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SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

Section A – Overview

The District’s senior community consists of many older persons who have fixed incomes and cannot rely solely on Social Security to meet their financial needs. Expenses such as food, housing, transportation, and medical care are necessities of life that cannot be avoided, thus requiring many of the District’s senior persons to seek employment far beyond retirement age to make ends meet.

The Senior Community Service Employment Program (SCSEP) is a program tailored specifically to provide community service and work-based training for low-income individuals ages 55 years and older who are unemployed and have little to no prospects for employment. Authorized by the Older Americans Act (OAA) as amended in 2006, SCSEP provides subsidized, service-based training for eligible individuals. SCSEP participants have access to comprehensive programmatic amenities, as well as a wide array of trainings and employment assistance as offered through the District’s American Job Centers (AJC or One-Stop), partnering agencies, and organizations.

Section B – SCSEP Program Goals

Providing quality community services and work-based training to SCSEP participants is the central mission of the program. Detailed programmatic features include: work weeks averaging 20 hours; pay rates in accordance with the District’s minimum wage schedule – a rate higher than the Federal requirement; and placement in a wide variety of community service activities hosted by partnering non-profit and government organizations which may potentially lead to placement in unsubsidized employment opportunities. Examples of community service facilities include: day-care centers, senior centers, schools, and nonprofit community service organizations.

To accomplish this mission, as delineated in **Table 1**, SCSEP has established the following goals for 2014 through 2018:

Table 1 – SCSEP Proposed Goals for Program Years 2014 through 2018.

Year	Proposed Goals
2014	<p>Improve Service Delivery System: To leverage the American Job Centers’ job readiness resources, SCSEP will coordinate with the AJC to train and educate center staff on the program goals and needs of mature job seekers, specifically the SCSEP population. SCSEP will meet, on an as-needed basis, with the DOES AJC Associate Director to clarify eligibility issues related to older worker referrals to SCSEP, expand methods of delivering WIA services to active participants, and engage in further goal setting as the service delivery system evolves.</p> <p>Advocacy: The SCSEP will increase efforts to educate partners on the special needs of mature job seekers and the SCSEP population. SCSEP leadership will increase advocacy efforts with our governmental partners, such as the Workforce Investment Council (WIC), University of the District of Columbia (UDC) Institute of Gerontology, and the DC Chamber of Commerce (DCC), etc., on behalf of the SCSEP population. SCSEP will formalize agreements to jointly serve and provide employment opportunities to SCSEP participants.</p>
2015	<p>Host Agency Efficacy: The SCSEP will recruit, select, and maintain diverse host agency work sites that offer a variety of skills training and employment in high demand</p>

Year	Proposed Goals
	<p>industries and that actively support SCSEP participants' IEP goals. SCSEP will strengthen partnerships with host agency staff to ensure participants' Individual Employment Plan (IEP) goals are achieved.</p> <p>Host Agency Symposium: SCSEP will continue to conduct its annual Host Agency Symposium that will provide an updated manual that details the program's policies and procedures and promotes its goals and expected program outcomes. Based on policies and regulations, SCSEP will evaluate current host agency work sites to determine if participants receive the type of training and work experience needed to be competitive in the local or regional job market. SCSEP will utilize regional skills and industry-based data available from DOES Labor Market Information (LMI) or other sources to determine demand occupations and eliminate work sites that are unwilling or unable to provide appropriate training and/or hire participants. SCSEP will increase the rate of unsubsidized placements with host agencies by 5% for End of Year PY2015.</p>
2016	<p>Overall Increase in Unsubsidized Placement and Preparing for New Industries: Based on the completion of the aforementioned proposed goals from 2013-2015, the SCSEP unsubsidized placement goal will increase by 15%, resulting in at least 36% of SCSEP participants securing permanent, unsubsidized employment. SCSEP will identify additional suitable occupations for SCSEP participants, based on long-term industry projections, and formalize a new training program that will prepare SCSEP participants for new opportunities in future growth industries.</p>
2017	<p>Increase Partnerships with Supportive and Community Service Agencies: SCSEP will increase its referrals to supportive and community service agencies to assist participants in securing employment and improving their quality of life. SCSEP will create formalized partnerships and increase referrals to faith-based organizations, social service agencies, community-based organizations, and benefit assistance programs such as the Supplemental Nutritional Assistance Program (SNAP), Energy Assistance Program, Emergency Rental Assistance Program, etc. By increasing these efforts, the SCSEP will experience greater outcomes with participants securing employment and an improved retention rate while addressing the participant's basic life necessities.</p>
2018	<p>Overall Increase of On-the-Job Experiences (OJE): SCSEP will increase its On-the-Job Experiences with for-profit employers by 10%. The goal is to promote the transition of participants from active OJE placements to unsubsidized employment. This will increase the frequency of employment and allow SCSEP to increase its service delivery to more District seniors, which will minimize the waiting list durations.</p>

Section C - Program Requirements

1. Long-term Projections for Jobs

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))

The District's future employment prospects are least promising for the population of older workers with limited skills, language, and other barriers. Still, many older worker residents will need to work well beyond the retirement age. While there are growth projections in demand occupations for 55 and older workers, limited education and low skills make this population especially vulnerable to low employment prospects. Because workers with less education work disproportionately in physically demanding jobs and experience more health problems than those with more education, low-skilled older adults may be less physically able to work than other older people. Employer surveys indicate that managers are less likely to embrace older rank-and-file workers than older professionals.

Industry data, shown in **Table 2**, indicates that in the third quarter of 2013, the total share of the District's workforce employment of workers ages 55 years and older was almost 21 percent, and over 78 percent of industry employment held by senior workers was in four (4) industry sectors: 1) professional and business services – 28.2 percent; 2) educational and health services – 23.7%; 3) other services, except public administration – 14.6%; and 4) leisure and hospitality – 11.8%. In 2012, these four (4) industry sectors accounted for 413,066 jobs in the District and are projected to grow by 18 percent – adding over 72,000 new jobs over 10 years to reach 485,373 jobs in 2022.

Table 2 – District of Columbia Industry Employment by Age Group.

District of Columbia Industry Employment by Age Group, Third Quarter 2013 ¹										
	55-Over							% of Total		
Age Group	14-18	19-21	22-24	25-34	35-44	45-54	55-Over	Total	% of Tot Emp.	55-Over
Construction	86	196	427	2,540	2,886	3,032	2,390	11,557	0.5%	2.5%
Manufacturing	6	12	38	185	233	300	221	995	0.0%	0.2%
Trade, Transp., & Utilities	315	1,666	2,275	6,903	6,305	6,598	5,974	30,036	1.3%	6.4%
Information	40	141	756	4,500	4,316	3,998	3,263	17,014	0.7%	3.5%
Financial Activities	56	213	1,124	5,741	5,264	5,285	4,660	22,343	1.0%	5.0%
Prof. & Business Services	500	1,328	7,789	43,490	34,245	28,641	26,519	142,512	5.8%	28.2%
Educational & Health Services	594	3,147	4,547	25,471	21,479	20,213	22,225	97,676	4.9%	23.7%
Leisure & Hospitality	1,097	2,826	4,552	14,342	11,305	10,803	11,077	56,002	2.4%	11.8%
Other Services (excl. Public Admin.)	221	595	2,830	17,057	13,982	13,158	13,687	61,530	3.0%	14.6%
Public Administration	25	82	334	3,574	4,281	4,615	3,915	16,826	0.9%	4.2%
Totals	2,940	10,206	24,672	123,803	104,296	96,643	93,931	456,491	20.6%	100.0%

To that end, District residents benefit from government programs such as WIA and SCSEP that train low-skilled older adults and assist them in finding employment critical in safeguarding their financial security as they age and must continue to work.

The U.S. Census Equal Employment Opportunity Commission (EEOC) occupational estimates for 2006-2010 demonstrate that the District's worksite occupational employment of workers ages 55 years and older was 190,607, which represented 25.7 percent of the District's total workforce during the same period. Over 70 percent of the total senior employment was concentrated in seven (7) major

¹ Per the U.S. Census Bureau, Quarterly Workforce Indicators (QWI), 2013-Q3

occupational groups which collectively accounted for occupational employment of 143,597 of the Districts senior workforce: 1) legal occupations (34,070); 2) business and financial operations occupations (23,529); 3) office and administrative support occupations (18,859); 4) management occupations (17,175); 5) education, training, and library occupations (15,465); 6) food preparation and serving related occupations (14,783); and 7) computer and mathematical occupations (12,201). These major occupational groups are projected to add over 28,000 jobs and with annual openings of 13,762 over the 10-year projection period of 2012-2022. The District's occupational data is broken-down by Standard Occupational Classification (SOC) System codes for ages 55 years and older, as shown in **Table 3**.

Table 3 – District of Columbia Occupational Employment of Seniors Ages 55 years and older.

District of Columbia Occupational Employment of Ages 55 years and Older, 2006-2010 ²			
		Ages 55-Over	Percent of
SOC Code	SOC Code Title	Employment	Total DC Emp.
00-0000	Total, all occupations	140,130	18.9
11-0000	Management Occupations	17,175	14.3
13-0000	Business and Financial Operations Occupations	23,529	31.5
15-0000	Computer and Mathematical Occupations	12,201	23.8
17-0000	Architecture and Engineering Occupations	3,284	22.5
19-0000	Life, Physical, and Social Science Occupations	4,100	19.2
21-0000	Community and Social Services Occupations	2,924	20.5
23-0000	Legal Occupations	34,070	60.4
25-0000	Education, Training, and Library Occupations	15,465	45.4
27-0000	Arts, Design, Entertainment, Sports, and Media Occupations	6,815	18.8
29-0000	Healthcare Practitioners and Technical Occupations	6,268	21.9
31-0000	Healthcare Support Occupations	1,698	17.8
33-0000	Protective Service Occupations	3,445	11.0
35-0000	Food Preparation and Serving Related Occupations	14,783	56.6
37-0000	Building and Grounds Cleaning and Maintenance Occupations	7,515	36.7
39-0000	Personal Care and Service Occupations	2,693	19.7
41-0000	Sales and Related Occupations	4,905	16.1
43-0000	Office and Administrative Support Occupations	18,859	19.0
45-0000	Farming, Fishing, and Forestry Occupations	35	9.9
47-0000	Construction and Extraction Occupations	2,863	12.6
49-0000	Installation, Maintenance, and Repair Occupations	1,794	19.0
51-0000	Production Occupations	2,207	23.4
53-0000	Transportation and Material Moving Occupations	3,979	21.8

2. Long-term Job Projections that Impact Unsubsidized Opportunities

² Per the U.S. Census Bureau, American Community Survey, EEOC 2006-2010 Estimates

A discussion of how the long-term job projections that affect the types of unsubsidized opportunities available for SCSEP participants, and the types of skill training they receive. (20 CFR 641.302(d))

Workforce data from the U.S. Census Bureau, On The Map, Work Area Profile, shows that in 2011, employment for District workers ages 55 years and older was 138,752 – 21.9 percent of the District’s total employment (634,183). Moreover, District residents accounted for 39 percent of the jobs (54,350) and non-District residents accounted for 61 percent of the jobs (84,402); and non-District resident males accounted for 44,260 jobs or 63 percent of all jobs held by male seniors in the District. Whites accounted for 96,273 jobs or 69.4 percent, African Americans accounted for 32,828 or 23.7 percent, while Asians accounted for 6,885 jobs or 5 percent of all jobs held by seniors in the District, as displayed in **Figures 1** through **6**.

In 2011, of 138,752 jobs held by seniors in the District, 53,316 jobs or 38.4 percent required at least a bachelor’s degree, 32,449 jobs or 23.4 percent required some college or associate degree, 32,176 jobs or 23.2 percent required high school or equivalent diploma, and 20,811 or 15 percent required less than high school educational attainment. Seventy-two percent or 99,220 of senior workers in the District earned at least \$3,333 per month, 22,544 or 18.4 percent earned between \$1,251 and \$3,333 per month, and 13,988 or 10.1 percent earned less than \$1,251 per month. The top five (5) industries where seniors were employed in the District were public administration; professional and business services; educational and health services; other services, except public administration; and leisure and hospitality, with employment of 36,127 or 26 percent, 30,856 or 22.2 percent, 25,525 or 18.4 percent, 14,330 or 10.3 percent, and 12,378 or 8.9 percent, respectively.

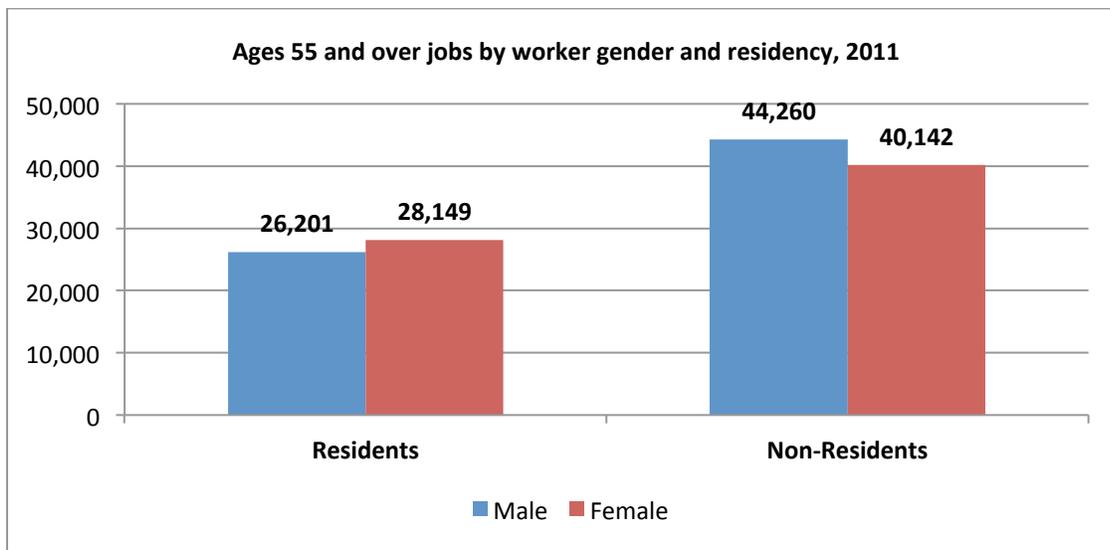


Figure 1 – Number of Jobs by Worker Gender and Residency, 2011.

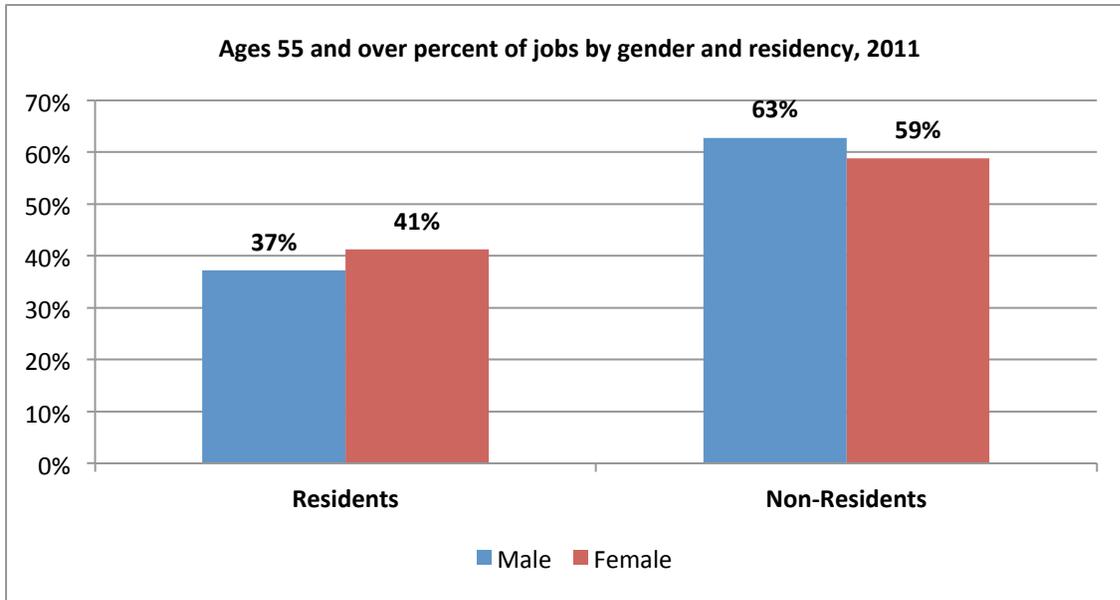


Figure 2 – Percentage of Jobs by Worker Gender and Residency, 2011.

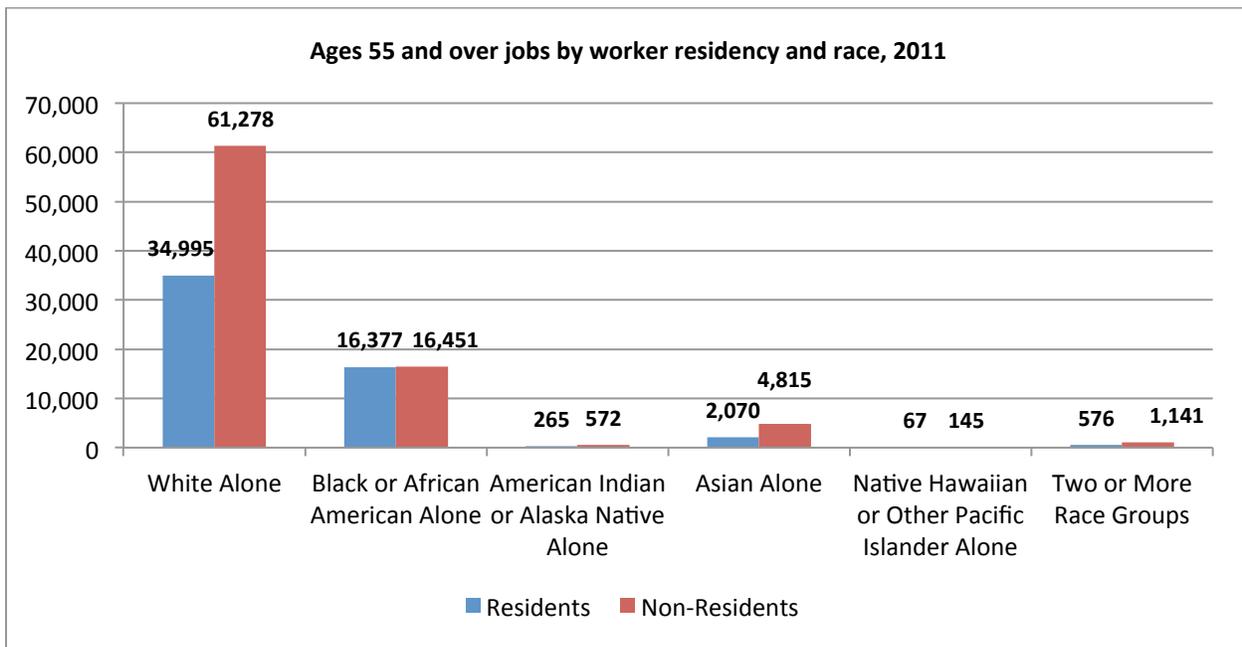


Figure 3 – Jobs by Worker Residency and Race, 2011.

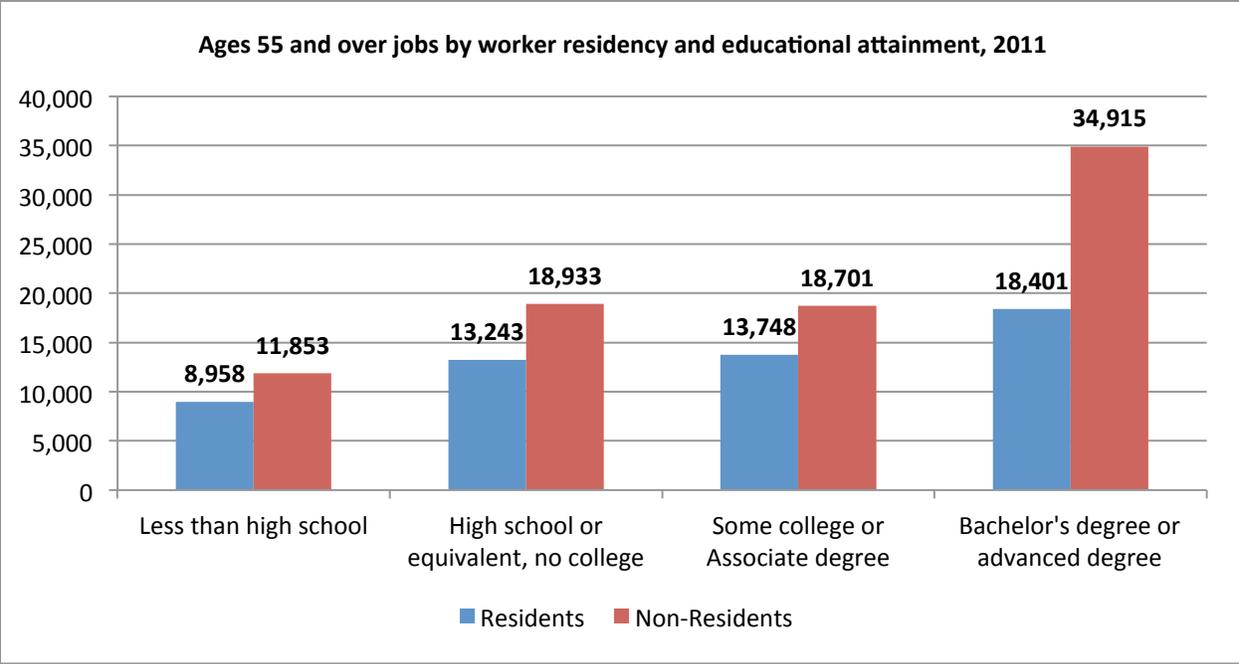


Figure 4 – Jobs by Worker Residency and Educational Attainment, 2011.

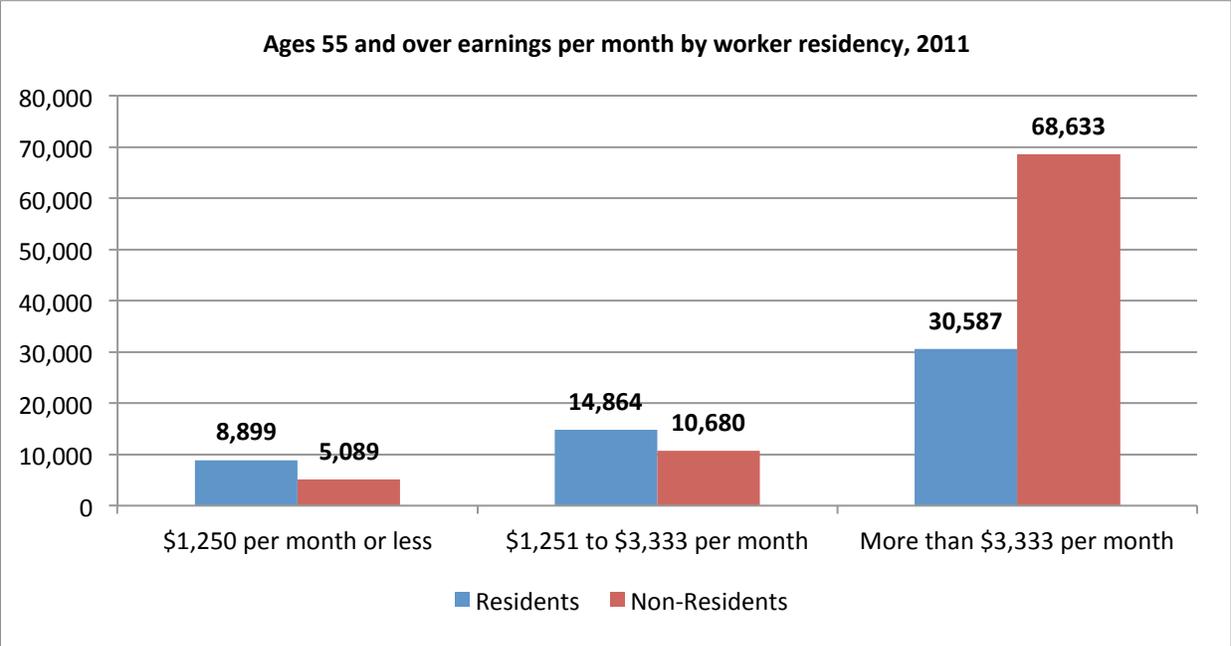


Figure 5 – Earnings per Month by Worker Residency, 2011.

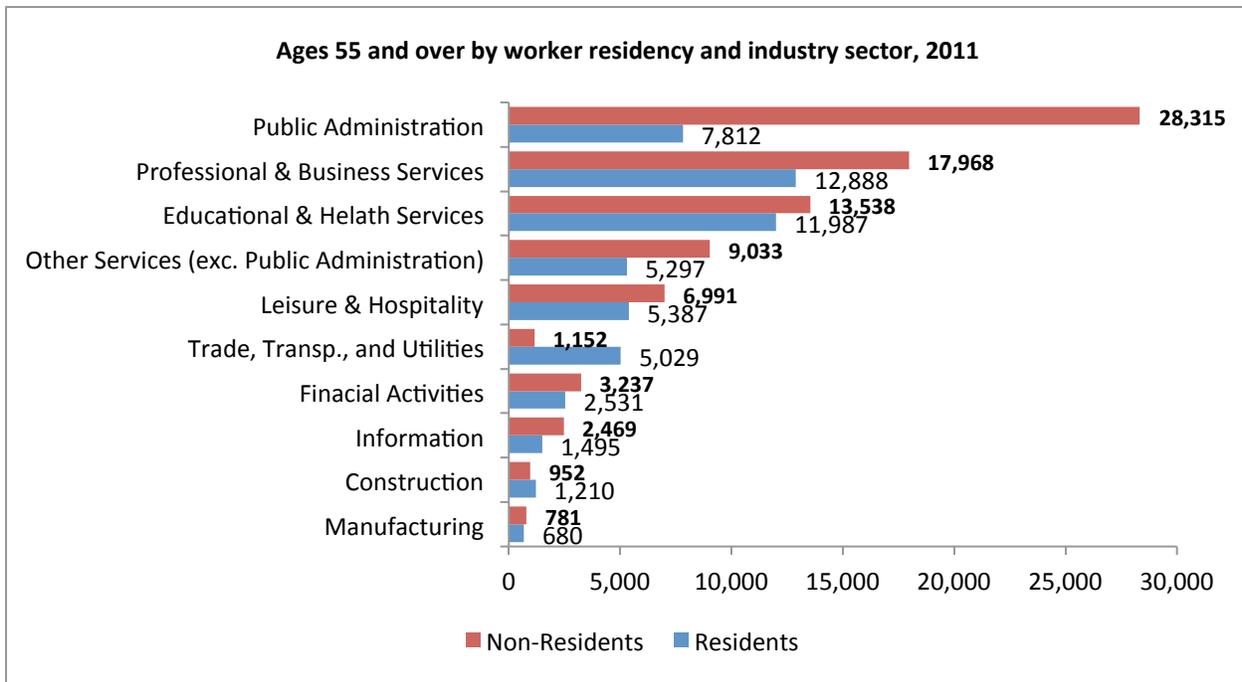


Figure 6 – Jobs by Worker Residency and Industry Sector, 2011.

3. Current and Projected Employment Opportunities

Current and projected employment opportunities in the State and the types of skills possessed by eligible individuals. (20 CFR 641.32(c))

The District's top 20 occupations from the U.S. Census Bureau EEOC occupational estimates for 2006-2010 estimates the average annual openings from the 2012-2022 occupational projections, annual median wage, and the education and job training requirements for each of the occupations, as referenced in **Table 4**. Agents and business managers of artists, performers, and athletes tops the list with employment of 10,085, which requires at least a bachelor's degree, followed by judicial law clerks with employment of 8,999, which requires a high school or equivalent diploma and short-term on-the-job training. Among the list of the top 20 occupations, general and operations managers is projected to have the highest number of annual openings of 851 for each year over the 10-year 2012-2022 period; this occupation also has the highest median wage of \$133,270 and requires at least a bachelor's degree.

Table 4– District of Columbia Top Twenty Occupations for Ages 55 years and older.

District of Columbia Top Twenty Occupations for Ages 55 and Over						
SOC Code	SOC Code Title	2006-2010	Average Annual	Annual Median	Education	Job Training
		Employment ³	Openings ⁴	Wage ⁴		
13-1011	Agents & business managers of artists, performers, & athletes	10,085	*	*	Bachelors	None
23-1012	Judicial law clerks	8,990	33	\$59,980	HS or EQV	Short-Term OJT
43-6010	Secretaries & administrative assistants	6,100	213	\$51,470	HS or EQV	None
43-1011	1st-line supervisors of office & admin. support workers	3,030	200	\$58,650	HS or EQV	None

District of Columbia Top Twenty Occupations for Ages 55 and Over						
13-1121	Meeting, convention, & event planners	3,020	108	\$60,350	Bachelors	None
11-1021	General & operations managers	3,015	851	\$133,270	Bachelors	None
13-2021	Appraisers & assessors of real estate	2,950	2	\$92,010	Bachelors	Long-Term OJT
25-2010	Preschool & kindergarten teachers	2,745	65	\$28,650	Associate	None
29-1151	Nurse anesthetists	2,195	*	*	*	*
37-2021	Pest control workers	2,135	*	*	HS or EQV	Mod. Term OJT
11-9161	Emergency management directors	2,080	*	*	*	*
37-2012	Maids & housekeeping cleaners	1,875	336	\$30,820	Less than HS	Short-Term OJT
11-2011	Advertising & promotions managers	1,810	22	\$88,130	Bachelors	None
11-3111	Compensation & benefits managers	1,735	167	\$131,960	Bachelors	None
19-3030	Psychologists	1,660	8	\$90,270	Masters	Intern./residency
13-1141	Compensation, benefits, & job analysis specialists	1,575	*	*	*	*
33-9091	Crossing guards	1,570	2		HS or EQV	Short-Term OJT
25-2030	Secondary school teachers	1,565	52	\$53,470	Bachelors	Intern./residency
15-1134	Web developers	1,535	*	*	*	*
15-20XX	Mathematical science occupations	1,455	*	*	Bachelors	None

Notes: *Data not available

4. Localities Served

A description of the localities served, or characteristics of the populations served by SCSEP (20 CFR 641.325 (d))

District of Columbia Population Age 55 and Over Labor Force and Work Force Profile – Labor Force Dynamics in 2011

In 2011, the labor force participation rate (LFPR) for the civilian population for ages 55 and over was 44.3 percent, well below the District's rate of 70 percent. For all age groups, males had a higher labor force participation rate than females, and males for ages 25-34 years and ages 35-44 years had the highest labor force participation rates of 89.8 percent and 91.9 percent, respectively. The District's civilian population not in the labor force in 2011 was 649,200; the proportion of civilian population of ages 55 and over not in the labor force was 48 percent (313,800), compared to 29 percent (190,700) of ages 25-54 and 22 percent (144,700) of ages 16-24. Over 93 percent of the civilian population ages 55 and over that was not in the labor force stated they did not want a job, while 6.4 percent stated they wanted a job.

In 2011, the seniors had an unemployment rate of 8.4 percent, which was slightly below the District's average unemployment rate of 8.6 percent. Teenagers had the highest unemployment rate at 34.4 percent, while the prime working age groups of 25-34 years and 35-44 had unemployment rates below the District's average at 6.9 percent and 6.7 percent, respectively (See **Figures 7** through **11**).

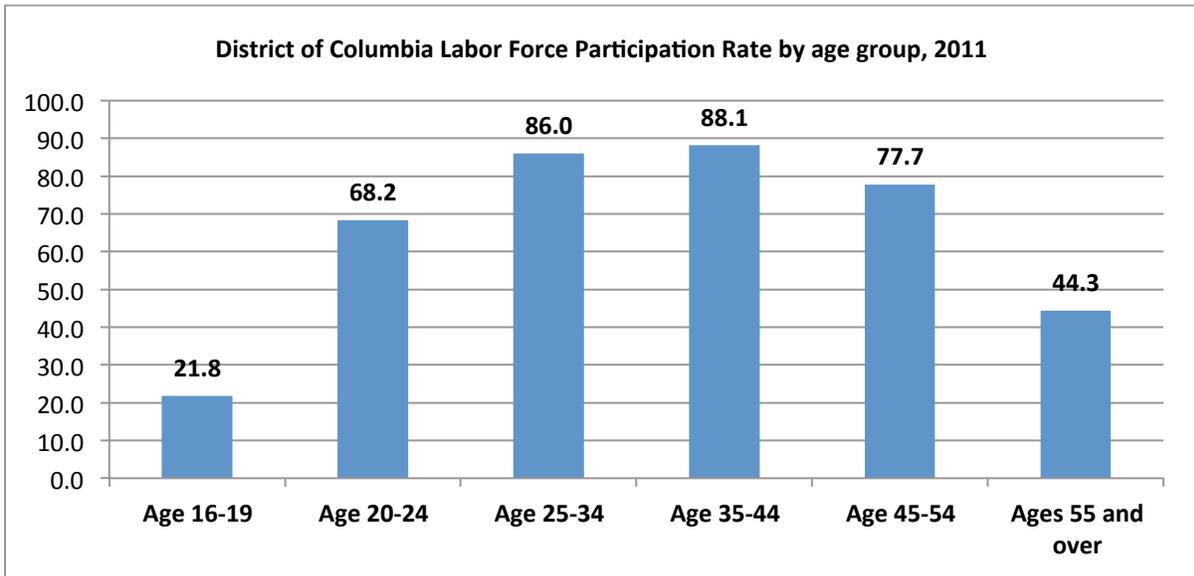


Figure 7 – Labor Force Participation Rate by Age Group, 2011.

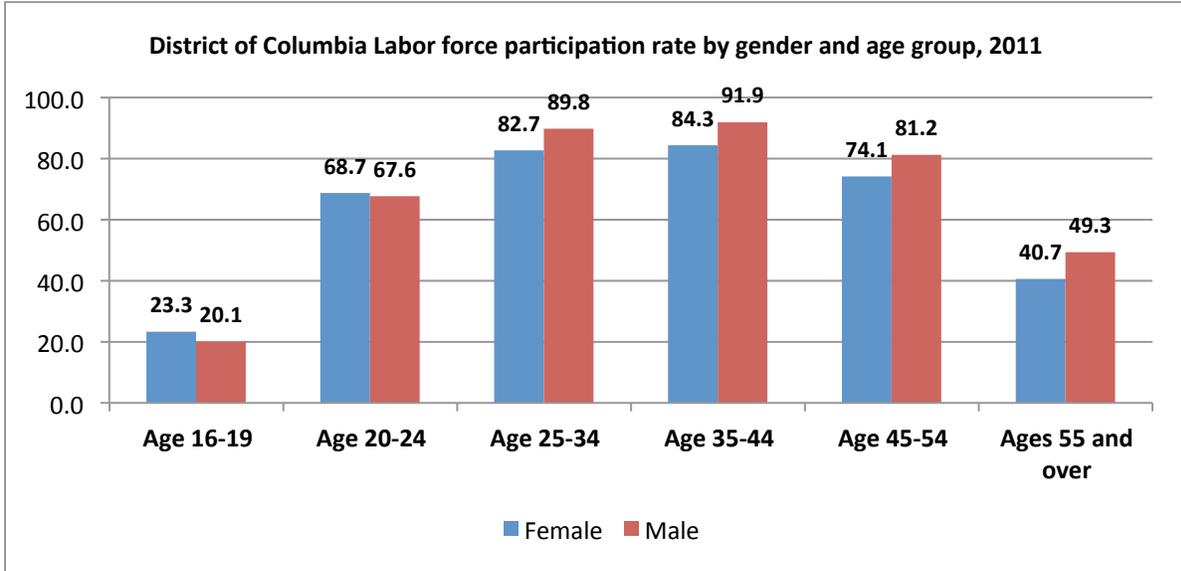


Figure 8 – Labor Force Participation Rate by Gender and Age Group, 2011.

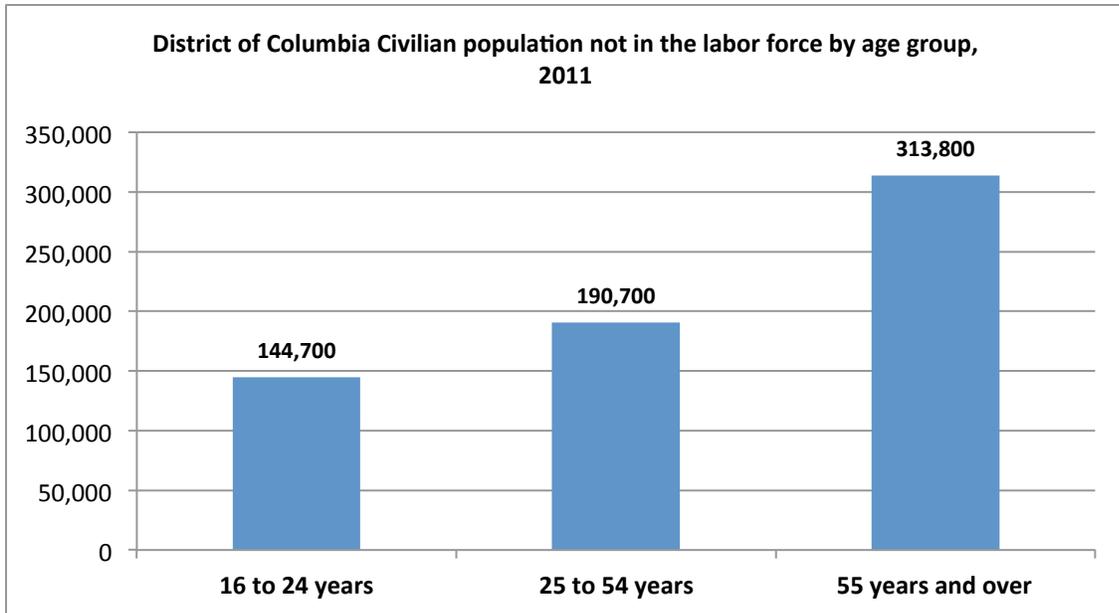


Figure 9 – Number of Non-Working Civilian Population by Age Group, 2011.

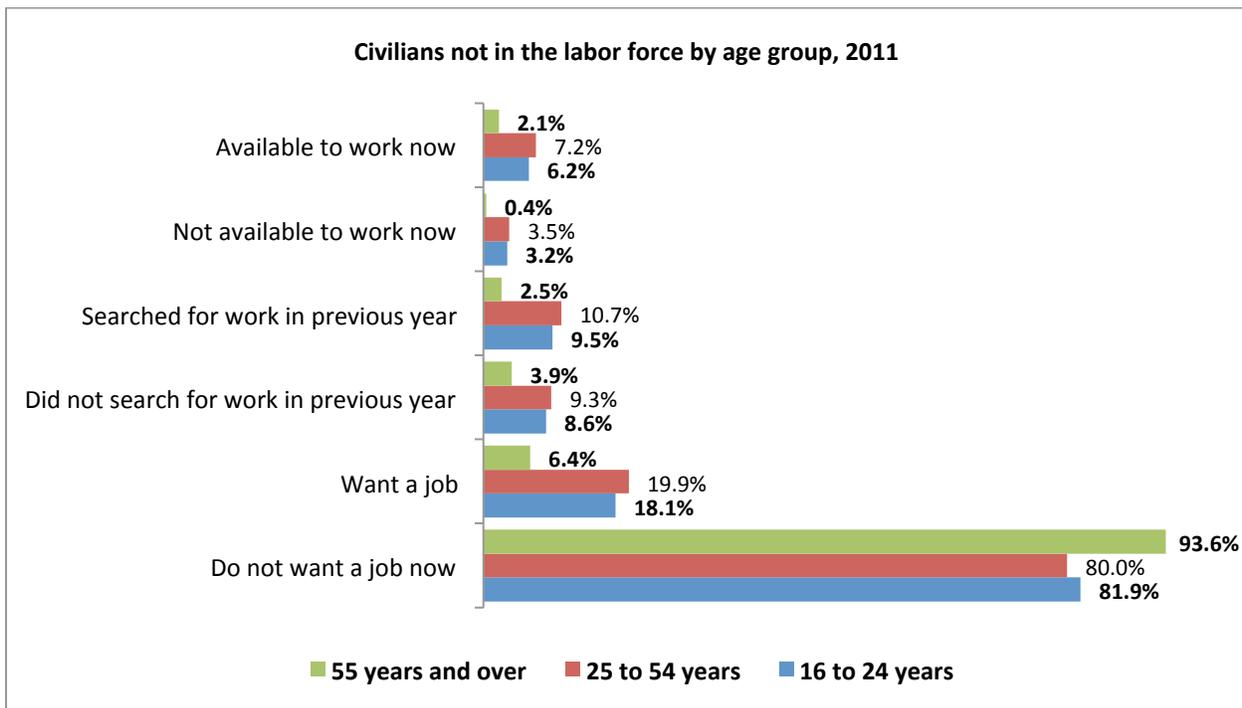


Figure 10 – Percentage of Non-Working Civilian Population by Age Group, 2011.

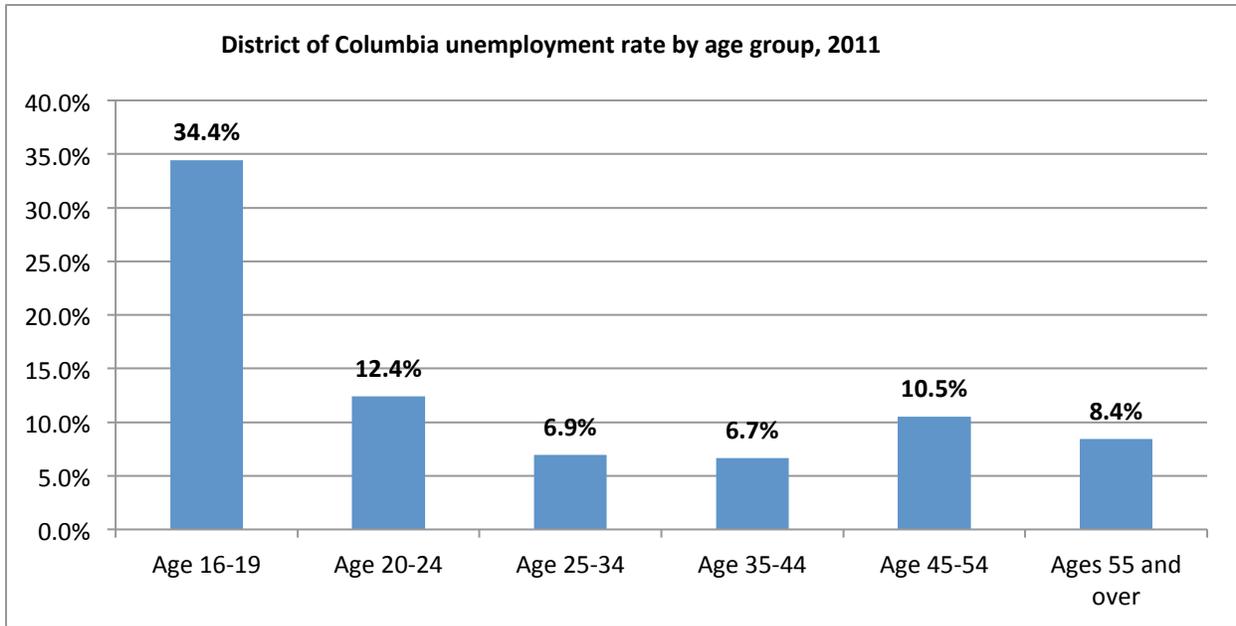


Figure 11 – Unemployment Rate by Age Group, 2011.

5. SCSEP Activities in Coordination with WIA Title I Programs

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

SCSEP is a required Workforce Investment Act (WIA) partner that is covered under the DOES AJC/One-Stop Memorandum of Agreement executed in partnership with the Workforce Investment Council (WIC). SCSEP is committed to the WIC’s vision and the principles of the Workforce Investment Act and will continue to collaborate with WIA-funded activities, including the American Job Center One-Stop delivery system.

The DOES Special Programs Associate Director is committed to ensuring a competent and supportive SCSEP team in support of the District’s senior community. Also, the District’s American Job Center Operations Associate Director is equally committed to ensuring AJC staff members are knowledgeable, well-trained, and engaged to eagerly assess and refer prospective SCSEP participants as appropriate. To this end, the SCSEP and AJC staff will coordinate efforts to best support the program by sharing information and resources, such as tailoring staff development training to AJC managers, customer service representatives, case managers, workforce development specialists, placement staff, and employment specialists. Staff development training and activities keep AJC staff abreast of the SCSEP mission, goals, enrollment requirements, performance goals, and services necessary to address common concerns plaguing the District’s senior community. The AJC and SCSEP teams further augment AJC/One-Stop and SCSEP services by conducting regularly scheduled programmatic planning and coordination meetings.

Enrollment into SCSEP is coordinated through the District’s ACJ system and is comprised of a co-enrollment process where eligible job seekers must: 1) register with the AJC Welcome Team; 2) meet

with an employment specialist to participate in intake and assessment exercises; and 3) meet with the SCSEP Program Coordinator to determine final program eligibility. This co-enrollment process promotes greater participant access to a wide array of SCSEP services, as well as WIA Title I (core, intensive, and training) services, at a full-service American Job Center that utilizes state-of-the-art training methods that includes computer-based training and video conferencing. Once participants complete their SCSEP training assignments and workforce trainings, they are deemed “job-ready” and are cleared to return to their nearest AJC to access services from partnering organizations and AJC/One-Stop job search assistance from placement staff.

It is essential that DOES AJCs have well-trained, knowledgeable, and high performing staff capable of successfully implementing this federally mandated SCSEP. To this end, the SCSEP management team will implement a one-day staff development training on the SCSEP for AJC/One-Stop customer service personnel, case managers, and placement staff at the four (4) American Job Center locations. The staff development will focus on advocacy, education, and training of staff on the SCSEP missions, goals, enrollment requirements and criteria.

6. SCSEP Activities in Coordination with the Older Americans Act

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))

a. DOES SCSEP Partners

DOES/SCSEP has established reciprocal relationships with numerous agencies and organizations serving the District’s senior community. SCSEP collaborates with many Older Americans Act (OAA) program providers administered by the District of Columbia Office on Aging (DCOA) – the District’s State and Area Agency on Aging (AAA) – and their partners. The DCOA and its Aging and Disability Resource Center (ADRC), both governed by OAA, oversee the issuance of direct services to persons ages 60 years and older through their Senior Service Network (SSN) which offers a wide-range of training and supportive services to older workers and their families. The SSN is comprised of 20 community service-based non-profit and private organizations that operate more than 30 programs that provide direct services to the District’s older adult residents. To lead this critical effort, five (5) lead agencies have been established with which the District’s SCSEP has current agreements. Moreover, each of the District’s eight (8) Wards are served by one of these five (5) agencies which include Temporary Emergency Residential Resource Institute for Families In Crisis, Inc., (TERRIFIC, Inc.); Iona Senior Services; Seabury Resources for Aging; East River Family Strengthening Collaborative; and Family Matters of Greater Washington (See **Table 5**). DCOA also leverages SCSEP offerings as an additional resource for their participants. These agencies along with the National Caucus and Center on Black Aged, Inc. (NCCBA) and the National Council on Aging (NCOA) assist through referrals and general outreach efforts.

Table 5 – Lead Agencies by Ward.

Ward	Lead Agency	Agreement
1	TERRIFIC, Inc.	Yes
2	TERRIFIC, Inc.	Yes
3	Iona Senior Services	Yes
4	TERRIFIC, Inc.	Yes
5	Seabury Resources for Aging	Yes

Ward	Lead Agency	Agreement
6	Seabury Resources for Aging	Yes
7	East River Family Strengthening Collaborative	Yes
8	Family Matters of Greater Washington	Yes

Temporary Emergency Residential Resource Institute for Families In Crisis, Inc. (TERRIFIC, Inc.). TERRIFIC, Inc. supports area residents by providing a wide array of support 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, education, and counseling services; health promotion; case management; transportation services; recreation and socialization; and fieldtrips and social events, etc. Conversely, TERRIFIC, Inc. refers their customers to SCSEP for job training assistance, as needed, in accordance with programmatic eligibility requirements.

Iona Senior Services (Iona). SCSEP refers their participants to Iona to receive counseling, transportation services, and loans for medical equipment as well as to participate in support groups, wellness and art centers, volunteer and companion opportunities, fitness classes, and eldercare. Iona also refers their customers to SCSEP for job training assistance, as needed, in accordance with programmatic eligibility requirements.

Seabury Resources for Aging (Seabury). As the District’s leading organization serving residents of Ward 5, Seabury is a host agency that employs SCSEP participants. The SCSEP team refers its participants to Seabury to receive a variety of services, such as housing, case management, age-in-place initiatives, and volunteer opportunities. Seabury was also a partner in the Mature Job Seekers Hiring Fair.

East River Family Strengthening Collaborative (ERFSC). ERFSC serves as a host agency that employs SCSEP participants. The grantee of three (3) programs issued and funded by DCOA, ERFSC manages the Washington Senior Wellness Center, the Weekend Nutrition Program, and the KEEN Senior Service Program.

Family Matters of Greater Washington (FMGW). DOES and FMGW have partnered in efforts designed to provide employment and employment services to the District’s senior community, which has greatly benefited SCSEP participants. FMGW serves as a host agency employing numerous SCSEP participants. Through their program, SCSEP participants are referred for long-term care, comprehensive geriatric assessments, case management, adult abuse prevention, home and community-based waivers, emergency assistance, and house cleaning services for low-income seniors who are living in the District and in danger of eviction due to non-payment of rent or failure to maintain a clean and sanitary home. Working in collaboration with SCSEP, FMGW management and staff are familiar with SCSEP offerings and leverage these services by providing participants with referrals to augment the support provided to their clients who meet SCSEP eligibility criteria.

During 2014-2018, the SCSEP will continue to expand its partnerships with the OAA’s Senior Service Network Provider’s by conducting the following activities (See **Tables 6** through **9**).

- 1. Establish a relationship and subsequent agreement with “Model Cities Senior Wellness Center” operated by Providence Hospital.**

Table 6 – Senior Wellness Centers.

Senior Wellness Centers	Agreements
Bernice Fonteneau Senior Wellness Center	Yes

Senior Wellness Centers	Agreements
Hattie Holmes Senior Wellness Center	Yes
Model Cities Senior Wellness Center	No
Hayes Senior Wellness Center	Yes
Washington Seniors Wellness Center	Yes
Congress Heights Senior Wellness Center	Yes

2. **Begin discussions with OAA’s Adult Day Care providers to establish relationships and agreements to place participants expressing employment interests in Home Health and Personal Care.**

Table 7 – Adult Day Care Services.

Adult Day Care Services	Agreements
Center Care Day Treatment Program	No
Washington Center for Aging Services	No
Genevieve N. Johnson Senior Day Care Center	No
Isabella Breckinridge Center	No
Downtown Cluster’s Geriatric Day Care Center	Yes

3. **Formulate and execute agreements with additional OAA’s Recreation/Socialization service providers and place seniors who express employment interests in Community and Social Services.**

Table 8 – Recreation/Socialization Services.

Recreation/Socialization Services	Agreements
Asian and Pacific Islander Senior Services Center/TERRIFIC Inc.	Yes; Placement
Dwelling Place Senior Center/So Others Might Eat	Yes; No Placement
Seabury Senior Center for the Blind & Visually Impaired	Yes; No Placement
First Baptist Senior Center	No
Phillip T. Johnson Senior Center	Yes; Placement
Vida Senior Center	No
Family Matters Deaf and Hard of Hearing Senior Center	Yes; No Placement
University of the District of Columbia BODYWISE Program	No

4. **Establish relationships and enter into agreements with additional 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 District’s Department of Health.

Table 9 – Congregate Meal and Nutrition Services.

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

b. DOES SCSEP and Area Agency on Aging Partners

When necessary, DCOA provides their participants referrals to access SCSEP services and activities and SCSEP does the same. For instance, if an individual’s income renders them ineligible for SCSEP services, the management team refers them to DCOA to access job training and placement services that would not be allowed under SCSEP.

The DOES/DCOA partnership is designed to develop and expand vocational training offerings in high-demand occupations to benefit job seekers within the District’s senior community. Positions within fields such as home health aides and food safety and handling have yielded many successes within the older workforce. In program year 2012, DOES and DCOA collaborated to recruit participants for a four-week Home Health Aide Certification program for SCSEP and DCOA participants. To enroll in the program, all participants were required to register at DOES’ American Job Center to acquire job search and training assistance. Collectively, DOES and DCOA provided job placement activities, support, and follow-up services to the participants.

7. SCSEP Activities in Coordination with Private and Public Programs

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 partnered with more than 20 community and faith-based organizations – nationally and locally – and established many reciprocal relationships for the benefit of their participants. The SCSEP has implemented procedures aimed at coordinating supportive services for our senior participants. SCSEP collaborates and leverage resources with many private and public entities and programs to provide training and supportive services for the participants. These programs include:

- **DC Supplemental Nutritional Assistance Program (SNAP)** – Low-income participants may apply to participate in the Supplemental Nutrition Assistance Program (SNAP);
- **DC Electric Assistance Program** – Participants may be eligible to receive financial assistance with utility bills if a notice of disconnection or a current cancellation of electric or gas service is issued;
- **DC Emergency Rental Assistance** – Participants facing housing emergencies may be eligible for the Emergency Rental Assistance Program (ERAP);
- **Elderly Housing/Subsidized Housing** – Subsidized housing is available for low-income families, seniors, and people living with disabilities at over 56 public housing properties located throughout the District;
- **Senior Companion Program** – This program recruits and trains senior volunteers living in the District of Columbia to serve other District citizens in their places of residence or at group facilities such as senior housing buildings, senior centers, and hospitals;
- **Grandparents Caregivers Program** – 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 ages 65 years and older, as well as blind or disabled people of any age, including children, are able to gain monthly cash payments if they are in need;
- **Safelink Wireless** – This program provides a free cell phone and airtime monthly service to low-income individuals;
- **Healthcare Assistance** – Participants who do not have healthcare coverage may be eligible for the Healthcare Alliance program if they meet the necessary guidelines;
- **Office of Aging** – This District Government agency provides seniors with access to 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** – UDC offers a variety of academic and health programs for senior citizens;
- **Byte Back** – Byte Back offers free computer training courses for seniors 55 and older;
- **GovBenefits.gov** – This is a federal website that features 45 benefit and assistance programs available in the District;
- **Greater Washington Urban League** – This is a nonprofit social services and civil rights organization that manages and administers 30 programs in education, employment and Housing and Community Development;
- **Serve DC** – This District Government agency promotes and provides information on volunteerism for civic groups, nonprofit organizations, small businesses and the faith-based community; and
- **Transportation** – This partnership with WMATA provides reduced fares on the District’s public transportation system.

Future plans for 2014-2018 include the Senior Services Network Directory of Services for Older District of Columbia residents, which will be maintained in the SCSEP office, and the District of Columbia 2-1-1 helpline and ADRC toll-free numbers will be made available, providing access to many agencies and programs. Additionally, for participants who will exit SCSEP without employment, referrals will be made to programs such as the Foster Grandparent and Senior Companion Programs-both offering stipends. Those 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 who seek people to contribute on a voluntary basis.

8. SCSEP Activities in Coordination with Labor Market and Training Initiatives

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

In concert with the District's five-year strategic plan regarding the workforce investment system, DOES has established innovative training and employment strategies and implementation of the workforce intermediary initiative to expand training capacity in targeted industries. To this end, DOES hired a SCSEP Job Developer whose primary duty is to match SCSEP participants with unsubsidized employment opportunities, as well as to provide AJC/One-Stop referrals for support services, as necessary. The Job Developer's duties include, but are not limited to:

- Creating marketing initiatives to businesses in accordance with the program and objectives;
- Developing positive working relationships with employers, partner agencies, and program participants;
- Working collaboratively with the DOES Business Services Group (BSG) and American Job Centers to ensure older workers are enrolled and actively utilizing employment and wrap-around services;
- Facilitating good working relationships between the participants and prospective employers to ensure strong, natural work support and a smooth transition into employment;
- Conducting follow-up activities to effectively track employment retention and support positive employment outcomes;
- Conducting job-preparedness functions to include interview coaching and resume support;
- Following up on various leads with potential employers to develop actual jobs; and
- Assisting clients, as needed, in maintaining their employment by providing long-term, follow-up services, as directed by legislation and the participant's annual Individual Employment Plan (IEP).

Further, the WIC, DOES, and other partner programs work together to ensure that the employment and training needs of older workers will be addressed through these initiatives and will seek opportunities to include SCSEP training and employment placements within broader workforce strategies.

Department of Employment Services (DOES). The value of SCSEP to the District of Columbia's low-income senior residents is immeasurable, as the program provides career and employment education, preparation, and training opportunities for those residents within the target population who might not otherwise be able to obtain these services elsewhere. However, there are many senior citizens in the District who lack adequate basic academic attainment (e.g., reading, math, computer skills, etc.), which includes some of the Science, Technology, Engineering, and Mathematics (STEM) skills and employability skills to obtain employment in these growing industries. Therefore, SCSEP will work with the University of the District of Columbia (UDC) to discuss how their 13th Year Program and Worker Readiness Credential Assessment can be incorporated into SCSEP. Once the SCSEP participants have the required basic academic and employability skills, they can be marketed to employers or enrolled into specific industry sector training programs. Such program areas would include customer service, bank teller, and hospitality. SCSEP is always mindful that the best workforce approaches are those that are industry specific. Many good programs have hiring agreements with major employers in sectors that hire older workers. There are also some good training programs in healthcare, specifically in home health aides where seniors serve seniors SCSEP has identified excellent free computer training programs (e.g., Byte

Back, Inc.) that help seniors familiarize themselves with computers in general and learn basic program operations so that they are not intimidated in the workplace.

DOES will continue to coordinate efforts with WIC and UDC-CC to develop additional training opportunities for District seniors in the areas of basic computer training and customer service.

9. SCSEP as an Active One-Stop Partner

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)

As noted above, SCSEP is a mandatory partner program for the District's AJC/One-Stop delivery system, and is a signatory (through DOES) to the District's new Memorandum of Agreement relating to the District's AJC/One-Stop funding and operations. The AJC/One-Stop Welcome Team, also noted above, consist of SCSEP workers that greet, triage, and provide information to customers prior to the co-enrollment process. These workers also provide assistance to Center resource staff, conduct workshops, and place reminder calls to program participants. These colocated SCSEP workers also provide training and technical assistance to American Job Center staff to facilitate intake, assessment, and referrals of potential SCSEP participants. DOES management convenes regular planning meetings to ensure effective integration of SCSEP as part of the AJC/One-Stop system.

To ensure that SCSEP is a visibly active partner within the District's American Job Centers and WIA Title I activities, joint efforts will be focused on co-enrollment and integration into the American Job Centers, partnerships, advocacy, and education.

Strategies:

As this initiative evolves, internal partners/representatives will actively participate in scheduled meetings that may be convened by the Deputy Director of Workforce Development, the Special Programs Associate Director, and the American Job Center Operations Associate Director over the course of the year. This SCSEP/AJC/One-Stop partnership will be responsible for planning and executing the following:

- Collaborating with WIC stakeholders to revise and execute the District's Memoranda of Understanding (MOUs);
- Developing and implementing the SCSEP integrated and coordinated services in the AJC/One-Stop Career Center system;
- Providing development training to AJC/One-Stop Center staff on the SCSEP requirements and specifics;
- Sharing responsibility for management, problem resolution, safety, and security issues that are relevant to SCSEP guidelines;
- Delineating services to be provided in the certified American Job Center;
- Defining service delivery and referral processes in harmony with the WIC/District workforce development MOU;
- Allocating funds to partner programs supporting integrated AJC/One-Stop service delivery offerings to SCSEP;

- Determining the methodology used to ensure all SCSEP participants are enrolled in VOS and the SPARQ database;
- Developing and implementing performance measures that address customer satisfaction and service delivery for American Job Center employees providing services to SCSEP participants;
- Participating in credentialing, staff capacity, and technical assistance development opportunities.

10. Long-term Strategy to Engage Employers to Promote SCSEP Opportunities

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))

SCSEP’s mission is to achieve sustained self-sufficiency for each program participant by placing them in unsubsidized employment. Engaging and developing partnerships with relevant employers is imperative to achieving this mission. Through a strategic network of employers, critical operational phases are accomplished, such as identifying employment opportunities, placing individuals in substantial occupations within high-growth industries, and providing retention activities and wrap around services to participants who enter the workforce. SCSEP staff will work with this network of employers to identify and cultivate suitable employment opportunities for participants – taking into account the needs of mature job seekers. SCSEP staff will liaise and provide a conduit between job-ready participants and employers to best match participant goals and interests with employers’ staffing requirements.

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 deciphering their individual needs to develop an effective IEP that will garner employment opportunities in high-growth fields of interest. Opportunities will be shaped by the participants primarily in accordance with their expressed desires concerning their work environment.

a. Employer Outreach.

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, tax credit assistance, American for Disabilities Act (ADA) compliance, customized training programs, on-the-job training, and a commitment to employers to link them to available and qualified job candidates. Further, SCSEP and American Job Center staff will work with employers, chambers of commerce, municipal leaders, industry professionals, training providers, and labor unions to discuss opportunities and to outline career paths to assist in preparing participants to help meet the workforce challenges of businesses in each region.

11. Long-term Strategy for Equitable Distribution of SCSEP Positions

The state’s long-term strategy for achieving an equitable distribution of SCSEP positions within the state that moves positions from over-served to underserved locations within the state in compliance with 20 CFR 641.365.

a. Distribution of Positions. Due to the geographic nature of the District of Columbia, there are no equitable distribution issues to be addressed. All SCSEP positions supported by Title V grantees, service providers, and partners are located in the District of Columbia. The current enrollment of participants covers all eight (8) Wards in the District.

The District strives to strengthen families, communities, and our nation by providing disadvantaged and older individuals with opportunities to learn, work and serve others. DOES, has worked on ensuring it serves the most challenged and vulnerable in our community.

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. Specific Population Groups

Greatest economic need: Those persons at or below the poverty level established by the Department of Health and Human Services and approved by the Office of Management and Budget.

Response: In 2010, the District of Columbia had a total population of 601,723; out of this total, 52.8 percent (317, 501) were females and 47.2 percent (284,222) were males. The median age was 33.6 years. Of the total population, 24 percent were under 18 years of age and 11.4 percent (68,809) were 65 years and older (See **Figure 12**).

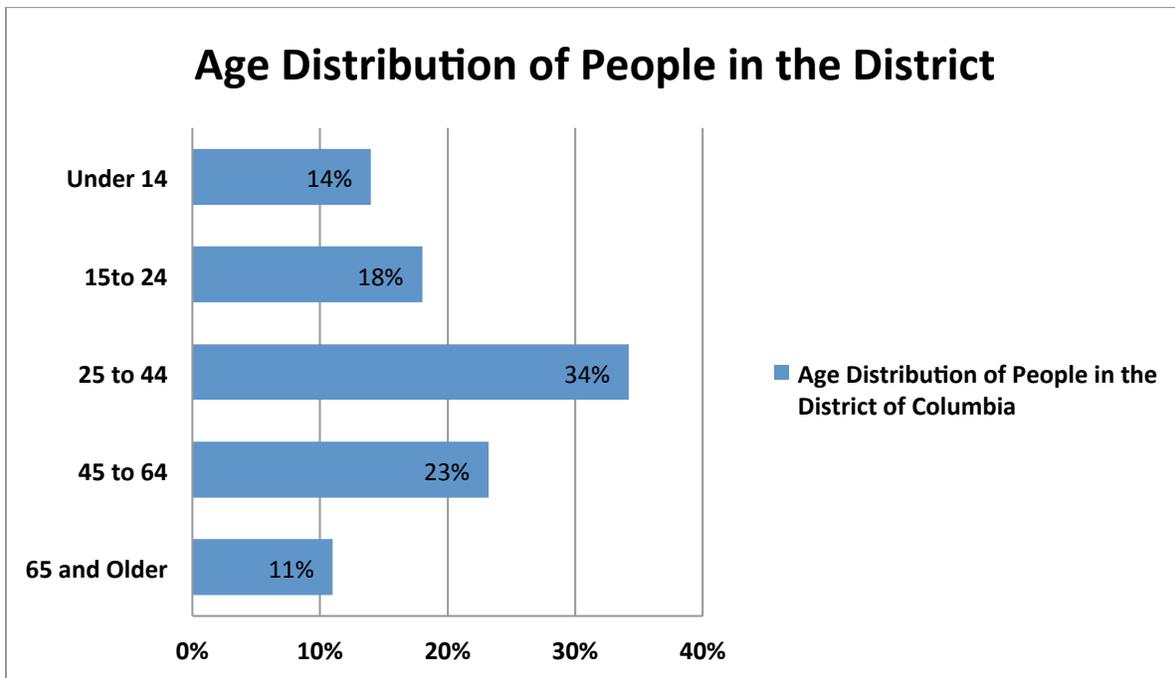


Figure 12 – The District’s Distribution of Age.

The U.S. Department of Labor (DOL) required information regarding the relative distribution of eligible individuals who must be afforded priority of service. The amended Older Americans Act describes characteristics of eligible individuals to whom Priority of Service must be provided. Priority individuals are based on the following criteria:

- Aged 65 or older

- Disabled
- Limited English proficiency or low literacy skills
- Reside in rural area
- Veterans or veterans’ spouses who meet requirements of Veterans Act
- Low employment prospects
- Failed to find employment after using WIA Title I services
- Homeless or at risk for homelessness

Other eligible/protected populations include individuals with the “Greatest Economic Need,” “Greatest Social Need,” and minorities. The most recent DOL SPARQ final summary report provided the most appropriate data to determine levels of service to these specific populations. **Figure 13** depicts the District’s SCSEP service to minorities, individuals with the greatest economic need, and individuals with greatest social need, as well as participants who met the Priority of Service definitions as of July 1, 2012 – June 30, 2013.

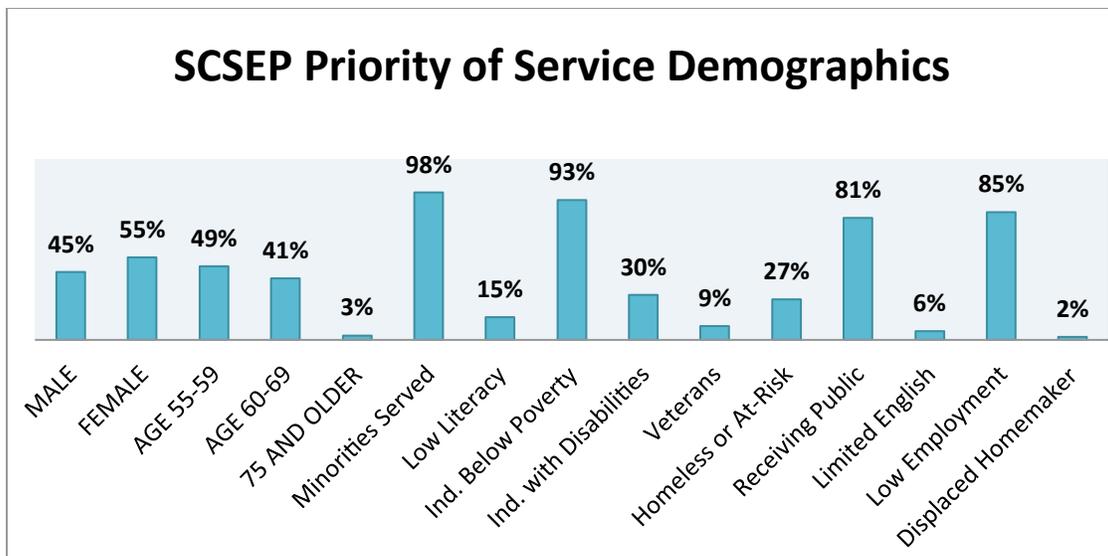


Figure 13 – The District’s Priority of Service Demographics.

To ensure the participation of special populations, the SCSEP is required to recruit, serve, and formally determine eligibility of each individual in accordance with Priority of Service criteria established by DOL. Each applicant undergoes an individual intake, and eligibility information is recorded on the SCSEP Participant Form. Documentation, such as Social Security statements, paystubs, etc., is required to support income eligibility determinations. The SCSEP Program Coordinator reviews complete intake applications to ensure requirements are met. The Participant Form and eligibility documentation are maintained in the applicant’s file, and each year all eligible participants must be recertified in order to remain in the program. Based on supporting data, SCSEP has made enrolling eligible residents in the Priority of Service program an overall priority in recruitment and service delivery.

Recruitment

SCSEP utilizes a variety of methodologies tailored to effectively recruit eligible 1) minorities; 2) individuals who have the greatest economic and social need; and 3) individuals having other priority-of-service characteristics. Recruitment methods include, but are not limited to, use of mass media, word-

of-mouth, distribution of marketing materials, contact with veterans groups, networking, events, and job fairs. In addition, AJCs provide referrals based on these criteria. To facilitate appropriate referrals, the SCSEP Program Coordinator periodically communicates with local American Job Centers to ensure the collaboration of staff who are sufficiently educated on Title V eligibility. SCSEP participants are assigned to AJCs as delineated in host agency agreements. Ineligible Title V applicants are referred to AJCs for employment services.

“Hard-to-serve” client referrals are requested from American Job Centers followed by discussions regarding how Title V can assist individuals who, after receiving WIA services (core, intensive, and training), are not employed. Recruitment needs are communicated at senior leadership meetings; marketing materials are distributed to AJCs and host agencies that specifically serve older citizens. In addition, SCSEP receives referrals from social service agencies, the District’s Rehabilitative Services Administration, Veterans’ programs, and Senior Centers located throughout the District. Contacts are made and maintained with disability and mental health community partners, and relationships are built and maintained with providers of literacy training.

Additional strategies and techniques to recruit and assure participation of special population groups are as follows:

- Place posters and brochures in grocery stores, physician and dental offices, pharmacies, utility payment centers, churches, senior centers, and other places where services are targeted to individuals who may possess Priority of Service characteristics;
- Place literature in service agencies such as mental health agencies and social services agencies that serve the same targeted population;
- Provide literature in locations where low-income older individuals may congregate;
- Identify new recruitment sources in the community that have not previously been approached, e.g., churches, day care centers, community centers, and homeless shelters, and request referrals;
- Visit new recruitment sources, leave literature, and offer to schedule speaking engagements;
- Focus on activities that target special populations, e.g., provide flyers and brochures printed in Spanish;
- Distribute literature in places with a high volume of foot traffic, e.g., libraries, laundromats, and shopping centers;
- Increase contact with agencies and organizations in the community whose client populations share characteristics of SCSEP-eligible individuals; make organizations aware of open slots and waiting list;
- Request assistance from local community/business leaders who are members of local ethnic or cultural groups (such as minorities or limited-English speaking individuals);
- Distribute “Tell a Friend” cards to reach new populations; and
- Place advertisements in minority newspapers and veterans publications.

12. Eligible Individuals to Eligible Population Ratio

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

Due to the geographic nature of the District, there are no equitable distribution issues to be addressed. All SCSEP-authorized program slots are placed 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.

Relative distribution of eligible individuals who:

- a. **Reside in urban and rural areas within the state** – There are no rural areas in the District. All of SCSEP’s authorized slots are within an urban area inside the geographic boundaries of the District.
- b. **Have the greatest economic need** – OAA 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). Many of the District’s residents who meet this definition are seniors ages 55 years and older. For the fourth quarter of Fiscal Year 2012, more than 93 percent of SCSEP participants were at or below the poverty level. Of the current enrollment, 77 percent are below the age of 65 and therefore not yet eligible for Social Security benefits. Of this population, 14 percent (9,266) have an income that is at or below 125 percent of HHS-prescribed poverty levels. According to the American Community Survey of 2012, the median household income in the District was \$64,267.00. Further, 81 percent of District households received earnings and 15.2 percent received retirement income other than Social Security, while 19 percent of District households received Social Security. The average income from Social Security was \$13,733.00. These income sources are not mutually exclusive; that is, some households received income from more than one source. Based on the 2006-2010 US Census, the District’s population includes 68,809 people ages 65 and older. Of District residents, 18.5 percent of people are impoverished, compared to 14.9 percent nationally and 14.1 percent within the District 65 years and older.

Based on the supporting data, the District of Columbia SCSEP has made those with the “greatest economic need” an overall priority in recruitment and service delivery. SCSEP will continue to focus efforts on serving older individuals at or below the poverty level (See **Figure 14**).

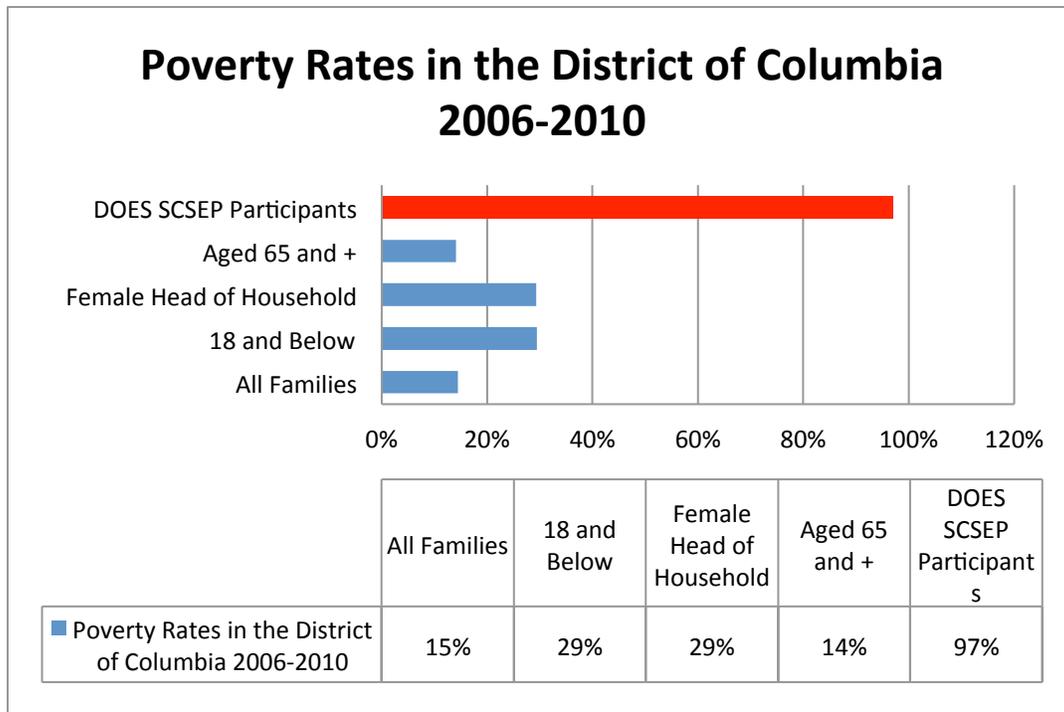


Figure 14 – SCSEP Poverty Rates in the District of Columbia.

- c. **Are Minorities** – The District has made great strides in ensuring SCSEP reaches and serves the most vulnerable populations in our city. The 2013 Census showed that 49.5 percent of the District’s population was black – not of Hispanic origin, compared to 13.2 percent nationally. In 2013, the District of Columbia’s percentage for Hispanics – not of white or black origin, was 10.1 percent. As indicated in the Preliminary PY 2012 SCSEP Minority Report Volume II, the District’s minority census was 90.2 percent. SCSEP’s minority participation rate is 98.3 percent. During PY 2013, the District’s SCSEP was comprised of 94 percent blacks, along with 3 percent Asian Americans (compared to the District’s 3.9 percent Asian American population). According to the most recent Department of Labor Minority Report (2009), the District of Columbia SCSEP served a higher percentage of African Americans and Asians than are represented in the Districts’ population, but fell short in serving Hispanics. However, by looking at the third quarter numbers of PY 2012, it appears the District of Columbia is making improvements.

SCSEP plans to address potential barriers to increase enrollments of underserved populations (Hispanic) by conducting the following activities:

- SCSEP will increase its utilization of the Districts’ Language Access Line. This resource will allow us to communicate orally, in writing, get vital documents translated for languages spoken by 3 percent, or 50 individuals, of the Limited English Proficiency population served by DOES and provide telephonic services with non-English speakers.
- Senior Aides in the District’s SCSEP office will continue to use the Language Access Line resource to call Hispanic participants and conduct intakes and determine eligibility at a much more frequent rate compared to using professional interpreters.
- SCSEP has begun to enter into Host Agency agreements with agencies that provide direct service to Hispanic residents, such as the Columbia Heights Child Development Center, and SCSEP matches appropriate applicants to that site.

- In an effort to enroll minority individuals and to ensure that minority participants achieve outcomes similar to those achieved by non-minority participants, SCSEP will increase the number of diverse community-based service delivery offices. SCSEP will also provide training and information to community counselors who are located close to potential participants and in non-traditional, but high-use sites. Examples are health clinics, community centers, senior care centers, senior citizen organizations, and District government agencies that provide services to diverse communities. These include the DC Office on Latino Affairs, the DC Office of Human Rights, and the DC Mayor’s Office on Asian and Pacific Islander Affairs.
- Our SCSEP brochures have been translated into Spanish and Chinese; SCSEP also has the resources to translate our documents into Amharic, Korean, and Vietnamese.

SCSEP will disseminate translated documents to community-based organizations that serve our Hispanic residents.

- SCSEP will partner with District government agencies that support underserved communities to utilize the SCSEP as a resource to District of Columbia Hispanic residents.

The District’s SCSEP will continue to work with local partners who provide services to minority populations, such as the DC Office on Aging (DCOA), DC Department of Human Services (DHS), National Association of Hispanic Elderly (NAHE), National Capital Housing Authority (NCHA), Columbia Heights Educational Center, and minority organizations, as well as community leaders to identify minority individuals in need of SCSEP services, such as DC Office on Latino Affairs (OLA). SCSEP staff will also continue to work with DOES American Job Centers to identify potential SCSEP participants and refer them to the appropriate programs and services.

Given the ethnic make-up of the District of Columbia, SCSEP anticipates no difficulty in achieving the equitable participation of minorities in the SCSEP. The Title V Projects in the District of Columbia can guarantee that during the coming year, at least ninety percent (90%) of SCSEP enrollees will be from minority groups (See **Figure 15**).

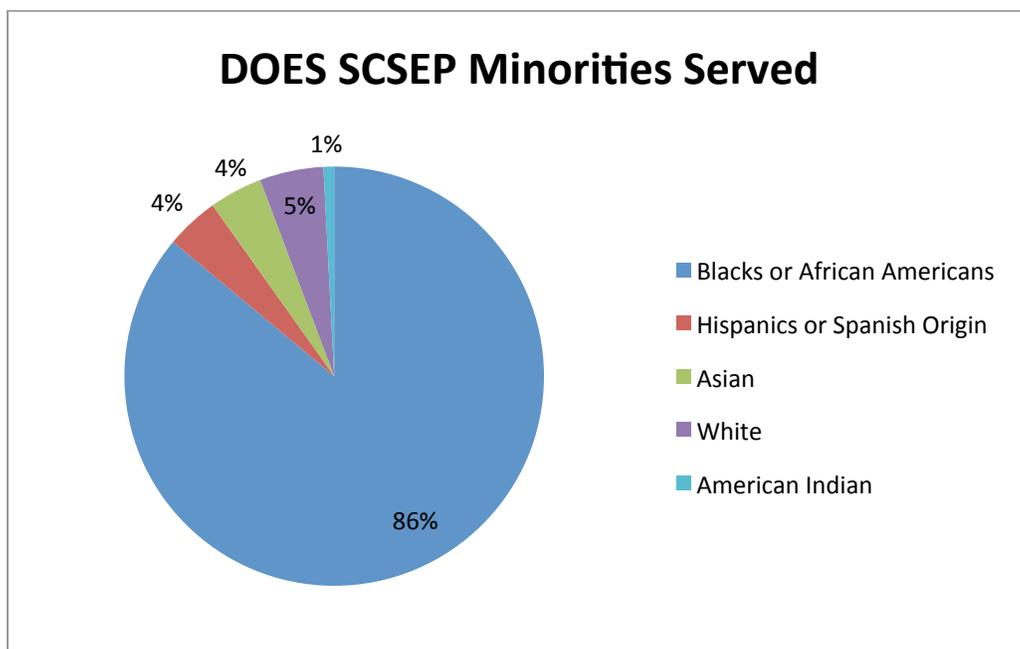


Figure 15 – DOES SCSEP Minorities Served.

- d. **Limited English Proficiency** – According to the 2009 Brookings Institute report, 13.4 percent of the SCSEP eligible population in the District of Columbia spoke little to no English. DOL SQPR data for FY 2013 indicates that 6 percent of the individuals served by SCSEP were individuals with limited English proficiency. In the PY 2014 SCSEP grant application, DOES requested an amendment to extend the durational limitations for Limited English Proficient (LEP) participants July 1, 2014, which was approved. DOES will make inroads toward addressing the needs of the LEP population by making quarterly visits to local community service organizations that serve this population to educate them about the SCSEP services. Interested seniors will be advised to complete the initial application and will be contacted to schedule an interview and completion of the application. SCSEP has resources to support communicating with the LEP community and will utilize these resources, such as the Language Access Line. On April 21, 2004, Mayor Anthony Williams signed and enacted the District of Columbia Language Access Act of 2004. At its core, the Act requires virtually all DC government agencies, departments, and programs to provide oral language services for LEP individuals and Non English Proficient (NEP) individuals. In addition, agencies must also translate their agency’s vital documents into other languages when certain population thresholds are met. All SCSEP office aides have been trained on how to utilize the Language Access Line service, and SCSEP utilizes the services routinely. The Language Access Line service provides interpretative services to enable DC government employees to communicate with residents in over 189 languages.

- e. **Have 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. Consideration will be given for eligible persons with disabilities, isolated geographically, or living alone.

- f. **Eligible persons with disabilities** – According to the 2010 US Census Data, the prevalence of persons with disabilities in the District of Columbia is approximately 12.3 percent of the population. Based on the 2010 Census data, there are 72,366 persons in Washington, DC with disabilities. Currently SCSEP’s service delivery to individuals with disabilities performance measure of 13 percent exceeds the Districts’ percentage of individuals with disabilities – 12.3 percent – based on data retrieved from the 4th Quarter Quality Performance Report generated by SPARQ. SCSEP plans to continue working with community partners and government organizations that provide employment and training assistance to individuals with disabilities in the District of Columbia. During 2010, SCSEP partnered with the District’s Rehabilitation Services Administration in prescreening SCSEP participants for employment opportunities. SCSEP will continue to work in furthering this partnership to assist more seniors in securing permanent, unsubsidized employment.

- g. **Geographic Isolation** – This classification refers to individuals living in rural and urban communities that often place them at a distinct disadvantage when trying to access basic human and economic services. There are 109,423 or 18.5% of the District’s population over 65 years of age living in poverty in urban District of Columbia.

- h. **Racial or ethnic status** – The total nonwhite population in the District of Columbia accounted for 61.5 percent, totaling 370,059. Given the ethnic make-up of the District of Columbia, SCSEP anticipates no difficulty in achieving the equitable participation of minorities in the SCSEP. The

Title V Projects in the District of Columbia can guarantee that during the coming year, at least ninety percent (90%) of SCSEP enrollees will be from minority groups.

- i. **Living Alone** – Targets socially isolated eligible individuals over 65 years of age, who also meet poverty guidelines. The majority of SCSEP participants live alone. SCSEP makes great efforts to connect our participants to community service opportunities and socialization activities in order to increase the quality of life for our independent and at times isolated seniors.
- j. **Work Limitation** – Targets eligible individuals with mental and/or physical limitations who may not self-identify their disability. These prospective participants will require special accommodations on their SCSEP assignments and special attention before placement in an unsubsidized job.

13. Steps Take to Avoid Disruptions

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. Participants will be hired on a short-term basis to provide for the maximum utilization of funds and will be afforded priority in placement in permanent slots as vacancies occur. Additionally, they will be notified of their short-term status in writing at the time of their enrollment. An official notification of short-term status will be provided to the participant and a copy maintained in the participant folder. As of now, 45 participants are the maximum allowable number of participants SCSEP may have in the program at one time. At present, the SCSEP has a waiting list of 102 individuals. Any disruption in service is always followed with a formal letter signed by the SCSEP Program Coordinator, and a copy of the letter placed in the participant's folder. Participants will be encouraged to move into unsubsidized employment as they become job-ready, thereby making positions available for other eligible individuals within the District.

Additionally, the SCSEP has incorporated recommendations from the Department of Labor to address over-enrollment issues. To comply, SCSEP has implemented the Individual Durational Policy and will continue to exit participants accordingly. SCSEP will also contact other local grantees to identify where program participants can be transferred, when necessary.

Additionally, OJE contracts will be developed with employers and partnerships with our Business Services Group will be expanded. American Job Center staff will also be engaged to actively assist with identifying permanent, unsubsidized employment opportunities. At no time will SCSEP terminate a participant from the program based solely on a need to eliminate slots due to over-enrollment issues. The goal shall be to maintain the authorized slot levels through targeted recruitment and job placement activities, resulting in minimal disruption to services to active participants.

14. Long-term Strategy for Serving Minorities within SCSEP

The State's long-term strategy for serving minority older individuals under SCSEP. (20 CFR 641.302 (c))

The SCSEP program participants overwhelmingly comprise a large percentage of the various populations of minorities in the District of Columbia. As indicated in the Preliminary PY 2012 SCSEP Monitoring Report, 98.3% of our program participants are minorities. SCSEP is well above the nationwide and state grantee baseline percentages of 49.2% and 49.6% respectively. SCSEP is currently over serving Asians and African Americans in the District of Columbia. The District of Columbia SCSEP has been strengthened due to the continued collaboration with the DOES American Job Career Centers and community programs. In order to meet the demands of this special population, community outreach initiatives, job fairs, and partnerships with employers throughout metropolitan Washington are planned, developed, and implemented to provide employment opportunities for these targeted groups of mature workers. The success of these collaborative efforts contributes to the economic prosperity of this population. In addition, during the PY 2010 grant, SCSEP had an increase in our authorized slot levels and funding, which supported our ability to improve enrollment levels and outcomes. The causes for the changes in enrollment and outcomes can be attributed to an increase in information being disseminated to our local partners about the program and the impact of the information being shared to specifically effected citizens. SCSEP has also seen an increase in requests to become Host Agencies. This can also be attributed to positive information and testimonies being shared regarding the benefits in hiring seniors. SCSEP will also continue to work with the DOES American Job Centers to identify potential SCSEP participants and referring them to our offices. The Mayor's office provides referrals specifically to increase our Spanish-speaking population who comprise 4.0 percent of the District's population. By working with our local partners SCSEP has maintained our high percentage of service to minority populations and continue to attract seniors to our program. SCSEP's plans to address barriers and to increase enrollments of underserved populations (Hispanic) include the following:

- a. Increase our utilization of the Districts' Language Access interpretation resource Language Access Line. This resource will allow us to communicate orally, in writing, get vital documents translated for languages spoken by 3% or 50 individuals of the LEP population served by DOES, and provide telephonic services with non-English speakers.
- b. Senior Aides in the SCSEP office will begin to use the Language Access Line resource in order to call Hispanic participants and conduct intakes and determine eligibility at a much more frequent rate compared to using professional interpreters.
- c. SCSEP has also begun to enter into Host Agency agreements with more diverse agencies that directly service Hispanic residents, such as the Columbia Heights Child Development Center and SCSEP matches appropriate applicants to that site.
- d. In an effort to enroll minority individuals and to ensure that minority participants achieve outcomes similar to those achieved by non-minority participant, SCSEP will increase its number of diverse community-based service delivery offices. SCSEP will increase its recruitment efforts in outreach stations, information centers and take the Mobile American Job Career Center to the Hispanic communities. DOES will also provide training and information to community counselors who are located close to potential participants and in non-traditional, but high use sites. Examples are health clinics, community centers, senior care centers, senior citizen organizations and DC government

agencies that provide services to diverse communities. These include the Office of Latino Affairs, the DC Human Rights, and the DC Asian and Pacific Islander Association.

- e. Our SCSEP brochures have been translated into Spanish and Chinese; also, SCSEP has the resources to also translate our documents into Amharic, Korean, and Vietnamese.
- f. (6) Disseminate translated documents to community-based organizations that serve our Hispanic residents, and
- g. (7) Partner with DC government agencies that support underserved communities to utilize the SCSEP as a resource to District of Columbia Hispanic residents.

15. Other Changes

Changes in any of the requirements listed in 20 CFR 641.345 (b)

Currently the increase in the Districts minimum wage law from \$8.25 per hour to \$9.50 per hour has drastically impacted the number of modified slots SCSEP is able to serve. Next year (PY15) the Districts minimum wage is scheduled to be increased from \$9.50 to \$10.50 and the following year (PY16) \$11.50. If the programs' budget continues to be decreased but the mandate to match the localities minimum wage level continues to be required, this will cause a hardship to the DOES SCSEP by reducing the number of customers and the customized trainings SCSEP currently provides to our participants.

16. Community Services Needed

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)

The SCSEP serves an aging population with more barriers than in the past. Among applicants, there is an increased incidence of homelessness, drug abuse, mental health problems, ex-offender status and other barriers. The biggest barrier, for most, is a lack of experience and training. In addition, many of the District's SCSEP participants lack basic literacy skills, evidenced by 15 percent of our current enrollment being classified at "Low Literacy" as defined by the Department of Labor. For many SCSEP program participants, work is an economic necessity, although the skills required to secure permanent employment are often lacking and do not promote employment goals.

The SCSEP is currently authorized to serve 45 participants. Ninety-eight (98) percent of SCSEP participants are minorities; 93 percent are living below the poverty guidelines; 81 percent receive public assistance; 27 percent are homeless or at-risk of homelessness; and 21 percent have low literacy skills, evidenced by obtaining less than a ninth grade education. In essence, our SCSEP participants are not individuals who typically find an easy pathway to employment. Many of our participants require "wrap-around" social services, as well as skills training.

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. Job competition in an increasingly

technologically dependent labor market also brings significant challenges in obtaining permanent employment for SCSEP participants.

The most effective way to ensure that the best services are provided to SCSEP participants is by finding an appropriate Community Service Assignment. A good match between the individual participant and a Host Agency strengthens the ability of the individual to become self-sufficient, provides much needed support to organizations that benefit significantly from increased civic engagement, and strengthens the communities that are served by such organizations.

SCSEP gives priority to those non-profit agencies providing the most needed community services. Those agencies provide excellent training but, due to limited funding, often cannot provide the opportunity for unsubsidized employment. Among these agencies, top priority is given to sites that provide needed community services, offer training in areas where the skills are transferable to available jobs, and have the potential to hire the participant. SCSEP is continually searching for new training sites. Assignments to training sites are made based on the needs of the participant and the training site.

Per the PY 2013 End of Year Report, **Table 10** illustrates the number of participants assigned to the general community service agencies vs. those agencies that serve the elderly community, specifically.

Table 10 – Community Service Assignments

Data from EOY of PY13	No. of Participants	Total No. of Service Hours
Services to the General Community	62	19,334
Services to the Elderly Community	78	15,541
Total	140	34,875

Although SCSEP participants provide a valued service to communities throughout the District of Columbia, unmet community service needs still exist and have yet to be specifically identified.

Considering SCSEP primarily services low income, unskilled workers, the lack of formal education and advanced computer skills that are inherent in this population often times serves as a primary barrier to securing employment in the District’s professional and career class employment occupations. SCSEP staff is aware and sensitive to the needs of older workers. Many of our participants cannot independently job search. SCSEP staff readily assists participants with resume development, utilization of online search engines, online employment application techniques, and orientation to new workplace practices and regulations. These customized services are an integral component to the successful development of SCSEP participants. SCSEP has conducted vocational trainings in the food service and computer-related fields. The program also collaborates with community partners such as Byte Back, Inc., a non-profit organization that provides customized free training to senior citizens, as well as free refurbished computers and Internet access after successful completion of their training.

The work of collecting, monitoring, and analyzing community service needs is an ongoing process. Currently, SCSEP’s services provided to the community are based primarily on the social and economic needs of the participants entering the program; the demand for service within the community, as

determined by outreach efforts; and through meetings with current and potential non-profit host training sites. Also, the acceptance of a host training site is based on the agency’s ability and willingness to ensure a safe work environment and to provide the supervision and training necessary to develop the job skills of its assigned SCSEP participants.

Identification of new training site candidates is accomplished through community outreach efforts to determine where the greatest needs for services exist. The program’s focus is on the social and economic needs - and job skill requirements - of new participants; the needs of current trainees who require assignment changes; and on the demand for services within the community. SCSEP initiates and maintains contact with area non-profit agencies providing diverse services, such as adult day programs, child day care, food services, recreational facilities, healthcare, and social services. Marketing materials, such as brochures and flyers are also disseminated to attract potential host training sites. Efforts in this area also include coordination with the American Job Career Centers to identify community service needs and training sites.

Table 11 lists the current DOES SCSEP Host Agencies, along with accompanying data, including the industries in which training is being conducted.

Table 11 – SCSEP Host Agencies by Industry

DOES SCSEP Host Agency	Job Interest/Industry
Beacon House Community Ministry, Inc.	Athletics
Byte Back, Inc.	Administrative/Maintenance
Capital Area Community Food Bank	Food Service
Columbia Heights Educational Daycare Center	Day Care
District of Columbia Housing Authority (DCHA)	Administrative
DOES SCSEP	Administrative
DOES Work Opportunity Tax Credit (WOTC) Office	Administrative
District Department of Transportation (DDOT)	Administrative
District of Columbia Child and Family Services Agency (CFSA)	Administrative/Warehousing
American Job Center – Southeast	Administrative
Downtown Cluster’s Geriatric Day Care Center	Personal Care/Food Service/Maintenance
East River Family Strengthening Collaborative, Inc.	Administrative/Food Service/Maintenance
Homes for Hope, Inc.	Administrative
Iona Senior Services: St. Alban’s	Food Service
National Committee to Preserve Social Security and Medicare	Administrative
Perry School of Community Services Center, Inc.	Administrative
Project ReDirect - DC	Personal Care/Education/Administrative
Seabury Resources for Aging	Food Service/Administrative/Maintenance
TERRIFIC, Inc.	Food Service/Administrative

17. Long-term Strategy to Improve SCSEP

The state's long-term strategy to improve SCSEP services, including planned longer-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))

Long term strategies to improve SCSEP services will rely on the levels of available funding. With decreases in funding to the USDOL SCSEP employment and training program, leveraging of resources becomes increasingly critical. In order to maximize funding levels, the SCSEP will work to strengthen community workforce-related linkages. SCSEP will continue to work with our local American Job Career Centers to ensure there is a SCSEP presence within the Centers and that SCSEP participants are afforded all of the benefits provided to the general population. Efforts will be made to increase the frequency of more formal collaborative actions within the District of Columbia. Examples of some of the efforts that will be targeted are:

- Encourage co-enrollment of SCSEP participants into WIA when feasible.
- Annually introduce and/or provide an updated Host Agency Handbook and SCSEP recruitment materials to our community partners as a part of recruitment efforts; host agency trainings and provide a resource guide to host agencies.
- Develop training in collaboration with the American Job Career Centers that will focus on 55+ Employability Workshops.

18. Strategy for Sustained Improvements to Unsubsidized Employment Entry Rates

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))

Due to recent budget reductions, SCSEP programs throughout the nation are facing challenges to meet the DOL unsubsidized performance measures. In the current economic climate, securing unsubsidized employment has become more competitive, especially for mature job seekers who must learn new skills to be competitive. To overcome these challenges, SCSEP has implemented new programs and activities to market the value in hiring mature job seekers. For example, in September 2011, District Mayor Vincent C. Gray piloted the District's One City • One Hire (OCOH) initiative. The OCOH initiative has recruited over 600 local and regional employers who have committed to hiring at least one unemployed District resident. SCSEP job-ready participants have been given guidance and instructed to register with OCOH and are participating in hiring events. Several have secured permanent full- and/or part-time unsubsidized employment.

Other strategies for continuous improvement of unsubsidized placement possibilities must include:

- Hosting employer meetings, especially with the District's small and local certified business enterprises. During the meetings, staff will discuss job creation opportunities for SCSEP participants. They will market the skills and abilities of SCSEP and discuss the benefits of hiring mature workers;
- Advocating for greater employer appreciation of mature job seekers and a willingness to hire them while helping to decrease the unemployment rate among the mature job seeker;
- Soliciting job opening announcements from area employers seeking workers and participating in roundtable discussions on specific local issues (e.g., transportation as a barrier to workplace access);
- Formalizing activities that maximize participant exposure to area employers and employer knowledge and appreciation of the older worker population and a willingness to hire them;
- Setting high and clear expectations for host agencies, including concrete commitments for both training and placement;
- Setting high demands for participant training, assisting in the search for unsubsidized employment, and making a commitment to hire one or more participants; and
- Ensuring that agreements with host agencies stress a commitment to training and to taking an active role in finding unsubsidized employment if a permanent position at that host agency is unlikely for a particular SCSEP participant.