

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

(OMB Control No. 1205-0040)

A. ECONOMIC PROJECTIONS AND IMPACT

1. DISCUSS LONG-TERM PROJECTIONS FOR JOBS IN INDUSTRIES AND OCCUPATIONS IN THE STATE THAT MAY PROVIDE EMPLOYMENT OPPORTUNITIES FOR OLDER WORKERS. (20 CFR 641.302(D)) (MAY ALTERNATIVELY BE DISCUSSED IN THE ECONOMIC ANALYSIS SECTION OF STRATEGIC PLAN.)

According to the TDLWD's website, the top five industries and occupations in the state that may provide employment opportunities in Tennessee are: 1) Office and Administrative Support Occupations, 2) Sales and Related Occupations, 3) Food preparation and Serving Occupations, 4) Transportation & Material Moving Occupations, and 5) Healthcare. According to, The Workforce Insights, Research and Reporting Engine Division of Tennessee, the top growing industries in the state are, "Leisure & Hospitality, Health Care and Social Assistance, Manufacturing, Transportation, warehousing and utilities, Technical services, Construction and Information" that are projected to see the most job increases. However, the occupations that are the most prevalent among seniors in Tennessee are: office and administrative support, education, training, and library support, community, and social Service occupations. During COVID, PY 2020 -2021 we saw a drop in SCSEP enrollments. All our participants base were put onto Emergency Paid Sick Leave (EPSL) to reduce the monetary shock. Naturally, given the "shut down" the pandemic also effected outreach capabilities and recruitment efforts. Also, not to mention the psychological effects on the older community. The effects of the pandemic lasted longer than originally though. Because of this, Tennessee enrollment amounts are now beginning to rebound. Additionally, seeing an increase in interested host agencies and participants throughout the state. Furthermore, sectors, such as healthcare and business, as projected have grown. Therefore, the need for an older worker force will, similarly, still continue to rise with that need.

2. DISCUSS HOW THE LONG-TERM JOB PROJECTIONS DISCUSSED IN THE ECONOMIC ANALYSIS SECTION OF STRATEGIC PLAN RELATE TO THE TYPES OF UNSUBSIDIZED JOBS FOR WHICH SCSEP PARTICIPANTS WILL BE TRAINED AND THE TYPES OF SKILL TRAINING TO BE PROVIDED. (20 CFR 641.302(D))

As previously stated, there're numerous occupations that are projected to increase. Most of those increases are skill sets that can be taught in host agencies. Occupations such as: Leisure & Hospitality, Health Care and Social Assistance, Transportation, Warehousing etc. This increase will directly translate, in our opinion, into a more diverse career opportunity for SCSEP participants. Tennessee understands the importance of creating an atmosphere where participants have multiple, career-sector opportunities and training opportunities needed to enter gainful employment.

3. DISCUSS CURRENT AND PROJECTED EMPLOYMENT OPPORTUNITIES IN THE STATE (SUCH AS BY PROVIDING INFORMATION AVAILABLE UNDER §15 OF THE WAGNER-PEYSER ACT (29 U.S.C. 491-2) BY OCCUPATION), AND THE TYPES OF SKILLS POSSESSED BY ELIGIBLE INDIVIDUALS. (20 CFR 641.325(C))

Current employment opportunities are stated previously indicating the fastest growing occupations in Tennessee. Also, more opportunities include non-profit organizations (Goodwill), government agencies, and health care opportunities. SCSEP coordinators are tasked to conduct outreach in diverse ways. We must reach the older population that is most in need, which includes individuals with disabilities, Veterans, minorities, homeless and those who live in rural areas. Serving these populations present unique circumstances and issues that are relative to each participant make it harder to serve and find employment. However, we (all SCSEP coordinators) have spent many hours outreaching weekly and building business relationships throughout the communities we serve.

B. SERVICE DELIVERY AND COORDINATION

1. A DESCRIPTION OF ACTIONS TO COORDINATE SCSEP WITH OTHER PROGRAMS. THIS MAY ALTERNATIVELY BE DISCUSSED IN THE STATE STRATEGIES SECTION OF THE STRATEGIC PLAN, BUT REGARDLESS OF PLACEMENT IN DOCUMENT, MUST INCLUDE:

A. PLANNED ACTIONS TO COORDINATE ACTIVITIES OF SCSEP GRANTEEES WITH WIOA TITLE I PROGRAMS, INCLUDING PLANS FOR USING THE WIOA ONE-STOP DELIVERY SYSTEM AND ITS PARTNERS TO SERVE INDIVIDUALS AGED 55 AND OLDER. (20 CFR 641.302(G), 641.325(E))

WIOA requires SCSEP grantees to be partners in or with each local one-stop system. Agreements between local one stops will describe how services are provided with the Local Workforce Investment Board. In Tennessee, the U.S. Department of Labor allocates funds (to operate SCSEP) to Tennessee Department of Labor & Workforce as well as to two national organizations, National Council on Aging and Center for Workforce Inclusion. Tennessee is divided into 9 Local Workforce Development Areas (LWDAs). SCSEP participants are referred to one of the 20 comprehensive American Job Centers, across the state, providing comprehensive, workforce development-related activities, including updating interviewing skills, resume preparation, job placement services and providing supportive services.

B. PLANNED ACTIONS TO COORDINATE ACTIVITIES OF SCSEP GRANTEEES WITH THE ACTIVITIES BEING CARRIED OUT IN THE STATE UNDER THE OTHER TITLES OF THE OLDER AMERICANS ACT (OAA). (20 CFR 641.302(H))

Current services offered to participants such as free transportation services to community service assignment, free physical exams, gas card relief and access to nutrition benefits through SNAP E&T will continue through established partnerships. Also, transportation is provided for participants to the nearest American Job Center for assistance accessing and using the internet when needed.

The SCSEP program plans to explore the possibility to partner with meals on wheels to provide nutrition for those participants, who aren't readily able to drive or has a particular barrier preventing them from driving, such as a disability. Also, the SCSEP program will begin to actively recruit new host agencies giving participants a more diverse choice in acquiring new skill sets. The SCSEP program will continue to schedule training sessions for participants. When possible, bringing speakers in to speak with participants concerning but not limited to health promotion, nutrition benefits, computer skills, interviewing skills, resume skills and disease prevention. Additionally, the state SCSEP coordinator is looking into acquiring iPad/tablets to increase access points for participants who may have barriers getting to the AJC. Finally, we

continue to streamline our referral process for those participants who need additional services in a timely manner.

C. PLANNED ACTIONS TO COORDINATE SCSEP WITH OTHER PRIVATE AND PUBLIC ENTITIES AND PROGRAMS THAT PROVIDE SERVICES TO OLDER AMERICANS, SUCH AS COMMUNITY AND FAITH- BASED ORGANIZATIONS, TRANSPORTATION PROGRAMS, AND PROGRAMS FOR THOSE WITH SPECIAL NEEDS OR DISABILITIES. (20 CFR 641.302(I))

- Coordination with the nine regional Tennessee Area Agencies on Aging organizations that provide curb-to-curb transportation for older Americans (60 and older) is vital in the rural areas to provide access to individuals to participate in SCSEP.
- Increasing SCSEP access points by using other means of technology meeting the participant where they are at.
- Partnerships with various community and faith-based organizations that provide food to older Americans to ensure SCSEP participants have access to proper nutrition such as food banks and senior centers.
- SCSEP and SNAP E&T programs are working together to ensure participants if wanted the option to sign up for nutrition benefits, and leverage training opportunities to better equip SCSEP participants for the job market.
- Network with local community businesses that serve the older Americans population to increase unsubsidized exits.
- Coordination with programs that serve individuals with special needs or disabilities such as Vocational Rehabilitation.
- Participants' training positions include greeters and resource assistants, administrative assistants, file/records clerks, custodians, office assistants, job developers, case managers, and computer assistants.
- Negotiate for participant staff to be co-located at American Job Center offices where feasible. Participants will be able to assist American Job Centers, older job seeker customers to find employment and enable AJC staff to address other customers or service delivery needs.
- Participate in meetings, as appropriate, with senior service providers, both public and private.
- Work with LWDA Boards to encourage community colleges to create short-term education and training programs that are relevant for local targeted industries and high-priority occupations.
- Participate in communities job fairs when able.
- Increase SCSEP awareness in AJC as well as throughout the community by means of better more targeted advertisements.

D. PLANNED ACTIONS TO COORDINATE SCSEP WITH OTHER LABOR MARKET AND JOB TRAINING INITIATIVES. (20 CFR 641.302(J))

The SCSEP and SNAP E&T programs collaborated and have created a Memo (<https://www.tn.gov/content/dam/tn/workforce/documents/wfs/SCSEPSNAPMemo.pdf>) mandating the two programs leverage funds from the other, where possible, to provide extra training services that otherwise would not be possible. Additionally, SCSEP sub-grantees actively seek job training opportunities leading to jobs available and offered by Community Colleges, Applied Colleges of Technology, non-profit organizations, such as Goodwill Industries, Adult Education programs and other training institutions. SCSEP is and will continue to be an active member of the local business service teams.

E. ACTIONS TO ENSURE THAT SCSEP IS AN ACTIVE PARTNER IN THE ONE-STOP DELIVERY SYSTEM AND THE STEPS THE STATE WILL TAKE TO ENCOURAGE AND IMPROVE COORDINATION WITH THE ONE-STOP DELIVERY SYSTEM. (20 CFR 641.335)

The partnership with SCSEP and the American Job Center system is essential to the success of SCSEP in Tennessee. The state will encourage One-Stop American Job Centers to hold regular partner meetings that include all SCSEP grantees operating in each local area to improve coordination with the Workforce delivery system. Sub-grantee strategies include, but not limited to:

- Co-enrollment into WIOA where possible
- Participating in American Job Center (AJC) partnerships meetings
- Referring participants eligible for SCSEP services to supportive services
- Using AJC's in local areas, where feasible as a host agency.
- Leveraging different funding streams to increase access to supportive services.
- Using community-based relationships to increase SCSEP referrals.

F. EFFORTS TO WORK WITH LOCAL ECONOMIC DEVELOPMENT OFFICES IN RURAL LOCATIONS.

Grantees or local projects will collaborate with the local Workforce System and economic development councils in both urban and rural areas to provide education on the exceptional qualities that older adults bring to the workplace, to learn about potential employment growth opportunities, to discuss where older workers could add value to growth areas, and to increase job opportunities. SCSEP priority of service requires outreach to rural communities.

Local project staff utilizes their connections with AJC's Veteran Representatives and Vocational Rehabilitation to promote SCSEP and learn about individuals who may meet the priority of service and eligibility requirements. Grantees will continue to engage organizations that serve hard to reach populations, such as those who are geographically or socially isolated and those whose primary language is not English.

2. THE STATE'S LONG-TERM STRATEGY FOR ENGAGING EMPLOYERS TO DEVELOP AND PROMOTE OPPORTUNITIES FOR THE PLACEMENT OF SCSEP PARTICIPANTS IN UNSUBSIDIZED EMPLOYMENT. (20 CFR 641.302(E)) (MAY ALTERNATIVELY BE DISCUSSED IN THE STATE STRATEGIES SECTION OF STRATEGIC PLAN.)

The State's long-term strategy is to engage those employers in rural areas is one that is always evolving. SCSEP coordinators, in their perspective areas, have increased their outreach efforts into the business community. Building relationships that will yield participant into unsubsidized jobs. Also, give the geographical barrier in rural counties, what has traditionally worked in the past is still relevant and currently working. These strategies include by aren't limited to:

- Establish partnerships with local Chambers of Commerce and employer organizations.
- Encourage Tennessee grantees to continue relationships with their local, county and state economic development councils.
- Continuous training for sub-grantees on topics including data validation, reaching rural population, most-in-need, meeting key performance measures, outreach methods, and best practices.
- Directing sub-grantees to hold meetings with Host agencies educating them on the value of hiring older workers.

3. THE STATE'S LONG-TERM STRATEGY FOR SERVING MINORITY OLDER INDIVIDUALS UNDER SCSEP. (20 CFR 641.302 (C))

1. Monitoring of minority participations to assure core measures are met.
2. Reaching out to community and faith-based organizations that serve minority populations to recruit eligible individuals.
3. Seeking eligible minorities by outreach efforts with Workforce System partners such as Vocational Rehabilitation and Social Service agencies
4. Using multi-lingual brochures and fliers to reach non-English speaking minority groups
5. For Hispanic and Asian population
 - a. Determining the cause(s) for the minority group's lower enrollment
 - b. Setting specific targets for the number of minority enrollees expected.
 - c. Identifying the steps to increase the enrollment of each minority group.
 - d. Prioritizing bilingual service delivery whenever possible to encourage full participation.
 - e. Collaborating with Migrant and Seasonal Farmworker programs for those individuals that are over 55 and above.

4. A LIST OF COMMUNITY SERVICES THAT ARE NEEDED AND THE PLACES WHERE THESE

SERVICES ARE MOST NEEDED. SPECIFICALLY, THE PLAN MUST ADDRESS THE NEEDS AND LOCATION OF THOSE INDIVIDUALS MOST IN NEED OF COMMUNITY SERVICES AND THE GROUPS WORKING TO MEET THEIR NEEDS. (20 CFR 641.330)

1. Monitoring of minority participations to assure performance negotiated goals are met.
2. Reaching out to community and faith-based organizations that serve minority populations to recruit eligible individuals.
3. Seeking eligible minorities by outreach efforts with Workforce System partners such as Vocational Rehabilitation and Social Service agencies
4. Using multi-lingual brochures and fliers to reach non-English speaking minority groups.
5. For Hispanic and Asian population
 - a. Determining the cause(s) for the minority group's lower enrollment
 - b. Setting specific targets for the number of minority enrollees expected.
 - c. Identifying the steps to increase the enrollment of each minority group
 - d. Beginning monitoring minority enrollments on a quarterly basis
 - e. Prioritizing bilingual service delivery whenever possible to encourage full participation.
 - f. Collaborating with Migrant and Seasonal Farmworker programs for those individuals that are over 55 and above.

5. THE STATE'S LONG-TERM STRATEGY TO IMPROVE SCSEP SERVICES, INCLUDING PLANNED LONG-TERM CHANGES TO THE DESIGN OF THE PROGRAM WITHIN THE STATE, AND PLANNED CHANGES IN THE USE OF SCSEP GRANTEEES AND PROGRAM OPERATORS TO BETTER ACHIEVE THE GOALS OF THE PROGRAM. THIS MAY INCLUDE RECOMMENDATIONS TO THE DEPARTMENT AS APPROPRIATE. (20 CFR 641.302(K))

The State long term strategy will continue to be: Working with new and existing host agencies to improve and increase in-demand training opportunities. Increase partnerships with community colleges in the development of programs to meet the needs of participants. Increase opportunities to meet participant's needs through supportive services. Increase awareness of the SCSEP to unsubsidized employers to promote employment opportunities for participants. Expand economic opportunities through utilizing On the Job Experience (OJE) for participants. Increase access points throughout the state allowing more SCSEP participants AJC services, coming to them if necessary.

6. 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))

- Grantees will provide well-established partnerships with local Chambers of Commerce and employer organizations.
- Encouraging Tennessee grantees to establish relationships with their local, county and

state economic development councils.

- Provision of tools on each grantee's Web site for sub-grantees and older worker jobseekers. Tools may include resources and supportive services targeted for older Americans, resume help (tips, templates), information on starting a business, interviewing aids, job-search strategies for older workers (highlighting employers who hire older workers), etc.
- Continuous training of sub-grantees, with topics including performance measures, data validation, budget management, Most-In-Need barriers, job search strategies, etc.
- Encouragement of AJCs to hold job fairs targeted for older workers.
- Encouragement of SCSEP sub-grantees to reach out to employers and host agencies to educate them on the value of hiring older workers.
- Encouraging further education, such as HSE, higher education, and technical training.
- Promoting OJE as a tool for sub-grantees to use in future program years to gain more unsubsidized jobs for participant job seekers.

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C. LOCATION AND POPULATION SERVED, INCLUDING EQUITABLE DISTRIBUTION

1. A DESCRIPTION OF THE LOCALITIES AND POPULATIONS FOR WHICH PROJECTS OF THE TYPE AUTHORIZED BY TITLE V ARE MOST NEEDED. (20 CFR 641.325 (D))

- Coordination with the nine regional Tennessee Area Agencies on Aging organizations that provide curb-to-curb transportation for older Americans (60 and older) is vital in the rural areas to provide access to individuals to participate in SCSEP.
- Partnerships with various community and faith-based organizations that provide food to older Americans to ensure SCSEP participants have access to proper nutrition such as Second Harvest Food banks, Senior Centers for congregate meals and local Help Centers is ongoing.
- Coordination with community and faith-based organizations that serve older Americans such as Senior Centers, Meals-on-Wheels nutrition sites, and senior transportation, serve as host agencies across the state.
- Coordination with programs that serve individuals with special needs or disabilities such as Vocational Rehabilitation and employers such as Goodwill Industries to ensure a successful outcome with SCSEP.
- Use Tennessee's directories of service and support organizations to identify entities and programs in the community that provide referrals and support services to seniors.
- Negotiate community service assignments for participants at AJC offices where feasible. Participants' training positions include greeters and resource assistants, administrative assistants, file/records clerks, custodians, office assistants, job developers, case managers and computer assistants.
- Negotiate for participant staff to be co-located at AJC offices where feasible. If participant assistants are trained as job developers or job developer assistants, they will be able to assist American Job Centers' older job seeker customers to find employment and enable Workforce System staff to address other customers or service delivery needs. Participate in meetings, as appropriate, with senior service providers, both public and private.
- Provide information and referrals to the services of AJC Offices and SCSEP, respectively.
- Continue to utilize computer, adult basic education (ABE), HSE, continuing education, and other targeted training courses at community colleges, taking advantage of course discounts for individuals 55 to 64 years of age and free classes for individuals 65 years of age and older at community colleges. Libraries and community-based organizations also offer ABE, HSE, and ESL classes.
- Work with local boards to encourage community colleges to create short-term education and training programs that are relevant for local targeted industries and high-priority occupations.
- List participant openings and staff openings on Jobs4TN.
- Assist job-ready participants to register on Jobs4TN.
- Include AJC job seeker workshops and Job Clubs, when feasible, in Individual

Employment Plans for participants who live near or have their host agency assignment near an AJC office.

- Attend local board meetings when feasible.
- Provide updates to local boards on SCSEP activities and successes in the LWDA.

2. LIST THE CITIES AND COUNTIES WHERE THE PROJECT WILL BE CONDUCTED. INCLUDE THE NUMBER OF SCSEP AUTHORIZED POSITIONS AND INDICATE WHERE THE POSITIONS CHANGED FROM THE PRIOR YEAR.

The State is currently allocated 167 authorized positions that cover the following Tennessee Local Workforce Developments Areas (LWDA's) and their counties:

- Northeast Tennessee: Carter, Johnson, Sullivan and Washington
- East Tennessee: Scott, Campbell, Claiborne, Union, Scott and Morgan
- Upper Cumberland: Macon, Jackson, Fentress, Putnam, Cumberland and VanBuren
- Southwest Tennessee: Hardeman, Chester, McNairy, Hardin
- Northwest Tennessee: Dyer, Obion, Weakley, Henry, Stewart, Montgomery, Houston, Cheatham and Humphreys.
- Greater Memphis: Shelby

3. DESCRIBE CURRENT SLOT IMBALANCES AND PROPOSED STEPS TO CORRECT INEQUITIES TO ACHIEVE EQUITABLE DISTRIBUTION.

The State does not see any slot imbalances in equitable distribution of services.

4. THE STATE'S LONG-TERM STRATEGY FOR ACHIEVING AN EQUITABLE DISTRIBUTION OF SCSEP POSITIONS WITHIN THE STATE THAT:

A. MOVES POSITIONS FROM OVER-SERVED TO UNDERSERVED LOCATIONS WITHIN THE STATE IN COMPLIANCE WITH 20 CFR 641.365.

According to our state Governor Bill Lee, Tennessee distressed counties have reduced from 10 to 8. Those counties being Hancock, Cocke, Scott, Bledsoe, Clay, Perry, Hardeman, and Lake. These counties are considered rural with the lowest employments rates. This allocation and other allocations are based on data from TN.gov and Job4tn.gov websites.

C. SERVES INDIVIDUALS AFFORDED PRIORITY FOR SERVICE UNDER 20 CFR 641.520. (20 CFR 641.302(A), 641.365, 641.520)

Many participants are given priority status under the SCSEP program. SCSEP sub-grantees work to enroll older workers using this priority of service: first, individuals who are veterans and their qualified spouses; next, individuals, who are 65 and older, or:

- Have a disability.
- Have limited English proficiency or low literacy skills.
- Reside in a rural area.
- Have low employment prospects.
- Have failed to find employment after using services under Title I of WIA
- Are homeless or at risk of homelessness.
- Retired veteran and spouse of
- 65 or over.

5. THE RATIO OF ELIGIBLE INDIVIDUALS IN EACH SERVICE AREA TO THE TOTAL ELIGIBLE POPULATION IN THE STATE. (20 CFR 641.325(A))

The greatest economic need is for those at or below 125% of the Department of Health and Human Services Poverty Level. In Tennessee, according to the Tennessee Commission on Aging and Disability, estimates the older population totals are 1,662,608 for 2022. The older population is growing and for the first time in history the U.S. Census Bureau reports, in 2034 older adults are expected to outnumber children under 18 for the first time in history. There will be a constant need for the SCSEP program as it relates to gaining upgraded skill set of that population. To be eligible for SCSEP, an individual must be 55 years old or older, have a total family income of less than 125 percent of the Federal poverty level and be unemployed. The greatest social need is defined by USDOL as a need caused by noneconomic factors. This includes persons with physical disabilities and mental disabilities, language barriers, and cultural, social, or geographic isolation brought about by racial or ethnic status.

Outreach includes services from WIOA, community outreach, assistance in providing transportation, workforce system referrals, promoting area businesses to increase host agency assignments. Sub-grantees are encouraged to participate in the local board that includes members of the community, business owners, representatives, and those from other state agencies. The sub-grantee is encouraged to outreach to the American Job Center for at specific amount of time per week to recruit participants qualified to participate in the program.

Overall, recruitment endeavors in Tennessee have been successful in reaching and serving the SCSEP-targeted special populations. The use of Disability Program Navigators throughout the Career Center system is a great resource. Navigators assist individuals, with special needs, with Career Center staff in the recruitment and selection process. Navigators bridge the gap between the business and human service communities by organizing forums for discussion, etc.

THE RELATIVE DISTRIBUTION OF ELIGIBLE INDIVIDUALS WHO:

A. RESIDE IN URBAN AND RURAL AREAS WITHIN THE STATE

Answered in Question 10

.B. HAVE THE GREATEST ECONOMIC NEED

Answered in Question 10

C,. ARE MINORITES

Answered in Question 10

C. HAVE LIMITED ENGLISH PROFICIENCY

Answered in Question 10

D. HAVE THE GREATEST SOCIAL NEED. (20 CFR 641.325(B))

7. A DESCRIPTION OF THE STEPS TAKEN TO AVOID DISRUPTIONS TO THE GREATEST EXTENT POSSIBLE, WHEN POSITIONS ARE REDISTRIBUTED, AS PROVIDED IN 20 CFR 641.365; WHEN NEW CENSUS OR OTHER RELIABLE DATA BECOME AVAILABLE; OR WHEN THERE IS OVER-ENROLLMENT FOR ANY OTHER REASON. (20 CFR 641.325(I), 641.302(B))

When a new census or other reliable data becomes available or when there is over-enrollment for any other reason, every effort is made to ensure that there is no disruption in service by ceasing new enrollments until authorized levels are met. Those individuals are then placed on a waiting list for later enrollment. Individual Employment Plans are reviewed and any remaining barriers to employment are addressed; also, an aggressive job placement strategy is put in place to achieve authorized levels.

In the case of any transition of positions, whether caused by a shifting in census data and the location of SCSEP positions or sub-grantees moving within the state, the grantee designated point of contact will serve as the team leader whose responsibilities will include serving as a coordination point of contact for participants, host agencies, other grantees, state SCSEP Offices and USDOL. The Federal Project Officer will be consulted and will subsequently approve any movements of positions. No movement or transfer of positions will be initiated until the State Agency is notified. After approval, the file transfer process begins.