

**SCSEP State Plan Modifications**

**Indiana Family and Social Services Administration**

**Division of Aging**

**November 26, 2014**

**Senior Community Service Employment Program (SCSEP)  
State Plan Modification 2014-2018**

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

The Indiana Family and Social Service Administration (FSSA)'s Division of Aging (DA) uses 20 C.F.R. 641.120 as guidance in implementing the Senior Community Service Employment Program (SCSEP) throughout Indiana. 20 C.F.R. 641.120 states, "*The purposes of the SCSEP are to foster and promote useful part-time opportunities in community service activities for unemployed low-income persons who are 55 years of age or older and who have poor employment prospects; to foster individual economic self-sufficiency; and to increase the number of older persons who may enjoy the benefits of unsubsidized employment in both the public and private sectors.*"<sup>1</sup>

This has not changed in the two years since the DA implemented the most recent SCSEP State Plan in 2012 as it has continued to oversee SCSEP and other state-directed programs in order, "[t]o develop, finance and compassionately administer programs to provide healthcare and other social services to Hoosiers in need in order to enable them to achieve healthy, self-sufficient and productive lives."<sup>2</sup>

It is the DA's hope that the vision statement of FSSA—the agency that oversees the DA's programs—will be evident throughout this update. FSSA's vision keeps community partners connected in order that older Hoosiers may best be served: "To become a high performance, integrated and interdependent agency, leveraging its resources across the continuum of services we provide in order to reliably and consistently serve our customers while acting as astute stewards of the state and federal money provided to us."<sup>3</sup>

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<sup>1</sup> <http://law.justia.com/cfr/title20/20-3.0.2.1.25.html>

<sup>2</sup> <http://www.in.gov/fssa/4839.htm>

<sup>3</sup> <http://www.in.gov/fssa/4839.htm>

Indiana Governor Mike Pence has designated the DA as the State's Grantee for SCSEP. The DA continues to use National Able Network (National Able) as its sole sub-grantee. Other SCSEP providers ("State Partners") in Indiana include:

- AARP Foundation;
- Experience Works;
- Goodwill Industries International; and
- Senior Service America, Inc.

The DA, National Able, and the State Partners continue to work together to ensure SCSEP participants are not only receiving a paycheck but are also becoming more self-sufficient in their daily lives and into the future. Also supporting the DA in assisting older adults lead the most independent lives possible are countless host agencies and community partners that provide participants "hands on" experience, which is paramount for them to reach self-reliance.

SCSEP remains an important cog in the diversified wheel created to assist the older adult population. Throughout the years, Indiana's SCSEP has remained an important service not only to low-income older adults with barriers to unsubsidized employment, but to nonprofit organizations and government offices as well, which can be significantly affected by changes in the economic climate.

The DA believes National Able provides our SCSEP participants with a universal base of knowledge that assists them with their current job searches and builds skills to help them throughout their participation in the workforce, while establishing a path to self-sufficiency. National Able uses various assessment tools to identify current skills and skill gaps to assist participants to establish goals in targeting unsubsidized positions in the future job market, leading to a more independent life.

The charts below show current and projected employment figures for Indiana:  
Current Employment Statistics (Seasonally Adjusted)<sup>4</sup>

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<sup>4</sup> [http://www.hoosierdata.in.gov/dpage.asp?id=52&view\\_number=2&menu\\_level=&panel\\_number=2](http://www.hoosierdata.in.gov/dpage.asp?id=52&view_number=2&menu_level=&panel_number=2)

Year	Month	BLS Industry Code	Employment
2014	June	Total Nonfarm	2,991,900
2014	June	Total Private	2,561,500
2014	June	Goods Producing	640,700
2014	June	Service-Providing	2,351,200
2014	June	Private Service Providing	1,920,800
2014	June	Natural Resources & Mining	7,200
2014	June	Construction	127,400
2014	June	Manufacturing	506,100
2014	June	Durable Goods	364,800
2014	June	Non-Durable Goods	141,300
2014	June	Trade, Transportation & Utilities	570,600
2014	June	Wholesale Trade	120,000
2014	June	Retail Trade	314,800
2014	June	Transportation, Warehousing & Utilities	135,800
2014	June	Information	35,700
2014	June	Financial Activities	131,300
2014	June	Finance and Insurance	98,700
2014	June	Real Estate and Rental & Leasing	32,600
2014	June	Professional & Business Services	317,900
2014	June	Professional, Scientific & Technical Services	105,000
2014	June	Management of Companies & Enterprises	30,300
2014	June	Admin. & Support & Waste Mgmt & Remediation	182,600
2014	June	Private Educational & Health Services	442,200
2014	June	Private Educational Services	69,300
2014	June	Health Care & Social Assistance	372,900
2014	June	Leisure and Hospitality	301,000
2014	June	Arts, Entertainment & Recreation	44,300
2014	June	Accommodation & Food Services	256,700
2014	June	Other Services	122,100
2014	June	Government (Includes Public Schools & Hospitals)	430,400
2014	June	Federal Government	36,200
2014	June	State Government (Includes Public Schools & Hospitals)	115,800
2014	June	Local Government (Includes Public Schools & Hospitals)	278,400

Long-Term Industry Projections<sup>5</sup>

Year	Industry	Industry	Base Year Emp.	Projected Year Emp.	Percent Change	Numeric Change
2020	Total All Industries	0	2,914,033	3,318,650	13.90%	404,617
2020	Self Employed and Unpaid Family Workers, All Jobs	67	206,402	222,211	7.70%	15,809
2020	Self Employed and Unpaid Family Workers, All Jobs	670	206,402	222,211	7.70%	15,809
2020	Total Self Employed and Unpaid Family Workers, All Jobs	671	206,402	222,211	7.70%	15,809
2020	Self Employed Workers, All Jobs	6010	204,369	220,151	7.70%	15,782
2020	Unpaid Family Workers, All Jobs	7010	2,033	2,060	1.30%	27
2020	Goods Producing	101000	582,400	627,187	7.70%	44,787
2020	Natural Resources and Mining	101100	19,218	18,853	-1.90%	-365
2020	Construction	101200	115,651	154,002	33.20%	38,351
2020	Manufacturing	101300	447,531	454,332	1.50%	6,801
2020	Services Providing	102000	2,125,231	2,469,252	16.20%	344,021
2020	Trade, Transportation, and Utilities	102100	537,258	610,446	13.60%	73,188
2020	Information	102200	35,717	37,661	5.40%	1,944
2020	Financial Activities	102300	124,809	136,484	9.40%	11,675
2020	Professional and Business Services	102400	274,478	335,810	22.30%	61,332
2020	Education and Health Services	102500	631,040	783,050	24.10%	152,010
2020	Leisure and Hospitality	102600	273,080	301,551	10.40%	28,471
2020	Other Services (except Government)	102700	79,680	91,079	14.30%	11,399
2020	Government	102800	169,169	173,171	2.40%	4,002
2020	Unclassified	102900	206,402	222,211	7.70%	15,809
2020	Agriculture, Forestry, Fishing and Hunting	110000	12,949	12,579	-2.90%	-370
2020	Crop Production	111000	6,009	5,624	-6.40%	-385
2020	Animal Production	112000	5,620	5,648	0.50%	28
2020	Forestry and Logging	113000	317	335	5.70%	18
2020	Support Activities for Agriculture and Forestry	115000	1,003	972	-3.10%	-31
2020	Mining	210000	6,269	6,274	0.10%	5
2020	Mining (except Oil and Gas)	212000	6,269	6,274	0.10%	5
2020	Utilities	220000	14,955	13,990	-6.50%	-965
2020	Utilities	221000	14,955	13,990	-6.50%	-965

<sup>5</sup> [http://www.hoosierdata.in.gov/dpage.asp?id=57&view\\_number=2&menu\\_level=&panel\\_number=2](http://www.hoosierdata.in.gov/dpage.asp?id=57&view_number=2&menu_level=&panel_number=2)

2020	Construction	230000	115,651	154,002	33.20%	38,351
2020	Construction of Buildings	236000	29,083	37,393	28.60%	8,310
2020	Heavy and Civil Engineering Construction	237000	15,553	20,391	31.10%	4,838
2020	Specialty Trade Contractors	238000	71,015	96,218	35.50%	25,203
2020	Manufacturing	310000	447,531	454,332	1.50%	6,801
2020	Food Manufacturing	311000	33,497	34,038	1.60%	541
2020	Beverage and Tobacco Product Manufacturing	312000	3,898	3,859	-1.00%	-39
2020	Textile Product Mills	314000	5,221	4,538	-13.10%	-683
2020	Wood Product Manufacturing	321000	11,135	13,837	24.30%	2,702
2020	Paper Manufacturing	322000	9,721	8,974	-7.70%	-747
2020	Printing and Related Support Activities	323000	16,679	15,578	-6.60%	-1,101
2020	Petroleum and Coal Products Manufacturing	324000	3,442	3,020	-12.30%	-422
2020	Chemical Manufacturing	325000	28,467	26,432	-7.10%	-2,035
2020	Plastics and Rubber Products Manufacturing	326000	33,014	37,840	14.60%	4,826
2020	Nonmetallic Mineral Product Manufacturing	327000	11,440	13,286	16.10%	1,846
2020	Primary Metal Manufacturing	331000	38,916	39,522	1.60%	606
2020	Fabricated Metal Product Manufacturing	332000	47,080	52,635	11.80%	5,555
2020	Machinery Manufacturing	333000	36,159	35,619	-1.50%	-540
2020	Computer and Electronic Product Manufacturing	334000	17,596	15,088	-14.30%	-2,508
2020	Electrical Equipment, Appliance, and Component Manufacturing	335000	8,252	7,578	-8.20%	-674
2020	Transportation Equipment Manufacturing	336000	93,932	94,137	0.20%	205
2020	Furniture and Related Product Manufacturing	337000	19,723	21,621	9.60%	1,898
2020	Miscellaneous Manufacturing	339000	29,359	26,730	-9.00%	-2,629
2020	Wholesale Trade	420000	113,873	126,237	10.90%	12,364
2020	Merchant Wholesalers, Durable Goods	423000	68,449	73,038	6.70%	4,589
2020	Merchant Wholesalers, Nondurable Goods	424000	37,038	41,249	11.40%	4,211
2020	Wholesale Electronic Markets and Agents and Brokers	425000	8,386	11,950	42.50%	3,564
2020	Retail Trade	440000	304,636	342,166	12.30%	37,530
2020	Motor Vehicle and Parts Dealers	441000	37,580	44,925	19.50%	7,345
2020	Furniture and Home Furnishings Stores	442000	7,996	10,077	26.00%	2,081

2020	Electronics and Appliance Stores	443000	8,856	9,507	7.40%	651
2020	Building Material and Garden Equipment and Supplies Dealers	444000	27,934	33,730	20.70%	5,796
2020	Food and Beverage Stores	445000	46,724	48,773	4.40%	2,049
2020	Health and Personal Care Stores	446000	20,816	27,188	30.60%	6,372
2020	Gasoline Stations	447000	21,000	18,730	-10.80%	-2,270
2020	Clothing and Clothing Accessories Stores	448000	22,447	26,917	19.90%	4,470
2020	Sporting Goods, Hobby, Book, and Music Stores	451000	12,247	12,705	3.70%	458
2020	General Merchandise Stores	452000	73,219	82,763	13.00%	9,544
2020	Miscellaneous Store Retailers	453000	17,749	18,317	3.20%	568
2020	Non-store Retailers	454000	8,068	8,534	5.80%	466
2020	Transportation and Warehousing	480000	103,794	128,053	23.40%	24,259
2020	Air Transportation	481000	5,946	6,147	3.40%	201
2020	Water Transportation	483000	1,274	1,597	25.40%	323
2020	Truck Transportation	484000	48,699	60,445	24.10%	11,746
2020	Transit and Ground Passenger Transportation	485000	4,283	5,303	23.80%	1,020
2020	Pipeline Transportation	486000	497	382	-23.10%	-115
2020	Scenic and Sightseeing Transportation	487000	86	109	26.70%	23
2020	Support Activities for Transportation	488000	6,791	8,227	21.10%	1,436
2020	Couriers and Messengers	492000	14,468	18,372	27.00%	3,904
2020	Warehousing and Storage	493000	21,750	27,471	26.30%	5,721
2020	Information	510000	35,717	37,661	5.40%	1,944
2020	Publishing Industries (except Internet)	511000	12,066	12,546	4.00%	480
2020	Motion Picture and Sound Recording Industries	512000	3,598	3,358	-6.70%	-240
2020	Broadcasting (except Internet)	515000	4,072	4,493	10.30%	421
2020	Telecommunications	517000	13,802	14,934	8.20%	1,132
2020	Data Processing, Hosting and Related Services	518000	1,649	1,714	3.90%	65
2020	Other Information Services	519000	530	616	16.20%	86
2020	Finance and Insurance	520000	93,030	100,108	7.60%	7,078
2020	Credit Intermediation and Related Activities	522000	43,987	45,406	3.20%	1,419
2020	Securities, Commodity Contracts, and Other Financial Investments	523000	7,886	9,870	25.20%	1,984
2020	Insurance Carriers and Related Activities	524000	40,653	44,191	8.70%	3,538
2020	Funds, Trusts, and Other Financial Vehicles	525000	504	641	27.20%	137

2020	Real Estate and Rental and Leasing	530000	31,779	36,376	14.50%	4,597
2020	Real Estate	531000	21,425	23,993	12.00%	2,568
2020	Rental and Leasing Services	532000	10,115	12,066	19.30%	1,951
2020	Lessors of Nonfinancial Intangible Assets (except Copyright)	533000	239	317	32.60%	78
2020	Professional, Scientific, and Technical Services	540000	96,262	123,849	28.70%	27,587
2020	Professional, Scientific, and Technical Services	541000	96,262	123,849	28.70%	27,587
2020	Management of Companies and Enterprises	550000	26,996	28,488	5.50%	1,492
2020	Management of Companies and Enterprises	551000	26,996	28,488	5.50%	1,492
2020	Administrative and Support and Waste Management and Remediation	560000	151,220	183,473	21.30%	32,253
2020	Administrative and Support Services	561000	144,111	174,815	21.30%	30,704
2020	Waste Management and Remediation Service	562000	7,109	8,658	21.80%	1,549
2020	Educational Services	610000	252,580	287,002	13.60%	34,422
2020	Educational Services	611000	252,580	287,002	13.60%	34,422
2020	Health Care and Social Assistance	620000	378,460	496,048	31.10%	117,588
2020	Ambulatory Health Care Services	621000	117,988	170,453	44.50%	52,465
2020	Hospitals	622000	139,050	162,059	16.50%	23,009
2020	Nursing and Residential Care Facilities	623000	76,157	96,164	26.30%	20,007
2020	Social Assistance	624000	45,265	67,372	48.80%	22,107
2020	Arts, Entertainment, and Recreation	710000	41,595	48,996	17.80%	7,401
2020	Performing Arts, Spectator Sports, and Related Industries	711000	7,812	9,274	18.70%	1,462
2020	Museums, Historical Sites, and Similar Institution	712000	2,015	2,385	18.40%	370
2020	Amusement, Gambling, and Recreation Industries	713000	31,768	37,337	17.50%	5,569
2020	Accommodation and Food Services	720000	231,485	252,555	9.10%	21,070
2020	Accommodation, including Hotels and Motels	721000	19,890	21,492	8.10%	1,602
2020	Food Services and Drinking Places	722000	211,595	231,063	9.20%	19,468
2020	Other Services (except Government)	810000	79,680	91,079	14.30%	11,399
2020	Repair and Maintenance	811000	25,684	31,637	23.20%	5,953
2020	Personal and Laundry Services	812000	25,144	26,753	6.40%	1,609
2020	Religious, Grantmaking, Civic, Professional, and Similar Org	813000	26,110	30,016	15.00%	3,906
2020	Private Households	814000	2,742	2,673	-2.50%	-69



2020	Government	900000	169,169	173,171	2.40%	4,002
2020	Total Federal Government Employment	910000	40,155	35,121	-12.50%	-5,034
2020	State Government, Excluding Education and Hospitals	920000	31,909	33,170	4.00%	1,261
2020	Local Government, Excluding Education and Hospitals	930000	97,105	104,880	8.00%	7,775

The DA has identified five (5) primary in-demand industries and occupations as focus areas for PY2014, and will partner with training providers to develop and implement customized trainings for mature workers in the areas of Information Technology; Manufacturing, Health Care, Customer Service, and Food Safety and Sanitation. These industries are reliant on “baby boomers” and are most likely to employ older adults. Focusing on these areas, the DA continues to use National Able’s expertise to identify job-driven training strategies, and prepare participants for in-demand industries and occupations by incorporating 1) assessment tools, 2) wraparound supportive services, 3) access to industry-specific training that supports reemployment techniques, 4) pre-vocational and vocational training options, and 5) access to employers who partner with the DA to provide qualified candidates for employment opportunities.

To further give SCSEP participants the best chance to compete in the ever-changing job market, the State’s sub-grantee, National Able, conducts panel discussions consisting of employers, host agencies, and training facilitators that discuss current local labor market information, projections, and skills gaps in both technical and soft skills for in-demand industries and occupations.

National Able goes further in turning these discussions into:

- host agency assignments that provide general or specialized industry-specific training responsibilities. The community service training assignment must provide clear evidence of high-quality training, provide essential community services, present opportunities of upward mobility, and provide opportunities that support participants’ goals as outlined in their Individualized Employment Plan (IEP);
- training providers of industry-specific high-demand occupations offering customized training curriculum for mature workers and may provide certification opportunities; and

- employers that will hire SCSEP participants either through On the Job Experience (OJE), temp-to-perm, or their regular established hiring practices.

### **Section 2. Involving Organizations and Individuals**

The DA reached out to all SCSEP entities (including National Able, its sub-grantee) for updates or revisions it considered important in order to give the best current understanding of SCSEP across Indiana. The DA's SCSEP partners and sub-grantee will receive notice when the Modification is made available to the public; they are encouraged to make any comments they feel are necessary. The DA will also make all Area Agencies on Aging and the Department of Workforce Development aware of the available Modification and will encourage them to provide comments.

### **Section 3. Soliciting and Collecting Public Comment**

SCSEP State Plan Modifications were posted on the DA's website (<http://www.in.gov/fssa/da/3462.htm>) as an opportunity for the public to respond with questions or comments through either e-mail or the US Postal Service.

### **Section 4. Increased Unsubsidized Employment and Employer Outreach**

Another way Indiana is furthering the SCSEP experience for participants, while at the same time making paths to unsubsidized employment, is to increase older adults' comfort with technology and giving them a better understanding of the variety of tasks they can do with computers. In fact, the State's sub-grantee has placed 20% of its participants in assignments that provide computer training. And in order to continue meeting the technological needs of prospective employers, the State's sub-grantee will continue to offer its participants computer training outside of the host agency. Recent computer trainings include:

- Element K (online training for Microsoft Programs)
- DePauw University/Tech Reconnect training
- Martinsville Library programs
- Community Action of Southern Indiana computer sessions

One thing that has recently changed in the DA's approach to create more success stories for SCSEP participants is that each participant now has the opportunity to receive individualized, modularized training through Indiana's SCSEP JRT (Job Readiness Training) Program. During PY2013, all participants received a quarterly letter outlining class offerings for three upcoming months. This program was adapted for Indiana SCSEP participants by the Division's sub-grantee. The delivery system model was designed specifically to reach rural communities and has had a number of upgrades since its inception in response to information received from participants, host agencies, and employer feedback and evaluations. This information identified a need to:

- provide additional training options and services to bilingual participants;
- increase the number and scope of trainings offered;
- increase services in rural areas;
- increase computer and technology training;
- provide necessary social networking and advanced interviewing;
- provide information on how to retain employment; and
- provide training opportunities focused on high growth industries.

In Program Year 2013 the DA implemented a blended training model – classroom-based training and instructor-led online training to reach and engage participants regardless of their physical location. Both rural and urban clients now have access to premium training opportunities that accommodate live interaction with subject matter experts. Up to twenty-five satellite locations, including libraries and participant's homes, can access training events at once. The benefits to participants include:

- improved computer skills;
- web-based computer usage;
- working knowledge of social media;
- completion and submission of online job applications;
- increased employment opportunities;
- increased confidence in meeting expectations in today's workplace; and
- self-confidence to perform online job searches, usage of social media for employment, networking opportunities, and in phone screening interviews

The DA's sub-grantee will continue to provide Core JRT Workshops specifically during the 1<sup>st</sup> and 2<sup>nd</sup> quarters of the program year and for new participants within 180 days of enrollment. The DA will use additional training and supportive services funds to enhance current workshops and develop new workshops for the JRT using data from internal surveys and evaluations along with survey information from Charter Oak Group. Since July 1, 2014, over 157 SCSEP participants have completed JRT training workshops. These workshops include:

### **Developing a Job Search Plan**

This workshop is for all job seekers, especially those with unclear or unrealistic occupation goals. It is essential that job seekers today take the time to create and execute an effective job search plan. This workshop walks through the steps starting with defining employment goals, while taking in account skills, abilities, and interests. Most people find job opportunities through networking, so instruction on the development of an effective "elevator speech" as a powerful networking tool is covered along with networking tips.

### **Résumé and Cover Letter Development**

This workshop helps all job seekers to put together their tools of a resume and cover letter to meet the objective eye of computer scanning software as well as the subjective eye of a hiring manager. Choosing the appropriate resume format and filling it with relevant accomplishment and achievements in response to the job posting are explained. What to potentially include or exclude in a résumé, and any special considerations are discussed in this interactive format. Pointers on writing a cover letter as a personal introduction to an organization are also explained.

### **Preparing for the Interview**

Most job seekers would be surprised to know the amount of preparation necessary to successfully interview. In this session, different types of interviews are identified as well as the various stages within the interview process. Techniques for building personal success stories are explained. The importance of connecting with the culture of the interviewing organization through research is discussed and reviewed.

**Mock Interviews**

This workshop provides the practice of a mock interview while utilizing phone screenings and video conferencing. Workshop participants interview for jobs consistent with their employment goals and based upon a predetermined job posting. The interviewer provides one-on-one feedback and interviewees are required to send a thank you note to the interviewer that encompasses both the mood of the interview and the candidate's interest in the position.

**Introduction to Social Media**

This workshop is designed for those interested in understanding what social media is and how it can be leveraged in the job search. A basic definition is established with reference to web 1.0 and web 2.0. A discussion of online safety precedes examples of how people are using social media in their personal lives and how it can be used as a powerful tool in the job search. YouTube, Facebook, and Twitter are introduced; however, greater emphasis and detail is given to the explanation and discussion of LinkedIn as a professional resource.

**The Online Job Application**

Online applications are trending, but they can be extremely frustrating for the job seeker. This workshop takes a look at how to effectively complete an online job application. The components and purpose are explored before identifying five things one must have before beginning an online application. Basic computer skills are demonstrated that contribute to the efficiency of completion, and a handful of general tips and cautions are reviewed and discussed.

**Making a Great Impression on the Job**

A key to job retention is the ability to make a great impression on the job, which starts with effective communication. This workshop addresses workplace communication etiquette pertaining to verbal, written, and nonverbal communications whether in person, on phone, via email, or video conferencing. Adherence to job description and company policies and procedures provide a guide to positive on-the-job behavior in conjunction with the attitude and work habit tips covered in this workshop.

**Providing Exceptional Customer Service**

There is a customer service aspect to every job and this workshop lays out the basics of providing an exceptional customer service experience no matter what job one holds. Customer service is defined in terms beyond the traditional customer service representative role. Aspects of quality service are identified, and the concept of “the customer is always right” is examined and discussed.

**Harmony in the Workplace**

This workshop looks at problem-solving skills and tips for working as a team coupled with time and stress management as the means for keeping harmony in the workplace. Participants will learn basic techniques to manage their time and stress while tackling problems in the workplace. In today’s workplace, many teams are cross-generational. This workshop acknowledges generational differences and provides tips for cross-generational team harmony.

**Office Survival Skills**

This workshop includes a series of short, live remote demonstrations covering the “need-to-know” computer skills in software such as MS Outlook, Word, and Excel.

**Job Readiness Training Schedule**

WORKSHOP		TIME/DATES
Developing an Effective Job Search	10:15 - 12:45	1:00 - 3:30
	10/23; 12/22	10/6; 11/3; 11/17; 12/1
Resume and Cover Letter Development	10:15 - 12:45	1:00 - 3:30
	10/15; 11/21; 12/11	10/7; 11/4; 12/2
Preparing for an Interview	10:15 - 12:45	1:00 - 3:30
	10/14; 11/18	10/9; 10/29; 11/6; 12/4; 12/10
Introduction to Social Media	10:15 - 12:45	1:00 - 3:30
	11/19; 12/15	10/8; 10/28; 11/5; 12/3
Online Job Application	10:15 - 12:45	1:00 - 3:30
	11/25	10/10; 11/7; 12/5; 12/17
Making a Great Impression on the Job	10:15 - 12:45	1:00 - 3:30
	None	12/18
Providing Exceptional Customer Service	10:15 - 12:45	1:00 - 3:30
	10/16; 11/3	10/1; 12/8; 12/19
Harmony in the Workplace	10:15 - 12:45	1:00 - 3:30

	11/24	10/2; 10/27; 11/14
	10:30 - 12:00	1:00 - 2:30
Office Survival Skills	11/6; 11/20; 12/10; 12/18	None

Another way the DA has worked to improve the success rate of SCSEP participants is their relationship with local community colleges to identify, adapt, and assist with enrollment into selected bridge programs. The DA refers participants interested in pursuing the necessary prerequisite training to college-level certification programs and bridge programs to prepare for careers in Customer Service, Hospitality, and Healthcare Administration. These industry standard certifications provide another important opportunity for SCSEP participants to compete successfully for jobs in these high-growth and specialized industries. Other trainings (besides the aforementioned JRT or training in host agencies) the DA has successfully provided oversight for include:

- Continued vigilance in encouraging all participants to enroll in the computer training programs at WorkOne for “basic computer skills.” Participants are asked to go online for free computer training at <http://www.gcfllearnfree.org/computers>
- Sub-grantee staff held group training meetings for participants in Jeffersonville, Evansville, Terre Haute, Ellettsville, Greenwood, Lafayette, Columbus, and Lebanon in Fall 2013. One of the topics covered was how to do an “Elevator Speech.”
- Local trainings such as computer classes at libraries and senior centers were included in many participants’ Individual Employment Plans throughout PY 2013.

The DA and its sub-grantee continue to make community groups, agencies, and older adults aware of SCSEP and the benefits of this job training program by being available to the public. This is evident in the following examples:

- Outreach at Job Fair in Franklin in Spring, 2014
- Outreach at Job Fair in Columbus in Spring, 2014
- Outreach at Job Fair in West Lafayette in May, 2014

- Outreach at Job Fair at Work One Express, Fishers in June, 2014
- Attended Senior Workers Job Fair in Indianapolis in September, 2013
- Calls were made to many United Ways to make them aware of SCSEP and if there were any openings in Winter, 2014. SCSEP marketing material was also provided.
- A member of the DA's sub-grantee staff did a radio interview promoting SCSEP during "National Employ Older Workers' Week" in Sept, 2013 and during Older Americans' Month in May, 2014
- A SCSEP participant attended and presented information on SCSEP at Washington, Bartholomew, and Brown County Community Service Councils once per month from March, 2014 through the end of PY2013.
- Sub-grantee staff member attended a Community Resource Alliance meeting in Terre Haute in January, 2014 to let local agencies know about SCSEP and openings existed at the time
- Letters and phone calls made in December, 2013 informing participants and host agency supervisors that the DA had openings for participants and a request was made for referrals, which speaks to the most effective mode of communication for older adults: word of mouth among peers.
- Quarterly training meetings with staff participants aimed at increasing awareness and collaboration with local Area Agencies on Aging.

The Division is proud of its continued determination to use the option of On-the-Job Experience (OJE) to better the chances of participants becoming successful not only in the realm of positive metrics but also giving the individual more self-sufficiency for the remainder of his/her career. Because of this focus, the DA has had many positive experiences since the last State Plan was submitted, which include:



- Sub-grantee staff provided all SCSEP participants in SW Indiana with an OJE flyer in Fall 2013, which outlined OJE and encouraged participants to contact the sub-grantee with any opportunities;
- Sub-grantee staff has also worked regularly with Work Ones, participants, and potential employers to promote OJEs;
- Sub-grantee staff contacted a pharmacy and a hospital to introduce the OJE program; and
- The DA had 3 successful OJEs in Program Year 2013

Although job projections and the DA's strategy is previously noted in Section 1, it should also be noted that the trend of manufacturing jobs leaving the state continues. Lower paying retail and customer service positions have replaced many of these jobs. In response to this trend, the DA continues to work with participants on customer service skills and offers a specific Job Readiness Training workshop addressing these skills. The DA also has aligned host agency assignments with trainings that will lead to employment with specific employers for those participants who exhibit customer service skills.

Another trend the DA has noticed is that while unemployment is decreasing, employers are struggling to find applicants with good work ethics. Fortunately, the older adult population in general has a better reputation for having competent work ethics than younger generations, and this angle is continue to be pursued as we advocate for our participants. All JRT classes are continuously adjusted to help meet the changing demands of the market for our clientele. The DA also uses funding (Supportive Services) to help pay for computer classes or other trainings on an "as needed" basis.

In the spring of 2014, the Department of Labor increased several metrics for the DA in the annual goal negotiation session. One of the metrics that was raised substantially was Entered Employment, which, while an honor documenting the good work the DA and its sub-grantee does, will also be more of a challenge to meet than in previous years. The DA will continue to use the tools that have led to its current success. For example, we will continue to utilize the sub-

grantee's Job Readiness Training workshops and the On-the-Job Experience option, both of which are described previously in this update. The DA's sub-grantee is also making strides to implement a customer service demand project, which involves reaching out to customer service employers to find out what types of individuals they are looking to hire.

### **Section 5. Community Service Needs**

The DA and its sub-grantee regularly review the landscape of where its participants live in the state to best gauge what industries and host agencies are most prevalent and thrive. This not only provides possible training sites but also prospective employers and service agencies to assist the participants once they leave SCSEP. Much of this reconnaissance is conducted by word of mouth, which is a very helpful tool staff members often use to glean information for our participants. This feedback is then provided to our sub-grantee so ongoing recognition of any potential problems continues.

### **Section 6. Coordinating with Other Programs, Initiatives, and Entities.**

The Division has a lengthy history with the State's WorkOne offices. These offices provide the public with a "One Stop" location for job services (including unemployment insurance and computers for training). Recent examples of this relationship include:

<b>WorkOne(s)</b>	<b>Activity</b>
Hammond, LaPorte, Auburn, Michigan City	HA assignments resulted in unsubsidized employment for participants
Fishers	Two participants assigned in PY 2013
Auburn	Two participants assigned; also provide space for staff participants
Evansville	Three participants assigned in PY 2013; utilized conference room for group meetings; left applications and received referrals for SCSEP
Lafayette	One participant assigned; utilized classroom for group meetings; have left applications and received referrals for SCSEP
Plainfield	One participant assigned; have posted flyers and have referred individuals for SCSEP; participants have also taken WO job search workshops
Martinsville	Flyer posted and brochures available for the public
Lebanon	Space provided for group meeting; provided applications; received SCSEP referrals
Franklin	Two participants assigned; participants took WO "Mindleader"/job search workshops

Crawfordsville	Have participants assigned; applications available to the public; have provided referrals
Clinton	Provided referrals and meeting space to take applications
Spencer	Three participants assigned in PY 2013; given space to meet with participants; provide referrals
Columbus	SCSEP meetings hosted there; also ten JRT workshops held

It should also be noted that of all the above examples of office space provided for SCSEP activities (not including allowing for marketing material/applications to be posted), only one of the WorkOnes requested a rental fee. This is noteworthy, considering this practice is common with other “One Stop” offices across the country. This is another indication of the positive interaction between the two organizations and the belief that a relationship between both entities can be mutually beneficial.

Another tool available to the older worker is involvement in the Department of Workforce Development’s portal, “Indiana CareerConnect.” Not only are SCSEP participants made aware of this website by the DA and its sub-grantee for possible job placements but the DA’s sub-grantee also continues to place advertisements for open positions within SCSEP on this site. The DA has also provided access to a website search tool, which is a spreadsheet with more than twenty employment websites, supplying participants with a great deal of resources. The search tool contains websites for older job seekers, employment assessments, military/veteran job seekers, disabled job seekers, job seekers seeking nonprofit employment as well as many other websites.

The DA’s sub-grantee (National Able Network) has also become the Regional Operator for the Region 9 Workforce Investment Board, which is rare for a SCSEP provider. While this is separate from the organization’s SCSEP responsibilities, it does provide opportunities for older adults since National Able Network works closely in coordination with the other eleven Regional Operators, and can give special expertise to the plight of the older adult worker and the value they possess to potential employers. These improved relationships will help as the DA’s sub-grantee has a major business outreach initiative currently ongoing in the state, and will also be conducting an employer focus group in southeast Indiana in the near future.

The DA has also explored the possibility of placing participants into apprenticeship programs after leaving SCSEP. Labor organizations are a required Workforce Investment Board member, which has been helpful because our sub-grantee is also on several Workforce Investment Boards, providing a link to potential employment opportunities to SCSEP participants, as half the members from these Boards represent area businesses.

The DA and its sub-grantee continue to have good relationships with the other State Partners, and exchange information, brainstorm how to solve general problems, and referring potential SCSEP participants to other providers (in cases of over enrollment and not having slots in that county). These relationships allow all State Partners to strive to work together for outcomes that assist older adults in the best manner possible.

Not only do the DA and its sub-grantee take pride in their levels of community involvement but the State Partners has taken great strides in representing SCSEP in their respective regions as well. This is evident in the State Partners' individual relationships with workforce programs/boards throughout Indiana. For instance, one State Partner sits on numerous workforce development boards, attends job fairs, and meets/conducts outreach with a variety of businesses, which aids in establishing employment for their participants. This State Partner has also taken full advantage of its relationship with area WorkOnes as they are utilized as a host agency, employer, and referral agent for SCSEP services.

The Division of Aging is the State Unit on Aging for Indiana, and with that it is entrusted with creating policies and safeguards, which best assist and protect older Hoosiers, regardless of current work skills. Because of this great responsibility, the DA strives to be transparent in how they serve Hoosiers. One tool the DA uses for this purpose is the Indiana Division of Aging State Plan 2015 – 2018, which was recently approved by the Administration on Aging/Administration for Community Living. The State Plan informs the public that;

*“The mission of Indiana’s Family and Social Services Administration (FSSA) is to develop, finance, and compassionately administer programs to provide healthcare and other social services to Hoosiers in need in order to enable them to achieve healthy, self-sufficient and productive lives. The Division of Aging (DA), one of*

*several divisions within FSSA, focuses this mission on serving the needs of older Hoosiers. The DA establishes and monitors programs that serve the needs of Indiana seniors. The DA's overarching vision is to re-define long-term care for consumers and providers by focusing on comprehensive, coordinated community-based systems that provide advocacy and protective services; planning, coordination and brokering services; interagency linkage and information sharing; and monitoring and evaluation services."*

With our State Plan on Aging, the DA intends to improve its operational and policy decision-making based on the needs of all Hoosiers, but particularly those in vulnerable positions.

Through improved data analysis and collection methods specified in the Plan, the DA anticipates developing best practices in a variety of long-term care and support services (LTSS) activities.

The DA's capacity for documenting its successful methods and practices relates directly to its ability to secure additional funding through grant opportunities and exploring new revenue streams. We have set out to provide a strategic plan designed to address the range of needs experienced by our older citizens and those with disabilities. Enhanced integration of programs and delivery systems, expanded collaborations and partnerships with other organizations and academic institutions, as well as improved community education on existing long-term care and support services will be instrumental to our success in building capacity and ability in Indiana's LTSS network. The goals of the State Plan are:

**Goal 1** - Enhance the capacity of the provider network to provide quality care programming while ensuring responsible stewardship of public monies.

**Goal 2** - Strengthen the rights of Hoosiers to self-determination in their long-term services and supports (LTSS), regardless of their position on the financial spectrum.

**Goal 3** - Create a statewide focus on the needs of family caregivers.

**Goal 4** - Assess and facilitate statewide community readiness for a growing older population.

**Goal 5** - Strengthen statewide systems for advocacy and protection for older adults.

The 2015-2018 State Plan on Aging also acknowledges the critical importance of consumer direction and choice. The DA believes improved education on the availability of various long-

term services and support options is critical to ensure Hoosiers are well-informed in the decisions they make. Also essential to preserving consumer choice and direction, is the existence of a robust system of consumer protection and advocacy.

One example is that the Division's SCSEP program allows participants to be their own advocate and direct their own future. An example of this can be found in the positive remarks in the Customer Satisfaction surveys the Division reviews each year. These surveys contain positive remarks of how participants enjoy their host agency placements and feel the organization does important work for the community, which in turn gives participants a positive outlook regarding their roles. Another avenue the Division uses to assist SCSEP participants in directing their own future is the Job Readiness Training (JRT) program, which was described previously.

The DA also communicates with homeless shelters, CAP agencies, day centers, and senior and other community-based organizations serving older adults to let others know of SCSEP benefits. State Partners are also embedded in the community. For instance, one State Partner works closely with the 2-1-1 referral system in order for their participants to thrive inside and outside SCSEP. Another State Partner has relationships with the American Red Cross and Habitat for Humanity; they have discovered these agencies provide excellent training for SCSEP participants.

The DA's sub-grantee reaches out to Indiana's sixteen Area Agencies on Aging (AAAs) via phone and mail, to partner on recruiting. AAAs have also spoken at host agency supervisory meetings as well as speaking at a staff participant training. The DA's sub-grantee also makes information available regarding the services the AAAs provide, and will be part of future efforts to increase awareness of these services among SCSEP participants. Finally, the AAAs continue to be wonderful host agency sites for participants. They provide valuable experiences as well as to serve as a resource link should a participant ever need services other than SCSEP.

#### **Section 7. Avoiding Service Disruptions**

The State SCSEP Partners work together when necessary, to avoid disruptions of service. This is most evident when slot allocations are changed or there are shifts in the census. The State Partners work to best serve under-enrolled counties and reduce over-enrollment in the least

disruptive way to participants and host agencies. The State Partners are also continually working to assist participants move quickly into unsubsidized employment. This often means coaching, networking, joint training ventures, job fairs, and initiatives with WorkOne offices.

### **Section 8. Improving SCSEP Services**

The DA will continue to place priority on minority outreach and recruitment efforts in accordance with guidelines set forth by the U.S. Department of Labor in 20CFR641.515 (a) and 20CFR641.525. The DA's participant recruitment efforts will include: 1) conducting outreach to community- and faith-based organizations such as churches, food pantries, senior centers, homeless shelters, and vocational rehabilitation providers to specifically identify participants with little or no work histories and/or significant barriers to employment; 2) facilitating job- and resource-fairs geared toward older workers; 3) employing graduate-level interns to create and implement targeted recruitment and marketing efforts; 4) promoting and advertising the program in niche and minority publications, community bulletins, internal and external newsletters, and on the DA's sub-grantee website: [www.nationalAble.org](http://www.nationalAble.org); and 5) engaging local one-stops and government partners for access to active referrals.

In addition, the DA's sub-grantee staff will utilize professional databases to reach low-income seniors, participate in state-level organizations that target mature workers, and regularly attend conferences, forums, and job fairs targeting seniors and veterans. To date, word of mouth remains the DA's number one recruiting strategy. Many current and former participants often share their stories with others and convey their positive experiences in working with the SCSEP program.

The DA's sub-grantee also employs bilingual staff and utilizes community partners to help eliminate any language barriers that may exist among minority groups. Specifically, bilingual program management and client service management staff will continue to work with non-native English speakers to translate job training materials, and conduct the Job Readiness Training (JRT) program in Spanish. The JRT promotes interactive activities that utilize both the effectiveness of an integrated technology-based learning program and the benefits of instructor-led training to create a highly effective, blended learning environment, which delivers vital

career advancement practices. With a 93% satisfaction rating among participants, JRT is a core service offering for all the DA's SCSEP participants.

According to the minority report and SPARQ as of 4-29-14, enrollment levels of minorities in the state of Indiana dropped slightly from 25.58% in PY12 to its current level of 23.32%. This slight decrease can be attributed to normal program attrition. Despite the decrease, the DA has served 186% of minorities, as compared with census data for the area. Outcomes for minority individuals who received SCSEP services through the DA have remained consistent in PY12 and PY13, and do not reflect any deficiencies. According to the minority report and current enrollment data, the DA must enroll participants of Hispanic descent in the state of Indiana. The DA will focus additional time, resources and targeted attention to improve the participation of this particular group. Census data reflect that the Hispanic population consists of only 3.11% of the state's population. The DA's sub-grantee will work with area partners, such as members of the Hispanic Chamber of Commerce, Catholic Charities, places of worship, and other community organizations to recruit and enroll Hispanics in the program.

The DA's efforts to recruit most-in-need populations include outreach to community and faith-based organizations, AAAs, veteran's agencies, food pantries, senior centers, homeless shelters, agencies that focus on minority and English-as-a-second language (ESL) populations, and vocational rehabilitation providers. The DA's sub-grantee has the resources in place to serve participants who have limited work histories, multiple barriers to employment, and who are over the age of 65. These efforts have helped the organization maintain consistent minority recruitment levels throughout its administration of SCSEP. Staff has uniquely engaged various organizations that provide service to minority groups in the communities in which we work, establishing succinct partnership agreements that effectively facilitate open lines of communication with respect to follow-up, referrals, activities, and most importantly, meaningful experiences for SCSEP participants.

### **Section 9. Distribution of SCSEP Positions within the State**

Please see "Attachment A" for the State's Equitable Distribution (ED) report, which was submitted to the Department of Labor on November 3, 2014. It should also be noted that the



DA's sub-grantee continues to balance out equitable distribution and serve those living in underserved counties. The DA is currently enrolling/planning to enroll in underserved counties first. To match these prospective participants with new host agencies, the DA's sub-grantee will continue to use various databases to search for new host agencies as well as community contacts in each underserved county in which we have slots. Other topics regarding specific population distribution can be found throughout this document. The DA continues to strive to serve the most needy and hard-to-place Hoosiers as we also function as Indiana's State Unit on Aging and believe the responsibility has been put upon us to ensure that as many older adults as possible live the safest, most self-sufficient lives possible. As this document has previously demonstrated, this is accomplished through strong community relationships, effective policies/programs, and the ability to compassionately administer SCSEP to eligible older adults.

## Attachment A

### SCSEP State Equitable Distribution (ED) Report

OMB Control Number: 1205-0400

Expiration Date: 03/31/2015

*The Equitable Distribution (ED) State Report form 8705A shows the number of authorized positions by county as determined by the Census data and the number of enrollments by county as determined by the data in SPARQ. The state report should include all grantees that operate in a particular state. The tables in SCSEPED provide various calculations of the variance between the authorized position and the number of current enrollments by county. Please use the table from [SCSEPED.org](http://SCSEPED.org) to fill out the values below and use those calculations to answer the two questions about the variance: What is its significance; and what, if any, actions the grantees will take to come into better compliance with the equitable distribution requirements. Submit the completed report to your FPO with a copy to [grants.SCSEPdocs@dol.gov](mailto:grants.SCSEPdocs@dol.gov).*

**State: Indiana (not including national grantees)**

#### I. Summary of Variance

	Number of Counties	Percent of All Counties	Average Percentage of Variance
Under-service	33	58.9%	44.9%
Over-service	16	28.6%	57.4%
Combined Total Under- and Over-service	49	87.5%	45.1%

#### II. Discussion: reasons for and significance of the variance

*Equitable Distribution(ED) at this time is much closer to ideal than it has ever been. The ARRA expansion in 2009 created several substantial overenrollments in certain counties. Over the past few years we have strategically shrunk. Today there are no major areas of variance compared historically to the past. We have been able to control enrollments by region throughout the state. We are substantially closer to ED standards than in the past few years.*

#### III. Plan to improve statewide ED during program year

*We will continue to monitor ED and strategically contract and grow as needed in counties to more closely meet ED Standards. We are currently enrolling and looking to fill counties that are underenrolled first.*

#### IV. Attach copy of state ED table from [SCSEPED.org](http://SCSEPED.org).

This reporting requirement is approved under the Paperwork Reduction Act of 1995, OMB Control No. 1205-0040. Persons are not required to respond to this collection of information unless it displays a currently valid OMB number. Public reporting burden for this collection of information required to obtain or retain benefits (PL 109-365 Sec 501-518) is estimated to average 3 hours per response; including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Investment, Room C-4510, 200 Constitution Avenue, NW, Washington, DC 20210 (PRA Project 1205-0040).

County	SG AP	SG E	SG V	AARP AP	AARP E	AARP V	EW AP	EW E	EW V	GII AP	GII E	GII V	SSA AP	SSA E	SSA V	Nation AP	Nation E	National V
Adams	2	3	1										4		-4	4	0	-4
Allen	7	5	-2										43	38	-5	43	38	-5
Bartholomew	4	6	2							7	2	-5				7	2	-5
Benton							2	2	-2							2	0	-2
Blackford													4	9	5	4	9	5
Boone	3	2	-1			5	5	2	-3							5	2	-3
Brown	1		-1			2	2	1	-1							2	1	-1
Carroll	2	2				2	2	5	3							2	5	3
Cass	4	2	-2			4	4	5	1							4	5	1
Clark	8	3	-5			10	10	7	-3							10	7	-3
Clay	1	3	2	4	2	-2										4	2	-2
Clinton	1		-1				5	2	-3							5	2	-3
Crawford							6	8	2							6	8	2
Davies				7	5	-2										7	5	-2
Dearborn							8	3	-5							8	3	-5
Decatur							5	4	-1							5	4	-1
DeKalb	3	2	-1										4	1	-3	4	1	-3
Delaware	6	5	-1										15	24	9	15	24	9
Dubois							8		-8							8	0	-8
Elkhart	10	7	-3										19	3	-16	19	3	-16
Fayette	3	3								3	1	-2				3	1	-2
Floyd	6	4	-2				6	4	-2							6	4	-2
Fountain	2	1	-1				3	2	-1							3	2	-1
Franklin							6	1	-5							6	1	-5
Fulton	1	2	1				4	2	-2							4	2	-2
Gibson				7	3	-4										7	3	-4
Grant	4	3	-1										14	9	-5	14	9	-5
Greene				10	8	-2										10	8	-2
Hamilton	8	6	-2							9	3	-6				9	3	-6
Hancock	2	3	1							8		-8				8	0	-8
Harrison							6	9	3							6	9	3
Hendricks	3	3								9		-9				9	0	-9
Henry	3		-3							11	7	-4				11	7	-4



