

## **10.03 RANDOLPH-SHEPPARD VENDING FACILITY PROGRAM**

### **Background**

The Randolph-Sheppard Vending Facility Program is a Federal Program administered by CBVH. It provides employment for CBVH consumers as Business Enterprise Program facility managers in federal buildings.

New York State has a similar program which provides employment for CBVH consumers as retail facility managers in state buildings. Employment is also available in municipal and private buildings.

### **Types of Retail Facilities**

There are five types of Business Enterprise Program facilities that may be established:

1. automatic - coin operated vending machines that are either manager-operated or contractor-operated.
2. retail store – a facility that provides pre-packaged merchandise (candy, newspapers, tobacco, beverages, etc). It could also provide prepared items (hot beverages, soups, hot dogs, microwaveable sandwiches, etc).newsstands - selling magazines, newspapers, candies, cigarettes, etc. Vending machines are often part of the retail store.
3. snack bar/deli - serving prepackaged or prepared-on-premises food and refreshment items.
4. cafeteria - serving hot meals.

### **Types of Training**

There are two training programs for individuals interested in the Business Enterprise Program.

1. The Retail Training Program qualifies individuals to manage automatic and retail facilities.
2. The Foodservice Management Training Program that existed prior to 9/03, qualified individuals to manage cafeterias. The focus of the Foodservice Management Training Program changed after 10/03; therefore, individuals successfully completing the foodservice management training program after 10/1/03 will be qualified to manage snack bars and delis, not a cafeteria.

### **Definitions**

The following terms, as defined, are used throughout this policy:

1. Business Enterprise Program Supervisor - the Central Office Business Enterprise Program staff member responsible for all Business Enterprise Program operations (formerly Supervisor, Vending Services).

2. Business Enterprise Program Training Coordinator (BEPTC) - the Central Office staff member responsible for coordinating and monitoring the Business Enterprise training programs.
3. Business Enterprise Program Training Counselor - in conjunction with BEPTC, the Central Office staff member responsible for managing some BEP training programs.
4. Candidate - a CBVH consumer who has been referred to the Business Enterprise Training Program.
5. District Supervisor - a Business Enterprise Program staff member responsible for field operations in one of three Business Enterprise program districts; District Supervisors are located in Buffalo, Albany, and New York City.
6. Business Service Specialist - a Business Enterprise Program staff member responsible for supervising Program members who manage automatic and retail facilities.
7. Food Service Specialist - the Business Enterprise Program staff member responsible for supervising Program members who manage snack bars/delis and cafeteria facilities.
8. Retail Management Training Program - the VR sponsored training program designed to teach individuals the skills needed to manage an automatic or retail facility.
9. Foodservice Management Training Program - the VR sponsored training program designed to teach individuals the skills needed to manage a snack bar or a deli.
10. On-Site Training - training at a BEP facility or a training program contractor facility.
11. On-Site Instructor - the individual responsible for training the candidate during the On-Site Training phase of the training program.
12. Licensure - signifies that an individual is eligible for consideration to manage a retail facility.
13. Certification - signifies that an individual is eligible for consideration to manage a snack bar/deli facility.
14. Program Member - an individual who is licensed and placed as a Business Enterprise Program facility manager or as an employee of a facility manager.

### **Licensing Requirements**

All Business Enterprise Program retail facility managers are licensed by CBVH to manage retail facilities. To meet the basic requirements for licensing, an individual must be:

1. legally blind
2. a United States citizen
3. at least 18 years old
4. certified by CBVH as qualified to manage a retail facility

To be certified to manage a snack bar/deli facility, an individual first must be licensed to manage

a retail facility and then must successfully complete the foodservice management training program.

### **Benefits**

A member of the Business Enterprise Program is entitled to benefits which can include:

1. employment in a CBVH administered BEP facility
2. pension program
3. life insurance
4. medical insurance
5. promotional opportunities

### **Promotions**

The retail management training program will provide, where possible and feasible, for the advancement of program members who merit and are interested in such advancement.

### **Rule**

Being licensed as a manager does not guarantee placement as a manager or as an employee of a manager. Placement is subject to availability of positions.

### **The Business Enterprise Training Program**

The Business Enterprise Training Program is designed to prepare CBVH vocational rehabilitation consumers to become licensed BEP facility managers. Upon successful completion of the Retail Management Training Program, the individual will be licensed by CBVH as qualified to manage an automatic or a retail facility. Upon successful completion of the Foodservice Management Training Program, the individual will be certified by CBVH as qualified to manage a snack bar/deli.

### **Role of Vocational Rehabilitation Counselor**

The Vocational Rehabilitation Counselor (VRC) is responsible for the identification and referral of individuals to the Business Enterprise Training Program. He/she is also responsible for service coordination for any individual referred to the Business Enterprise Training Program.

### **Role of Business Enterprise Training Program Staff**

The role of the Business Enterprise Training Program Staff includes:

1. establishing comprehensive training programs
2. determining if individuals are appropriate for the program
3. accompanying those individuals interested in the Business Enterprise Program on visits

to BEP facilities

4. monitoring progress of candidates in the training programs
5. determining when a candidate has completed a training program.

### **Required Personal Attitudes and Characteristics of BEP Candidates**

Positive attitudes and characteristics are essential for success in the Business Enterprise Program. Before making a referral to the Business Enterprise Training Program, the VRC must first determine that a candidate meets the basic referral requirements. These requirements are:

1. U.S. citizenship
2. the ability to travel independently
3. the ability to be independent in Activities of Daily Living - including personal hygiene, clothing management, and personal finances
4. the ability to communicate effectively, including verbal and written skills
5. the ability to stand, stoop, kneel, lift and carry
6. the ability to identify coins
7. the ability to utilize functional math skills, including addition, subtraction, multiplication, division, fractions, and decimals
8. the ability to demonstrate good interpersonal skills
9. the ability and motivation to learn and improve skills
10. the ability to work long hours
11. the ability to physically undertake training
12. the interest in becoming a member of the Business Enterprise Program

### **Referral Procedure**

If the candidate meets the basic requirements, the VRC will forward the following to the BEP Training Coordinator:

1. Completed BEP Referral Form (page 10.03.22)
2. Proof of United States citizenship
3. Report documenting independent travel skills
4. Pertinent assessments and vocational, psychological and/or training reports.
5. Information regarding all support services, including counseling which the consumer will be receiving during training.

Within four weeks of receiving the referral, a member of the BEP training staff will schedule an

intake interview with the candidate.

### **Intake Interview**

The appropriate BEP Training staff member will interview the BEP candidate explaining the BEP and the training program. After the interview, the BEP candidate will participate in a tour of existing BEP facilities. This tour will give the BEP candidate the opportunity to:

1. observe several facility operations and
2. ask BEP managers questions related to the retail facility operation.

### **Follow-up**

After interviewing the candidate, if the candidate is interested in employment in the BEP, s/he will be referred for an assessment. Proof of US citizenship must accompany this assessment. This assessment is available in NYC and Albany. The assessment will evaluate the following skills:

1. ability to communicate effectively
2. ability to stand, kneel, lift and carry
3. ability to identify coins
4. ability to use functional math skills including addition, subtraction, multiplication, division, decimals and fractions
5. ability to demonstrate good interpersonal skills
6. ability and motivation to learn new skills
7. ability to physically undertake training

If the results of the assessment indicate that the candidate has the skills necessary for BEP, s/he will be accepted into the training program. If the results of the assessment indicate that the candidate does not have the skills necessary for BEP, the candidate has two choices:

1. decide upon a different vocational goal
2. remediation

If the candidate decides that s/he wants to participate in a remediation program and the VRC and BEPTC agree that the candidate could benefit from such a program, the VRC and the BEPTC will develop a remediation plan to address the deficits noted in the assessment program. The candidate will be accepted into the training program only when all deficits are successfully remediated.

The VRC must realize that there can be waiting lists for entrance into the training program. The VRC should now prepare the IPE in accordance with the guidelines in Chapter 6.00- Individualized Plan for Employment (IPE).

### **Equipment**

The BEP training staff will decide what equipment is needed by each candidate to participate in the BEP training program. A candidate will not be accepted into the BEP training program until all the necessary equipment is provided.

## **Rule**

Before beginning the training program, candidates who utilize dog guides must show evidence from a veterinarian that the dog has updated vaccinations and is free from parasites.

## **The Training Programs**

The Business Enterprise Training Program can be divided into two parts; the retail management training program and the foodservice management training program. All BEP candidates must successfully complete the BEP Retail Management Training Program before being considered for participation in the BEP Foodservice Management Training Program.

Each training program is intended to be consumer-centered, having the flexibility to address each candidate's individual needs. However, each candidate must demonstrate the skills needed for successful facility management before being considered eligible for licensure. Because candidates are allowed to learn at an individual pace, the length of each training program will vary.

## **The Retail Management Training Program**

The BEP candidate's retail management training program will consist of:

1. Academic Training
2. On-Site Training (OST)

## **Agreement for Retail Management Training**

Prior to starting training, each BEP candidate must sign an agreement. The agreement for training outlines the expectations of the training program and sets standards for program participation. Each agreement will be signed by the BEP candidate and a BEP Training staff member. The candidate's signature acknowledges an understanding of the agreement's contents and a willingness to participate within the agreement's guidelines. A BEP Training staff member will provide a copy of the agreement to the BEP candidate.

## **Academic Training: Retail Management**

The academic training will provide the candidate with the technical information needed to successfully manage a BEP retail facility.

The academic training will be provided by providers contracted by CBVH.

## **Completion of Academic Training: Retail Management**

Success in this component of the training program will be measured by objective criteria that reflect the curriculum of instruction outlined by CBVH.

Meetings will be scheduled periodically during the Academic Training Program to discuss the

candidate's progress and to determine when the candidate is ready to enter the On-Site Training Program.

### **On-Site Training: Retail Management**

In order to be licensed to manage an automatic/retail facility, each candidate must complete the On-Site Training Program. The On-Site Training Program will provide the candidate with the opportunity to transfer the technical information learned in the academic program to a BEP facility setting. During the On-Site Training Program, each candidate will work with the On-Site Instructor and the retail facility manager. During the On-Site Training Program, the candidate will be expected to be present at the facility during normal working hours. This will include hours when the facility is normally closed and paperwork is completed. The BEP retail facility manager participating in the On-Site Training Program is reimbursed \$75.00 per day for use of the facility.

### **Duties of an On-Site Instructor: Retail Management**

The On-Site Instructor's duties can include:

1. evaluating the candidate's need for On-Site Training in order to determine the approximate length of the training
2. training the candidate in the day-to-day operation of the BEP facility
3. periodically assessing the progress of the candidate and providing reports to the VRC and a BEP Training staff member.
4. in conjunction with BEP staff, VRC, and a BEP Training staff member, determining when the candidate is ready to manage a BEP facility independently.

### **Length of Training: Retail Management**

The On-Site Training will be completed when assessments made by an On-Site Instructor, the appropriate BEP Training staff member, the VRC and the candidate indicate that the candidate can function independently as a BEP facility manager.

Meetings will be scheduled periodically during the On-Site Training Program to discuss the candidate's progress. A BEP Training staff member will provide a written report outlining the results of the meeting.

The length of each training program will vary, depending on each candidate's need. As long as reasonable progress toward completion of the program is being made, the training program will continue. The BEP Training Coordinator is ultimately responsible for determining when a candidate has completed the training program.

### **Skills Needed for Retail Management**

The candidate must demonstrate competencies in all the following areas in order to become a licensed retail manager:

1. Facility Sanitation
2. Inventory Control
3. Merchandising
4. Over the Counter Sales
5. Financial Management
6. Labor Relations
7. Customer Relations
8. Management Skills
9. Successful completion of the NRA course, ServSafe
10. In NYC, NYC Food Handlers Permit

### **Recommendation for Licensure**

Upon successful completion of the Retail Management Training Program, the candidate will be recommended for licensure. A BEP Training staff member will submit the recommendation to the Associate Commissioner of CBVH. When approved by the Associate Commissioner, the license will be prepared and issued to the candidate with copies to:

1. the district supervisor
2. the candidate's personnel file (BEP)
3. the candidate's case file (Vocational Rehabilitation)

In addition to forwarding a copy of the license, the BEPTC will forward pertinent vocational, psychological and training reports to the District Supervisor.

Once a candidate is licensed, he/she is subject to all of the rules and regulations of the Business Enterprise Program. At this time, those individuals interested in BEP foodservice management can be referred for foodservice management training.

### **Licensure Meeting**

The candidate will be scheduled for the Licensure Meeting at the end of the Academic Training Program. A member of the BEP staff will conduct this phase of training at a site acceptable to all participants. The Licensure Meeting will provide each candidate with an understanding of the policies, the procedures and the regulations of the Business Enterprise Program. During the meeting, special emphasis will be placed upon the responsibilities, expectations and relationships that are part of the Program.

At the conclusion of the Licensure Meeting, the newly licensed manager will be informed about the potential for employment as either a facility manager or an employee of a facility manager.

### ***Note***

Candidates qualify for membership in the Business Enterprise Program when they become licensed. Most benefits begin with actual placement as a licensed manager or as an employee of a licensed manager.

### **The Foodservice Management Training Program**

The BEP candidate's foodservice management training program will consist of:

1. Academic Training
2. On-Site Training (OST)

### **Agreement for Foodservice Management Training**

Prior to starting the Foodservice Management Training Program, each BEP candidate must be current with ServSafe and must sign an agreement. This Agreement outlines the expectations of the Foodservice Management Training Program and sets standards for program participation. A BEP Training staff member is responsible for discussing the agreement with each BEP candidate. Each agreement will be signed by the BEP candidate and a BEP Training staff member. The candidate's signature acknowledges an understanding of the agreement's contents and a willingness to participate within the agreement's guidelines. A BEP Training staff member will provide a copy of the agreement to the BEP candidate.

### **Academic Training: Foodservice**

The Academic Training will be provided by providers contracted by CBVH.

### **Completion of Academic Training: Foodservice Management**

Success in this component of the training program will be measured by objective criteria that reflect the curriculum of instruction outlined by CBVH.

Meetings will be scheduled periodically during the Academic Training Program to discuss the candidate's progress and to determine when the candidate is ready to enter the On-Site Training Program.

### **On-Site Training: Foodservice Management**

In order to be certified to manage a food service facility, each candidate must complete the On-Site Training Program. The On-Site Training Program will provide the candidate with the opportunity to transfer the technical information learned in the academic program to a functioning foodservice facility.

During the On-Site Training Program, the candidate will be expected to be present at the facility during the normal hours of operation. This will include hours when the facility is closed to the public and food preparation, cleaning, paperwork etc. are completed.

### **Length of Training: Foodservice Management**

The On-Site Training Program will be completed when assessments made by the appropriate BEP Training staff member indicate that the candidate can function independently as a foodservice manager.

Meetings will be scheduled periodically during the On-Site Training Program to discuss the candidate's progress. A BEP training staff member will provide a written report outlining the results of the meeting.

The length of each training program will vary, depending on each candidate's needs. As long as reasonable progress toward completion of the program is being made, the training program will continue. The BEP Training Coordinator is ultimately responsible for determining when a candidate has completed the training program.

### **Skills Needed for Foodservice Management**

The candidate must demonstrate competencies in all the following areas in order to become a certified foodservice manager:

1. Facility Sanitation
2. Inventory Control
3. Merchandising
4. Over-the-Counter Sales
5. Meal Preparation
6. Menu Planning
7. Food Sanitation
8. Labor Costs/Labor Relations
9. Equipment Use and Maintenance
10. Financial Management
11. Customer Relations
12. Management Skills
13. ServSafe Certification

### **Placement of Candidates with Retail Credentials**

A candidate who successfully completes the Retail Management Training Program is eligible for employment as:

1. a retail manager
2. a retail employee

### **Placement of Candidates with Foodservice Credentials**

A candidate who successfully completes the Foodservice Management Training Program is eligible for employment as:

1. a retail manager/employee
2. a foodservice manager/employee
3. an assistant foodservice manager

### **Assistant Foodservice Manager Positions**

Assistant Foodservice Manager positions are available to newly licensed foodservice managers in selected foodservice facilities throughout New York State. A BEP Training staff member will discuss potential placements with each candidate successfully completing the Foodservice Management Training Program. The Assistant Foodservice Manager position enables newly licensed candidates to refine foodservice skills while waiting for appointment as a manager of a

foodservice facility.

The BEP foodservice manager participating in the Assistant Foodservice Manager program is expected to provide an environment in which the Assistant Foodservice Manager can refine all skills needed for successful management of a BEP foodservice facility. The Assistant Foodservice Manager should be directly involved in all aspects of the facility's management.

### **Assistant Foodservice Managers: Agreement for Services**

Prior to starting an Assistant Foodservice Manager position, each candidate must sign an agreement. The agreement for the Assistant Foodservice Manager outlines the expectations of the position and sets standards for participation. A BEP Training staff member is responsible for discussing the agreement with each Assistant Foodservice Management candidate. Each agreement will be signed by the Assistant Foodservice Management candidate and the appropriate BEP Training staff member. The candidate's signature acknowledges an understanding of the agreement's contents and a willingness to participate within the agreement's guidelines. A BEP Training staff member will provide a copy of the agreement to the Assistant Foodservice Management candidate and the VRC.

### **Assistant Foodservice Manager Salary**

The salary and fringe benefits of the Assistant Foodservice Manager will be reimbursed to the manager of the foodservice facility by the VRC for a maximum of one year according to the schedule below.

WEEK	VR%	Set-Aside %	Manager %
1-13	70	30	0
14-26	60	40	0
27-39	20	70	10
40-52	0	75	25

The assistant foodservice manager salary will be equal to the average net profit of all foodservice managers as reported on the RSA 15 report. However, this salary can not exceed 80% of the net profit of the manager of the foodservice facility supporting the assistant manager. The figures used to determine the net profit will be updated on a yearly basis, effective January 1st of each year. If the assistant foodservice manager is being assigned to work with a manager at a new facility, the BEP staff will be responsible for estimating the manager's salary.

A BEP Training Program staff member will provide the VRC with all the information necessary to complete the paperwork for reimbursement of the Assistant Foodservice Manager's salary and fringe benefits.

### **Rule**

Since the Assistant Foodservice Manager position has been developed to further refine an individual's skills, the individual must remain in status 18 (training) until:

1. the individual is placed as a BEP manager
2. the individual is placed as an employee at a BEP facility
3. the individual is placed in employment outside of BEP

Any placement terminates CBVH reimbursement of the Assistant Foodservice Manager's salary.

### **Placement Assistance**

The VRC can authorize the following services for first-time placement of a manager in a retail and/or first-time placement in a foodservice facility:

1. a maximum of 20 hours of On-Site instruction to provide the support needed during the first days of managing a facility independently
2. license fees (i.e., resale certificate, cigarette license)
3. permits (cigarette, health, etc.)
4. telephone installation
5. deposits (newspaper, telephone, etc.)
6. unemployment insurance (first premium or first installment, whichever is less)
7. disability insurance (first premium or first installment whichever is less)
8. worker's compensation (first premium or first installment whichever is less)

These placement services cannot exceed \$10,000.00.

### **Counselor Follow-up After Placement**

Until the counselor closes the consumer's case, the BEPTC will receive monthly supervisory reports from the Specialist.. The BEPTC will review each report and if problems are noted will share the report with the counselor to determine what, if any, action should be taken.

### **Expiration of License**

The license of a manager will expire if s/he has not worked as a program member for a minimum of twenty hours/week for a twelve months period. Monthly time records must be provided to document this requirement. In this situation, the BEP manager must be referred to the B.E.P.T.C. who will determine an evaluation/training program to ensure that the manager has the skills needed for successful management of a BEP facility.

### **Closure**

The VR counselor is responsible for determining when to close the consumer's case. The counselor should notify the BSS when the consumer's case has been closed. See Chapter 2.00 - VR Process (Status 26) for information on closure.

### **Upward Mobility Training**

The Randolph-Sheppard Law mandates that each State Licensing Agency provide for upward mobility training "for all licensed vending facility managers." Therefore, licensed retail managers should have access to the training needed to manage a food service facility. The nature and extent of these upward mobility services will mean that each manager interested in these

services will need to have his/her case reopened.

### **Nature and Scope of Services**

Licensed retail managers interested in managing a food service facility will need to participate in, at least, an evaluation program. Training will be provided for those individuals needing it. Since management of a food service facility requires specialized skills, most retail managers should expect to participate in a comprehensive training program which will include but not be limited to:

1. Facility Sanitation
2. Inventory Control
3. Merchandising
4. Over-the-Counter Sales
5. Meal Preparation
6. Menu Planning
7. Food Sanitation
8. Labor Costs/Labor Relations
9. Equipment Use and Maintenance
10. Financial Management
11. Customer Relations
12. Management Skills

Each retail manager should expect to participate in the training program for a minimum of two days per week and a maximum of three days per week. Since the training program will be individually developed for each manager, the length of time a manager will take to complete the training program will vary. A manager who can participate on a full-time basis will generally be able to complete the training program in a shorter period of time than the manager who can only participate in the training program on a part-time basis.

### **Referral Process**

A retail manager who is in good standing in the Business Enterprise Program (as determined by the BEP staff) and has a current ServSafe certificate can be referred to the Foodservice Management Training Program. In most cases, the retail manager will discuss his/her interest in the Foodservice Management Training Program with the Specialist. The Specialist will consult with the District Supervisor to determine if the candidate is ready to enter the Foodservice Management Training Program. If the District Supervisor agrees that the manager is ready to participate in the Foodservice Management Training Program, a referral will be made to the BEPTC. The BEPTC will then notify the VR staff so the manager's case can be reopened.

### **Counselor Responsibilities**

The VRC assigned to a manager participating in the upward mobility training program is responsible for:

1. case reopening
2. voucher preparation for training (lodging, transportation, etc.)
3. service coordination

## **BEP Candidate Responsibilities**

Each BEP retail manager is responsible for obtaining coverage for his/her retail facility during the absence caused by participation in the Foodservice Management Training Program. The BEP retail manager maintains responsibility for the effective management of his/her retail business.

CBVH will reimburse the BEP manager for the cost of his/her replacement needed during the training program. The cost of the manager's replacement, which will be approved by a member of the BEP training staff and must be within accepted industry standards, will be reimbursed according to the following schedule:

Manager's Income	Amount of Reimbursement
At or below average net income for BEP retail managers	90%
\$32,000 - \$50,000	50%
\$50,000 - above	0%

A BEP training staff member will forward a memo to the manager's counselor outlining the cost that will be reimbursed by CBVH.

## **Completion of Upward Mobility Training Program**

Upon completion of the Upward Mobility Training Program, the manager will return to the retail business that he/she is responsible for managing. CBVH reimbursement for the manager's replacement ends at this time and the VRC should place the case in Status 20 and will follow the procedure for case closure.

When placed as a foodservice facility manager, post-employment services can be provided if needed. If the manager successfully completes the Foodservice Training Program, he/she will be eligible to bid on any facility vacancies. If the manager does not successfully complete the Foodservice Management Training Program, he/she will be eligible to bid on only retail facility vacancies.

## **Vending Machine Training**

Each person participating in the BEP Retail Training Program will be expected to demonstrate basic skills related to vending machines. For those individuals appointed to an automatic location, successful completion of a comprehensive, short-term training program will be mandatory. Counselors should be prepared to pay for the cost of the training as well as the expenses the BEP manager might incur to participate in the training program. This Vending Machine Training Program is considered to be part of the Upward Mobility Training Program and therefore all policies related to upward mobility training are in effect for this training program as well.

## **BEP Referral to VR**

If a Business Service Specialist determines that a program member is having significant problems managing a BEP facility which could result in license or food service certification revocation, the Business Service Specialist will discuss the situation with the District Supervisor. If the District Supervisor feels that VR might be able to assist in developing a plan to address the problem(s), the District Supervisor will complete the "BEP Referral to VR" form and forward it to the District Manager. The District Manager will discuss the situation with a Senior Counselor who will assign the program member to a counselor.

The counselor will meet with the program member, the Business Service Specialist and a BEP Training staff member within two weeks of receiving the referral. The problems outlined by the Business Service Specialist will be discussed.

If the consensus of the group is that the program member's problem(s) could be alleviated with additional BEP skills training, a BEP Training staff member will provide technical assistance in the development of a service plan. If the consensus of the group is that the program member's problem(s) could be alleviated with other VR Services, the counselor will be responsible for developing a service plan. The VRC is responsible for all case management services.

## **Program Member Responsibility**

The program member should expect to participate in training services during normal working hours. The program member is responsible for providing coverage for the facility during the time s/he is participating in the planned services. During the training program, the BEP program member will meet regularly with the appropriate BEP Training staff member to discuss progress towards achieving the training goals.

## **Post-Employment Services**

Provisions of the Randolph Sheppard Act provide that any licensed program member whose case is closed may be eligible for post-employment services to achieve his/her maximum vocational potential and maintain suitable employment within the State Retail Facility Program. See Chapter 11.00 - Post-Employment Services (PES) for further information.