



HRSA Community Health Worker Training Program

Trainee Memorandum of Understanding

This agreement serves as an understanding of the terms of services under HRSA CHW Training Program regulations and rules to engage in.

Trainee Name (first, last):

Employer Name:

Address, City, State, Zip:

Employer Supervisor Name, Title:

Capacity in the training program: ___ Trainee ___ Upskilling

Trainees receive \$2,000 stipend (two installments of \$750 upon enrollment and halfway through the program) for participation. Those who are upskilling do not receive a stipend.

_____(electronic signature) I acknowledge that the stipend will be prorated if for some reason I do not complete my training commitment, which may require returning a portion of the funds.

I. Standards of Service

HRSA CHW Training Program Trainees are expected to conduct themselves and their affairs in a manner that is honest, ethical, and with good intent. Trainees should conduct themselves in a manner that brings good rapport for themselves, the organization they serve, and the HRSA CHW Training Program experience. Trainee Service can be terminated for cause or suspended if Trainees engage in the following:

- Prohibited Activities as stated below.
- Continued dissatisfaction of Trainee service. The organization supervisor will provide oversight concerning the Trainee and are to be in immediate contact with the Program Manager concerning the Trainee's performance or conduct.

II. Training Requirements

Trainees are responsible for completing:

- Program registration form with data required to be reported to HRSA
- Health Navigation and Community Health Worker course pathway with 80% requirement for attendance and assignments
- Internship at host agency (those currently employed as a CHW or related role can use their site of employment as the experiential learning experience)
- Course evaluation surveys

While engaging in HRSA CHW program activities, such as the internship, Trainees are expected to dress and act in a professional manner.

III. Follow Federal Workforce Laws

The Trainee agrees to act at all times in accordance with all applicable state and federal laws and regulations pertaining to HRSA CHW Training Program and agrees to not participate in activities prohibited for HRSA CHW Training Program trainees, including:

Drug Free Workplace Act

The unlawful manufacture distribution, dispensation, possession, or use of a controlled substance is prohibited while serving as an HRSA CHW Training Program Trainee.

As a condition of HRSA CHW Training Program service and Federal contracts, the trainee must abide by the terms of this prohibition and must notify the program of any conviction under a criminal drug statute no later than five (5) days after such a conviction.

Specific actions will be taken against the Trainee for violations of this prohibition, up to and including termination and/or the requirement to satisfactorily participate in a drug abuse assistance or rehabilitation program.

The Trainee has read and understands the Program's Drug Free Work Place Policy.

Civil Rights Act: Non-Discrimination and Non-Harassment

Non-Discrimination Policy

No person with responsibilities in the operation of the project shall discriminate against any HRSA CHW Training Program Trainee, or trainee of the staff of, or beneficiary of the project, with respect to any aspect of the project on the basis of race, religion, color, national origin, sex, gender identity, age over 40 disability, military status, genetic information, sexual orientation, ancestry, creed, marital status, or political affiliation. It is unlawful to retaliate against any person who, or organization that, files a complaint about such discrimination. In addition to filing a complaint with local and state agencies that are responsible for resolving discrimination complaints, you may bring a complaint to the attention of the National Agency known as HRSA CHW Training Program.

Non-Harassment Policy

All programs administered by, or receiving federal financial assistance from HRSA CHW Training Program, must be free from all forms of harassment. The Civil Rights Act (1964) prohibits all forms of discrimination based upon race, color,

national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, or military service. Prohibited discriminatory practices under these laws also include harassment on the basis of race, color, religion, sex, national origin, disability, genetic information, or age; and retaliation against an individual for filing a charge of discrimination, participating in an investigation, or opposing discriminatory practices. See Program Handbook and Policies.

If you believe that you or others have been discriminated against by staff or others related to the HRSA-funded CHW Training Program, or if you want more information, contact:

Sarah Lampe, President & Executive Director Trailhead
1999 Broadway Ave Ste 600
Denver, CO 80222
303-910-4682 (phone)
workforce@trailhead.institute (email)

Office of Civil Rights and Inclusiveness, Corporation for National and Community Service
1201 New York Avenue, NW
Washington, D.C. 20005
(202) 606-7503 (voice); (202) 565-2799 (TTY);
eo@cns.gov (e-mail)

IV. Service Expectations

Action Plan for Dismissal from Program

Trainees will be given a written warning as soon as a Supervisor questions behavior, work performance, or overall satisfaction. The program staff and site supervisors will decide the best course of action regarding program enrollment.

Attendance at 80% of course activities are required. Trainees who have to miss an online live learning session or in-person course can contact the Patient Navigation and Community Health Worker (PNCT) program coordinator to arrange for make-up work or attendance at another course. Repeated no shows and failure to complete assignments will result in dismissal from the program.

Similarly, no shows or unsatisfactory work performance at internship site may result in dismissal from program. The Trainee, Supervisor, and Program Manager will discuss options to suspend, reassign, or release the trainee from the program, as necessary. Regardless of the cause of termination of an internship, the decision must be made jointly by project and employer staff with full consideration given to the trainee, including placement with another employer, as appropriate.

Trainees must complete training program (courses and internship) within 12 months of program enrollment unless they make alternative arrangements with PNCT Program Coordinator.

Exit / Suspension for Cause and Compelling Personal Circumstance

The Employer will consult with the HRSA CHW Training Program regarding any proposed changes to a Trainee's term of service as soon as a change is contemplated or foreseen. A Trainee determined through a grievance to have been wrongly released or suspended for cause will receive credit for any service missed and reimbursed for missed living allowance payments.

Exit for Cause

The Program will **remove the** Trainee from the program for cause if:

1. The Trainee has dropped out of the Program without obtaining a release for compelling personal circumstances from the Program Manager;
2. During the term of service, the Trainee has been convicted of a violent felony or the sale or distribution of a controlled substance;
3. Any other serious breach that in the judgment of the HRSA CHW Training Program Manager would undermine the effectiveness of the program.
4. There is no requirement that the HRSA CHW Training Program must follow this prescribed sequence in imposing a sanction. The seriousness of the occurrence will be considered relevant and offenses of the differing rules may be considered as cumulative.

Successful Completion of Service Trainee Program

A Trainee has successfully completed the program when;

- a) Trainee has completed assignments and course participation,
- b) Completed the minimum number of required courses,
- c) Completed the minimum numbers of internship hours and met documentation requirements.

V. Compelling Personal Circumstances

The Trainee may possibly be released from their term of service, at the request of the Trainee, for unforeseen, compelling personal circumstances that are beyond the control of the Trainee and that make it impossible, or very difficult, for the Trainee to complete their term of service. Compelling personal circumstances may include, but are not limited to: serious injury; illness; a disability that makes completing the term impossible; or an illness, serious injury, disability, or death of an immediate family member. A Trainee who ends their training plan and/or internship due to a compelling person circumstance can work with the PNCT Coordinator to finish at a later date.

VI. Prohibited Activities

While accumulating training hours, or otherwise performing activities supported by the HRSA CHW Training Program, staff and trainees may not engage in the following activities (see 45 CFR § 2520.65):

1. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
2. Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;

3. Engaging in religious instruction or conducting worship services as part of your training or field work;
4. Providing a direct benefit to—
 - a. A business organized for profit;
 - b. A labor union;
 - c. A partisan political organization;
 - d. A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 related to engaging in political activities or substantial amount of lobbying except that nothing in these provisions shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and
 - e. An organization engaged in the religious activities described above, unless HRSA CHW Training Program assistance is not used to support those religious activities;
5. Conducting a voter registration drive or using HRSA CHW Training Program funds to conduct a voter registration drive;
6. Election and Polling Activities - HRSA CHW Training Program trainee may not provide services for election or polling locations or in support of such activities.

HRSA CHW Training Program trainees may not engage in the above activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed above. Individuals may exercise their rights as private citizens and may participate in the activities listed above on their own initiative, on non-HRSA CHW Training Program time, and using non-HRSA CHW Training Program funds.

VII. Grievance Procedures

Any program participant wishing to file a grievance against a procedure, action, or directive of another employee (other than an executive partner) not covered elsewhere in the Program Personnel Policies (see, for example, Sexual Harassment Policy) shall notify their supervisor or an executive partner(s) at the employee's discretion. In such cases the executive partners will be the investigator and final arbiter of all such grievances. In the event the grievance involves a procedure, action by, or directive of an executive partner(s), the investigator and final arbiter will be the Director of People and Strategic Initiatives at Trailhead Institute.

The Program has a policy to resolve disputes involving HRSA CHW Training Program Trainees, labor unions, and any other interested individuals, such as HRSA CHW Training Program Trainees, in a fair and expeditious manner. In general, disputes must pertain to service-related issues, such as a proposed service assignment or evaluation, or a Trainee's suspension or dismissal. If the grievance alleges fraud or criminal activity, it must immediately be brought to the attention of the Corporation's inspector general.

Suspension of placement. If a grievance is filed regarding a proposed placement of a participant, such placement must not be made unless the placement is consistent with the resolution of the grievance.

Suspension of service. Pending resolution of grievance filed due to release for cause, trainee's service is suspended.

The affected Trainee seeking personal relief in a matter of concern or dissatisfaction relating to any HRSA CHW Training Program issues, such as assignments, evaluations, suspension, or release for cause, may follow the following grievance procedure:

Written Grievance to Program Manager.

Within 10 days of the underlying dispute, the aggrieved Trainee submits a written grievance that outlines the details of the complaint to the Program Manager. The Program Manager will attempt to resolve the complaint through informal mediation or facilitation. If the matter is resolved, and an agreement is reached the Trainee will agree to forego filing a formal grievance in the matter under consideration. If the grievance is not resolved the Program Manager must inform the aggrieved Trainee of their right to file a formal grievance.

A formal grievance must be initiated by the grievant submitting a written complaint to the HRSA CHW Training Program Project Director, Trailhead Institute, no later than ten (10) working days after the suspension, exit for cause, or another incident. The written complaint shall be submitted via email to workforce@trailhead.institute:

1. Description of the nature of the grievable action;
2. Names of the parties to the grievable dispute;
3. Rationale on how the action being challenged is unfair, unreasonable, arbitrary, capricious, or discriminatory;
4. Identify how the action adversely affects the grievant in their present or future HRSA CHW Training Program and/or professional capacity;
5. Summarizes the material that the grievant is prepared to submit to support the claim.

Deadline for Grievances Except for a grievance that alleges fraud or criminal activity, a grievance shall be made no later than one (1) year after the date of the alleged occurrence of the event that is the subject of the grievance.

Deadline for Hearing and Decision A hearing on any grievance shall be conducted no later than 30 days after the filing of such grievance. Person(s) shall hold hearings not involved in previous decisions on this issue.

Decision: A decision on any such grievance shall be made no later than 60 days after the filing of such grievance.

Arbitration

If an adverse decision is made against the Trainee or no decision is reached after 60 days, the Trainee may submit the grievance to binding arbitration. The arbitrator is jointly selected and independent of the parties. If parties cannot agree within 15 days, then HRSA CHW Training Program will appoint someone from a list of qualified arbitrators. HRSA CHW Training Program must hold the arbitration proceeding no later than 45 days, or 30 days after the appointment. A decision must be made by the arbitrator within 30 days after the arbitration proceedings begin. The parties must divide the cost of

arbitration evenly, unless the Trainee prevails. If the Trainee prevails, the program will pay the total cost of the proceeding and the Trainee's attorney's fees.

Each party agrees that this Agreement and any other documents to be delivered in connection herewith may be electronically signed, and that any electronic signatures appearing on this Agreement or such other documents are the same as handwritten signatures for the purposes of validity, enforceability, and admissibility.

The parties have executed this Agreement MOU as of the dates specified below:

[HRSA CHW Training Program Trainee Electronic Signature]

Signed: _____

Dated: _____

HRSA CHW Training Program – Project Director:

Jennifer Edwards, PhD Director of Workforce Programs and Initiatives

Dated: