

DC DEPARTMENT OF EMPLOYMENT SERVICES

# SENIOR COMMUNITY SERVICE

EMPLOYMENT PROGRAM

# SCSEP



## 2020-2023 STATE PLAN

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## **District of Columbia SCSEP State Plan**

### ***Section 1. Purpose of the State Plan***

The District of Columbia Department of Employment Services (DOES) Senior Community Service Employment Program (SCSEP) provides part-time work experience training for low-income persons over the age of 55. SCSEP trainees are assigned to work-based training and provided subsidies for their participation. Through their work assignments with community agencies, SCSEP trainees make valuable contributions to our community while developing skills to secure competitive employment.

The SCSEP State Plan is required per: the enactment of Section 503 of the 2006 OAA Amendments, Pub. L. 109-365, October 17, 2006, 20 CFR Part 641, SCSEP Performance Accountability Interim Rule, 72 Fed. Reg. 35831 (June 29, 2007); 20 CFR Part 641 SCSEP Final Rule (September 1, 2010); and the Training and Employment Guidance Letter (TEGL) and Workforce Innovation and Opportunity Act (WIOA) Stand Alone State Plan Requirements. The Mayor has charged DOES to coordinate and submit the plan which covers the time period of July 1, 2020 to June 30, 2023. The plan describes how SCSEP and its partners meet the skills training, supportive services and unsubsidized employment needs of eligible seniors age 55 and older.

### ***Section 2. Involvement of Organizations and Individuals***

The SCSEP State Plan was developed by a workgroup, comprised of representatives from DOES and the National Center for Black Aged SCSEP.

### ***Section 3. Solicitation and Collection of Public Comment***

The SCSEP State Plan was posted for solicitation of public comment on March 17, 2020, on DOES' website.

Public comment was due by March 27, 2020. The request for public comment was emailed to: members of the local Workforce Intermediary Committee; District of Columbia Department of Aging and Community Living, Area on Aging Agencies, SCSEP participants; and SCSEP host sites.

**SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)**  
(OMB Control No. 1205-0040)

**Section 4. Economic Projections and Impact**

*(1) Discuss long-term projections for jobs in industries and occupations in the State that may provide employment opportunities for older workers. (20 CFR 641.302(d)) (May alternatively be discussed in the economic analysis section of strategic plan.)*

Too often, many of our older residents must continue to work well beyond retirement age and, while there is long term growth projections in several in-demand occupations for individuals who are 55 years of age and older, limited education, sparse work experience and low skills continue to make this population vulnerable to low employment prospects and impede their ability to independently secure unsubsidized employment. The majority of SCSEP program participants are: individuals who meet the federal *Most in Need* measure; individuals with limited or no skills, lack education and/or relevant credentials; Limited English Proficient (LEP), dependent on social service benefits, residing in households whose incomes fall below the nations poverty guidelines.

To respond to the specific needs of this segment of older job seekers, SCSEP has taken steps to identify specific industries and occupations that are older worker friendly and can be attained without advanced credentials. Utilizing current labor market information from the Economic Modeling Specialist International (EMSI), which utilizes Bureau of Labor and Statistics (BLS) data, the District of Columbia 2018 top 20 occupations for job seekers who are ages 55 and older that do not require formal education or credentials (Chart 1) are:

1. Janitors and Cleaners, Except Maids and Housekeeping Cleaners (16, 436-16, 729)
2. Maids and Housekeeping Cleaners
3. Combined Food Preparation and Serving Workers, Including Fast Food
4. Cooks, Restaurant
5. Dishwashers
6. Retail Salespersons
7. Waiters and Waitresses
8. Cashiers
9. Dining Room and Cafeteria Attendants and Bartender Helpers
10. Food Preparation Workers
11. Parking Lot Attendants
12. Bartenders
13. Host and Hostesses, Restaurant, Lounge and Coffee Shops
14. Ushers, Lobby Attendants and Ticket Takers
15. Construction Laborers
16. Food Servers, Non-restaurant
17. Cooks, Fast Food
18. Cooks, Institutions and Cafeteria
19. Laborers and Freight, Stock and Material Movers, Hand
20. Counter Attendants Cafeteria, Food Concession and Coffee Shop

**Chart 1: DC Top Occupations for Ages 55 and Older, 2018: No Formal Educational Credentials**

District of Columbia Top 20 Occupations for Ages 55 and Older, 2018							
SOC	Description	2018 Jobs	2028 Jobs	Typical Entry Level Education	Typical On-The-Job Training	Avg. Hourly Earnings	Age 55+ Emp.
37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	16,436	16,729	No formal educational credential	Short-term on-the-job training	\$15.99	5,043
37-2012	Maids and Housekeeping Cleaners	6,905	7,065	No formal educational credential	Short-term on-the-job training	\$19.51	2,052
35-3021	Combined Food Preparation and Serving Workers, Including Fast Food	9,423	11,377	No formal educational credential	Short-term on-the-job training	\$15.85	1,547
35-2014	Cooks, Restaurant	7,759	9,409	No formal educational credential	Moderate-term on-the-job training	\$16.68	1,304
35-9021	Dishwashers	4,398	4,876	No formal educational credential	Short-term on-the-job training	\$15.53	1,173
41-2031	Retail Salespersons	6,596	6,955	No formal educational credential	Short-term on-the-job training	\$18.48	1,157
35-3031	Waiters and Waitresses	10,448	12,701	No formal educational credential	Short-term on-the-job training	\$23.63	1,153
41-2011	Cashiers	7,513	8,295	No formal educational credential	Short-term on-the-job training	\$14.73	1,151
35-9011	Dining Room and Cafeteria Attendants and Bartender Helpers	5,101	5,663	No formal educational credential	Short-term on-the-job training	\$17.19	1,144
35-2021	Food Preparation Workers	4,573	5,224	No formal educational credential	Short-term on-the-job training	\$15.63	899
53-6021	Parking Lot Attendants	2,943	3,166	No formal educational credential	Short-term on-the-job training	\$14.18	687
35-3011	Bartenders	5,378	6,267	No formal educational credential	Short-term on-the-job training	\$21.45	676
35-9031	Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	2,402	2,831	No formal educational credential	Short-term on-the-job training	\$15.11	525
39-3031	Ushers, Lobby Attendants, and Ticket Takers	1,147	1,272	No formal educational credential	Short-term on-the-job training	\$15.14	496
47-2061	Construction Laborers	3,304	3,902	No formal educational credential	Short-term on-the-job training	\$20.29	492
35-3041	Food Servers, Nonrestaurant	1,566	1,641	No formal educational credential	Short-term on-the-job training	\$16.22	417
35-2011	Cooks, Fast Food	2,560	2,467	No formal educational credential	Short-term on-the-job training	\$14.79	392
35-2012	Cooks, Institution and Cafeteria	1,809	2,094	No formal educational credential	Short-term on-the-job training	\$18.04	382
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	2,488	2,788	No formal educational credential	Short-term on-the-job training	\$24.79	369
	Counter Attendants, Cafeteria, Food Concession, and Coffee Shop	2,183	2,393	No formal educational credential	Short-term on-the-job training	\$15.76	344

Source: EMSI

The District of Columbia Department of Employment Services, Economic Research and Reporting Unit (ERRU), produce ten-year industry employment projections for the District of Columbia. As illustrated in **Chart 2**, the District's economy continues to thrive resulting in continuous job growth in several industries over the next decade. The top five industries with the most projected growth from 2016 to 2026 are in: (1) Home Health Care Services (4.43%), (2) Ambulatory Health Care Services (3.25%), (3) Outpatient Care Centers (3.24%), (4) Educational Services (3.02%) and (5) Other Information Services (2.95%). These five major industries are projected to add 14,945 jobs over the 10-year projection period of 2016 through 2026.

**Chart 2: District of Columbia Fastest Growing Industries, 2016 and Projected 2026**

DISTRICT OF COLUMBIA fastest growing industries, 2016 and projected 2026*					
Industry	Employment		Change		Annual
	2016	2026	Numeric	Percent (%)	Growth Rate (%)
<b>Total, All Industries</b>	<b>789,314</b>	<b>849,587</b>	<b>60,273</b>	<b>7.64</b>	<b>0.74</b>
<b>Home Health Care Services</b>	<b>7,707</b>	<b>11,894</b>	<b>4,187</b>	<b>54.33</b>	<b>4.43</b>
<b>Ambulatory Health Care Services</b>	<b>19,153</b>	<b>26,367</b>	<b>7,214</b>	<b>37.67</b>	<b>3.25</b>
<b>Outpatient Care Centers</b>	<b>3,081</b>	<b>4,239</b>	<b>1,158</b>	<b>37.59</b>	<b>3.24</b>
<b>Educational Support Services</b>	<b>2,613</b>	<b>3,518</b>	<b>905</b>	<b>34.63</b>	<b>3.02</b>
<b>Other Information Services</b>	<b>4,390</b>	<b>5,871</b>	<b>1,481</b>	<b>33.74</b>	<b>2.95</b>
Offices of Other Health Practitioners	949	1,240	291	30.66	2.71
Other Ambulatory Health Care Services	282	356	74	26.24	2.36
Social Assistance	14,107	17,787	3,680	26.09	2.35
Medical and Diagnostic Laboratories	275	342	67	24.36	2.20
Management, Scientific, and Technical Consulting Services	23,674	29,112	5,438	22.97	2.09

This combined data demonstrates there are sustainable positions within in-demand occupational groups in which the District’s senior community can benefit. These positions represent viable employment opportunities and will be the central objective of SCSEP to prepare and train our customers for reintegration into the workforce. The EMSI data projections provide guidance to SCSEP in structuring and refining its training and employment strategies so they are aligned with the projected sectors and occupational groups identified and thereby providing distinct pathways to employment for the program participants.

*(2) Discuss how the long-term job projections discussed in the economic analysis section of strategic plan relate to the types of unsubsidized jobs for which SCSEP participants will be trained and the types of skill training to be provided. (20 CFR 641.302(d))*

SCSEP has taken deliberate steps to recruit host agency sites that can provide realistic work experiences and training in line with labor market projections. The intent of these partnerships and focused training efforts are that the subsidized work experiences will result in participants gaining required skills and prepared to secure full- or part-time unsubsidized employment.

The SCSEP host agency partnerships include, but are not limited to:

- National Legal Aid and Defenders Association
- DC Water and Sewage Authority
- Serve DC: Mayors’ Office on Volunteerism
- Bell Teen Parent and Child Development Center
- Black Student Fund

- Byte Back, Inc.
- DC Department of Employment Services
- DC Housing Authority
- Downtown Cluster's Geriatric Day Care Center
- Iona Senior Services at St. Albans
- Seabury Resources for Aging, Terrific Inc.
- United Planning Organization
- The National Daughters of the American Revolution
- East River Family Strengthening Collaborative

SCSEP host agency partners provide hands on training to our participants in several occupations, including: Food Accommodation and Food Services, Administrative and Support Services, Health Care and Social Assistance and Customer Service.

Additionally, through the American Job Center (AJC), SCSEP participants have access to a wide array of WIOA and locally funded trainings and employment assistance opportunities to support their obtainment of skill development and unsubsidized employment. The available areas of training include occupations in IT, hospitality and transportation. The AJC also provides access to job preparedness workshops around job search strategies, interviewing and resuming building. We encourage computer training for all our participants who are seeking employment and refer them a community partner. Adult basic education programs and courses are also available through the Office of the State Superintendent for older job seekers who want to increase their educational level, as well as attain their high school diploma and/or GED.

Data from the U.S. Census Bureau, Quarterly Workforce Indicator for the first quarter of 2018 (**Chart 3**) show the top five industries employing District seniors: 1) Professional, Scientific, and Technical Services, 2) Health Care and Social Assistance, 3) Other Services (Except Public Administration), 4) Accommodation and Food Services and 5) Educational Services with employment rates of 19,776 (18.2 percent); 15,163 (13.9 percent); 14,784 (13.6 percent); 12,034 (11.1 percent) and 11,824 (10.9 percent), respectively.

**Chart 3: District of Columbia Industry, Employment by Age Group, First Quarter 2018**

Age Group	45-54	55+	55+ Industry+ Emp. As % of Total Emp.	55+ Industry+ Emp. As % of Total 55+ Emp.
All NAICS Sectors	<b>102,442</b>	<b>108,433</b>	<b>21.34%</b>	<b>100.00%</b>
Agriculture, Forestry, Fishing and Hunting		0	0.00%	0.00%
Mining, Quarrying, and Oil and Gas Extraction		0	0.00%	0.00%
Utilities	654	670	0.13%	0.62%
Construction	3,246	2,934	0.58%	2.71%
Manufacturing	258	232	0.05%	0.21%
Wholesale Trade	912	786	0.15%	0.72%
Retail Trade	3,016	3,284	0.65%	3.03%
Transportation and Warehousing	2,106	1,888	0.37%	1.74%
Information	3,750	3,444	0.68%	3.18%
Finance and Insurance	3,408	2,875	0.57%	2.65%
Real Estate and Rental and Leasing	2,414	2,705	0.53%	2.49%
Professional, Scientific, and Technical Services	<b>19,863</b>	<b>19,776</b>	<b>3.89%</b>	<b>18.24%</b>
Management of Companies and Enterprises	512	514	0.10%	0.47%
Administrative and Support and Waste Management and Remediation Services	8,597	9,377	1.85%	8.65%
Educational Services	<b>10,067</b>	<b>11,824</b>	<b>2.33%</b>	<b>10.90%</b>
Health Care and Social Assistance	<b>13,499</b>	<b>15,163</b>	<b>2.98%</b>	<b>13.98%</b>
Arts, Entertainment, and Recreation	1,081	1,308	0.26%	1.21%
Accommodation and Food Services	<b>10,046</b>	<b>12,034</b>	<b>2.37%</b>	<b>11.10%</b>
Other Services (except Public Administration)	<b>13,726</b>	<b>14,784</b>	<b>2.91%</b>	<b>13.63%</b>
Public Administration	5,286	4,830	0.95%	4.45%

SCSEP will continue to utilize a multi-targeted approach to assist our participants in securing unsubsidized employment. Our programs will continue to focus on supporting our participants in three specific areas: (1) Overcoming social barriers, (2) Learning required technical skills and (3) Developing job seeking strategies to reengage the workforce.

*(3) Discuss current and projected employment opportunities in the State (such as by providing information available under §15 of the Wagner-Peyser Act (29 U.S.C. 491-2) by occupation), and the types of skills possessed by eligible individuals. (20 CFR 641.325(c))*

As it stands, the District has roughly 149,269 residents that are age 55 years and older. According to the US Census Bureau’s Annual Social and Economic Supplement 2018 (**Chart 4**), the pool of potential SCSEP participants account for close to fifty-two thousand, i.e. sixteen thousand without a high school diploma or equivalent, thirty-six thousand with a high school diploma or equivalent.

#### Chart 4: Educational Attainment-Detailed

CPS Data Collected in Year: 2017											
Persons - All											
(Numbers in Thousands)											
State: DC	Totals	Educational Attainment - Detailed									
		Children under 15	Less than 9th grade	9th-12th grade, no diploma	High school diploma or equivalent	Some college, no Assoc. or 4-yr degree	Associate degree	Bachelor's degree	Master's degree	Professional degree (such as DDS or JD)	Doctorate (such PhD or EdD)
<b>Totals</b>	692	112	17	45	95	60	21	167	112	36	28
<b>Age</b>											
00 to 17	125	112	1	10	1	0	0	0	.	.	.
18 to 24	69	.	1	7	15	14	1	27	3	.	.
25 to 34	175	.	6	8	16	13	4	70	36	15	6
35 to 44	98	.	2	5	12	7	4	25	31	6	6
45 to 54	73	.	2	4	15	8	3	14	16	5	6
55 to 59	32	.	0	2	8	3	2	9	3	1	2
60 to 64	29	.	1	2	5	3	2	5	7	2	2
65 to 80+	93	.	3	8	23	11	4	16	15	7	6
Current Population Survey, Annual Social and economic Supplement, 2018											
Source: U.S. Census Bureau											

The District of Columbia’s dominant industries projected to provide the largest number of jobs between **2016 and 2026 are illustrated in Chart 5**. Notable industries with job growth that SCSEP participants can directly benefit from are:

- **Professional, Scientific, and Technical Service** workers, with a projected 12.2 percent growth rate, will lead in the areas of job growth, adding 14,450 jobs to payrolls;
- **Home Health Aide** service workers will be in demand in the next ten years, adding 4,187 jobs to payrolls with a growth rate of 54.3 percent;
- **Educational Services** will add 7,283 jobs to payrolls with a 12.6 percent growth rate;
- **Ambulatory Health Care** Services will add 7,214 jobs to payrolls with a significant 37.7 percent growth rate; and
- **Administrative and Supportive Services** increased by adding 6,337 more jobs to payrolls, with a growth rate of 12.4 percent.

**Chart 5: District of Columbia Industry, Employment by Age Group, First Quarter 2018**

<b>DISTRICT OF COLUMBIA industries with most job growth, 2016 and projected 2026*</b>				
<b>Industry</b>	<b>Employment</b>		<b>Change</b>	
	<b>2016</b>	<b>2026</b>	<b>Numeric</b>	<b>Percent (%)</b>
<b>Total, All Industries</b>	<b>789,314</b>	<b>849,587</b>	<b>60,273</b>	<b>7.64</b>
Professional, Scientific, and Technical Services	118,367	132,817	14,450	12.2
Educational Services	57,685	64,968	7,283	12.6
Ambulatory Health Care Services	19,153	26,367	7,214	37.7
Administrative and Support Services	50,958	57,295	6,337	12.4
Management, Scientific, and Technical Consulting Services	23,674	29,112	5,438	23.0
Computer Systems Design and Related Services	25,380	30,813	5,433	21.4
Food Services and Drinking Places	51,856	56,742	4,886	9.4
Home Health Care Services	7,707	11,894	4,187	54.3
Social Assistance	14,107	17,787	3,680	26.1
Colleges, Universities, and Professional Schools	31,647	34,750	3,103	9.8

**Notes: \*District of Columbia Long-Term Industry and Occupational Projections, 2016 - 2026**

**Source: Department of Employment Services, Office of Labor Market Research and Information**

The District of Columbia’s SCSEP program works to meet the community service training and unsubsidized employment needs of eligible District of Columbia residents age 55 years and older. The program conducts targeted recruitment of community service host agencies that can train participants for employment in five of the top ten occupations projected to hire the most employees in the next four years. Occupations include Food Preparation and Service Workers, Personal and Home Health Aides, Customer Service Representatives and Administrative Assistants and Receptionists. These occupations do not require advanced credentials and usually have both full-time and part-time employment opportunities, which is consistent with the need of our participants for a flexible work schedule.

**Section 5. Service Delivery and Coordination**

*(1) A description of actions to coordinate SCSEP with other programs. This may alternatively be discussed in the State strategies section of the strategic plan, but regardless of placement in document, must include:*

- a. Planned actions to coordinate activities of SCSEP grantees with WIOA title I programs, including plans for using the WIOA one-stop delivery system and its partners to serve individuals aged 55 and older. (20 CFR 641.302(g), 641.325(e))

Effective July 1, 2018, the District of Columbia SCSEP program under the DC Department of Employment Services, and the National Caucus and Center on Black Aging, Inc. SCSEP program adopted the updated US DOL SCSEP performance measures to align with the WIOA performance measures implemented by the U.S. Department of Labor on August 19, 2016. SCSEP grantees are required WIOA partners in the workforce development system (per WIOA sec. 121(b)(1)(B)(v)) and are mandated to coordinate with the WIOA One-Stop delivery system (OAA sec. 511, 42 U.S.C. 3056i).

SCSEP continues to be an active partner with the local WIOA One-Stop delivery system. Our partnership is commemorated in a Memoranda of Agreement between DOES and the National Caucus and Center on Black Aging SCSEP programs. SCSEP is leveraging resources to ensure customers have access to a seamless system of workforce development programming that supports positive outcomes. SCSEP participates and collaborates with other WIOA-funded activities and partners, including: AJCs, Department of Disability Services, Office of the State Superintendent, Department of Human Services and District of Columbia Housing Authority. The goal of these partnerships is to unite workforce development, adult education and social service providers to centralize crucial resources that support older job seekers in becoming economically self-sufficient through sustained, unsubsidized employment.

SCSEP's grantee staff communicates through emails, meetings, and teleconferences throughout the year. SCSEP focuses on increasing knowledge about program opportunities for the District's non-profit, public and private sectors, to promote older-worker-friendly skills training and work environments among employers. This occurs through presentations, community events, and the DOES website. SCSEP is also listed in the Washington DC Aging and Disability Resource Center website and resource guide.

Through coordinated efforts staff members from all AJC locations are knowledgeable and well-trained to assess, serve and support SCSEP applicants. SCSEP coordinates with AJC management to conduct annual training for all AJC Workforce Development Specialists. Additionally, resources such as desk aids have been developed and provided to AJC staff to support them in properly assessing and serving potential SCSEP participants. These efforts ensure AJC staff is provided clear guidance to support SCSEP programming and job seekers are appropriately referred and provided access to services and customized supports. DOES will continue to research and implement best practices to ensure that SCSEP remains an active partner in the WIOA One-Stop delivery system, and its participants are benefiting from Title I programs.

SCSEP has streamlined the enrollment process by identifying AJCs as the points of entry for its SCSEP applicants. Residents who visit an AJC and express interest in SCSEP receive a variety of supports based upon individual needs. All prospective SCSEP participants are registered in the DC Networks system and AJC staff complete an Objective Assessment prior to referral. If the assessment identifies a need for SCSEP programming, AJC staff will send a formal referral to the appropriate SCSEP program. Upon verification that the individual is registered in DC Networks and review of the Objective Assessment, SCSEP will schedule and complete a formal SCSEP intake to determine program eligibility. This process promotes co-enrollments and encourages increased engagement with the WIOA One-Stop delivery system. It assures all SCSEP applicants are aware of and have been engaged by the One-Stop system. Customers quickly receive services while waiting for eligibility determinations or placement from SCSEP program waiting lists. Conversely, SCSEP refers all applicants deemed ineligible for SCSEP back to the AJC for employment and training assistance.

SCSEP utilizes DC Networks, the DOES Virtual One Stop system, to research job listings. All SCSEP participants are required to attend orientation at the AJC. When determined eligible, SCSEP sends eligibility determination letters that strongly encouraged applicants to complete Navigating DC Networks, Writing Successful Resumes, Interviewing, Microsoft Digital Alliance and other employment-focused trainings. Through these coordinated efforts, participants receive vital trainings as well as communications from the AJC regarding DOES hiring events and training opportunities. Additionally, AJC staff contact participants to follow up on their job search and training goals. When possible, SCSEP capitalizes upon external training

opportunities sponsored by the AJC at a low- or no-cost to the participant. In the event a SCSEP participant qualifies for a WIOA training voucher, SCSEP may subsidize the wages for the period of participation while WIOA covers the training costs. Once participants are deemed job-ready through formal evaluations completed by their host agency supervisors and the SCSEP Program Coordinator, they are required to enroll in WIOA to receive intense job search assistance from workforce development staff at any of the four AJC locations:

**DOES American Job Center Locations**

- Bertie Backus Campus, 5171 South Dakota Avenue, NE
- AJC Headquarters, 4058 Minnesota Avenue, NE
- Frank D. Reeves Municipal Center, 2000 14<sup>th</sup> Street, NW, 3<sup>rd</sup> Floor
- DC Infrastructure Academy, 2330 Pomeroy Road, SE

- b. Planned actions to coordinate activities of SCSEP grantees with the activities being carried out in the State under the other titles of the Older Americans Act (OAA). (20 CFR 641.302(h))

SCSEP collaborates with Older Americans Act (OAA) program providers administered by the District of Columbia Department of Aging and Community Living (DACL) – the District’s State and Area Agency on Aging (AAA) and their contracted organization partners. DACL and its Aging and Disability Resource Center (ADRC), both governed by OAA, oversee the issuance of direct services to persons age 60 years and older through their Senior Service Network (SSN). The Senior Service Network is comprised of twenty community service-based non-profit and private organizations that operate more than thirty programs that provide direct services to the District’s older adult residents. There are five lead agencies for all eight of the District wards. Currently, SCSEP has established active host agency agreements with all five of the lead agencies listed in **Chart 6** below.

**Chart 6: Area on Aging Leading Agencies**

<b>ADRC Satellite Sites/Lead Agencies</b>	<b>Agreements</b>
Ward 1 Terrific, Inc.	Yes
Ward 2 Terrific, Inc.	Yes
Ward 3 Iona Senior Services	Yes
Ward 4 Terrific, Inc.	Yes
Ward 5 Seabury Aging Services	Yes
Ward 6 Seabury Aging Services	Yes
Ward 7 East River Family Strengthening Collaborative	Yes
Ward 8 East River Family Strengthening Collaborative	Yes

**Temporary Emergency Residential Resource Institute for Families in Crisis, Inc.**

The Temporary Emergency Residential Resource Institute for Families in Crisis, Inc. (TERRIFIC, Inc.) assists residents by providing an array of supportive services to address their needs. Serving as a host agency, SCSEP participants are referred to TERRIFIC, Inc. for congregate meals; homebound and weekend meal delivery; nutritional, educational, and counseling services; health promotion; case management; transportation services; recreation and socialization; and fieldtrips and social events. TERRIFIC, Inc. refers their customers to SCSEP for job training assistance, as needed, in accordance

with programmatic eligibility requirements. TERRIFIC Inc.’s Asian and Pacific Islander Senior Services Center also provides the above-mentioned services specifically to the Asian and Pacific Islander population. SCSEP has an active host agency agreement with TERRIFIC, Inc., which has led to multiple work-based training opportunities and unsubsidized employment placements for program participants throughout the years.

**Iona Senior Services**

Serving as a long-time host agency, SCSEP refers their participants to Iona to receive: congregate meals, counseling, transportation services, and loans for medical equipment. Referrals are also made for support groups, wellness and art centers, volunteer and companion opportunities, fitness classes, and eldercare. Iona refers their customers to SCSEP for job training assistance, in accordance with programmatic eligibility requirements. SCSEP has an active host agency agreement with Iona that has led to multiple work-based training opportunities and vital supportive services for participants.

**Seabury Resources for Aging**

As the District’s leading organization serving residents of Ward 5, Seabury Resources for the Aging is a SCSEP host agency. Program staff refer participants to Seabury to receive a variety of services, such as: housing, transportation, case management, age-in-place services, and volunteer opportunities. Over the years, the host agency agreements with Seabury Resources have led to multiple work-based training opportunities and unsubsidized employment placements.

**East River Family Strengthening Collaborative**

The East River Family Strengthening Collaborative (ERFSC) serves as a SCSEP host agency. ERFSC manages the Washington Senior Wellness Center, the Weekend Nutrition Program, and the KEEN Senior Service Program. SCSEP receives referrals from ERFSC and provides referrals to ERFSC. The active host agency agreement with ERFSC has led to numerous work-based training opportunities and unsubsidized employment placements for SCSEP participants.

In each agreement, host sites agree to provide work-based training and supervision for subsidized participants subsidized. Overall, the work experiences are well-received and have proven to be effective training assignments. In fact, the majority of unsubsidized placements achieved by SCSEP are a result of these longstanding partnerships. SCSEP is a resource for Department of Aging and Community Living clients and agency-funded community programs. Additionally, SCSEP actively conducts presentations and attends community engagement events at host sites on a variety of topics including: Benefits of SCSEP, Job Search Techniques for Mature Job Seekers, and Navigating the DC Workforce Development System.

During 2020-2023, SCSEP will continue to strengthen its partnerships with the OAA’s Senior Service Network Provider’s by conducting the following activities:

1. Maintain agreements with the District of Columbia Wellness Centers

<b>Senior Wellness Centers</b>	<b>Active Agreements</b>
Bernice Fonteneau Senior Wellness Center	Yes
Hattie Holmes Senior Wellness Center	Yes
Model Cities Senior Wellness Center	Yes
Hayes Senior Wellness Center	Yes
Washington Senior Wellness Center	Yes
Congress Heights Senior Wellness Center	Yes

2. Entering into agreement(s) with the remaining OAA's Adult Day Care providers and place participants who express employment interests in Home Health and Personal Care

<b>Adult Day Care Services</b>	<b>Active Agreements</b>
<b>Center Care Day Treatment Program</b>	No
<b>Washington Center for Aging Services</b>	No
Genevieve N. Johnson Senior Day Care Center	Yes
<b>Isabella Breckinridge Center</b>	No
Downtown Cluster's Geriatric Day Care Center	Yes

3. Enter into agreements with the remaining OAA's Recreation/Socialization service providers and place seniors who express employment interests in Community and Social Services

<b>Recreation/Socialization Services</b>	<b>Active Agreements</b>
Asian Services Senior Center/Terrific Inc.	Yes
Dwelling Place/So Others Might Eat	Yes
Seabury Ward 5 Senior Center for the Blind	Yes
First Baptist Senior Center	Yes
Phillip T. Johnson Senior Center	Yes
<b>Vida Senior Center</b>	No
Family Matters Senior Center for the Deaf and Hard of Hearing	Yes
<b>University of the District of Columbia BODYWISE</b>	No

4. Enter into agreements with the remaining OAA's Congregate Meal and Nutrition Service providers and place seniors who express employment interest in Food Services, specifically participants who have completed the SCSEP Food Service and Sanitation and have been certified by the DC Department of Health

<b>Congregate Meal and Nutrition Services</b>	<b>Active Agreements</b>
<b>Congregate Meal Sites (52)/ Dutch Mill &amp; Catholic Charities</b>	No
Commodity Supplemental Food Program/Capital Area Food Bank	Yes
Weekend Nutrition Meal Program/ ERFSC	Yes
<b>Home Delivered Meals/MOM's Meal and Catholic Charities</b>	No
Senior Farmers Market Nutrition Program/Capital Area Food Bank	Yes
<b>Washington D.C. Jewish Community Center</b>	No

Additionally, SCSEP will strengthen communication with the Department of Aging and Community Living's, Aging and Disability Resource Center (ADRC) which provides a coordinated system of information and access for individuals seeking long-term services and supports for adults age 60 years and older to ensure they are aware of the SCSEP programs and can be included as an additional resource for their participants.

c. Planned actions to coordinate SCSEP with other private and public entities and programs that provide services to older Americans, such as community and faith-based organizations, transportation programs, and programs for those with special needs or disabilities. (20 CFR 641.302(i))

SCSEP has implemented procedures aimed at coordinating supportive services for its participants. The program collaborates with and leverages resources with many private and public entities and programs to provide services for participants. These programs include:

- **The Supplemental Nutritional Assistance Program** – Operated by the DC Department of Human Services, the Supplemental Nutritional Assistance Program (SNAP) is a federal program that provides low-income families with food assistance. Low-income participants of SCSEP may apply for SNAP if they meet the necessary requirements.
- **DC Electric Assistance Program** – Through the DC Department of Energy and Environment, the DC Electric Assistance Program is available for eligible SCSEP participants who are in need of financial assistance with utility bills. Participants may be eligible if a notice of disconnection or a current cancellation of electric or gas service is issued.
- **DC Emergency Rental Assistance**- Offered through the DC Department of Human Services, SCSEP participants who face housing emergencies may be eligible for the Emergency Rental Assistance Program (ERAP).
- **Elderly Housing/Subsidized Housing** – A Department of Human Services program, the Elderly Housing/Subsidized Housing is available for low-income families, seniors and individuals with disabilities at many public housing properties located throughout the District.
- **Senior Companion Program**- The University of the District of Columbia recruits and trains senior volunteers living in the District of Columbia to serve other District citizens in their place of residence or at group facilities, such as: senior housing buildings, senior centers, and hospitals.
- **Grandparents Caregivers Program**- Through AARP, and DC Child and Family Services Administration, this program provides monthly subsidies for low income District residents who are raising their grandchildren, great-grandchildren, great-nieces, or great-nephews.
- **Supplemental Security Income** - Participants who are age 65 or older, blind or disabled, are able to receive monthly payments if in need.
- **Safelink Wireless DC** – Safelink Wireless DC provides free cell phones and monthly airtime service for low-income DC residents who are beneficiaries of Federal Public Housing, SNAP, Low-Income Home Energy Assistance Program (LIHEAP), Social Security Income (SSI), National School Lunch (Free Program Only), Temporary Assistance for Needy Families (TANF) or Medicaid.
- **Healthcare Assistance** – A Department of Health program, participants who do not have healthcare coverage may be eligible for the Healthcare Alliance program if they meet the necessary guidelines.

- **Office of Aging** - Provides transportation assistance, senior wellness centers, meals and nutrition education programs, adult day care centers, and senior events and activities.
- **University of the District of Columbia / Institute for Gerontology** – The University of the District of Columbia offers a variety of academic and health programs for seniors.
- **Byte Back** - Byte Back offers free computer training courses for seniors age 55 and older.
- **GovBenefits.gov** – SCESP participants can visit this website to receive information on benefit and assistance programs available in the District.
- **Greater Washington Urban League** - A nonprofit social services and civil rights organization that manages and administers programs in education, employment and housing and community development.
- **Serve DC** – A DC Government agency that promotes and provides information on volunteerism for civic groups, nonprofit organizations, small businesses and the faith-based community.
- **Transportation**- District Department of Transportation and the Department of Aging and Community Living programs that provide reduced fares on transportation through WMATA and Metro Access.

Future plans for 2020-2023 include:

1. Senior Services Network Directory will be maintained in the SCSEP office.
2. District of Columbia 2-1-1 helpline and ADRC toll-free numbers will be shared with program participants, providing access to many agencies and programs.
3. Referrals will be made for SCSEP participants that exit without employment to programs such as the Foster Grandparents and Senior Companions-both offering stipends.
4. Exiting participants who wish to volunteer will be referred to opportunities such as AARP Experience Works, American Red Cross, Salvation Army, Goodwill and other organizations that seek people to contribute on a voluntary basis.

d. Planned actions to coordinate SCSEP with other labor market and job training initiatives. (20 CFR 641.302(j))

SCSEP is committed to matching participant job skills with appropriate employment opportunities and providing AJC and partner agency referrals for support services, as necessary. SCSEP maintains a working relationship with the AJCs and the DOES Office of Talent and Client Services to monitor job market trends and ensure program efforts are aligned with labor market information and opportunities.

DOES will continue to establish innovative training and employment strategies to expand training capacity in targeted industries. We recognize sector partnerships are a key element for this initiative. SCSEP is always mindful that the best workforce approaches are those that are industry-specific. In order to capitalize upon the steady demand, DOES will strengthen its provision in offering adult education,

occupational literacy, digital literacy, and postsecondary education and training services to individuals seeking careers. Upon obtainment of these basic academic and employability skills, participants may be marketed to employers as highly qualified job candidates and overcome academic and/or social barriers that have plagued their lives considerably. To address the issue of computer literacy, which is the overwhelming barrier identified through participant assessments, SCSEP has also identified excellent free computer training programs. Byte Back, Inc. is an organization and SCSEP host agency that helps mature job seekers familiarize themselves with computers and learn basic applications, so they are more comfortable in the workplace. We have referred numerous individuals to their training programs that are offered on the weekends and during the evenings at libraries throughout the District of Columbia. Byte Back has an incentive program where participants who successfully complete a required number of cohorts receive a free computer (dependent on supply availability). Several SCSEP participants have benefited from this partnership.

Nutrition Aides in Washington, DC's Nutrition and Wellness Centers are a highly sought-after position for many SCSEP participants. To meet the training needs of our participants, SCSEP has entered into host agreements with many of the Districts nutrition program providers, such as the East River Family Strengthening Collaborative (ERFSC). In order to qualify for Nutrition Aide positions, individuals must be certified in Food Safety Handling Procedures. To support participants in meeting the job requirements for a Nutrition Aide, throughout the program year, several SCSEP participants receive Food Safety training. In the course, SCSEP participants learn the standards for preparing and managing food in the District of Columbia. Once completed, participants receive a certification from Serve Safe and are licensed by the District of Columbia Department of Health as a Food Manager. SCSEP has leveraged its partnership with host agencies that provide this training to their staff, wherein SCSEP participants have been allowed to participate in training free of charge and SCSEP subsidizes the licensure fee with the Department of Health.

SCSEP has also established a relationship with AARP that allows participants to attend online job fairs, participate in social media training and receive training and resources customized for mature job seekers, such as Legal Aid. SCSEP staff utilizes the AARP Age Friendly Employers list to identify potential unsubsidized employers and regularly shares vacancies from those employers with participants.

SCSEP continues to participate and serve on the Potomac Job Corps Community Relations Council. This partnership provides the program visibility with other community stakeholders and opportunities to recruit host agencies that provide training working with the youth.

- e. Actions to ensure that SCSEP is an active partner in the one-stop delivery system and the steps the State will take to encourage and improve coordination with the one-stop delivery system. (20 CFR 641.335)

In addition to actions detailed in section B.1.a of this document, SCSEP is an active partner within the District's One-Stop delivery system. Joint efforts will continue to be focused on strengthening our partnerships, advocacy, and educational opportunities for staff and residents. SCSEP participates in quarterly One-Stop Operator Partner meetings. The purpose of these partner meetings is to review one-stop service delivery activities, discuss challenges and opportunities for continuous improvement, and provide partners with resources to better understand and implement coordination leading to an overall increase in alignment across the District's workforce development system.

Recent specific efforts to encourage strengthening our relationship with the DC One Stop system include:

- In 2019, DOES moved the SCSEP program to the Office of Workforce Development and Federal Programs. This division also manages the American Job Centers and the overall workforce development activities for the agency;
- Monthly meetings between SCSEP management and the Office of Workforce and Development senior management to advocate for the consistent advancement of the program and its participants;
- Quarterly meetings with the Office of Talent and Client Services to coordinate targeted hiring events and ensure SCSEP participation;
- Providing training on SCSEP and resource materials to AJC staff on the SCSEP program, including eligibility requirements and referral processes;
- Ensuring SCSEP participants are enrolled in the Virtual One Stop (VOS) system;
- Conducting monthly orientation at the American Job Centers to orient job seekers on SCSEP and other customized DOES offerings to the 50+ population;
- Participating in quarterly One-Stop Operator meetings, which is attended by all the required partners;
- Requiring participants to complete AJC trainings;
- Referring job-ready participants to AJC for co-enrollments into WIOA; and
- Subsidizing participation in AJC trainings.

f. Efforts to work with local economic development offices in rural locations.

The District of Columbia is solely an urban population divided into four quadrants, Northwest (NW), Northeast (NE), Southeast (SE) and Southwest (SW). The neighborhoods within the District are divided into eight (8) wards. The District has no rural locations, therefore have no requirement to serve rural areas.

*(2) The State's long-term strategy for engaging employers to develop and promote opportunities for the placement of SCSEP participants in unsubsidized employment. (20 CFR 641.302(e)) (May alternatively be discussed in the State strategies section of strategic plan.)*

SCSEP's overall mission is to support program participants in becoming self-sufficient by administering programming that will lead to unsubsidized employment. Engaging and developing partnerships with relevant employers is imperative to achieving this mission. Working collaboratively through SCSEP host agencies, the American Job Centers, the Office of Talent and Client Services and a strategic network of employers, critical operational phases are accomplished and U.S. Department of Labor unsubsidized employment performance measures are met. Phases include: identifying employment opportunities, placing individuals in substantive occupations in high-growth industries, and providing retention activities and wrap around services to participants who enter the workforce. SCSEP staff work with its network of employers to identify and cultivate suitable employment opportunities for participants – considering the needs of mature job seekers. SCSEP staff liaises and provides a conduit between job-ready participants and employers to best match participant goals and interests with employers' staffing requirements. In the next four years, SCSEP will be even more diligent in its recruitment of host sites that deliver training opportunities that correlate to labor market information. SCSEP will also be more discerning with its host agency partnerships, prioritizing host sites with vacancies for which they are able to hire.

Furthermore, placement in unsubsidized employment will be driven by the nature and availability of positions that meet individual criteria, such as: physical ability, access to transportation, and social requirements. Program staff will assist participants with identifying their individual needs to develop an effective Individual Employment Plan (IEP) that will garner employment opportunities in high-growth

fields of interest. Opportunities will be shaped primarily in accordance with each participant's expressed desires concerning their work environment, experience and training. To develop and maintain close relationships with employers, staff will offer an expansive menu of workforce services to businesses that include placement services, labor-market information, on-the-job training, and a commitment to employers to link them to available and qualified job candidates. SCSEP and DOES senior management will work with employers, DC Chamber of Commerce, municipal leaders, industry professionals, training providers, and labor unions to discuss opportunities and to outline career pathways to assist in preparing participants to help meet the workforce challenges of businesses.

One new initiative to increase opportunities for program participants includes our partnership in the World Health Organization's Age Friendly initiative. Age Friendly DC is a coordinated, comprehensive, and collective action effort whose goal is to ensure that all DC residents are active, connected, healthy, engaged and happy in their environment. The District's Age-Friendly initiative focuses on adults age 50 and older. A SCSEP staff is an active member of the Age-Friendly DC employment committee. This committee leads the effort to identify age-friendly employers and a pool of potential employment opportunities for SCSEP participants. Currently, the committee has developed a team to begin planning for the increased need for Home Health Aides and Personal Care Assistants due to the impending development of long-term care facilities in our region. This committee is charged with identifying programs that will train and certify older residents in the Home Health field in order to meet the personnel demands of this booming industry.

Another promising practice has been the utilization of the DOES Job Board Alert System. The DOES Job Board Alert System provides notifications to DOES staff of available employment opportunities. When the opportunity matches the job interest of a SCSEP trainee, they are required to apply. SCSEP participants are also invited to job fairs that match their employment interests and encouraged to routinely request the potential for hire from their host site managers. When there are vacancies, SCSEP assists the trainees in revising their resumes and submitting an online application. Additionally, every quarter, SCSEP contacts all host agency managers to gauge the employment potential for their assigned trainees.

*(3) The State's long-term strategy for serving minority older individuals under SCSEP. (20 CFR641.302 (c))*

SCSEP has a long history of serving minorities. In Program Year (PY) 2018, SCSEP made great efforts to ensure the program continued to reach and serve the most vulnerable populations in the District. Historically, the District of Columbia's population has been predominantly Black, not of Hispanic origin. Over the last five years, statistics show that there has been an influx of new residents that has led to demographical shifts in communities. Blacks are now estimated as 47.1 percent of the District's population and Whites 45.1 percent. SCSEP is aware of the population trends, but also mindful of the impact of income inequality and the educational disparities in the wards. Black DC residents continue to be the only racial group to experience an increase in poverty rates since before the recession. In fact, according to the DC Fiscal Policy Institute, poverty rates for white District residents is 7.9 percent, but is 27.9 percent for Black residents - nearly four times higher, and 17.8 percent for Hispanic residents, more than twice as high. Based upon these factors, SCSEP remains steadfast in providing services and supports to our most vulnerable residents. <sup>1</sup>

For the last three program years, the percentage of minority groups currently served by SCSEP has remained relatively consistent as indicated in **Chart 7**. The information was generated from the SPARQ Quarterly Progress Reports. The data indicates that Black and Asian groups are the largest groups served,

followed by Hispanic and White, who are served equally. The Hispanic group rate of participation has increased from last years’ demographical data, but SCSEP notes this group still needs to be better served.

**Chart 7: Race and Ethnicity**

<b>Race and Ethnicity</b>						
<b>Program Year</b>	<b>Hispanic/Latino</b>	<b>Native American</b>	<b>Asian</b>	<b>Pacific Islander</b>	<b>Black</b>	<b>White</b>
2016	2%	3%	5%	0%	91%	2%
2017	0%	5%	7%	0%	86%	2%
2018	3%	0%	8%	0%	89%	3%

As illustrated, as of quarter four, enrollment for SCSEP is comprised of 89 percent Black, 8 percent Asian, 3 percent Hispanic, 3 percent White, 0 percent American Indian and 0 percent Pacific Islander. Overall, the District of Columbia’s SCSEP served a higher percentage of Blacks and Asians than are represented in the Districts’ population but fell short in serving Hispanics. However, after reviewing the third quarter numbers of PY 2018, data signals SCSEP is making steady improvements to decrease disparities in the program.

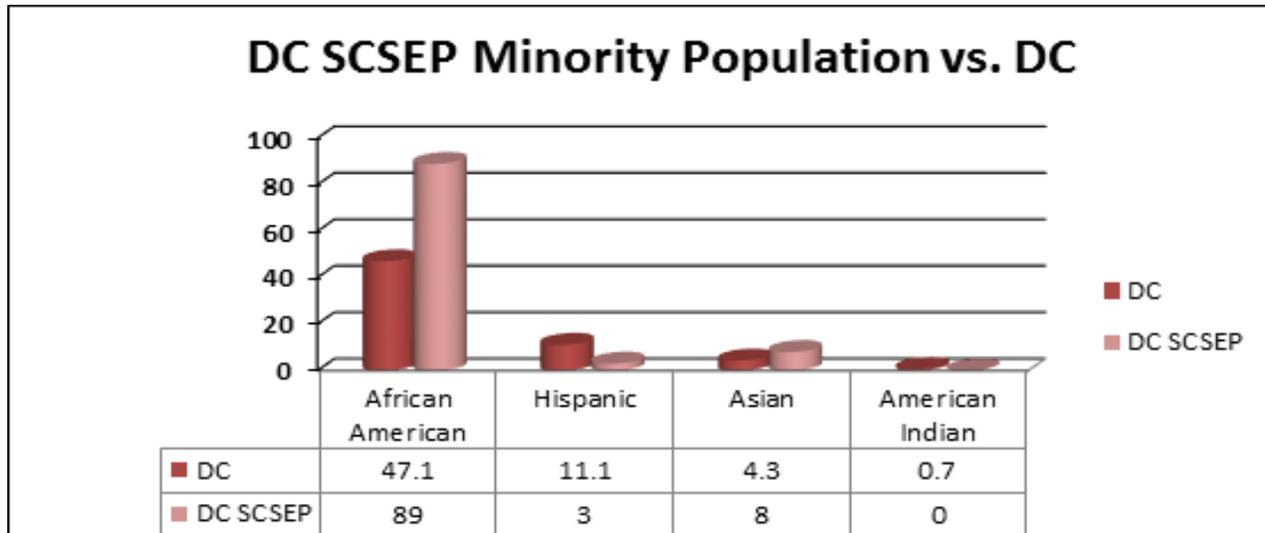
Program staff will continue efforts to recruit and market to diverse populations by identifying additional opportunities to collaborate. SCSEP will conduct outreach to other government organizations that serve diverse populations, such as the: Mayor’s Office on Latino Affairs (OLA), Mayor’s Office on Asian and Pacific Islander Affairs (APIA), American Indian Society of Washington, American Indian Society of Washington, DC (AISDC), National Council of LaRaza (NCLR), National Association of the Hispanic Elderly (NAHE), and National Council of Asian Pacific Americans (NCAPA). We also have, *DOES en Español*, the DOES Spanish language website that we utilize for bilingual campaigning. The ultimate goals are to increase the enrollment of the underserved groups and support individuals to achieve outcomes like those achieved by non-minority participants.

Additional community activities to increase the enrollments of the identified underserved population (Hispanic) include the following tasks:

1. Increase the number of host agency agreements with agencies that provide direct services to Hispanic residents;
2. Send program introductions and provide marketing materials to diverse community groups to encourage enrollment, e.g. engage information centers, and accompany the Mobile American Job Career Center (Workforce on Wheels) to Hispanic communities that are located close to potential participants and in non-traditional, but high-use sites; engage and visit health clinics, community centers, senior care centers, senior citizen organizations;
4. Leverage our partnership with the AJCs to identify eligible Hispanic residents and provide referrals to SCSEP; and
5. Continue to request the extension of the DOES SCSEP-approved 48-Month Individual Durational Limit (IDL) for the Limited English Proficient population.

Given the ethnic make-up of the District of Columbia, we anticipate no difficulty in achieving the equitable participation of minorities in SCSEP. **Chart 8** is an illustration of the current SCSEP minority participation compared to current minority demographics in the District of Columbia.

**Chart 7: DC SCSEP Minority Population vs. DC Minority Population**



*(4) A list of community services that are needed and the places where these services are most needed. Specifically, the plan must address the needs and location of those individuals most in need of community services and the groups working to meet their needs. (20 CFR 641.330)*

SCSEP serves an aging population with more barriers than in the past. The U.S. Department of Labor PY18 Most in Need Performance Measure for SCSEP was 2.90 percent and, as indicated in SCSEP PY18 Final Quarterly Performance Report, DC SCSEP exceeded this goal at 4.12 percent. There are increased incidences of homelessness, substance abuse, behavioral health challenges, criminal backgrounds, and other barriers among today’s applicants. However, for most, the prevailing barrier is lack of experience and training – and for many a lack of basic literacy skills. Job competition in an increasingly technologically dependent labor market also brings significant challenges in obtaining permanent employment for SCSEP participants. Considering SCSEP primarily serves low income, unskilled workers – the lack of formal education and advanced computer skills that are inherent in this population often stands as a primary barrier to securing employment in the District’s professional and career-class occupations.

For the majority in the SCSEP program, work is an economic necessity, although the skills required to secure permanent employment are often lacking and do not support employment goals. SCSEP is currently authorized to serve 24 participants. Ninety-seven percent (97%) of SCSEP participants are minorities, eighty-nine percent (89%) are at or living below the U.S. Department of Health and Human Services poverty guidelines, nineteen percent (19%) have documented disabilities, eighty-six percent (86%) receive public assistance, thirty-one percent (31%) are homeless or at-risk of homelessness, eleven percent (11%) are limited English-proficient, seventeen percent (17%) are seventy-five or older and fourteen percent (14%) lack a high school diploma or GED. Our SCSEP participants are not individuals who typically find an easy pathway to employment. To address these deficiencies, SCSEP places emphasis on the provision of supportive services and offers wrap-around services that support participants in pursuit of their program goals. Many of participants cannot independently job search. The SCSEP staff readily assist with resume development, utilization of search engines, online employment application techniques, and orientation to new workplace practices and regulations.

SCSEP staff has had to focus more on providing supportive services, such as: assisting participants in obtaining clothing for interviews, providing transportation stipends to and from interviews and assistance in maintaining housing and food stamp benefits.

SCSEP works with community partners like: Suited for Change and Dress for Success for clothing assistance for employment interviews; to address the digital divide, Byte Back, Inc. for technology training; and the DC Public library for computer access and technology training. Participants are also referred to programs like Project Reboot where they may receive computers at little or no cost. These customized services are an integral component to the success of participant development.

The DOES Office of Labor Market Research and Information (OLMRI) provided the unemployment rates in all eight wards. They were as follows:

**Washington, DC Ward Unemployment Data: December 2017**

Ward	Unemployment Rate
1	3.8
2	3.2
3	3.3
4	4.9
5	6.3
6	4.9
7	9.9
8	12.8

High unemployment rates have persisted in Wards 5, 7 and 8 and resulting in the continued need for workforce development services, such as SCSEP for qualified individuals, in addition to basic and other social service supports. The work of collecting, monitoring, and analyzing community service needs is an ongoing process. SCSEP’s provision of services are based primarily on their social and economic needs upon entering the program that are captured during initial assessment. The demand for service within the community is determined by the use of various indicators such as Labor Market Information (LMI) data, National Neighborhood Indicators Partnership (NNIP) data, community outreach efforts, and through meetings with current and potential non-profit host training sites. The Department of Human Services provides: social service resources for vulnerable adults, emergency and ongoing housing support for those that are homeless or at risk of homelessness, funding for rental assistance, and TANF services. Another partner, the Department of Disability Services, provides: services to people with developmental and intellectual disabilities, vocational and rehabilitative services, independent living services, and supportive services for people with hearing and visual impairments. The Department of Aging and Community Living also heads the Adult Protection unit which investigates issues of elder abuse, etc. SCSEP works with additional District agencies as appropriate to meet the needs of the aforementioned communities to provide workforce development and wraparound social services.

*(4(b)) The State’s long-term strategy to improve SCSEP services, including planned long-term changes to the design of the program within the State, and planned changes in the use of SCSEP grantees and program operators to better achieve the goals of the program. This may include recommendations to the Department as appropriate. (20 CFR 641.302(k))*

The District of Columbia strives to be one of the most age-friendly cities in our nation. We are keenly focused on improving the safety, health and well-being of all our residents. The District values the

contributions of older workers and recognizes the need for continued innovation and increased services to support this ever-growing population of job seekers. The program is highly responsive to the need for appropriate and, at times, customized workforce development activities and resources for SCSEP participants. To improve employment outcomes while maximizing funding levels, SCSEP will employ a continuous improvement strategy that speaks to the ongoing strengthening of workforce-related linkages.

The program will continue to work with the AJCs to ensure staff is knowledgeable of SCSEP best practices and the appropriate resources to serve older job seekers. Through this initiative, SCSEP participants are afforded unbridled access to services and all the benefits provided to the general population. Planned efforts include working with the AJCs to ensure SCSEP and WIOA services are integrated into the center's service delivery system. This integration will allow for a coordinated, accessible and effective workforce service delivery system. The improved partner integration will also allow for better engagement of the District's high-demand sectors and agency strategies to meet the needs of businesses.

Additionally, SCSEP will work with the DOES Office of Public Affairs to update the agency's web portal to include program handbooks, forms, relevant links, older job seeker resources, with links to training webinars and participant benefits services.

Under DOES, SCSEP is the local/state grantee and operator and National Caucus of Black Aged (NCBA) is the National grantee and operator in the District of Columbia.

Ever-present issues for SCSEP is decreased slot levels due to the higher than average minimum wage in the District of Columbia and meeting the Service Level performance measures due to the extensive time commitment required to help the population overcome barriers and secure unsubsidized employment. Since 2014, SCSEP has incurred a substantial decrease in modified slot authorization levels. This decrease continues to impact waitlist numbers and the ability to serve residents who are in dire need of SCSEP services. For PY19, SCSEP was authorized forty-seven (47) slots, but after applying the minimum wage of \$14.00, the slots were modified to twenty-six (24). Currently, there are thirty-two (32) eligible applicants on the waitlist who have been waiting an average of three hundred and ninety-nine (399) days. SCSEP urges the DOL ETA to review its requirement that SCSEP programs offer the highest of federal, state or local minimum wage. The majority of the DOES subsidized workforce programs compensate participants on average \$10.00 per hour. Additionally, SCSEP operates in the District of Columbia, a relatively small jurisdiction, but neighbors Maryland and Virginia minimum wage is \$10.10 and \$9.00 per hour, respectively. The requirement to pay DC participants \$14.00 per hour often creates dissention during job placement activities. Many participants believe they should not accept employment offers from these states, due to the fact they do not pay more than the required SCSEP subsidized wage. A lower subsidy would reiterate that SCSEP is a workforce training program, not viable employment.

*(5) The State's strategy for continuous improvement in the level of performance for SCSEP participants' entry into unsubsidized employment, and to achieve, at a minimum, the levels specified in OAA Section 513(a)(2)(E)(ii). (20 CFR 641.302(f))*

The SCSEP programs strategy for continuous improvement in the level of performance for SCSEP participants' entry into unsubsidized employment is to engage employers as partners who have jobs and valuable information, but also unmet needs. This means, working with employers in various contexts through creative integration in our workforce development services. The SCSEP employer engagement strategy involves partnering with our Office Talent Client Services (TCS).

TCS includes a placement team that proactively refers job-ready participants to employers. TCS works to appropriately match SCSEP participants to available jobs with the assistance of the SCSEP Program Coordinator. As a best practice, DOES implemented a pre-screening and job-matching model when working with employers. The concept involves a thorough pre-screening to ensure jobseekers meet the needs of the employer and qualifications of the job. Pre-screening provides SCSEP jobseekers: an opportunity to work with staff one-on-one; a guarantee to have a professional resume; training to meet the specific job requirements; the ability to be professionally dressed; support in possessing the necessary interviewing skills prior to referral to an employer. Once TCS determines the jobseeker is qualified and prepared, they are matched to the appropriate employment opportunity. Pre-screening is a valuable resource to employers because TCS ensures employers receive the best qualified candidates. Through the integration of TCS and the AJCs, SCSEP engages employer volunteers to assist with mock interviewing, resume reviewing and guest speaking. This provides an opportunity for employers to experience AJC programs and services first-hand, the partnerships at work, and our service delivery operation. In addition to employers being engaged in the AJCs, SCSEP participants have open access to a myriad of opportunities to participate in workshops, special events, trainings and presentations to meet their job readiness needs. It is DOES's goal to remain consistent with efforts to engage the business community. It builds trust and willingness for employers to return to DOES for their screening and hiring needs.

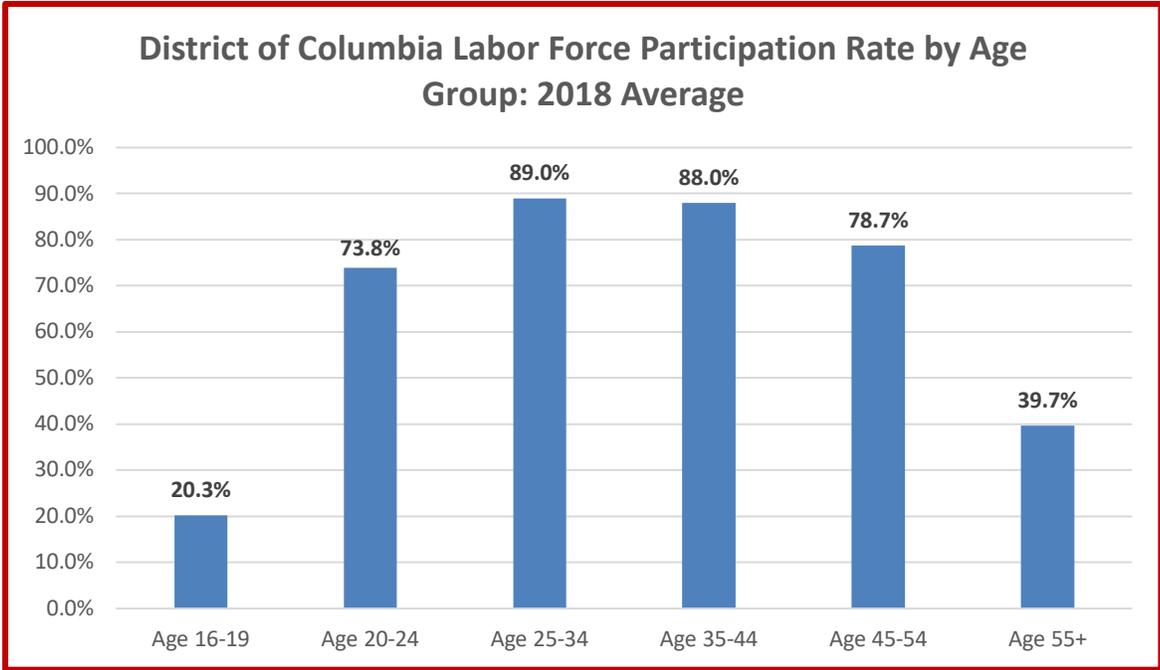
SCSEP staff will continue to work with its network of employers to identify and cultivate appropriate employment opportunities for participants, taking into account the needs of mature job-seekers. Staff will continue to provide the link between the job-ready participant interests, goals, abilities, and career pathways and the needs and skill requirements of local employers. Unsubsidized placement will continue to be informed by the nature of local industry growth, and availability of positions that meet individual criteria in terms of: physical requirements, access to transportation, and social needs. Staff will secure opportunities for participants to gain critical skills for in-demand industries through training with community-service providers and other workforce partners. Host agency recruitment efforts will rely on this data. For PY19, SCSEP will promote On-the-Job-Experience (OJE) to our network of employers. This OJE will assist participants in securing opportunities that provide participants with the skills needed to secure unsubsidized employment. SCSEP will continue to offer an expansive menu of workforce services to businesses, to include: placement services, labor-market information, assistance with tax credits (WOTC), Americans with Disabilities Act (ADA) compliance, customized training programs, and a commitment that working with SCSEP will link them to available, qualified job candidates. SCSEP will encourage: employers, chambers of commerce, municipal leaders, industry professionals, training providers, and labor unions to discuss opportunities for mature job seekers. Further, SCSEP will encourage these entities to outline career paths that assist in preparing participants to meet the workforce challenges of businesses in the region. SCSEP will take the lead in linking the SCSEP pipeline of trained workers seeking unsubsidized employment opportunities to DOES initiatives currently underway.

### ***Section 6. Location and Population Served, including Equitable Distribution***

- (1) *A description of the localities and populations for which projects of the type authorized by title V are most needed. (20 CFR 641.325 (d))*

In 2018, the labor force participation rate (LFPR) in the District of Columbia for the civilian population ages 55 years and older was 39.7 percent. **(Chart 8)**

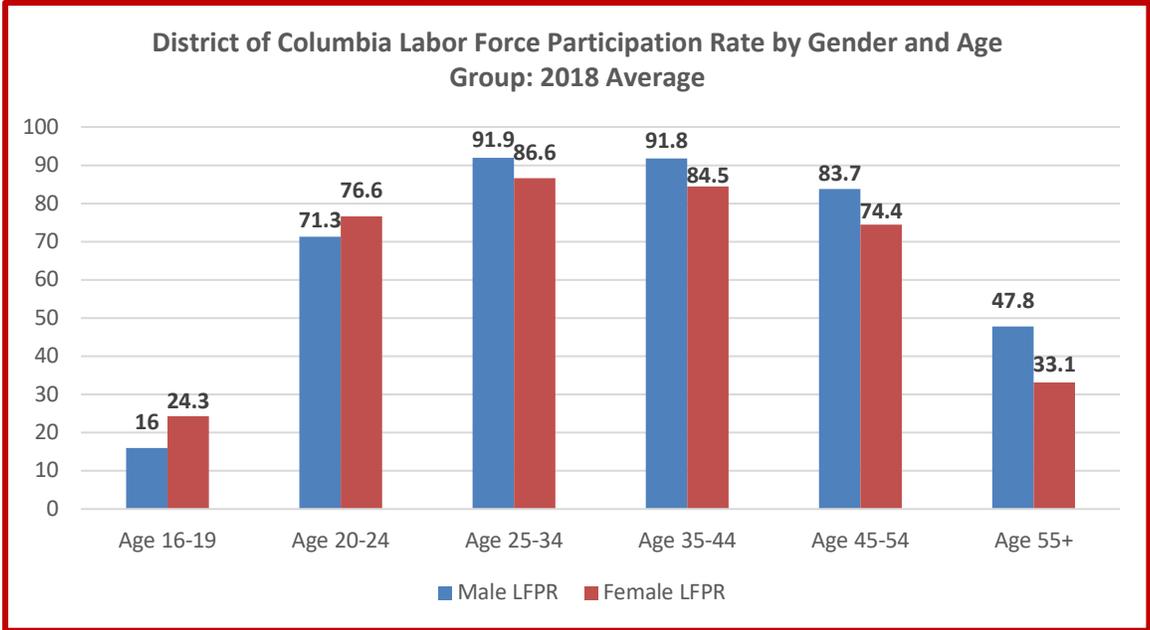
### **Chart 8: DC Labor Force Participation Rate by Age Group: 2018 Average**



Source: Bureau of Labor Statistics; Current Population Survey 2018

Data reveals that across all age groups, males had a higher labor force participation rate than females. Males in age group 25-34 years and age group 35-44 years had the highest labor force participation rates of 91.9 percent and 91.8 percent, respectively. (Chart 9)

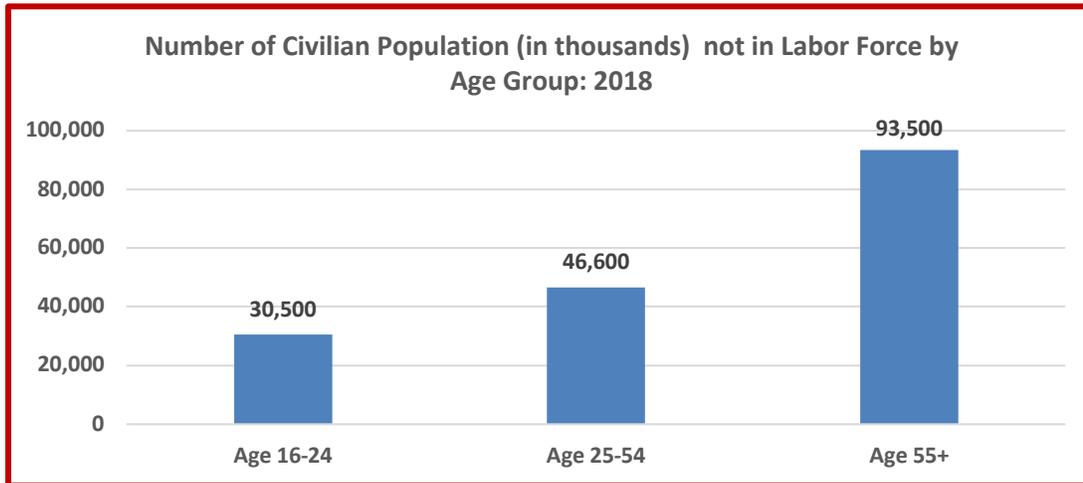
**Chart 9: DC Labor Force Participation by Gender and Age Group: 2018 Average**



Source: Bureau of Labor Statistics; Current Population Survey 2018

The District’s civilian population not in the labor force in 2018 was 170,600; the proportion of civilian population ages 55 and older not in the labor force was 54.8 percent (93,500), compared to 27.3 percent (46,600) of ages 25-54 and 17.8 percent (30,500) of ages 16-24. (Chart 10)

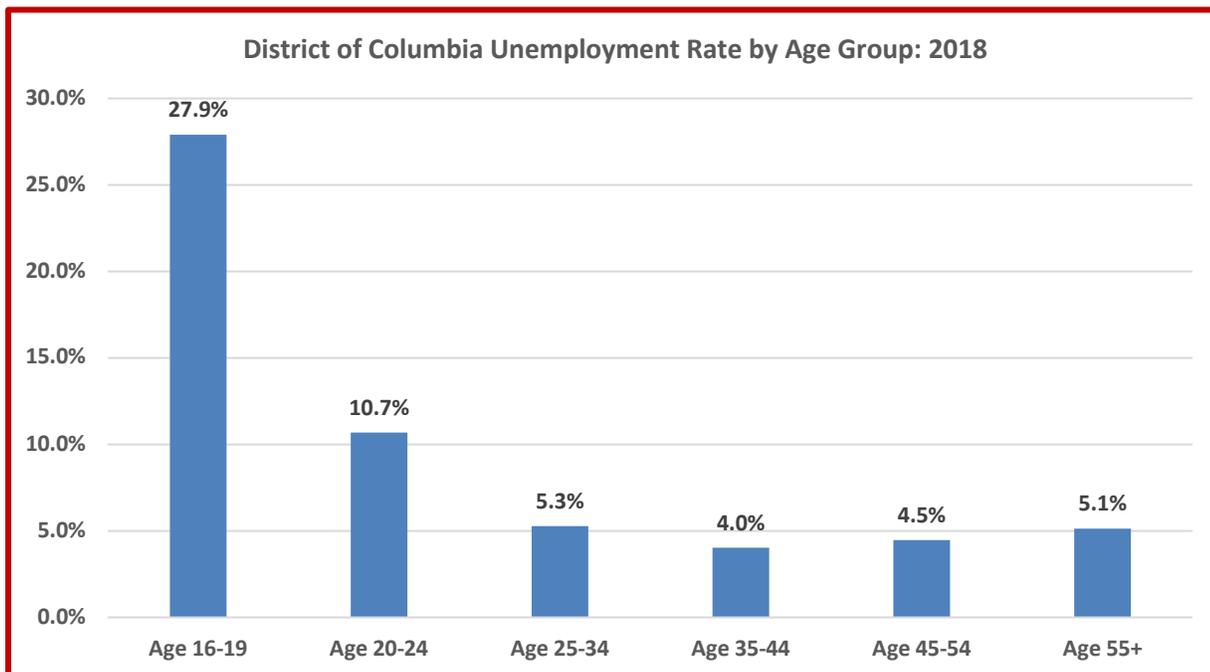
**Chart 10: Number of Civilian Population Not in the Labor Force by Age Group: 2018**



Source: Bureau of Labor Statistics; Current Population Survey 2018

As illustrated in **Chart 11**, in 2018, seniors had an unemployment rate of 5.1 percent, which is lower than the District’s average unemployment rate of 5.3 percent (Bureau of Labor Statistics: December 2019). This is encouraging news for seniors interested in joining the workforce as the unemployment rate for seniors is lower than ages 25-34 years old. Teenagers continue to experience the highest unemployment rate at 27.9 percent, while the prime working age groups of 25-34 years and 35-44 years unemployment rates are at or below the District’s average, at 5.3 percent and 4.0 percent, respectively.

**Chart 11: DC Unemployment Rate by Age Group: 2018**



Source: Bureau of Labor Statistics; Current Population Survey 2018

There is a significant decline in the labor force participation of residents age 55 and older; nearly 40 percent. However, through outreach events and recruitment efforts, not all seniors age 55 years and older desire to participate in the labor market. SCSEP will continue to focus its efforts on recruiting participants who desire to be in the labor market.

*(2) List the cities and counties where the project will be conducted. Include the number of SCSEP authorized positions and indicate where the positions changed from the prior year.*

The District of Columbia is solely an urban location. Washington DC is segmented by eight (8) wards, there are no counties. Due to the geographic nature of the District, services are made available equally across all eight wards to eligible residents. It is within these wards that SCSEP focuses its programmatic efforts to serve the most in need resident, ages 55 years and older. In PY 2019, SCSEP was authorized 47 positions, but after the Districts relatively high minimum wage was reflected, DOL ETA modified the positions to 24. This reflects a change from PY 2018, when there were 47 authorized positions and 26 modified positions.

*(3) Describe current slot imbalances and proposed steps to correct inequities to achieve equitable distribution.*

Due to the geographic nature of the District, there are no equitable distribution issues to be addressed. All SCSEP program slots are assigned in an urban area within the geographic boundaries of the District of Columbia. DOL has not established any equitable distribution requirements for the District of Columbia, by ward.

*(4) The State's long-term strategy for achieving an equitable distribution of SCSEP positions within the State that:*

*a. Moves positions from over-served to underserved locations within the State in compliance with 20 CFR 641.365.*

The District strives to strengthen families, communities, and the nation by providing disadvantaged and older individuals with opportunities to learn, work and serve others. SCSEP serves the most challenged and vulnerable in the District. All SCSEP positions, supported by Title V service providers and partners, are in the District of Columbia; therefore, position moves from overserved to underserved locations are not applicable. The current enrollment of participants covers all eight (8) wards in the District, and services are made available equally.

*b. Equitably serves rural and urban areas.*

The District of Columbia is solely an urban population. There are no requirements to equitably serve rural areas.

*c. Serves individuals afforded priority for service under 20 CFR 641.520. (20CFR 641.302(a), 641.365, 641.520)*

SCSEP Priority for Service individuals are based on the following criteria:

- Veteran
- 65 years of age or older
- Disabled

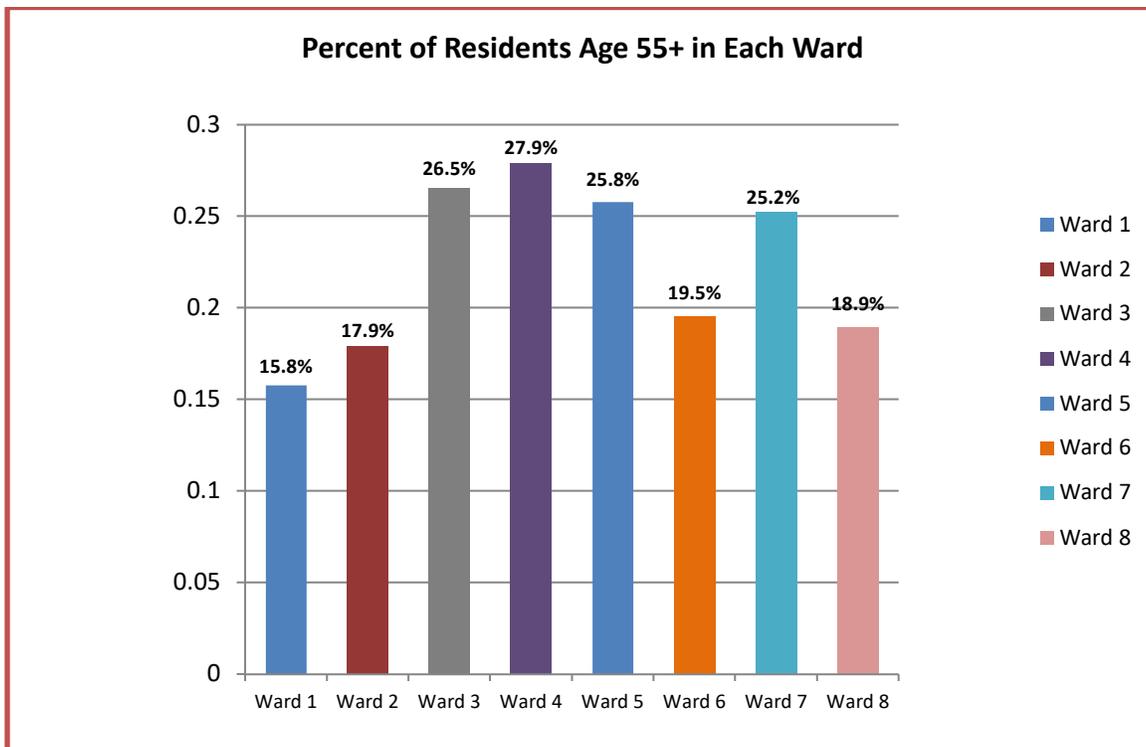
- Have limited English proficiency or low literacy skills
- Homeless or at risk of homelessness
- Failed to find employment after using WIOA, Title I services

All residents who are interested in SCSEP are assessed by AJC staff and referred to SCSEP to be scheduled for a formal SCSEP intake. The intake includes submission and review of required documents that are proof of priority of service status, such as: DD-214 for Veterans, SSDI statement for Individuals with Disabilities, letter from a shelter, etc. If eligible, their information is entered into the DOL SPARQ system and they are placed on the SCSEP waitlist in preparation for a community service assignment. The SPARQ waitlist identifies the priority of service criteria where applicable, and participants are contacted in accordance with that list. The SCSEP Participant Form and eligibility documentation are maintained in the applicant’s file and, each year, all eligible participants are recertified in order to remain in the program. SCSEP has made enrolling eligible residents and identifying applicable priority of service criteria an overall priority in recruitment and service delivery.

*(5) The ratio of eligible individuals in each service area to the total eligible population in the State. (20 CFR 641.325(a))*

All SCSEP-authorized program slots are placed within the geographic boundaries of the District of Columbia. DOL has not established any equitable distribution requirements for the District of Columbia. Thus, individuals from all eight (8) wards are provided equal program opportunity based on slot availability and eligibility as represented below in **Charts 12 and 13**.

**Chart 12: Residents Ages 55 Years and Older by Ward**



**Chart 13: District Population by Sex, Age and Ward**

	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8
<b>Male:</b>	<b>6,495</b>	<b>7,264</b>	<b>9,649</b>	<b>10,096</b>	<b>9,190</b>	<b>7,609</b>	<b>8,108</b>	<b>6,767</b>
55 to 59 years	1,747	1,845	1,857	2,916	2,345	2,069	2,536	2,383
60 and 61 years	712	920	685	843	1,003	540	686	764
62 to 64 years	1,037	909	1,400	1,283	1,277	1,025	1,014	844
65 and 66 years	251	624	584	842	452	695	558	572
67 to 69 years	934	687	1,109	835	735	759	715	583
70 to 74 years	976	1,014	1,670	1,227	1,162	1,097	1,096	711
75 to 79 years	429	588	1,276	749	788	645	522	428
80 to 84 years	202	329	517	642	639	464	542	282
85 years and over	207	348	551	759	789	315	439	200
<b>Female:</b>	<b>6,695</b>	<b>6,690</b>	<b>12,644</b>	<b>13,494</b>	<b>13,000</b>	<b>10,173</b>	<b>12,038</b>	<b>9,357</b>
55 to 59 years	1,481	1,293	2,164	2,783	2,975	2,248	2,876	2,725
60 and 61 years	579	808	1,076	1,262	912	1,119	1,127	802
62 to 64 years	777	844	1,334	1,770	1,534	1,393	1,518	1,460
65 and 66 years	487	555	925	883	732	782	990	833
67 to 69 years	705	724	1,698	1,325	1,295	1,027	1,173	863
70 to 74 years	1,058	990	2,065	1,280	1,521	1,208	1,427	1,148
75 to 79 years	634	625	1,621	1,170	1,378	1,068	1,225	672
80 to 84 years	377	380	691	1,269	1,114	550	719	523
85 years and over	597	471	1,070	1,752	1,539	778	983	331
<b>Total 55+</b>	<b>13,190</b>	<b>13,954</b>	<b>22,293</b>	<b>23,590</b>	<b>22,190</b>	<b>17,782</b>	<b>20,146</b>	<b>16,124</b>

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates

*(6) The relative distribution of eligible individuals who:*

*a. Reside in urban and rural areas within the State*

There are no rural areas in the District of Columbia. All of SCSEP’s authorized slots are within an urban area inside the geographic boundaries of the District of Columbia.

*b. Have the greatest economic need*

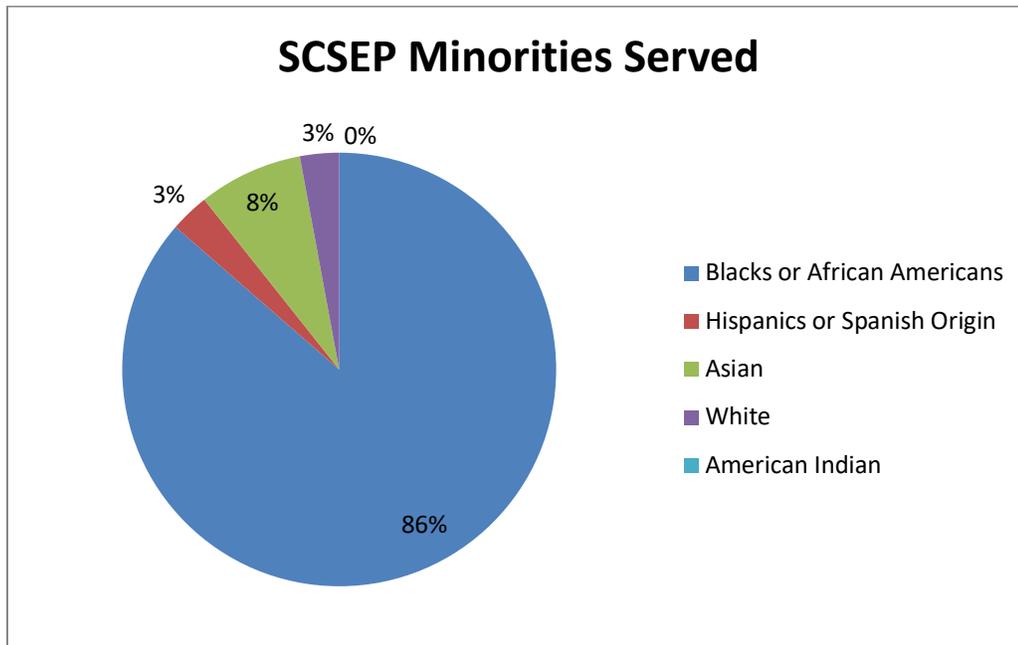
The Older Americans Act defines those with the greatest need as persons who are at or below the Federal Poverty Guidelines, as established by the Department of Health and Human Services (HHS). As of the second quarter of PY 2019 to date, 89 % of SCSEP participants were living at or below the poverty level. Of the current enrollment, 33 % are between the ages of 60-64 and therefore not yet eligible for Social Security benefits. Eighty-six percent receive public assistance to sustain themselves. This is the group that has the greatest economic need and SCSEP continues to recruit and serve.

*c. Are minorities*

According to the SCSEP 2nd Quarter Quarterly Progress Report (QPR), 97% of SCSEP participants were minorities. The program will continue its focus on increasing participant numbers within the remaining minority groups. SCSEP will achieve this increased participation rate by working with local partners who

provide services to minority populations. SCSEP staff will continue to work with the AJCs to identify potential SCSEP participants of any underserved minority populations and refer them to the appropriate programs and/or services.

**Chart 14: SCSEP Minorities Served**



*d. Are limited English proficient*

According to the US Census Bureau, 2012-2016, 17.4 % of District residents speak a language other than English in their home. DOL SPARQ Quarter 2 data for PY 2019 indicates that 11% of the individuals served by SCSEP had limited English proficiency. DOES has made deliberate efforts to address the needs of the LEP population by making available adult educational services for English as a second language customers. DOES has also developed a Spanish website for our Hispanic residents. SCSEP has the capacity to translate materials into the following languages: Spanish, Cantonese and Mandarin.

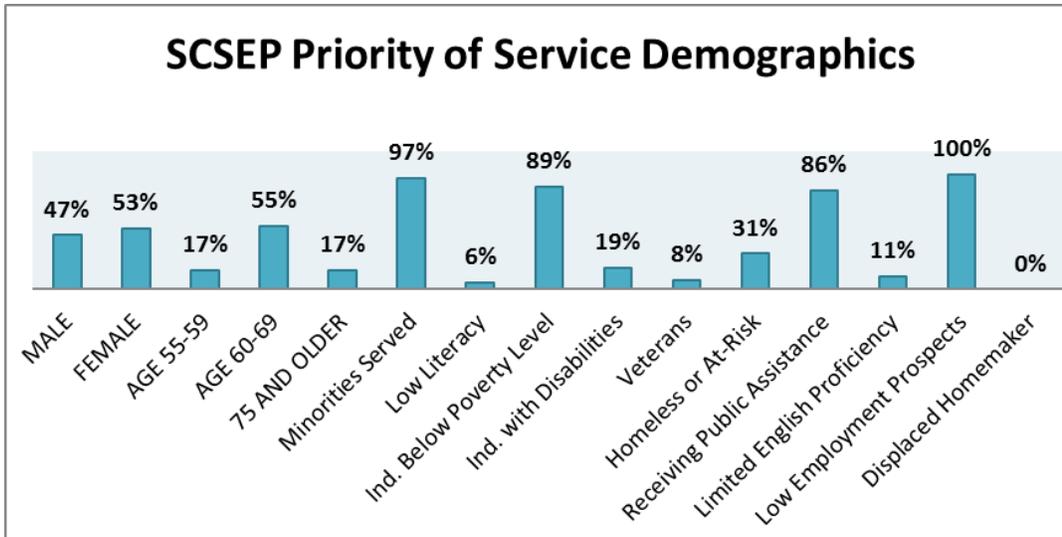
Having these resources readily available will enable the program to enroll and serve a more diverse population.

*e. Have the greatest social need. (20 CFR 641.325(b))*

DOL defines the “greatest social need” as needs based on non-economic factors. It includes eligible persons with disabilities. It also includes cultural, social, or geographic isolation, including isolation brought about by racial or ethnic status. The goal of SCSEP is to serve those eligible persons that are most in need. DOL advises that “service to most in need” is measured by the average number of barriers per participant. These barriers include: severe disability; frailty; age 75 or older; met age requirement for, but not receiving Social Security Title II; severely limited employment prospects and living in an area of persistent unemployment; limited English proficiency; low literacy skills; disability; rural veteran; low employment prospects; failed

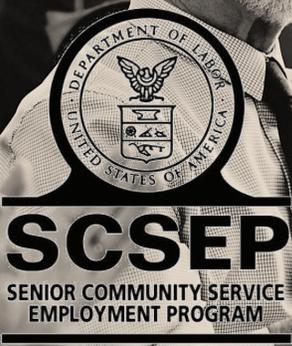
to find employment after using WIOA Title 1 services; homeless; and at risk of homelessness. Consideration will be given to all eligible persons with disabilities, isolated geographically, or living alone. The PY19 Quarter 2 Quarterly Performance Report reveals that an overwhelming majority of SCSEP participants had family income at or below the poverty level, had low employment prospects, and received public assistance, which demonstrates that there is a co-occurrence of these different barriers more often than not. SCSEP will continue to identify, recruit and serve those individuals with the greatest social needs. **Chart 15** illustrates the current statistics for each “greatest social need” factor.

**Chart 15: SCSEP Enrollment: Priority of Service Demographics**



*(7) A description of the steps taken to avoid disruptions to the greatest extent possible, when positions are redistributed, as provided in 20 CFR 641.365; when new Census or other reliable data become available; or when there is over-enrollment for any other reason. (20 CFR 641.325(i), 641.302(b))*

Given the District’s geographic nature, SCSEP does not anticipate redistribution disruptions. When appropriate, participants are hired on a short-term basis to achieve maximum utilization of wage funding. In those instances, participants are afforded priority in placement in slots as vacancies occur. Notification is provided, in writing, of their short-term status and a copy of that notice is maintained in the participant case file. The program has incorporated recommendations from the U.S. Department of Labor to address over-enrollment issues and has implemented an Individual Durational Policy. If a reduction is experienced, SCSEP will contact other local grantees to identify alternative placement options. At no time will a SCSEP participant have their enrollment terminated due to over-enrollment. If for any reason enrollment changes are required, they will be accomplished gradually, ensuring disruption of service will not take place. When new Census data becomes available, and in the event, slots are modified resulting in reduction, enrollment will be gradually reduced through normal attrition.



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