

Procurement by noncompetitive proposals (sole-source) may be used only when the award of a contract is not feasible using purchase procedures and if one of the following applies.

1. The item is available only from a single source, based on a good faith review of available sources.
2. An emergency exists that seriously threatens the public health, welfare or safety, or endangers property. In such cases, there must be an immediate and serious need for supplies or service or construction such that the need cannot be met through any of the other procurement methods, and the emergency procurement shall be limited to those supplies, services, or construction necessary simply to meet the emergency.

Justification

Each procurement based on noncompetitive proposals shall be supported by a written justification for the selection of this method. The justification shall be approved in writing by the Program Director and reported to the Board.

Poor planning or lack of planning is not justification for emergency or sole source procurements.

9. Accounting Policy and Procedures and Budget Control

Accounting Procedure

1. The Office Manager shall be responsible for maintaining the Approved Budget for CVARP. This person shall be trained in handling CVARP's accounts and the Quick Books program.
2. The accounting shall be maintained with the aid of Quick Books on a CVARP computer.
3. Once the yearly budget has been approved by the Board of Directors it shall be entered into Quick Books for the next fiscal year.
4. All income shall be recorded as it is received in Quick Books and the money deposited within one to two days after receipt.
5. All invoices shall be reviewed and approved by the Program Director and then entered into the correct accounts. A check shall be issued for that expense by CVARP.
6. A monthly Profit and Loss report for every account, a Balance Sheet, and record of checks issued for the previous month shall be prepared by the Office Manager and presented at the monthly Board of Directors Meeting by the CVARP Treasurer.
7. A monthly reconciliation for each Bank Account shall be completed and filed in the appropriate bank folder by the Office Manager.
8. Yearly, an accounting firm shall be employed to submit the tax form of CVARP.
9. CVARP books shall be reconciled to the tax return.
10. The Board Treasurer will oversee the financial records of CVARP as described in Article VI of officer duties in the CVARP By-Laws.

Budget Control and Oversight

A yearly budget for the following fiscal year will be prepared by the Program Director and presented to the Board of Directors at the regular meeting in the month of June.

The Board of Directors will either approve or modify the budget.

The Board of Directors will receive a monthly report on the income, expenses, and checks issued.

The Program Director will monitor the budget as the year progresses and suggest modifications to the budget as needed which will be subject to Board approval.

10. Cash and/or Valuables Procedure

Purpose

The purpose of this procedure is to ensure consistency in the safety of cash and/or valuables at Camp Verde Adult Reading Program.

Responsibility

Any employee who deals with cash or valuables belonging to CVARP.

Cash and/or Valuables Procedure

1. Any cash or items of financial value must be kept locked in either a filing cabinet or safe.
2. The general public or students must not be made aware of the storage location of such items.
3. The Office Manager or Program Director will make the determination of where these items will be stored.

11. Premise and Key Procedure

Purpose

The purpose of this procedure is to ensure consistency in safety of the CVARP premise.

Responsibility

The Office Manager or Program Director is responsible for following this procedure

Premise Procedure

1. The Office manager will control issuing keys to the facility.
2. Facility opening/closing procedures will be prominently posted and will cover such items as windows, copy machines, lights, heating/cooling thermostat, computers, coffee maker, safe etc. The Office Manager will be responsible for developing these procedures.
3. Keys to the center are issued by the Town of Camp Verde and as such no duplication of keys shall be made.
4. If the Center is left with no responsible staff present, it must be locked.
5. When the Center is closing for the day or evening, all doors that have locks must be locked and the lights shall be turned off.
6. Use of the premises by anyone other than the staff must be approved by the Office Manager or Program Director.

Key Procedure

The keys for various things in the CVARP area are kept by the Office Manager.

A list of individuals having the keys and the key number issued will be kept.

Any Center keys not issued shall be kept in the Safe.

Whenever anyone who has a key leaves the Center, (employee or position on the board), they will be required to turn in their key.

12. Office Equipment Procedure

Purpose

The purpose of this procedure is to ensure consistency in accounting for and use of office equipment

Responsibility

The Office Manager or Program Director is responsible for accounting of and use of office equipment

Office Equipment Procedure

1. All items having a replacement cost of over \$250.00 shall be tagged and identified on the inventory list.
2. The Office Manager or Program Director will yearly make an inventory of CVARP property.
 - a) This list will be stored with the records of the annual meeting on the director's computer and hard copy records.
 - b) New items will be highlighted and inventoried items will be accounted for at the annual meeting.
3. Office equipment or property of CVARP does not leave the Centers without permission from the Office Manager or Program Director.
 - a) A sign out record of the items taken out, person responsible, and the date items left will be required. Include an estimated return date.
 - b) This record will be kept on file until the return of such items.
 - c) If the items are not returned in a timely fashion, the Center will contact the responsible person.
4. The Office manager may grant phone use.

13. Computer Use and Security

Purpose

The purpose of this procedure is to ensure the consistency in daily procedures when dealing with computer use and security.

Responsibility

The Program Director and the Office Manager are responsible for computer use and security.

Computer Procedure

1. The Program director will have the final decision regarding computer access.
2. The Office Manager will be responsible for controlling who has access to student/teacher records.
3. The Office Manager and Board Treasurer will be responsible for program records.
4. No records may be duplicated without the permission of the Program Director or Office Manager.
5. A backup of CVARP records will be made at least monthly.
6. Duplicates of financial and personnel records will be stored in the safe on backup media.
7. The Office Manager and the Program Director are responsible for insuring this is accomplished.

14. Property Management and Record Keeping

Responsibility

The Program Director shall be responsible for proper use, reasonable care, and maintenance of all accountable property. The Office Manager shall be responsible for maintaining a complete, up-to-date property control log of CVARP owned property.

Record keeping

A property control log will be maintained in the CVARP main office for each piece of equipment that CVARP owns or has under its care.

Equipment

For each piece of equipment owned, leased, or held in trust, the property control log shall contain the following information:

1. Description of equipment.
2. Manufacturer's serial number, model number, or other identification number (e.g., CVARP sticker number).
3. Procurement authorization.
4. Date of acquisition and price.
5. Current location and condition of equipment with the date this information was established.
6. A copy of any warranty and maintenance agreements.

15. Inventory Procedures

Frequency of Inventories

A physical inventory of all property maintained on the property control log shall be taken at least once per calendar year. Inventories may also be taken whenever an employee responsible for equipment is replaced, or an inventory is requested by the Board of Directors.

Responsibility for Inventories

The physical inventory shall be taken by the Office Manager. For purposes of checks and balances, no employee involved in financial, procurement, or property management operations will conduct inventories. The results will be reconciled with the equipment and financial records. If necessary, the Board of Directors may appoint a person (or persons) to investigate any loss, damage, or theft of property. Any such investigation shall be fully documented.

Property to be inventoried

The inventory will include all property classified as real property, equipment, supplies and materials with an acquisition cost of \$150 or more, and any items designated by the Program Director (e.g., property that has been loaned and non-CVARP property).

Current Utilization of Inventoried Property

The Program Director shall be responsible for reviewing the current utilization and current need of all inventoried equipment.

Reporting Loss of Federal-Owned Equipment

If CVARP has any equipment that is owned by the Federal Government and the equipment was lost, damaged, or stolen, the Office Manager will immediately report the results to the Program Director. The Program Director will be responsible for promptly notifying the appropriate federal agency with whose funds the equipment was purchased.

16. Maintenance

Policy

It is CVARP's policy to implement adequate maintenance procedures to ensure that equipment is kept in good working condition.

Responsibility for Maintenance

As necessary, CVARP shall contract with maintenance companies to maintain its equipment in good working condition. Responsibility for these contracts shall rest with the Program Director and the Office Manager.

Insurance

It is CVARP's policy to insure all property and equipment, whether purchased with non -federal and federal funds.

17. Property Disposal Procedures

General Policy

It is CVARP's policy to adhere to any special terms, conditions, and requirements for disposal of equipment purchased with donor funds. If CVARP is dissolved, the assets of CVARP shall be applied and distributed as follows:

1. All liabilities and obligations of the CVARP shall be paid, satisfied and discharged, or adequate provision shall be made therefore.
2. Assets held by the CVARP upon condition of return, transfer or conveyance, which condition occurs by reason of dissolution, shall be returned, transferred or conveyed in accordance with such requirements.
3. Any remaining assets shall be distributed to organizations engaged in activities substantially similar to those of the dissolving corporation according to a plan distribution adopted pursuant to applicable law.

Acquired Equipment

Whenever equipment is acquired by CVARP through a federal grant, CVARP shall submit a report to the federal Grant Officer within 90 days after the termination of the grant. The report shall include a list of purchased equipment, and state how CVARP plans on disposing of the equipment purchased under the grant.

Transfer of Title

Under certain projects, CVARP may transfer the title of all equipment and other property to Federal Government or a third party. Any such transfer shall be performed according to the terms and conditions of the grant used to acquire the equipment and other property.

18. Communication Procedure

Purpose

The purpose of this procedure is to ensure consistency in communication with the media, other organizations or agencies and the public.

Responsibility

The Office Manager, Program Director or the Board President will be responsible for all communications.

Communication Procedure

1. Regarding communication with the media, other organizations or agencies, the release of CVARP information must be pre-approved by the Program Director or the Board.
2. The Board President will work to resolve conflicts.
3. The Program Director shall be responsible for the development and content of all brochures, flyers, web-site, Facebook page and other displays of information about CVARP.
4. All materials should be presented to the Board for their review at a regular Board meeting.
5. Distribution of CVARP's materials must be made with the knowledge of either the Office Manager or Program Director.
6. A plan of where the materials will be distributed must be approved by the Program Director.
7. A list of where material are located shall also be made/kept.
8. Consideration of the impact of the communication must be taken into account when planning the distribution.
9. A list of people to contact for the communication shall be kept as a reference to help with communications to the community.

19. Instructional Hours for CVARP for Fiscal Year 2018/2019

1. Effective July 1, 2018 and based upon the adopted calendar for 2018/2019, CVARP teacher staffed instructional hours will be:

Camp Verde GED (am)	Mon, Tue, Wed, Thu	20 hours/week	9:00 am – 2:00 pm
Camp Verde GED (pm)	Tue, Wed	4 hours/week	5:30 pm – 7:30 pm
IEL/CE	Mon, Thu	4 hours/week	5:30 pm – 7:30 pm

2. Office Hours:

Camp Verde	Mon, Thu	8:00 am – 2:00 pm
Office Manager	24 hours/week	8:00 am – 2:00 pm
Director	3 hours/week	

3. Every attempt will be made to have volunteer tutors available for students during all office hours listed above.
4. Should additional funding provide the opportunity, CVARP hours may be expanded with the approval of the Board President and notification to the Board members.
5. CVARP hours may be reduced further with the approval of the Board President and notification to the Board members.
6. CVARP may provide additional courses to the community in cooperation with the town of Camp Verde and the Camp Verde Community Library.

20. Scheduling of Classes/Times Camp Verde Adult Reading Program

The Board will receive a report from the Program Director in June and December of each year on student attendance and achievement for each location and course within the CVARP.

The Program Director will make a recommendation regarding courses, times/operating hours and available locations at the June and December meetings based on that and other information available.

The Board will act on the information provided to approve the times/operating hours and locations of CVARP courses for the following 6 months.

The Program Director will be responsible to appoint teaching staff to courses the board has approved.

The Program Director may institute new and emergent programs as needed outside of the fore-mentioned times with the approval of the Board President. Any changes will be reported to the Board at the next available meeting.

21. Opening and Closing Procedures

Purpose

The purpose of this procedure is to ensure the consistency in the daily procedures for opening and closing the Camp Verde Center and Computer Lab.

Responsibility

The Office Manager shall have the primary responsibility of opening and closing the Camp Verde Center on a daily basis. This shall occur an hour before the scheduled opening time of the Center. The closing will occur at the posted closing time. In case of the absence of the Office Manager, the Director or Teacher on Duty shall be responsible.

Office Opening Procedure

1. Unlock the main door; make sure the lock on the door is popped open.
2. Turn on the main lights.
3. Check for messages on the answering machine and record messages for the appropriate person/s.
4. Periodically check copy machines and printers for its paper supply or any other supplies that may be needed.
5. Prepare student attendance forms, checking that it is the most updated form.
6. Greet students upon arrival. Check that they sign in and see if they need anything.

Office Closing Procedure

1. Straighten up the student work area.
2. Turn off main lights.
3. Lock the door.

22. Reporting of Fraud, Waste and Abuse Procedure

Purpose

The purpose of this procedure is for reporting of fraud, waste, and abuse at the Camp Verde Adult Reading Program Center. Employees or volunteers who discover fraud, waste or abuse related to the Camp Verde Center or resources should report specific incidents in accordance with System Policy 21.04 .01: Control of Fraud, Waste, and Abuse.

Reporting Incidents

The employee/volunteer must report suspected incidents. Reports can be made to any of the following:

1. The Program Director
2. Any member of the Board of Directors
3. If the incident is reported to the Program Director or member of the Board of Directors, then whoever receives the report shall report the incident through the appropriate administrative channels.

Additional Reporting Requirements for Theft

All thefts must also be reported to the appropriate police authority depending on location.

Related Statutes, Policies, or Requirements

Supplements System Policy 21.04 Control of Fraud, Waste, and Abuse and System regulation 21.04.01. Control of Fraud, Waste, and Abuse.

Contact office for interpretation or clarification. Contact Camp Verde Adult Reading Program Center at 928-554-8398.

23. CVARP Self-Assessment Procedures

The Program Director and staff of the Camp Verde Adult Reading Program will report to the Board twice annually on the status of CVARP with regard to the completion of its mission and to analyze what changes /corrections should be made to improve performance. These reports will be made at the December and May Board meetings. Reports shall also be made at the regular Board meetings.

Reports shall include but not be limited to:

1. Summary of student numbers within each course and site governed by CVARP.
2. Total hours of teacher service provided to each course/site governed by CVARP.
3. A breakdown of student per teacher at each course/site.
4. Significant student achievement (graduation/citizenship etc.) at sites.
5. Results of testing, GED, GED Ready and Academy Practice Tests showing:
 - a) % students tested.
 - b) % students achieving a gain.
 - c) Report on reasons for students not achieving goal.
6. Significant CVARP accomplishments.
7. Summary of STAR survey results and likely action areas for the next 6 months.
8. Other areas as agreed upon by the director and board President.

24. Employee and Volunteer Confidentiality Agreement

Purpose

The purpose of this procedure is to ensure the confidentiality of the students at CVARP.

Responsibility

The Program Director is the primary person responsible for this form.

Procedure

1. Any new employee or volunteer to the CVARP must complete this form.
2. It is important that the Program Director go over the sections with the employee or volunteer so they understand that even after they leave CVARP the confidentiality agreement is still in effect.
3. This form needs only to be completed once during the time the employee or volunteer is with CVARP.
4. This form shall be filed in the Confidentiality Agreement folder in the employee filing drawer.
5. See (**Attachment B**) for this form.

25. Hiring, Evaluation and Termination of Employees

Hiring

Non-Discrimination Employment Statement

Discrimination against an otherwise qualified individual with a disability or any individual by reason of race, color, religion, sex, age, or national origin is prohibited. Efforts will be made in recruitment and employment to ensure equal opportunity in employment for all qualified persons.

Persons believing they have been a victim of employment discrimination should address their concern to the CVARP Board president.

CVARP is an Equal Opportunity Employer.

All potential employees will complete an accurate application. Two reference checks will be completed one of which should be the last employer if at all possible. Before being employed, applicants must complete the following:

- E-verify forms (form I-9, Homeland Security)
- Tax forms W-4 (federal) and A-4 (state) for withholding
- Employee Confidentiality Agreement

CVARP staff will complete the E-verify process on-line and a check of ADE information/actions will also be completed if the employee has/will have a teaching/administrative certificate from Arizona.

Responsibility

The Board will be responsible for the hiring of the Director of CVARP.

The Program Director will make staff hiring recommendation to the Board President after completing the required hiring processes described above. The Board President has the sole responsibility for hiring of any such staff, exclusive of the Program Director, as determined by the Board of directors to be required to conduct the business of CVARP. A report on hiring will be made to each Board member as soon as practical.

Employee Status

New employees will be hired on a probationary status for a period of 90 days. Near the conclusion of the 90 day period the employee will be given a formal written evaluation. After the probationary evaluation the employee may be released for any reason or no reason at all or the employee may become a regular status employee.

Employee Discipline

The Program Director may impose discipline on employees for various offenses including but not limited to:

1. Unexcused absences
2. Tardiness
3. Dishonesty
4. Insubordination
5. Negligence
6. Violations of policy

The employee will be afforded an opportunity to respond to disciplinary charges before any actions are taken. After considering the employees explanation the Program Director will make a determination. When disciplinary action is found to be appropriate the employee will receive written notification of the offense and disciplinary action which may range from a warning to a suspension of up to two days without pay.

The Board President and Board will be informed of disciplinary action as soon as practical. If the employee wishes, he/she may appeal any discipline resulting in suspension to the Board President.

Dismissal

When appropriate the Program Director will submit written charges that may result in termination of a CVARP employee to the Board President for consideration. The Board President will convene a meeting with the Program Director and the employee to discuss the evidence. The Board President may, upon a review of facts and the recommendation of the Program Director, dismiss employees or impose a lesser level of discipline.

The Board will be informed of the President's actions as soon as practical. When the employee to be terminated is the Program Director, a meeting of a quorum of Board members shall be convened and hear the evidence for termination.

The Program Director will be allowed to explain any mitigating circumstances and the Board may vote to dismiss the Program Director or impose a lesser level of discipline.

26. Employee Attendance

Absences

It is very important for the students of CVARP that the staff can be depended upon to be at their duty stations when the offices of CVARP are open. Therefore the following attendance policies are in effect for CVARP employees.

Illness

It is the duty of the employee to notify the Program Director or the Office Manager whenever an absence is to occur. The office number (928-554-8398) should be called to make notifications prior to the absence.

Bereavement

It is the duty of the employee to notify the Director or the Office Manager whenever an absence is to occur. The office number (928 554-8398) should be called to make notifications prior to the absence. Paid leave of up to three days will be granted one time a year in the event of an immediate family member.

Jury Duty

Employees will be excused from work when verification of required jury duty service is provided to CVARP. The employee will receive the difference between the amount they are paid for their jury duty service and the regular CVARP salary they would have received.

Maternity Leave

Employees may be granted up to four months of maternity leave for the birth of a child. This includes the two months prior to delivery and two months after. The Board President will consider extenuating circumstances. This leave is without pay. Upon returning to employment the employee will be restored to his/her previous position.

Other leave

Short-term unpaid leave for reasons other than those listed above will be granted providing there is adequate notice for the office to move staff around and cover the absent employee's duties.

Tardiness

Employees are to maintain their assigned work hours. Habitual tardiness will be dealt with as a disciplinary issue.

27. Employee Evaluation and Pay

All employees will receive at least one performance review every fiscal year. See (**Attachment E**) for this form. The evaluation will be discussed with the employee and one copy of the document will be given to the employee and the original kept in the employee's personnel file in the CVARP office.

Employee Pay

Because of the nature of the CVARP funding sources, employee pay raises are not automatic. The Board will approve any changes in hourly wages for CVARP employees.

Effective 10/08/2017 the hourly wages of CVARP employees are:

Program Director: \$17.50/hour

Office Manager: \$15.00/hour

Teaching Staff: \$16.25/hour

Passed by CVARP Board on 10/19/2017

Employee Vacations

All employees having completed one year or more of employment with CVARP shall receive one week of paid vacation effective July 1st after their employment anniversary. The week of paid vacation must be taken beginning the week of the first Sunday in July. The week shall be paid at the current daily rate (effective July 15th) for the normal number of hours the employee worked for ABE/ASE and/or ELAA classes the previous fiscal year.

Passed by CVARP Board 6/9/2016

28. Payroll Policy

Pay Periods

Pay periods shall generally be two weeks in duration from Sunday through Saturday. Exceptions will be made where the two week pay period is shortened for the convenience of the Center such as at the end of the calendar or fiscal year. Paychecks will be issued on Tuesday following the end of the pay period.

Personnel hours must be submitted on the time sheet (**Attachment D**) no later than the Monday after the completion of a pay period to receive paychecks on time.

Processing of Payroll

Employees will submit time sheets no later than 3:00 pm the Monday after a pay period ends.

The Program Director will review and authorize the hours by signing the time sheet.

The Office Manager will prepare the paychecks allocating the time and effort expenses into the appropriate classes in QuickBooks where there is sufficient budget capacity.

29. Intake Procedure for GED Students

Purpose

The purpose of this procedure is to ensure the consistency in the Intake Process for GED Students.

Responsibility

Only trained staff may conduct the Intake process.

GED Student Intake Procedure

1. Location of this process must be a quiet area of the Center so as not to disturb other students.
2. Students joining night classes will complete a pre-registration/appointment form so their registration does not interfere with the regular flow of the class. They may become part of the class the night they complete the pre-registration form.
3. New students who have not attended CVARP previously must complete the full Student Intake process.
 - a) Staff will go through and explain all materials in the packet making sure the students understand the materials and sign in the appropriate place.
 - b) Staff should check the student's date of birth on the form to verify they are 18 years of age or older. Students under 18 years of age must present some form of identification and have a parent/guardian come to the Center and sign approval to be in the program.
 - c) Students should not be enrolled in any other school and those under 18 years of age must bring a drop slip from their last high school.
4. This process will include three (3) sessions.
 - a) The **First Session** will be the completion of Enrollment Forms, using Script for Data Collection/Intake, and taking the practice test for the subject the student has chosen. Students should do their best to give them an accurate curriculum plan in GED Academy. Length of time required is approximately one hour and a half.

- b) The **Second Session** will involve completing the practice test in math. Students should do their best to give them an accurate curriculum plan in GED Academy. Length of time required is approximately one hour.
 - c) The **Third Session** will involve discussion of Test Results and completion of Educational Plan.
5. All materials will be returned to the Camp Verde Center for proper filing in a secure environment.

30. Intake Procedure for ELLA Students

Purpose

The purpose of this procedure is to ensure the consistency in the Intake process for ELLA Students.

Responsibility for this Procedure

Only trained staff may conduct the intake process.

ELLA Student Intake Procedure

1. Students joining night classes will complete a pre-registration/appointment form so their registration does not interfere with the regular flow of the class. They may become part of the class the night they complete the pre-registration form.
2. Make sure students sign-in on the attendance sign-in sheets.
3. New students who have not attended CVARP previously must complete the full Student Intake Process.
4. Staff will go through and explain all materials in the packet.
 - a) Make sure the students understand the materials and sign in the appropriate place.
 - b) Staff should check the students' date of birth on the form to verify they are 18 or older. Students under 18 will need to present some form of identification and have a parent/guardian come in and sign approval to be in the program.
 - c) Students should not be enrolled in any other school and those under 18 must bring a drop slip from their last high school.
5. This process will include four (4) sessions.
 - a) The **First Session** will be the completion of Enrollment Forms, using Script for Data Collection/Intake, and taking the CLAS-E Locator Interview Part A and Part B.
 - 1) Administer the TABE CLAS-E Interview to all students on a one-to-one basis, according to the TABE CLAS-E directions.
 - 2) If a student has problems with the first 5 questions, stop and go to CLAS-E Locator Interview Part B.
 - 3) If a student shows only Level 1 ability, place that student at Level 1 for testing and they do not take Locator Test Part 1.
 - 4) Interview has no time limit. Locator Test Part 1 and 2 have a 15 minute time limit.
 - b) The **Second Session** will be CLAS-E Levelled Test.
 - 1) Determine Test Level by Locator Test Results.

Reading & Writing Tests	Listening & Speaking Tests
≥6 Level 1	≥6 Level 1
7-9 Level 2	7-9 Level 2
10-12 Level 3	10-12 Level 3
13+ Level 4	13+ Level 4

- 2) Reading Test - 25 minutes.
 - 3) Writing Test (Part 1) - 20 minutes.
 - 4) Listening Test – 25 minutes.
 - 5) Speaking Test – 15 minutes.
- c) The **Third Session** will be administering the Expository Writing Folio.
- 1) Students must be separated by Levels and tested only with the same level students.
 - 2) The Expository Folio Test will take 27 minutes.
- d) The **Fourth Session** will involve discussion of Test Results and completion of Goal Setting Form.
6. All materials will be returned to the Office Manager.

31. Data Collection Procedure for Students

Purpose

The purpose of this procedure is to ensure the consistency in the Data Collection and Data Entry Process for all Students.

Responsibility

Only staff and authorized volunteers may conduct the data collection. The Program Director will be responsible for conducting monthly reviews of data entered.

Staff Data Collection Procedure

1. All Staff must have a "pre-service" prior to any data collection.
2. This "pre-service" shall include familiarization of forms used; order of forms used, practice of script (included in this procedure).
3. All staff must go through each section as student fills out forms.
4. All staff needs to verify all areas are correctly filled in before going on to the next document.
5. Place all these forms into the left side of the student's pocket folder and return to the Office Manager at the Camp Verde location.

Office Manager Data Collection Procedure

1. The Office Manager must be familiar with the forms and be aware of why this data is relevant.
2. The Office Manager will check that each student's folder has all the necessary forms present.
3. The Office Manager will check that all the forms are properly signed.
4. Anything that is not filled in or has an invalid expiration date will be returned to the Staff person who initiated the data collection.
5. The Office Manager will transfer the student's forms into student's file.

6. Before closing the student out, the Office Manager will double check that all the information is accurate and that the necessary information is entered.

Program Director Data Collection Procedure

1. The Program Director will establish a monthly system of checking entered data.
 - a) This includes verifying the student information is correct and complete.
 - b) Any mistakes found will be noted and reported to the Office Manager in writing.
2. The Program Director will use the data to analyze needs and areas of concern for the Program.
3. The Program Director with the assistance of the Office Manager will periodically review data forms to keep them current and relevant.
4. If any forms are changed, all staff responsible for data collection shall be trained on the correct administration of this form.

Training and Staff Development on Data Collection

CVARP will maintain a record of such training for each person who has completed the training.

32. Script for Data Collection/Intake

Needed Materials

Student Packet and Pen

General Information

- Make sure to introduce yourself to the student and to ask their name.
- Be friendly and put the student at ease.
- Explain that we have some forms that need to be filled out.
- Please hand each form to the student to complete.
- Walk the student through the form, answering any question they might have.
- Check that each form is completed as necessary and returned to the left side of the pocket folder.

Forms

1. Verification of Eligibility for Services Form
 - a) Staff should check the student's date of birth on the form to see that they are 18 years of age or older. Students under 18 years of age will need to present some form of identification and have a parent/guardian come in and sign approval to be in the program.
 - b) Students should not be enrolled in any other school and those under 18 must bring a drop slip from their last high school.
2. Camp Verde Center Enrollment
 - a) ½ sheet form to be completed only if on Juvenile or Adult Probation.
3. Intake Sheet Supplement Information
 - a) Help student to complete as much as possible.
4. Student Classroom Agreement and Policy
 - a) Please read this form to student and have them sign it.
5. Partnership Agreement
 - a) Please review this with the student and have them sign it.

6. Camp Verde Adult Reading Program Harassment Policy
 - a) Please read this to the student and have them sign it.
7. Register Student on GED Academy
 - a) Enroll them in their first course plus math.
 - b) Give the student the "Quick Start Guide".
 - c) Have them take the practice test.

33. Goal Setting for Students

Purpose

The purpose of this procedure is to ensure the consistency in the Goal Setting Process for Students. This procedure will be used in conjunction with the enrollment process.

Responsibility for this Procedure

The CVARP instructors will have the primary responsibility of setting goals with the students.

Student Goal Setting Procedure

The teacher will meet with the student on a one-to-one basis. This should be held within one (1) week of completion of the practice testing.

AZCIS will be part of the Goal Setting process for GED and upper level ELLA students.

GED Students

1. Following the review of the test results, the student and the instructor will discuss the student's long and short term goals for participation in the program, as well as goals after the program. The Student Educational Plan will be completed by the student after discussion with the instructor. Emphasis on picking realistic goals that can be reached should be stressed.
2. Every 6 months there will be a discussion and review of academic progress with the student and a revision of the Educational Plan as needed.

ELLA Students

1. Have each student complete the Student Goal Selection Form.
2. Discuss the results from the CLAS-E Test and use the Student Educational Plan and CCR Form to plan an educational path for each student.
3. If the student is also interested in obtaining his/her citizenship, complete each section of the ELLA Student Educational Plan-Citizenship Form.

34. Student Attendance Recording Procedure

Purpose

The purpose of this procedure is to ensure the consistency in recording student attendance at CVARP.

Responsibility for this Procedure

Any staff of CVARP

Student Attendance Recording Procedure

1. All Student Attendance Recording will be done on approved form for the class in session at that time. The Office Manager will insure that the appropriate form is available to students.
2. Students should be directed to record attendance when they come in for the intake process.
3. Remind students as they enter the program each time to "sign-in".
4. Make sure the students are signing in the correct location.
5. Attendance will be logged in the computer by the 15th of the following month by the Office Manager.

35. GED Student Assessment

Purpose

The purpose of this procedure is to ensure the consistency in the initial and ongoing assessment of GED students.

Responsibility for this Procedure

CVARP instructors.

General Assessment Statements

1. ALL Testing of GED and other non-ELLA students will be completed using the GED Academy practice test(s) in the subject(s) provided. Students will be encouraged to test in math and one other subject.
2. When GED Academy indicates the student is prepared, they may take a GED Ready test to confirm.

Student Assessment Procedure

1. The initial test will be administered during the intake process. The procedure is described in the Intake Procedure.
2. The GED Academy will score the tests and develop an individualized lesson plan for the students. Students will be placed into Pre-GED, GED Prep or Advanced GED levels.
3. Teachers may modify the student's educational plan if there is some compelling need. This should be done both cautiously and thoughtfully.
4. Once the student plan is developed, the student should be encouraged to 'test out' of assigned sections of the educational plan where the student believes he or she is capable. This is found within the learning box plan.
5. Progress testing in GED Academy will be done after the student has completed the assigned curriculum in that subject or the teacher deems it appropriate.
 - a) A gain is achieved when a student moves up a level as shown on the student progress page such as from Pre-GED into GED Prep.
 - b) Students may also demonstrate an educational gain by passing a subject on the GED test.

36. Follow-Up on Student Educational Goals

Purpose

The purpose of this procedure is to ensure the consistency in the follow-up of student educational goals

Responsibility for This Procedure

All CVARP staff

Follow-Up on Students' Educational Goals Procedure

1. Success in accomplishing a student's goals is essential and is achievable only if staff is aware of individual goals.
2. To this end, staff responsible for instruction should create an educational plan for the student. This plan will include individual areas of needed instruction that will lead to accomplishing goals.

37. Student Violation of Program Policies

Purpose

The purpose of this procedure is to ensure the consistency in dealing with any violations of classroom policy.

Responsibility for this Procedure

Any staff member of CVARP.

Student Violation of Classroom Policy Procedure

Steps 1 and 2 below may be omitted from the procedures listed below when the infraction is deemed particularly egregious.

1. Step 1. Any violation of the classroom policy will be first discussed with the student/s.
2. Step 2. A second violation will result in a written account of the violation.
3. This must be discussed with the student/s.
4. The written account must be signed by the student/s.
5. A copy will be made and given to the student/s.
6. The original will be placed in the Student/s file.
7. Further violations will be dealt with by the Program Director with consequences up to and including removal from the Program.
8. Disciplinary actions resulting in the removal from the program may be appealed to the Board of Directors. Actions taken by the Board of directors will be final.

38. Financial Support for Testing

Get Ready Tests

It will be the policy of CVARP to pay for GED "Get Ready" testing for active CVARP students. The cost of this will be borne by the donations received by CVARP. Efforts shall be made to do as much testing as possible during times in which GED is offering the tests at a reduced rate.

GED Testing

CVARP will pay for the GED testing of active students under the following conditions:

1. The student is an active student in the program with a minimum of 40 hours in the program.
2. A minimum of 20 hours must be completed as in-class face to face instruction.
3. The remainder of the hours will be MFL (on-line) instruction.
4. The student must complete a TABE Online post-test and show an educational gain.
5. The student must complete the 'Get Ready' GED tests with a "passing score" for any and all GED tests they wish to take.
6. The student must notify staff of the desire to use the CVARP payment program and will work with staff to select the date, time and 'place for the GED testing.
7. Staff will use the CVARP debit card to pay for the testing.
8. This payment will be limited to an expense of \$3000 annually, to be taken from the CVARP non-annual accounts.
9. Please fill out Application for GED Testing Support (**Attachment C**).

40. Attachment B

Employee/Volunteer Confidentially Agreement (Item 24)

Date:
Employee/Volunteer Name:
Location:

Initials:

_____ I understand and agree that any information about any students who currently is, or has ever been, involved with CVARP is strictly confidential.

_____ I understand and agree that any information obtained at the center(s) about a student shall not be shared with any other person or entity except as specifically authorized by the student or required by law.

_____ I understand and agree that any and all student information shall remain confidential even after my work or other interactions at the center ends.

Employee/Volunteer Signature:
Program Director Signature:

41. Attachment C

Application for GED Testing Support (Item 38)

Student Name:			
GED Content to be Tested: (circle all that apply)			
Language Arts	Mathematics	Social Studies	Science

All of the following must be true:

The student is an active student in the CVARP program.

Student has met the minimum 20 hours F2F and 40 hours total of instruction.

The student has completed a TABE Online post-test and has shown an educational gain.

The student has completed the "Get Ready" GED pre-test for any and all GED tests the student wishes to take.

"Get Ready" test(s) show the student is prepared to take the GED test in that area(s).

I affirm that all of the above is true.

Student Signature:
Instructor Signature:
Program Director Signature:

42. Attachment D

Time Sheet (Item 28)

Time Log for the Weeks of:		To																													
Employee:		Job Title:	Supervisor:																												
Support Services	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Director: Provide program leadership and supervision of all volunteers and paid staff. Establish program development. Set regulations and guidelines. Office Manager: Program data entry for ADE and QuickBooks accounting. Student and personnel services. Clerical, service orientation and time management.																															
Instructional-GED	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Instruct students, evaluate test results, intake and assist students planning goals.																															
Instructional-IEC/CI	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Instruct students in English. Preparing students to Read, Speak, Write and with listening comprehension. Intake students, TABE CLAS-E testing and set in appropriate forms and levels. Assist students in setting goals.																															
Professional Development	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Staff Meetings																															
Training																															
Collaboration																															
I verify my work for the above two weeks was spent on duties and responsibilities as listed above.																															
Employee Signature:		Date:																													
Office Manager:		Date:																													
Program Director:		Date:																													

43. Attachment E

Employee/Volunteer Evaluation Form (Item 27)

Name:	
Center:	
Evaluation Period	
From:	To:

Please check appropriate categories for each of the following:

	Asset excellent	Above average	Average Satisfactory	Change needed	Liability problem area
Attendance/punctuality					
Co-operation with supervisor and co-workers					
Attitude toward work					
Accepts constructive criticism					
Follows directions/follows through					
Timely and accurate completion of assignments					
Attention to details					
Shows initiative for new projects					
Progress in training to new skills					
Expectation of continued employment					

Additional comments:

I hereby certify my Supervisor has reviewed the above progress information with me and I fully understand it.

Staff/Volunteer Signature _____ Date _____

Supervisor Signature _____ Date _____