

California Senior Community Service Employment Program State Plan

**Program Year 2012-2015
(Plan Modification 2014)**



Acknowledgements

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CDA thanks the California Labor and Workforce Development Agency for providing the tools and resources necessary to enable CDA to identify workforce priorities for California's SCSEP eligible older workers. In addition, CDA acknowledges the California Employment Development Department, Labor Market Information Division (LMID), whose contributions were essential to this planning effort.

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Section 1: Overview of the Senior Community Service Employment Program and Purpose of the State Plan

The Senior Community Service Employment Program (SCSEP) is the only federally mandated job training program serving low-income older workers age 55 years and older. SCSEP is authorized under the Older Americans Act (OAA) as amended in 2006, and administered by the U.S Department of Labor, Employee and Training Administration (DOLETA). SCSEP's 45-year success record stems from its dual purpose as a training program for low-income older workers and a source of subsidized staff trainees for community-based organizations.

DOLETA distributes SCSEP funds to 16 national SCSEP Grantees and 56 state and territorial grantees. The national SCSEP grantees operate across multiple state jurisdictions and receive 78 percent of SCSEP funds. State and territorial SCSEP grantees receive the remaining 22 percent of SCSEP funds.

Program-eligible older workers must be residents of California, 55 years of age or older, unemployed, with a total annual family income that does not exceed 125 percent of the federal poverty guidelines, currently \$13,963 for an individual. Service priority is given to individuals meeting one or more of the following criteria:

- Is a veteran or a spouse of a veteran
- Is 65 years of age or older
- Has a disability
- Has limited English proficiency
- Has low literacy skills
- Resides in a rural area
- Has low employment prospects
- Has failed to find employment after utilizing services provided under Title I of the Workforce Investment Act (WIA) of 1998
- Is homeless or at risk for homelessness

Eligible individuals receive part-time, subsidized job training through community service assignments (CSA) at non-profit organizations or governmental entities.

The California Department of Aging (CDA) administers the State SCSEP grantee program, contracting with 14 Area Agencies on Aging (AAA) that provide SCSEP services locally (Appendix A). In addition, the following eight national SCSEP grantees provide SCSEP services in California: AARP Foundation, Asociacion Nacional

Pro Personas Mayores (ANPPM), Experience Works, National Asian Pacific Center on Aging (NAPCA), National Council on Aging (NCOA), National Indian Council on Aging (NICOA), Senior Service America, Inc. (SSAI), and SER – Jobs for Progress National, Inc. (Appendix B)

The State Plan describes how SCSEP and its partners meet the skills training, supportive services and unsubsidized employment needs of eligible older workers. In addition, the State Plan explains the roles SCSEP and its partners play in the California workforce development system as they relate to community service and private employment. The State Plan is the blueprint for preparing SCSEP participants for appropriate employment opportunities in industry sectors projecting growth within the State. The State Plan covers the period July 1, 2012 through June 30, 2016.

The OAA and federal regulations require the governor of each state to develop a strategic four-year State Plan in collaboration with the national SCSEP grantees, the aging network, and workforce entities operating within their state. Because CDA is California's designated State Unit on Aging (SUA), Governor Edmund G. Brown Jr. delegated authority to Lora Connolly, CDA Director, to submit the State Plan on his behalf to DOLETA. (Appendix C)

Section 2: Involvement of Organizations and Individuals

CDA collaborated with a variety of organizations in preparing the State Plan. State Plan development began in 2010 at the CDA SCSEP Annual State and National Contractors' Meeting. The statewide SCSEP network, including AAAs' sub-recipient program managers and national SCSEP grantee representatives, attended this meeting.

Participants in this meeting reviewed current State Plan objectives, discussed program challenges, and came to consensus on ways to improve California's SCSEP. Attendees expressed the need to elevate SCSEP's statewide recognition. In response to this concern, CDA invited the Executive Director of the California Workforce Investment Board (CWIB) to speak at the 2011 Annual State and National Contractors' Meeting. As a consequence, CDA and CWIB are working in collaboration to address statewide SCSEP issues and exchange statistical information relevant to the Program.

The 2012 CDA SCSEP Annual State and National Contractors' Meeting focused on developing the State Plan. During an interactive session, teams comprising national SCSEP grantee and AAA sub-recipient representatives focused on developing achievable State Plan goals. CDA staff collected and compiled the session results and used them to develop statewide SCSEP improvement goals. In addition, CDA SCSEP

requested the national SCSEP grantees, CDA's AAA sub-recipients, the CWIB, and others to submit comments on the draft State Plan via email. CDA considered these comments when finalizing the State Plan.

Section 3: Solicitation and Collection of Public Comments

California SCSEP State Plan Timeline

Date	Activity	Representative
January 13, 2010	CDA SCSEP Annual State and National Grantees Meeting <ul style="list-style-type: none"> Discussion of current and future state plan objectives 	AAA sub-recipients and national SCSEP grantees operating in California John Jacobs, DOL Federal Project Officer
January 25, 2011	CDA SCSEP Annual State and National Grantees Meeting <ul style="list-style-type: none"> Presentation by Executive Director of the California Workforce Investment Board Exchange of ideas and information with the CWIB Executive Director 	CDA AAA s and national SCSEP grantees operating in California Barbara Halsey, Executive Director, CWIB John Jacobs, DOL Federal Project Officer
March 27, 2012	CDA SCSEP Annual State and National Grantees Meeting <ul style="list-style-type: none"> Presentation by Chief of Operations, California Workforce Investment Board (CWIB) Overview of State Plan State Plan Team Activity – Consensus on State Plan Objectives 	CDA AAA sub-recipients and national SCSEP grantees operating in California Doug Sale, Chief of Operations, CWIB
April 18, 2012	Sent email request to AAA sub-recipients for additional information, referencing OMB Control Number 1205-0398 for stand-alone plans.	CDA AAA sub-recipients
May 22, 2012	Sent email request to national SCSEP grantees operating in California for additional information, referencing OMB Control Number 1205-0398 for stand along plans.	National SCSEP grantees operating in California
August 23, 2012	Post draft of State Plan on CDA Website	CDA SCSEP Staff
August 23, 2012	Email inviting public comment from CDA stakeholders, AAAs, Local WIB, CWIB, LMID, and SCSEP Participants.	CDA SCSEP Staff
August 30, 2012	Public Comment Due	Stakeholders and Individuals
August 30-31, 2012	Review and incorporate public comment recommendations into final draft (Appendix D)	CDA SCSEP Staff
Sept. 4-12, 2012	Final review and recommendations by CDA Leadership	CDA Executive Staff
Sept. 12, 2012	CDA Final Plan	CDA Executive Staff
Sept. 12, 2012	Forward CWIB Final Plan - Addendum to CWIB Strategic Workforce Development Plan	CDA SCSEP Staff
Sept. 13, 2012	Submit State Plan to DOLETA	CDA SCSEP Staff

California SCSEP State Plan Modification (CSSPM) Timeline - 2014

Date	Activity	Representative
April 9, 2014	E-mailed national SCSEP grantees operating in California, requesting that they review the current California SCSEP State Plan on the CDA website and start brainstorming about modifications they would like included.	E-mail sent to: AARP, ANPPM, EW, NAPCA, NCOA, NICOA, SSAI, and SER
September 16, 2014	E-mailed national SCSEP grantees informing them the CSSPM would focus on Equitable Distribution.	E-mail sent to: AARP, ANPPM, EW, NAPCA, NCOA, NICOA, SSAI, and SER
October 1, 2014	DOL released the Training and Employment Guidance Letter (TEGL), No. 08-14, SCSEP State Plan Modification.	CDA SCSEP Team reviewed TEGL and action plan implemented.
October 2, 2014	E-mailed national SCSEP grantees to inform them that minimal changes would be made to the California SCSEP State Plan with the focus on Equitable Distribution, provide the website link to TEGL No. 08-14, and announce a conference call was being planned.	E-mail sent to: AARP, ANPPM, EW, NAPCA, NCOA, NICOA, SSAI, and SER
October 16, 2014	Conference call held with national SCSEP grantees to discuss ED and the CSSPM.	Jamie Arroyo, ANPPM Chris Garland, SSAI Eun Jeong Lee, NAPCA Carmela Lacayo, ANPPM Steve Cook, AARP Sharon Dukes, NICOA Stephanie Cabral, EW Peggy Stadler, CDA Nicky Lambert, CDA Barry Lott, NCOA, Unable to Attend
October 23, 2014	Draft – CSSPM – Section 4: Distribution of SCSEP Positions within the State e-mailed to national SCSEP grantees for review, comments, and suggestions.	E-mail sent to AARP, ANPPM, EW, NAPCA, NCOA, NICOA, SSAI, and SER
October 31, 2014	National SCSEP grantees responses due.	CDA received responses from the national SCSEP grantees.
November 6, 2014	Posted CSSPM on the CDA website for public comment.	E-mail sent to all interested parties of the CSSPM requesting public comment.

CDA welcomes comments on the CSSPM. Organizations and/or individuals may comment on the CSSPM at any time. Appendix D provides instructions for submitting comments.

Section 4: Distribution of SCSEP Positions within the State

a. Equitable Distribution of Positions

The U.S. Department of Labor, Employment and Training Administration, (DOLETA), Older Workers Unit examines the State's census data or the more current data from the American Community Survey to determine the number of program-eligible individuals in the State. With this information, DOLETA calculates the equitable distribution (ED) of SCSEP authorized positions for each of California's 58 counties.

CDA is the State SCSEP grantee. CDA contracts exclusively with the State's Area Agencies on Aging (AAA) to provide Older Americans Act (OAA) Programs. There are 14 AAAs providing State SCSEP grantee services:

- Division of Aging, Marin County Department of Health and Human Services (CA005)
- Alameda County Area Agency on Aging (CA009)
- Sourcewise Community Resource Solutions (CA010)
- San Joaquin County Department of Aging (CA011)
- Fresno-Madera Area Agency on Aging (CA014)
- Kings-Tulare Area Agency on Aging (CA015)
- Ventura County Area Agency on Aging (CA018)
- Los Angeles County Area Agency on Aging (CA019)
- San Bernardino County Department of Aging & Adult Services (CA020)
- County of Riverside Office on Aging (CA021)
- Orange County Office on Aging (CA022)
- County of San Diego Aging and Independence Services (CA023)
- City of Los Angeles Department of Aging (CA025)
- Stanislaus County Department of Aging and Veterans Services (CA030)

In addition, there are eight national SCSEP grantees with projects in California:

- AARP Foundation (AARP)
- Asociacion Nacional Pro Personas Mayores (ANPPM)
- Experience Work, Inc. (EW)
- National Asian Pacific Center on Aging (NAPCA) – Regular Grant and Set-Aside Grant
- National Council on the Aging, Inc. (NCOA)
- National Indian Council on Aging, Inc. (NICOA) – Set-Aside Grant
- SER – Jobs for Progress National, Inc. (SER)
- Senior Service America, Inc. (SSAI)

Until Program Year (PY) 2012, DOLETA transmitted an updated ED Report to the State SCSEP grantee. Regulations require the State SCSEP grantee to negotiate ED changes with the national SCSEP grantees with projects in the State. Even though the State has eight national SCSEP grantees, ED negotiations have been amicable and successful because of the collaborative partnership among all the grantees. Usually only minor ED adjustments are necessary. However, ED negotiations can be challenging in years when there are cuts in the SCSEP federal appropriations, the federal government releases a new Census, or DOLETA offers the SCSEP National Solicitation for Grant Application (SGA). When these events occur, the statewide SCSEP network works to arrive at a consensus on ED matters.

The statewide SCSEP network fosters a cooperative partnership because the national SCSEP grantees attend the CDA SCSEP Annual State and National Contractor's Meeting, where information and strategies are shared concerning program improvement. In addition, the State SCSEP grantee and the California's national SCSEP grantees share technical assistance (TA), exchange policy information, and facilitate the transfer of program participants between grantees.

Until PY 2012, the State SCSEP grantee used the following process to achieve ED of authorized positions:

1. Received DOLETA's updated ED Report with ED factors for each county.
2. Reviewed the ED Report to determine changes to SCSEP authorized positions in geographic service areas.
3. Forwarded the ED Report with the State SCSEP grantee's authorized position changes to national SCSEP grantees for review.
4. Tabulated the national SCSEP grantees requests and review ED Report to determine which counties appear over-served or underserved.
5. Informed national SCSEP grantees which counties are over-served or underserved.
6. Negotiated with the national SCSEP grantees to move authorized positions from over-served areas to underserved areas.
7. Scheduled conference calls with the national SCSEP grantees to complete ED negotiations and finalize the ED Report.
8. Submitted the Final California State ED Report to DOLETA.

ED negotiations strive to achieve position parity in each county. In cases where parity cannot be reached, the State SCSEP grantee's ED policy is to negotiate each county's maximum number of over-served authorized participants at plus ten positions and the maximum number of underserved authorized participants at minus ten positions

(+10/-10). This parity policy went into effect more than a decade ago and is described in previous California SCSEP State Plans and Modifications.

In PY 2011, DOLETA did not transmit the county level ED factors, the percentage of authorized positions in each county. Furthermore, the federal SCSEP appropriations in PY 2011 were reduced by 25 percent. The State SCSEP grantee and the national SCSEP grantees reduced authorized positions by 25 percent; the State SCSEP grantee was allocated 790 authorized positions, a loss of 266 authorized positions from the previous year, and the national SCSEP grantees were allocated 2744 authorized positions, a loss of 906 authorized positions from the previous year.

In PY 2012, DOLETA allocated 785 authorized positions to the State SCSEP grantee and 2,727 authorized positions to the national SCSEP grantees for a California State total of 3,512 authorized positions. DOLETA initiated a website dedicated to ED; www.SCSEPED.org allows all SCSEP grantees to monitor ED authorized positions through comprehensive maps and spreadsheets. (Appendix E-1)

The required ED Report process changed once the www.SCSEPED.org website was fully functioning. DOLETA did not request a PY 2013 State ED Report. (Appendix E-2)

As previously discussed, before the rollout of the www.SCSEPED.org website, DOLETA staff transmitted the PY California State SCSEP ED Report spreadsheet. The SCSEP-eligible ED factors for each California county were displayed in the spreadsheet. DOLETA calculated the ED factor using either the U.S. Census American Communities Survey or the U.S. Census, depending on which data sources was the most current. The spreadsheet displayed the authorized positions for the State SCSEP grantee and the eight national SCSEP grantees operating in California. The report provided information that on which to base ED negotiations between the State SCSEP grantee and national SCSEP grantees to move authorized positions from over-served counties to underserved counties.

The ED factor for each county is based on two components:

1. The number of individuals 55 years or older; and
2. The number of individuals with total family income less than or equal to 125 percent of the current Federal Poverty Guidelines

Using these criteria, it is evident the Statewide SCSEP network serves a fraction of a percent of the eligible individuals in the State. For example, in 2010, California reported being home to 1,032,211 individuals who were age 55 years or older and who had a total

family income level at or below the poverty level.¹ In that same year, the federal SCSEP allocated California's statewide SCSEP grantees funding for 5,156 authorized positions.

The State SCSEP grantee is addressing ED changes in the California SCSEP State Plan Modification (CSSPM) because "there are significant changes in the State's vision, four-year strategy, policies, performance indicators, or organizational responsibilities."² To address ED changes, the State SCSEP grantee evaluated other information from reliable sources, in accordance with the preamble to Title 20 CFR 641, Senior Community Service Employment Program; Final Rule. The preamble states that DOLETA "agrees to allow the use of other data for equitable distribution purposes, as long as that information is from a reliable source, comparable to the Census data, and grantees document the source of the information."³ The State SCSEP is proposing to use the following additional information when considering ED changes:

- County unemployment rates
- Minimum wage changes
- Local project management and performance

Furthermore, the ED factor does not address one major SCSEP eligibility requirement, whether or not the individual is unemployed. Without knowledge of county level unemployment rates, it is impossible to know whether a county has limited employment opportunities or persistent unemployment that may affect a SCSEP-eligible person's ability to find employment. Since the Great Recession began in 2008, California's unemployment rate has been one of the highest in the nation, averaging two or more percentage points above the national unemployment rate.⁴

The State SCSEP grantee is recommending a minor change to the distribution of authorized positions to the counties with the highest unemployment in the State. In particular, providing more authorized positions to counties with persistent unemployment, mainly Central Valley counties and rural counties. Considering a county's unemployment rate as part of the ED process will give the statewide SCSEP network an opportunity to place authorized positions in service areas with the greatest need.

¹ Census 1: U.S. Census Bureau, 2010 Census, B17024, Age by Ratio of Income to Poverty Level in Last 12 Months

² 20 CFR 641.345(b)(2)

³ 20 CFR Part 641, Senior Community Service Employment Program; Final Rule, Federal Register/Vol. 75, No. 169/Wednesday, September 1, 2010/Rules and Regulations, Page 53788, column two.

⁴ United States Department of Labor, Bureau of Labor Statistics. Unemployment Rates by State, 2009-2013 Annual Averages (Maps). <http://www.bls.gov/lau/maps/stseries.pdf>

California is using information from the Labor Market Information Division (LMID) to understand statewide unemployment rates. The LMID, part of the California Employment Department (EDD), tracks and compiles the unemployment rate for each county in the State. The LMID is responsible for reporting unemployment and other labor market information to the U.S. Department of Labor's Bureau of Labor Statistics. LMID is a reputable and reliable source, as permitted in the preamble of the Final Rule and can assist in identifying those counties that have a higher unemployment rate

Another ED challenge the State SCSEP network faces is the increase in the State minimum wage. The current federal minimum wage is \$7.25 per hour. California's minimum wage is currently \$9.00 per hour and will increase to \$10.00 per hour on January 1, 2016. Several local jurisdictions currently have or plan to hold a municipal vote to pay a minimum wage higher than the State's. These jurisdictions include the cities of Los Angeles, San Diego, and San Jose, and San Francisco County.

Although, the State SCSEP grantee is pleased that SCSEP participants are earning higher training wages, the State's SCSEP projects have expressed difficulty justifying increasing administrative costs while serving fewer and fewer participants. California's national SCSEP grantees also have expressed concern over the minimum wage increases. The State SCSEP grantee anticipates that some SCSEP projects may terminate their contracts because of increases in the minimum wage. This will affect the long-term integrity of the statewide SCSEP network. The ED Report does not address modified positions.

An additional administrative challenge facing the State SCSEP network is the high cost of workers' compensation insurance. California workers' compensation rates are the most expensive in the United States: \$3.45 per \$100 of payroll.⁵ With SCSEP administrative costs fixed at 13.5 percent of the grant award, it is becoming more difficult to administer SCSEP.

After examining the www.SCSEPED.org website the State SCSEP grantee has concluded that a few local SCSEP projects in the statewide SCSEP network are experiencing project management and performance issues. This is evident in the number of projects that are under enrolled in relation to their allotment of authorized positions. The State SCSEP grantee is no exception in this regard; two large State

⁵ "How States Rank, High to Low, in Workers' Compensation Premiums." Insurance Journal. Web. 09 Oct. 2014
<http://www.insurancejournal.com/news/national/2014/10/09/343201.htm>

SCSEP projects have significant under enrollment numbers. A SCSEP project's management and performance results should be a consideration when federal appropriations increase or reduce funding for authorized positions.

Equitable Distribution Adjustments - PY 2014: (Appendix E-2)

- CDA Equitable Distribution: (Appendix E-3)

CDA redistributed authorized positions for the following reasons:

- DOLETA is aware that CDA contracts exclusively with AAAs for all OAA programs.
 - In PY 2013, the San Mateo County AAA terminated its SCSEP project citing the extensive program requirements and declining administrative resources. The San Mateo County AAA administered 17 authorized positions.
 - CDA followed all of DOLETA's recommendations:
 - CDA contacted AAAs geographically close to San Mateo County to request they administer the local project. The AAAs declined the request.
 - CDA contacted two national SCSEP grantees with projects in San Mateo County and proposed swapping authorized positions in other counties. The national SCSEP grantees declined the request.
 - CDA reviewed previous California SCSEP State Plans and concluded it was allowable to transfer these authorized positions to underserved counties where CDA has an AAA SCSEP project. CDA considered the county's unemployment rate as an additional factor.
 - CDA re-distributed the 17 authorized positions as follows:
 - Six positions were transferred to Fresno Madera AAA.
 - Five positions were transferred to Marin County AAA.
 - Six positions were transferred to Stanislaus County AAA.
 - To assist with project management and address administrative cost issues, CDA is recommending a minimum allocation of 13 authorized positions to

CDA's small AAA SCSEP projects to ensure the continuity of their successful projects. When the State's minimum wage adjustment is applied, 13 authorized positions equate to ten (10) modified positions.

- CDA applied this recommendation to three AAA SCSEP projects:
 - Kings-Tulare AAA
 - San Joaquin County Department of Aging and Community Services
 - Ventura County AAA
- CDA made minor changes to the distribution of the PY 2014 additional authorized positions received because of an increase in federal appropriations. CDA staff reviewed all AAA SCSEP projects' grant management results. Six of the 14 additional authorized positions were redistributed from a project not meeting grant management expectations to a project meeting or exceeding expectations.
- The total number of ED authorized positions CDA redistributed represents three percent of its PY 2014 authorized positions, or 24 of CDA's 764 authorized positions.
- AARP Equitable Distribution:
 - No ED changes for PY 2014.
- ANPPM Equitable Distribution:

One of the main contributing factors that have directly affected the number of enrollments for the ANPPM has been the increase in the minimum wage. While this increase will greatly benefit many people in California, it did not translate into more funding for projects like SCSEP, forcing organizations like ANPPM to serve fewer participants and affecting how we administer the program in an effort to operate within the budget. While this increase will greatly benefit many people in California, it did not translate into more funding for projects like SCSEP, forcing organizations like ANPPM to serve fewer participants and affecting how we administer the program in an effort to operate within the budget.

Another cost that greatly impacts the availability of services for the ANPPM, is the rate of Workers' Compensation coverage in California; also one of the highest in the nation. The high insurance premiums cut into a major portion of the funding

that the ANPPM could otherwise use for decreasing the variance for each county that we serve in California.

Furthermore, California has a large and increasing minority population among older persons. One of the main barriers of the Hispanic population is the language barrier. This requires more services and time spent in helping them enroll into the program and achieve job placement. However, in order to meet those demands the ANPPM would need more full-time staff. Much of the clerical/administrative work is supplemented by administrative participants who are only there to aide, and not necessarily function as a full-time staff that can carry out and see through that these services are being administered and received.

The ANPPM is requesting approval to take 10 SCSEP participant slots from Los Angeles County and reallocate them to Ventura County. The reason for this request is to allow us to better manage our small SCSEP project in Ventura County. Our present project of 41 modified slots barely allows us the administrative costs to maintain a full time project manager.

Furthermore, the need for SCSEP services although not reflected in the DOL ED allocation of slots clearly shows that demographic changes are not well served through the ED allocations. Hispanics are presently 41.5% of the population of Ventura County, which also includes a large population of agricultural workers. While Ventura County has had a change in recent years from a rural county to a larger SMSA urban designation, the rural areas still represent 35% of the total county. These data do impact the ANPPM's SCSEP service needs.

Moving 10 slots from Los Angeles County will not have severe impact on our services for this county. Only vacant slots will be reallocated as they become available. Services to a predominately minority and extremely "Most in Need" older worker population in Ventura County will be enhanced by this shift in slot allocation.

- EW Equitable Distribution:
 - No ED changes for PY 2014.
- NAPCA Equitable Distribution:
 - No ED changes for PY 2014.
- NCOA Equitable Distribution:
 - No ED changes for PY 2014.

- SSAI Equitable Distribution:
 - No ED changes for PY 2014.
- SER Equitable Distribution:
 - No ED changes for PY 2014.

b. Rural and Urban Populations

DOL regulations define Rural as:

“Rural means an area not designated as a metropolitan statistical area by the Census Bureau; segments within metropolitan counties identified by codes 4 through 10 in the Rural Urban Commuting Area (RUCA) system; and RUCA codes 2 and 3 for census tracts that are larger than 400 square miles and have population density of less than 30 people per square mile” (20 CFR 641.140).

While California is the nation’s most populous state, DOL’s definition indicates that California is mostly rural. The reason is that the majority of the State’s population is concentrated in three areas: the San Francisco Bay Area; the Sacramento/San Joaquin Valley; and the Los Angeles/San Diego area. According to the DOLETA SCSEP Performance and Results Quarterly Progress Report (SPARQ) data base in PY 2010, there were 477 California participants in rural areas.

In the majority of the rural areas, employment opportunities are much rarer than in urban areas. Many older individuals living in rural areas do not have access to the transportation necessary for them to take advantage of the employment and training opportunities available in larger population centers. Transportation access issues are compounded by the time and/or distance involved in traveling between the older individual’s home and job training site, the lack of frequently scheduled public transportation options, high fuel and vehicle maintenance costs, and the ever greater demand for limited transportation services by a growing population of older adults. One possible solution to these challenges is mobility management, which manages transportation resources through a systems approach that emphasizes:

- Movement of people instead of vehicles.
- Customer needs and the discrete travel needs of individual consumers.
- Focus on the entire trip – not just a portion of the trip – to improve the effectiveness, efficiency, and quality of the travel services delivered.
- Improvements to the information that is available about transportation services.

Mobility management programs are varied and can include volunteer drivers, subsidized taxi fares, public transit passes, mobility training, vehicle repair, or gas vouchers. CDA is working with AAAs to develop a Mobility Management Implementation Plan. This plan will detail how CDA and AAAs can reduce the challenges associated with limited mobility and may assist SCSEP grantees to support program participants in meeting their transportation needs.

Rural SCSEP projects are aware of these challenges and work to overcome them through cooperation with the local One Stop Career Center (OSCC), recruitment of host agencies, and providing of supportive services.

Currently, the Los Angeles Basin and the San Francisco Bay Area are home to two-thirds of the State's older population.⁶ California's large metropolitan areas are densely populated, culturally diverse communities. Outreach and recruitment in these culturally diverse communities can be challenging, especially if the SCSEP eligible individual has limited English proficiency. In addition, recruiting suitable training sites for participants with limited English proficiency can be a challenge for the urban SCSEP project manager. Transportation linking participants to their training site is also a barrier to participants. Implementing the Mobility Management Plan would be beneficial to SCSEP projects in these large metropolitan areas.

c. Specific Population Groups

The statewide SCSEP network will continue to target resources to ensure equitable service to specific populations and intensify its recruitment efforts in local communities to increase participation by priority service groups.

⁶ *California State Plan on Aging 2009-2013, page 10,*
http://www.aging.ca.gov/AboutCDA/Docs/California_State_Plan_on_Aging_AoA_2009-2013_06-30-2009.pdf

Table 1 identifies the characteristic and population and program participant numbers of eligible individuals to whom the OAA mandates giving priority service.

Table 1 – Priorities for Community Service Employment^{1, 2}

SPARQ Personal Characteristics²	General Population 65+	Total California SCSEP Participants³
Age 65 and older	4,200,000	2,204
Individuals with severe disability	n/a ⁴	101
Individuals with limited English proficiency	1,867,500	2,059
Individuals with low literacy skills	1,070,700	2,021
Individuals residing in rural areas	596,662	477
Veterans (or their spouses)	1,253,300	744
Individuals with low employment prospects	n/a ⁴	6,591
Individuals who failed to find employment after using WIA Title I	n/a ⁴	1,084
Individuals who are homeless or at risk of homelessness	n/a ⁴	2,292

- (1) *Demographic and Labor Market Profile of Californians Age 55 and Older*, Employment Development Department, Labor Market Information Division
- (2) SPARQ Personal Characteristics PY 2010 (PY 2011 final information not available at time of report).
- (3) Total SCSEP participant numbers include results from the eight national SCSEP grantees operating in California and California State grantee
- (4) Information not available for individuals 55 + or the general population.

Table 2 identifies the personal characteristics and program participant numbers of the other SCSEP eligible individuals to which the OAA mandates giving priority (Appendix I).

Table 2 – Other SCSEP Eligible Individuals

SPARQ Personal Characteristics¹	General Population of Age 55+ 8,300,000	Total California SCSEP Participants²
Family income at or below the poverty level ³	1,032,211	6,878
Individuals with disabilities ⁴	1,900,700	648
Individuals receiving public assistance ⁴	1,032,211	2,711
Individuals with limited English proficiency ⁵	1,867,500	2,059
Individuals with low literacy skills ⁶	1,070,700	2,021
Individuals residing in rural areas ⁷	596,662	477

(1) SPARQ Personal Characteristics for 2010

(2) Total SCSEP participant numbers include results from the eight national SCSEP grantees operating in California and California State grantee

(3) Census 1: U.S. Census Bureau, 2010 Census, B17024, Age by Ratio of Income to Poverty Level in Last 12 Months

(4) *Demographic and Labor Market Profile of California's Age 55 and Older*, Employment Development Department, Labor Market Information Division

(5) U.S. Census Bureau, 2006-2010 American Community Survey (5 year), Public Use Micro data Sample, Special Tabulation

(6) U.S. Department of Education, Institute of Education Sciences, National Center for Education Statistics, 2003 National Assessment of Adult Literacy

(7) U.S. Census Bureau, 2000 Census, H002 Urban and Rural Summary File 1 (SF1)

The statewide SCSEP network employs the following outreach and recruitment strategies to give priority for service to eligible individuals with the greatest economic need, with minority status, and with the greatest social need:

- Use outreach materials such as pamphlets, brochures, and flyers which are in languages of the specific target group.
- Locate offices in culturally and ethnically diverse neighborhoods.
- Assign SCSEP participant monitors to OSCC in areas with large populations of older individuals.
- Assign SCSEP participant monitors to OSCC in areas where minority populations reside.
- Make presentations at social service agencies, especially those serving older individuals and minority communities.

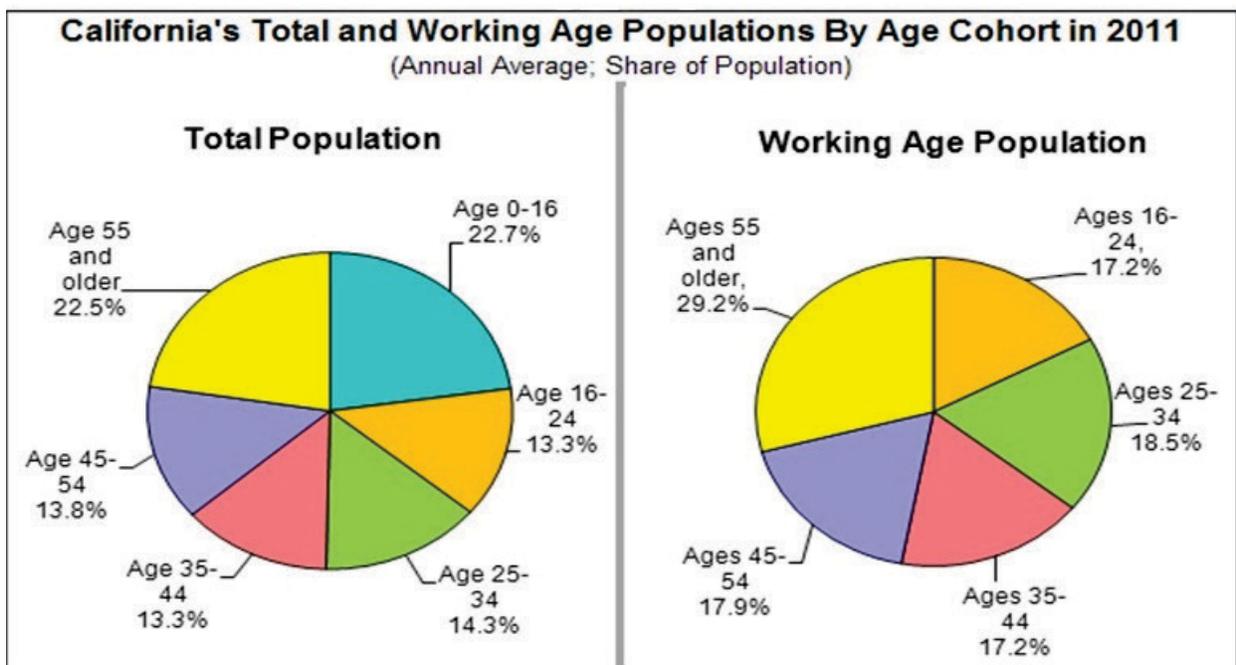
- Run advertisements in magazines and local media accessed by target populations.
- Network with organizations serving veterans, disabled individuals, the aging, and minorities.
- Prepare public service announcements for providers of media targeting priority of service markets.
- Consult with national SCSEP grantees, specifically those grantees providing services to minority older individuals, on recruitment and outreach techniques.

Section 5: Supporting Employment Opportunities for Participants

a. California’s Long-term Projections for Jobs in Industries and Occupations (Appendix J)

According to the Current Population Survey (CPS) of Households, California’s population totaled 37.0 million in 2011. The number of Californians age 55 and older totaled 8.3 million, comprising over one-fifth (22.5 percent) of the state’s total population. The population of Californians age 55 and older can be further broken down as follows: 4.1 million were age 55 through 64, 2.3 million were 65 through 74, and 1.9 million were age 75 and older. Table 3 shows the age distribution of California’s total and working age populations.

Table 3

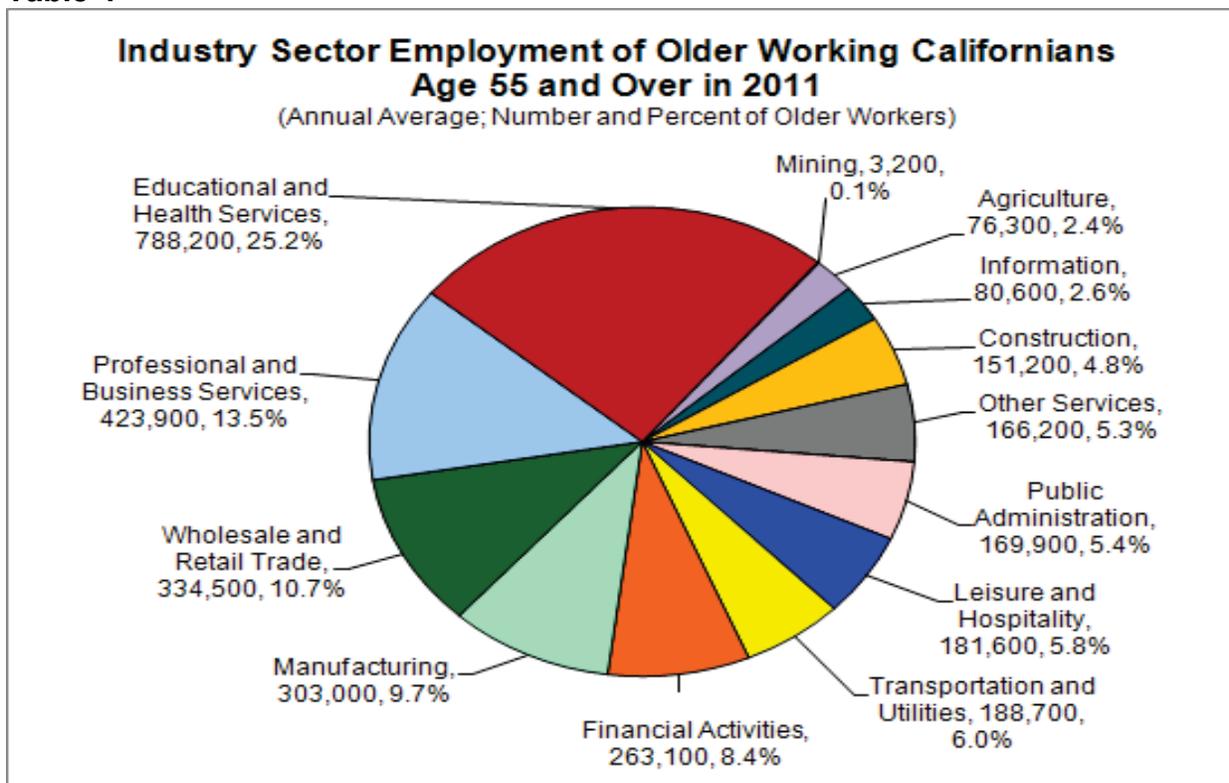


Source: *Demographic and Labor Market Profile of California's Age 55 and Older*, Employment Development Department, Labor Market Information Division, Current Population Survey of Households

Older workers made up a much larger share of California’s eligible workforce, or the working age population age 16 and over, as compared to previous years. Nearly three out of every 10 (29.2 percent) of working age Californians were age 55 and older in 2011. The share of older individuals in California’s working age population has grown over time. According to the CPS those age 55 and older comprised less than one-quarter (22.6 percent) of California’s working age population in 1991. The increasing share of older workers in the working age population reflects the aging of the baby boom generation. In 1991, less than one in 10 (9.5 percent) working age Californians was age 55 through 64. In 2011, one of every seven (14.2 percent) working age Californians was age 55 through 64. The wave of baby boomers reaching retirement age will increase over the next 15 years.

Table 4 illustrates the employment of older working Californians in 2011 in the 12 industry sectors that are used by the CPS. The largest concentration of older working Californians was in the educational and health services sector, which employed one-quarter (25.2 percent) of Californians age 55 and older, followed by the professional and business services (13.5 percent of older workers), and wholesale and retail trade (10.7 percent) sectors. These three sectors combined employed about half (49.4 percent) of older Californians in 2011.

Table 4



Source: U.S. Census Bureau, Current Population Survey of Households, Employment Development Department, Labor Market Information Division

Table 5 illustrates twenty occupations that will employ the largest number of older workers in California. Some of these occupations are those which SCSEP participants are preparing to enter.

Table 5 - Twenty Occupations in California That Employ the Largest Numbers of Older Workers in California

Occupation	Number
Misc. Managers, including Funeral Service Managers and Postmasters	90,600
Secretaries and Administrative Assistants	79,200
Elementary and Middle School Teachers	78,100
Retail Salespersons	70,100
Registered Nurses	64,000
Personal Care Aides	63,000
Driver/Sales Workers and Truck Drivers	61,400
First-Line Supervisors of Retail Sales Workers	56,400
Janitors and Building Cleaners	56,300
Accountants and Auditors	52,400
Chief Executives and Legislators	49,500
Postsecondary Teachers	45,500
Bookkeeping, Accounting, and Auditing Clerks	43,500
Real Estate Brokers and Sales Agents	41,900
Lawyers, and Judges, Magistrates, and Other Judicial Workers	41,300
Maids and Housekeeping Cleaners	40,300
Nursing, Psychiatric, and Home Health Aides	36,800
First-Line Supervisors of Office and Administrative Support Workers	34,000
General Office Clerks	33,400
Wholesale and Manufacturing Sales Representatives	32,900

Source: U.S. Census Bureau, 2010 American Community Survey.

In order to maximize SCSEP participant placement in unsubsidized employment in high demand jobs, the statewide SCSEP network will focus their host agency recruitment efforts on agencies that can provide training for jobs as retail sales clerks, personal care aides, drivers, janitors and building cleaners, maids, housekeeping cleaners and general clerks. These occupations provide good opportunities for SCSEP participants.

Private educational services and health care services were the fastest growing sectors in the economy over the two years ending in December 2011. In sharp contrast, budget-strapped state and local governments lost 61,300 jobs over the same two-year period even as the rest of the economy was expanding. These losses were concentrated in local public education which impacted SCSEP participants training as teacher aids and reading specialists.

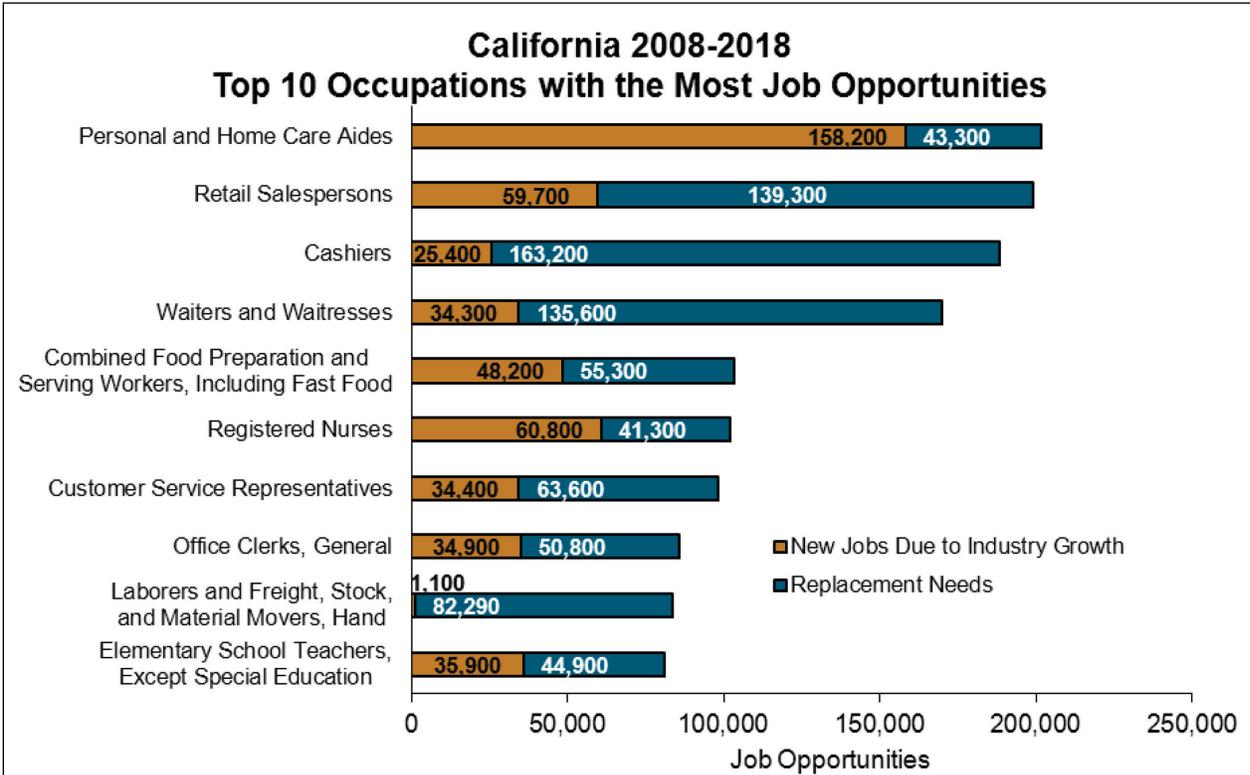
Health care services expanded in California during the recession. Job growth in health care services has been driven by the health demands of the aging baby boom generation. This growth trend should continue well into the foreseeable future.

b. Current and Projected Employment Opportunities for SCSEP Participants in the State

Employment for the top ten high-demand occupations within the health care and social assistance, professional, scientific, technical services, and wholesale trade industries are projected to increase by over 50,000 jobs between 2008 and 2018. High demand occupations require varied levels of expertise that have training requirements ranging from on-the-job employer training for entry-level wholesale trade occupations to advanced training coupled with a bachelor's degree or higher for occupations in professional, scientific, and technical service industries.

Table 6, from the Employment Development Department's (EDD), Labor Market Information Division, "Occupations With the Most Job Openings, 2008-2018", lists jobs that would provide opportunities for SCSEP participants: Personal and Home Care Aides (201,410), Retail Salespersons (198,970), Cashiers (188,560), Waiters and Waitresses (169,820), and Combined Food Preparation and Serving Workers Including Fast Food (103,450). While not in the top five job occupations California's other occupations such as Customer Service Representatives (98,070), Office Clerks (85,620), Laborers (83,350), and Landscaping and Grounds keeping Workers (39,200) are but a few of the many opportunities that will be available. The health industry will provide many opportunities for SCSEP participants including Personal Care Aides and Home Health Care Aides.

Table 6



Source: *California Labor Market and Economic Analysis 2012*, Employment Development Department, Labor Market Information Division

Table 7 “Projected Occupations and Percentage of Job Growth” shows both job growth in, and the education required for, the State’s high growth occupations. While some SCSEP participants have associate’s degrees (17.36 percent), the majority (82.64 percent) of SCSEP participants have a high school education or less.

Table 7- Projected Occupations and Percentage of Job Growth

Fastest Growing Occupations* (Percentage Growth)	Entry Level Education	Occupations with the Largest Absolute Job Growth
<i>Information Security Analysts, Web Developers, and Computer Network Architects (50.3% or 17,600 jobs) Software Developers, Applications (31.1% or 25,200 jobs) Compliance Officers, Except Agriculture, Construction, Health and Safety, and Transportation (27.9% or 8,900 jobs) Software Developers, Systems Software (25.8% or 18,900 jobs) Market Research Analysts (25.2% or 9,300 jobs)</i>	Bachelor’s Degree	<i>Elementary School Teachers, Except Special Education (80,800 jobs) Secondary School Teachers, Except Special and Vocational Education (52,900 jobs) Accountants and Auditors (50,700 jobs) Management Analysts (32,000 jobs) Software Developers, Applications (32,000 jobs)</i>
<i>Veterinary Technologists and Technicians (35.1% or 3,300 jobs) Respiratory Therapists (26.6% or 3,300 jobs) Dental Hygienists (25.9% or 4,800 jobs) Registered Nurses (25.7% or 60,800 jobs) Diagnostic Medical Sonographers (21.6% or 1,100 jobs)</i>	Associate’s Degree	<i>Registered Nurses (102,100 jobs) General and Operations Managers (72,700 jobs) Preschool Teachers, Except Special Education (17,700 jobs) Construction Managers (9,900 jobs) Paralegals and Legal Assistants (8,700 jobs)</i>
<i>Emergency Medical Technicians and Paramedics (30.8% or 4,400 jobs) Surgical Technologists (29.2% or 2,600 jobs) Dental Assistants (25.7% or 11,900 jobs) Medical Records and Health Information Technicians (21.9% or 3,300 jobs) Licensed Practical and Licensed Vocational Nurses (21.5% or 13,600 jobs)</i>	Postsecondary Non-degree Award	<i>Nursing Aides, Orderlies, and Attendants (33,600 jobs) Licensed Practical and Licensed Vocational Nurses (33,400 jobs) Dental Assistants (20,600 jobs) Firefighters (16,300 jobs) Hairdressers, Hairstylists, and Cosmetologists (11,800 jobs)</i>
<i>Private Detectives and Investigators (15.7% or 800 jobs) Computer Support Specialists (11.5% or 7,400 jobs) Actors (8.1% or 1,000 jobs)</i>	Some College, No Degree	<i>Computer Support Specialists (25,200 jobs) Actors (3,900 jobs) Private Detectives and Investigators (1,900 jobs)</i>
<i>Separating, Filtering, Clarifying, Precipitating, and Still Machine Setters, Operators, and Tenders (39.7% or 2,900 jobs) Physical Therapist Aides (37.3% or 2,200 jobs) Medical Assistants (30.6% or 23,300 jobs) Pharmacy Technicians (28.4% or 7,900 jobs) Fitness Trainers and Aerobics Instructors (27.4% or 8,700 jobs)</i>	High school Diploma or Equivalent	<i>Customer Service Representatives (98,000 jobs) Office Clerks, General (85,700 jobs) First-Line Supervisors/Managers of Office and Administrative Support Workers (57,700 jobs) Teacher Assistants (55,800 jobs) Executive Secretaries and Administrative Assistants (51,400 jobs)</i>
<i>Personal and Home Care Aides (45.7% or 158,200 jobs) Home Health Aides (43.6% or 23,700 jobs) Refuse and Recyclable Material Collectors (19.2% or 3,500 jobs) Dishwashers (19.0% or 12,800 jobs) Combined Food Preparation and Serving Workers, Including Fast Food (18.5% or 48,200 jobs)</i>	Less than high school	<i>Personal and Home Care Aides (201,500 jobs) Retail Salespersons (199,000 jobs) Cashiers (188,600 jobs) Waiters and Waitresses (169,900 jobs) Combined Food Preparation and Serving Workers, Including Fast Food (103,500 jobs)</i>

Source: California Labor Market and Economic Analysis 2012, Employment Development Department, Labor Market Information Division

In a Bay Area county, the need includes people to fill home care aide and caregiver positions with full-time, part-time, and flexible working hours and schedules. This county has over 55 home care service companies that hire homecare aides and caregivers, over 50 assisted living facilities and skilled nursing facilities, and over 12,000 In-Home Supportive Services (IHSS) recipients. Also needed are certified nursing assistants, companions for older adults, and administrative office assistants/clerical workers. This describes the needs of just one of the 58 counties in California.

With the passage of the Affordable Care Act, and its emphasis on health care and the aging population, a Southern California county, that is both urban and rural, is also projecting a significant need for health care workers. The local SCSEP project plans to train and certify its participants in healthcare fields to give them an advantage over other uncertified applicants when applying for positions.

A SCSEP project in a large coastal county, in collaboration with the local OSCC, continually evaluates job projections and the long-term labor market. The local SCSEP project has an array of CSAs that includes everything from general office positions to adult day care. The local SCSEP project has a high demand for jobs in hospitality and tourism, business and professional services, healthcare, construction, information technology, logistics and transportation, manufacturing, and green technologies. SCSEP participants in this project have good opportunities to find unsubsidized employment in these fields.

One of California's national SCSEP grantees has formal hiring partnerships with top corporations from a wide variety of industries, including retail, transportation, information technology, health, finance, security, and staffing. They have a close working relationship with eight partners, including Allied Barton Security Services, T.J. Maxx and Marshall's. In addition, this national SCSEP grantee is developing relationships with non-medical care providers such as, *Seniors-Helping Seniors*.

Section 6: Increasing Participant Placement in Unsubsidized Employment and Employer Outreach

Local SCSEP projects provide training to participants to help them develop the skills and experience necessary to be competitive in the current labor market. They have established cooperative relationships between the local OSCC, host agencies, and public and private employers. Coordination and co-location of services, at the career centers helps to, identify suitable job openings in high-demand occupations. Local projects make every effort to establish rapport with employers who offer reliable career pathways and are willing to develop and maintain a working partnership.

Some lower-paying occupations require only short-term on-the-job training. The Bureau of Labor Statistics defines short-term on-the-job training as training in the skills needed for a worker to attain competency in an occupation that can be acquired during one month or less of on-the-job experience and informal training. Training is occupation-specific rather than job-specific. As a result, skills learned can be transferred to another job in the same occupation. This on-the-job training category includes employer-sponsored training programs.

The top ten high-demand occupations in California within each respective growth industry share five distinct skill sets as defined by the Occupational Information Network (O*NET):

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Reading Comprehension – Understanding written sentences and paragraphs in work-related documents.
- Speaking – Talking to others to convey information effectively (in most instances, the ability to communicate in English is explicitly stated or inferred).

During the 2011 CDA SCSEP Annual State and National Contractors' Meeting, employer outreach expert, Laura Connelly, provided training on employer outreach and improving participant job search strategies. In addition, Ms. Connelly discussed how On-the-Job-Experience (OJE) allows SCSEP participants to receive training at a public or private employer with the possibility of finding employment following the training. The Older Workers Bulletin 04-04 describes OJE as "obtaining an unsubsidized job with a public or private employer that requires specific skills that are not attainable through the regular community service assignment." California's statewide SCSEP network is encouraging local projects to develop OJE as an opportunity to acquire unsubsidized employment for SCSEP participants.

Section 7: Community Service Needs

The statewide SCSEP network and their partner agencies identify community service needs through several means. The local projects identify these needs by participating in and learning from community needs assessments, information and referral networking, and local planning processes. They also review workforce data to help determine which

community services might also provide training that is transferable to businesses with high-growth employment opportunities.

Project directors often live and work in the communities they serve and have direct knowledge both of participants' abilities and interests and community employers' unmet needs. In some areas of California, SCSEP staff serves on their local WIA board. The statewide SCSEP network has provided training to project directors to further develop their skills in implementing an effective employer outreach program. Project directors market SCSEP services and the skills of job-ready participants to private employers and host agencies, thereby increasing the number of participant exits for unsubsidized employment. Some projects also are working on establishing national employer relationships.

California's SCSEP grantees have established cooperative agreements established among the local OSCC, community service agencies, and non-profit organizations. Coordination and co-location of services at the career centers helps to identify suitable job openings in high demand occupations. Every effort is made to establish rapport with employers who offer reliable career pathways and are willing to develop and maintain a working partnership.

The local SCSEP project director is responsible for ongoing recruitment of host agency sites. Projects make SCSEP community outreach contacts at local job fairs, health fairs, senior centers, the Social Security Administration, state and county employers, and non-profit organizations. Host sites offering job placements in retail sales, technical occupations, managerial occupations, food preparation, and healthcare are preparing participants for unsubsidized employment in these occupations.

The statewide SCSEP network is continuously refining its strategies for job development and uses this information to guide employer outreach and participant job readiness. SCSEP projects attend older adult collaborative meetings to network and recruit host agencies. Other projects use the local AAA Information and Assistance resource guide to make contacts with potential host agencies. Still others use the newspaper, word of mouth, community meetings, and the Chamber of Commerce to recruit host agencies.

The statewide SCSEP network continuously refines its expertise on the basic elements of job development including skills assessment, resume writing, Individual Employment Plan development, computer training, job placement, and retention. SCSEP accomplishes this through workshops, video conferences, and one-on-one coaching of paid and participant staff.

While assisting SCSEP participants to secure unsubsidized employment is one important program objective, the statewide SCSEP network recognizes the importance of community service for those who may not find a job. In PY 2010, the statewide SCSEP network's participants provided 5,237,164 community service hours. These hours helped support services in many communities throughout the state. Community service placements provide win/win opportunities both to the host agencies that benefit from participants' assistance in providing services and the participants themselves whose placement provides them with necessary work experience and training.

Section 8: Coordination with Other Programs

The statewide SCSEP network continues to coordinate with the One Stop Career Network (OSCN). Local projects are required to have an executed Memorandum of Understanding (MOU) with their local OSCC. The MOU identifies the core services the OSCC will deliver to SCSEP participants and the resources the local SCSEP will provide to the OSCC. Local SCSEP projects generally designate the local OSCC as a host agency site.

SCSEP participants register at their local OSCC to receive OSCC core services including basic computer classes, training in employment search techniques and resume development, and interview practice sessions. OSCC core services promote the participants' confidence in their ability to find unsubsidized employment.

CDA encourages its AAA sub-recipients and the national SCSEP grantees to work together through the exchange of ideas and TA. At the 2012 CDA SCSEP Annual State and National Contractors' Meeting, several AAA sub-recipients and national SCSEP grantees agreed to conduct regional meetings to discuss SCSEP issues and explore ways to leverage funds to pay for participant training.

CDA and CWIB are in the process of developing letters of commitment that will benefit SCSEP statewide. CDA and CWIB are also exploring other ways to spotlight SCSEP through the WIA partners.

Since CDA is the SUA administering OAA funds to California's 33 AAAs (Appendix K), CDA coordinates SCSEP activities with many of these agencies. The AAAs collaborate with the State's aging network to facilitate a comprehensive service support system for older adults. Their public planning processes include analyses of local trends and needs.

CDA's vision and mission aligns well with statewide SCSEP goals. CDA envisions every Californian having the opportunity to enjoy wellness, longevity, and quality of life in strong, healthy communities. Its mission is to promote the independence and well-being of older adults, adults with disabilities, and families through:

- Access to information and services to improve the quality of their lives;
- Opportunities for community involvement;
- Support for family members providing care; and
- Collaboration with other state and local agencies.⁷

SCSEP participants may use the AAA services for which they meet eligibility requirements. CDA encourages the national SCSEP grantees to refer their participants to the local AAA for services. These services include information and assistance, transportation, family caregiver support, respite, nutrition, legal assistance, and long-term care ombudsman.

The CDA SCSEP Annual State and National Contractors' Meeting presents another opportunity to coordinate SCSEP with other programs. CDA invites consultants and advocates from service programs beneficial to participants to take part in this meeting. Here is a partial list of the meeting presenters and their areas of expertise or programs:

- Carleen MacKay – Mature workforce consultant
- Jim Cassio – Green jobs consultant
- Roy Earnest – Corporation for National Service, State Program Specialist
- Janet Tedesco – CDA specialist for the *Healthy Living* evidence-based disease prevention and health promotion grant
- Laura Connelly – Employer outreach consultant
- Andrea Bricker – CDA CalFresh (food stamps) expert
- Deogracias Santos – Social Security Public Affairs Specialist
- Kate Towson – Homeless advocate
- Henri Villalovoz – SCSEP Coordinator for Council on Aging Silicon Valley, developer of a Home Health Training Program for participants

Section 9: Avoidance of Disruptions in Service

The statewide SCSEP network recently experienced challenges to delivering uninterrupted service to participants as a result of the State's economic difficulties,

⁷ *California State Plan on Aging 2009-2013*, page 5,
http://www.aging.ca.gov/AboutCDA/Docs/California_State_Plan_on_Aging_AoA_2009-2013_06-30-2009.pdf

federal funding fluctuations, and individual durational limits (IDL). The statewide SCSEP network places the highest priority on avoiding the disruption of services to participants. In the past, ED was the principal cause of disruption to SCSEP services. Recently other factors have resulted in disruptions to service. The Great Recession of 2008-10 and California's tepid economic recovery have contributed to service disruptions throughout California. California's unemployment rate is among the highest in the nation; this continues to make it difficult for participants to find unsubsidized employment. In addition, recent SCSEP federal funding fluctuations have affected statewide service levels. The Program experienced an influx of additional federal funds from the American Recovery and Reinvestment Act of 2009 and the 2010 Appropriations Act followed by a 25 percent federal funding reduction in PY 2011.

Individual durational limits (IDL) caused service disruptions to participants. Because of California's tenuous economic outlook, participants reaching their IDL faced difficult transitions when exiting the Program.

Even with these challenges, the statewide SCSEP network worked hard to avoid disruptions of service to participants. When new funding became available, local projects ramped up their programs by recruiting new participants and host agencies. When funding cuts occurred in PY 2011, local projects reduced participant hours to conform to funding levels. For participants reaching their durational limit, local projects provided transition services, doubling their efforts to assist exiting participants find unsubsidized employment or secure community services.

Section 10: Improvement of SCSEP Services

CDA's AAA sub-recipients and California's national SCSEP grantees share the goal of improving SCSEP services statewide. Through meetings and other communications, CDA's AAA sub-recipients and the national SCSEP grantees developed the following recommendations for systemic program improvement. Over the next four years, the statewide SCSEP network plans to accomplish California's State Plan goals through joint coordination and strategic implementation.

The following are recommendations for the systemic improvement of SCSEP services statewide:

- **Develop Regional SCSEP Workgroups** – Establish regional SCSEP workgroups to coordinate local service delivery, advocacy, and training opportunities. Workgroups will hold regular teleconference calls to discuss regional SCSEP issues, provide TA, and share promising practices.

- **Leverage Training Resources** – Because regulations require 75 percent of SCSEP funds be expended on participant wages and benefits, only limited amount of funds are available for specialized participant training. Leveraging the training resources of the national SCSEP grantees and AAA sub-recipients will enable more participants to receive specialized training. Specialized group training may include computer skills training classes, employment preparation classes, and other classes that will benefit participants.
- **Provide SCSEP Training Webinars to Participant Staff** – Participant staff are vital to SCSEP operations. Local projects train participant staff to oversee many required Program elements. This frees paid SCSEP staff to focus on program management activities. Participant staff input enrollee information in the SPARQ database, assist with applications and eligibility determinations, and perform case management. CDA’s AAA sub-recipients and the national SCSEP grantees also recommend standardizing participant staff training. Training webinars will cover the following topics:
 - Determining SCSEP eligibility
 - Writing case notes
 - Defining SCSEP terms
 - Conducting participant assessments
 - Developing IEPs
- **Increase SCSEP Awareness Statewide** – The national SCSEP grantees and AAA sub-recipients believe educating the public about SCSEP will benefit the Program. Strategies for achieving this goal include:
 - Publishing older worker success stories on the CDA website
 - Promoting Employ Older Workers Week
 - Educating employers about the benefits of hiring an older worker
 - Increasing host agency training opportunities for participants by performing outreach to community service and governmental agencies
 - Developing a SCSEP marketing tool
 - Inviting a representative of the California Senior Legislature to the next CDA SCSEP Annual State and National Contractors’ Meeting
- **Collaborate with CWIB and Local WIBs** – Continue to build stronger bonds between WIA partners by:
 - Advocating for funding targeted to older workers

- Executing letters of commitment between CDA and CWIB outlining the services to be provided including:
 - Promoting community education about SCSEP services to the State's network of local WIBs and OSCCs
 - Partnering on special workforce projects, including the CDA SCSEP State Plan
 - Exchanging information, technical assistance, and employment opportunities concerning older workers
 - Providing employment training to older workers referred by local SCSEP projects who are ineligible for SCSEP, if training funds are available
 - Referring eligible older workers to the local SCSEP projects

Increase Access to Transportation - CDA is working with the AAAs in developing a Mobility Management Implementation Plan. This plan will detail how the CDA and AAAs can reduce the challenges associated with limited mobility and therefore assist SCSEP grantees with their transportation needs.