

Workforce Innovation and Opportunity Act (WIOA)

Idaho Combined State Plan:

Section VI: Senior Community Services Employment Program

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Submitted by: Idaho Commission on Aging

- Workforce Innovation and Opportunity Act (WIOA) 1
- Section VI: SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP) 3
- (a) Economic Projections and Impact..... 3
 - (1) Long-term Projection in Industries and Occupations 3
 - (2) Long-term Job Projections 4
 - (3) Current and Projected Employment Opportunities 5
- (b) Service Delivery and Coordination 6
 - (1) SCSEP Coordination with Other Programs:..... 6
 - (2) Employer Engagement..... 7
 - (3) Service to Minority Older Individuals 8
 - (4) Community Services 8
 - (5) Improvement of SCSEP Services 8
 - (6) Improvement of the SCSEP Level of Performance..... 9
- (c) Location and Population Served, including Equitable Distribution 9
 - (1) Description of Localities and Populations..... 9
 - (2) Equitable Distribution 10
 - (3) Steps to Correct Equitable Distribution Inequities 11
 - (4) Strategy to Achieve Equitable Distribution..... 11
 - (5) Ratio of Eligible Individuals 11
 - (6) Relative Distribution of Eligible Individuals 12
 - (7) Steps to Avoid Disruptions..... 13
- (d) SCSEP Operations..... 13
 - (1)Administrative..... 13
 - (2) Recruitment 16
 - (3) Income Eligibility..... 16
 - (4) Orientation:..... 16
 - (5) Duration Limits:..... 17
 - (6) Assessments:..... 17
 - (7) Community Service Assignments:..... 18
 - (8) Training: 19
 - (9) Supportive Services:..... 19
 - (10) Termination: 20
 - (11) Complaints & Grievances:..... 20
 - (12) Participant enrollment:..... 20
 - (13) Performance: 21
 - (14) Administrative Costs:..... 21

Section VI: SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

The SCSEP is a federal program authorized by Title V of the Older Americans Act (OAA). The SCSEP provides seniors with part-time, work-based training opportunities. The Idaho Commission on Aging (ICOA) is the state grantee responsible to develop the State SCSEP Plan, set statewide goals, assign and monitor contract, provide reimbursement and submit federal reports. Eligible seniors are placed at host agencies to obtain job training and acquire marketable work skills. Host agencies include non-profit 501(c)3 organizations, government agencies, senior centers, community action centers and health clinics. The Idaho SCSEP 2016-2020 State Plan provides strategies to implement the program and ensures services are connected to individuals that are most in need. The SCSEP State Plan was developed in collaboration with core partners and builds on the strategies identified in the WIOA Combined State Plan.

The ICOA implements the program by contracting with Experience Works, who operates three regional offices; Coeur d’Alene, Boise and Twin Falls. Experience Works’ Employment Training Coordinators assist seniors to develop Individual Employment Plans and teach job seeking skills such as; interviewing, job searches, setting goals and resume building. The Employment Training Coordinators utilize a variety of training resources, to include job clubs, universities, Job Ready Software program, and local libraries. The emphasis is to provide technology training to assist seniors obtain marketable skills that are essential to the present workforce. A participant can be on the program for 48 months; however, a onetime, 12 month extension waiver is available for those participants who qualify.

(a) Economic Projections and Impact

(1) Long-term Projection in Industries and Occupations

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))

The ICOA’s long term senior employment strategies focus on the Workforce Development Council’s four main industry sectors: Advanced Manufacturing, High Tech, Health Care and Power & Energy. The trends in these sectors show more opportunities in Health Care and Advanced Manufacturing. Below is the number of jobs per targeted industry and the growth over the past five years.

SCSEP Table 1: Workforce Development Council’s Target Industries

WDC Target Industries	2010	2011	2012	2013	2014	Growth
Advanced Manufacturing	53,124	54,501	56,510	59,186	59,823	6,699
• Aerospace	472	492	539	671	863	391
• Food Processing	15,407	15,322	15,620	16,359	16,437	1,030
High Tech	49,635	50,230	50,237	49,613	50,456	821
Health Care	68,989	70,561	71,492	74,538	77,634	8,645
Power & Energy	10,617	10,647	10,583	10,496	10,465	-152

Source: Idaho Department of Labor

The occupations identified as high demand provide the data needed for ICOA and Experience Works to develop and recruit specific organizations to consider employing individuals 55+. The Top Ten High-Demand Occupations by annual openings is identified below.

SCSEP Table 2: Top Ten High-Demand Occupations by Annual Openings

Occupation	2012 Employment	2022 Projected Employment	Annual Openings*	Median Hourly Wage
Retail Salespersons	21,293	25,582	1,157	\$10.10
Cashiers	14,775	17,068	868	\$9.02
Customer Service Representatives	15,616	19,010	764	\$12.21
Combined Food Preparation and Serving Workers, Including Fast Food	9,862	13,077	699	\$8.62
Waiters and Waitresses	9,999	12,163	697	\$8.57
Registered Nurses	12,276	15,511	562	\$28.36
Farmworkers and Laborers, Crop, Nursery, and Greenhouse	10,113	11,586	454	\$9.19
Office Clerks, General	14,268	15,706	444	\$12.84
General and Operations Managers	10,968	12,999	408	\$33.41
Laborers and Freight, Stock, and Material Movers	8,567	9,953	404	\$11.69
<i>* Annual Openings include openings due to growth and replacement needs</i>				
SOURCE: 2012-2022 Idaho Department of Labor Occupation Projections				
SOURCE: Wages - Idaho Department of Labor 2014 Occupations Employment Statistics Program				

(2) Long-term Job Projections

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))

The Idaho SCSEP has 33 active Host Agencies. Each agency serves as a training site to improve occupational skills needed for high demand jobs. The following chart represents the types of Host Agencies and corresponding occupational training.

SCSEP Table 3: High Demand Jobs and Active Training Host Sites

Host Agency Types	Number of Active Sites	High Demand Skill Sets
Social Assistance	6	Customer Service Representatives, Office Clerks, Administrative Assistants
Stores	15	Customer Service Representatives, Office Clerks, Administrative Assistants, Maintenance and Repair Workers
Shelters	3	Customer Service Representatives, Office Clerks, Administrative Assistants
Meal Sites	5	Customer Service Representatives, Office Clerks, Administrative Assistants
Historical Centers	1	Customer Service Representatives, Office Clerks, Administrative Assistants
Parks and Recreation	1	Construction Laborer, Maintenance and Repair
Government	1	Customer Service Representatives, Office Clerks, Administrative Assistants
Health Clinic	1	Personal Care Aides, Nursing Assistance
Source: SPARQs SCSEP Reporting System		

In addition, SCSEP participants have access to online training certifications for Customer Service Representative, Essential Entry-level Workplace and Clerical Skills, Supervisor/Manager, Essential Entry-level Work skills, Essential Medical Office Skills, Administrative Assistant, and Sales Representative.

(3) Current and Projected Employment Opportunities

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))

In the table below, ICOA utilized the Wagner-Peyser Act statistical information to identify projected senior employment opportunities for the targeted occupation based on senior education level. ICOA’s SCSEP contractor provides seniors with training to compete in the marketplace for these occupations.

SCSEP Table 3: Top Ten High Demand Jobs

Targeted Occupations	2022 Projected Employment	Annual Openings*	Wage	Education	Senior Education 65+
Personal Care Aides	11,296	369	\$8.90	LHS*	31,945
Construction Laborers	7,250	284	\$13.56		
Customer Service Representatives:	19,010	764	\$12.21	HSDE*	113,627
Maintenance and Repair Workers, General	6,567	201	\$15.51		
Office Clerks,	15,706	444	\$12.84		
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	11,731	264	\$13.44		
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	7,223	229	\$22.56		
Nursing Assistants	9,452	327	\$10.69	PNDA*	52,390 (some college)
Registered Nurses	15,511	562	\$28.36	AD*	10,068
General and Operations Managers	12,999	408	\$33.41	BD*	27,056
Source: Idaho Department of Labor					
*HDE: High School Diploma or Equivalent; BD: Bachelor’s Degree; AD: Associate’s Degree; LHS: Lower than High School; PNDA: Postsecondary Non-degree Award					

(b) Service Delivery and Coordination

(1) SCSEP Coordination with Other Programs:

A description of actions to coordinate SCSEP with other programs.

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

Strategy: ICOA will collaborate with one-stop partners to develop a Memorandum of Understanding outlining roles and responsibilities.

Planned Actions:

- This Memorandum of Understanding will include referral information between SCSEP and the IDOL's Adult Dislocated Worker program offered under the WIOA Title I.
- IDOL will provide Adult Dislocated Worker Program training to ICOA's SCSEP contractor
- ICOA will build the agreement roles and responsibilities into statewide contractor reviews.

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

Strategy: ICOA will coordinate employment resource sharing between ICOA's SCSEP contractor and the Area Agencies on Aging's Information and Assistance service. This training will focus on referral coordination and meeting participants' supportive service needs, such as, transportation, caregiver support, congregate meals and health promotions.

Planned Actions:

- ICOA will utilize SCSEP employment strategies in the development of the State Plan, which in turn will be used by the local Area Agencies on Aging to develop their Area Plans.
- ICOA's SCSEP contractor will provide eligibility training, establish referral protocols with the Area Agencies on Aging, and coordinate regional resources and outreach activities.

(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))

Strategy (Private Agencies): ICOA will develop an On the Job Experience policy to provide private entities an opportunity to participate in the program.

Planned Actions:

- Collaborate with ICOA's SCSEP contractor to establish and implement an On the Job Experience training policy. ICOA will submit this policy with the 2016 SCSEP Grant Application.

Strategy (Public Entities): ICOA will coordinate employment resource sharing between ICOA's SCSEP contractor and the Centers for Independent Living. This training will focus on referral coordination and meeting participants' supportive service needs, such as, transportation, caregiver support, congregate meals and health promotions.

Planned Actions:

- ICOA will utilize SCSEP employment strategies in the development of the State Plan and will work with the Centers for Independent Living in the development of their State Plan.
- ICOA's SCSEP contractor will provide eligibility training and establish referral protocols with the Centers for Independent Living and coordinate regional contact information and outreach activities.

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

Strategy: Through collaboration with WIOA's State Plan Advisory Group (IDOL, Division of Professional-Technical Education, Vocational Rehabilitation, Commission for the Blind and Visually Impaired and ICOA), ICOA will promote job training initiatives through ICOA's SCSEP contractor, the Area Agencies on Aging and the Centers for Independent Living.

Planned Actions:

- ICOA will participant in the quarterly WIOA State Plan Advisory Group meetings to ensure strategies are being implemented throughout Idaho.
- ICOA will distribute job training initiatives to local ICOA's SCSEP contractor offices, Area Agencies on Aging and Centers for Independent Living to be implemented.

(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)

Strategy: ICOA will work with the Idaho Department of Labor to develop a standardize Memorandum of Understanding between state organizations and contracted providers.

Planned Actions:

- ICOA will work with partners to standardized requirements to be incorporated into regional and local Memorandums of Understanding.

(F) Efforts to work with local economic development offices in rural locations.

Strategy: ICOA's SCSEP contractor will conduct SCSEP outreach to economic development offices located in rural counties with persistent unemployment.

Planned Actions:

- ICOA's SCSEP contractor will provide SCSEP outreach to local economic development offices in rural counties with persistent unemployment: Benewah, Bonner, Boundary, Shoshone, Clearwater, Idaho, Adams, Gem, Valley, Camas, and Lincoln.

(2) Employer Engagement

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.)

Strategy: Out of the four Workforce Development Council targeted industries (Advanced Manufacturing, High Tech, Health Care and Power & Energy), ICOA will focus on increasing the two highest growth sectors, Health Care and Advanced Manufacturing.

Planned Actions:

- ICOA's SCSEP contractor will recruit nonprofit Health Care and Advanced Manufacturing organizations to participate as Host Agencies and prepare participants to compete for these job positions.

(3) Service to Minority Older Individuals

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

Strategy: ICOA evaluates SCSEP labor and management reports and develops strategies to increase minority participation.

Planned Actions:

- ICOA will work with regional one-stop offices and ICOA's SCSEP contractor to address low minority participation as identified in the SCSEP management and USDOL's SCSEP State minority reports.

(4) Community Services

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)

Strategy: ICOA will develop strategies connecting individuals who are most in need with community services in the Targeted Industry.

Planned Actions:

- ICOA's SCSEP contractor will identify non-profit/governmental Host Agencies to provide individuals, who qualified for the SCSEP program, the training needed to compete for jobs in the Workforce Development Council Targeted Industries. The target locations are those counties that are not meeting equitable distribution level as identified in SCSEP Table 8.

SCSEP Table 6: Community Job Service Needs

Non-profit or Governmental Host Agencies that meet community service training needs	Targeted Industries
Warehouses (shipping and receiving), Thrift stores, Correctional Industries, Restore, Habitat for Humanity	Advanced Manufacturing
Technical Businesses, Universities, City, County and State Governments	High Tech
Hospitals, Home Health Companies Doctor Offices, non-profit clinics (i.e. Terry Reilly)	Health Care
Utility Organizations	Power and Energy

(5) Improvement of SCSEP Services

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

Strategy: Participate with WIOA partners to align the SCSEP vision and mission with other agencies employment strategies.

Planned Actions:

- As part of the WIOA's State Plan Advisory Group, ICOA will coordinate SCSEP efforts with one-stop offices, develop on the job experience policy, coordinate statewide SCSEP resource training, , promote job training initiatives, provide outreach to economic development offices, focus skill development on high job growth sectors, increase minority participation, and target service needs.

(6) Improvement of the SCSEP Level of Performance

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))

Strategy: ICOA works closely with the SCSEP contractor to exceed “enter employment” levels. In program years 2013 and 2014, ICOA exceeded program goal by 122% and 130% respectively.

Planned Action:

- ICOA monitors the SCSEP contractor quarterly and develops strategies to meet USDOL’s annual goals.

SCSEP Table 7: Performance Measure

Program Year	PY 13			PY 14		
	Goal	Performance	Goal %	Goal	Performance	Goal %
Entered Employment	39.2%	48.0%	122%	41.8%	54.5%	130%

Source: SPARQs SCSEP Reporting System

(c) Location and Population Served, including Equitable Distribution

(1) Description of Localities and Populations

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))

Strategy: ICOA’s SCSEP contractor will meet the Equitable Distribution levels set by USDOL.

Planned Action:

- ICOA uses the USDOL’s Equitable Distribution level and determines the underserved areas to be targeted by the SCSEP contractor. Currently there are 18 areas that are underserved.

SCSEP Table 8: State Program Equitable Distribution

Urban and Rural Counties	Population 55 and over	2014-2015 AP (no change)	2015 Current (1st Quarter)	2015 Current Under Served (1st Quarter)	2015 Current Over Served (1st Quarter)
Ada (U)	85,802	4	9		5
Adams (R)	1,568				
Bannock (U)	18,090	1	3		2
Bear Lake (R)	1,832	1	0	-1	
Benewah (U)	3,038	1	0	-1	
Bingham (R)	9,975	2	1	-1	
Blaine (R)	5,864				
Boise (R)	2,539				
Bonner (R)	14,329	2	1	-1	
Bonneville (U)	22,323	2	3		1
Boundary (R)	3,527	1	0	-1	
Butte (R)	874	1	0	-1	
Camas (R)	363				
Canyon (U)	38,857	4	3	-1	

Urban and Rural Counties	Population 55 and over	2014-2015 AP (no change)	2015 Current (1st Quarter)	2015 Current Under Served (1st Quarter)	2015 Current Over Served (1st Quarter)
Caribou (R)	1,918				
Cassia (R)	5,179	1	0	-1	
Clark (R)	187				
Clearwater (R)	3,339	1	2		1
Custer (R)	1,603				
Elmore (R)	5,053	1	0	-1	
Franklin (R)	2,827	1	1		0
Fremont (R)	3,248	1	0	-1	
Gem (R)	5,351	1	2		1
Gooding (R)	3,737	1	1		0
Idaho (R)	6,107				
Jefferson (R)	5,109	1	1		0
Jerome (R)	4,757	2	2		0
Kootenai (U)	38,664	1	3		2
Latah (U)	7,613	1	1		0
Lemhi (R)	3,127	1	0	-1	
Lewis (R)	1,362				
Lincoln (R)	1,073				
Madison (U)	3,997				
Minidoka (R)	5,164	2	1	-1	
Nez Perce (U)	11,650	1	0	-1	
Oneida (R)	1,259	1	0	-1	
Owyhee (R)	2,815	2	0	-2	
Payette (R)	5,827	3	3		0
Power (R)	1,830				
Shoshone (R)	4,226	1	1		0
Teton (R)	1,765				
Twin Falls (U)	18,910	2	7		5
Valley (R)	3,550	1	0	-1	
Washington (R)	3,323	2	1	-1	
Total	373,551	47	31	-18	17

Source: www.SCSEPed.org

(2) Equitable Distribution

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.

Strategy: ICOA implements the SCSEP program in the 31 counties in Idaho to meet the USDOL's required Equitable Distribution levels.

Planned Action:

- ICOA uses data from www.scsep.org (shown in SCSEP Table 8: State Program Equitable Distribution) to identify changes in performance and areas that are underserved or have no positions.

(3) Steps to Correct Equitable Distribution Inequities

Describe current slot imbalances and proposed steps to correct inequities to achieve equitable distribution.

Strategy: ICOA will develop a policy to meet the USDOL's equitable distribution level and focus on increasing enrollment in the underserved areas.

Planned Action:

- Develop a policy that sets maximum participation levels and transition from overenrolled areas to underserved.
- The Policy will be submitted with the PY2017 grant and incorporated into the SCSEP contract.

(4) Strategy to Achieve Equitable Distribution

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.

Strategy: ICOA will analyze the state equitable distribution to determine the need to move authorized positions from the state to the federal program or vice versa.

Planned Action:

- For those ICOA areas that are over or underserved, ICOA would work with the federal contractor to determine if a position transfer would allow both programs to meet USDOL's goals.

(B) Equitably serves rural and urban areas.

Strategy: ICOA will ensure rural and urban counties are served equitably.

Planned Action:

- The ICOA will require the SCSEP contractor to follow and meet the equitable distribution formula released by the USDOL.
- The SCSEP contractor will conduct outreach to eligible host agencies that reside in rural areas to address underserved rural areas.

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

Strategy: The ICOA requires the SCSEP contractor to follow the service rule priority.

Planned Action:

- ICOA will monitor priority of service (65 Years of age or older, Disabled, Limited English proficiency or low literacy skills, Resides in a rural area, Veteran, Low employment prospects, Failed to find employment, Homeless or at risk of homelessness) through quarterly progress reports.

(5) Ratio of Eligible Individuals

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

The Idaho counties and "Ratio of Eligible Individuals" (55 years old and over and below 125% poverty) are listed in SCSEP Table 9: Relative Distribution of Eligible Individuals.

(6) Relative Distribution of Eligible Individuals

The relative distribution of eligible individuals who:(A) Reside in urban and rural areas within the State(B) Have the greatest economic need(C) Are minorities(D) Are limited English proficient.(E) Have the greatest social need. (20 CFR 641.325(b))

SCSEP Table 9: Relative Distribution of Eligible Individuals

Urban and Rural Counties	Population 55 and Over	Ratio of Eligible State Population	Greatest Economic Need	Minorities: 65+ and Unemployed	Limited English Proficient	Greatest Social Need
Ada (U)	85,802	24.16%	57,684	286	533	14,454
Adams (R)	1,568	0.37%	879	22	0	261
Bannock (U)	18,090	5.14%	12,264	72	46	4,451
Bear Lake (R)	1,832	0.45%	1,081	32	0	288
Benewah (U)	3,038	0.79%	1,891	40	3	639
Bingham (R)	9,975	2.71%	6,469	50	218	2,311
Blaine (R)	5,864	1.59%	3,788	42	62	457
Boise (R)	2,539	0.59%	1,401	32	10	399
Bonner (R)	14,329	3.57%	8,520	62	19	2,295
Bonneville (U)	22,323	6.27%	14,961	100	78	4,806
Boundary (R)	3,527	0.84%	2,013	36	0	639
Butte (R)	874	0.22%	523	22	0	188
Camas (R)	363	0.08%	181	22	0	92
Canyon (U)	38,857	9.95%	23,761	74	610	9,920
Caribou (R)	1,918	0.49%	1,181	32	4	381
Cassia (R)	5,179	1.34%	3,195	42	88	800
Clark (R)	187	0.05%	123	22	0	55
Clearwater (R)	3,339	0.84%	2,004	32	0	643
Custer (R)	1,603	0.39%	925	22	0	283
Elmore (R)	5,053	1.34%	3,189	52	128	1,281
Franklin (R)	2,827	0.76%	1,810	36	0	626
Fremont (R)	3,248	0.90%	2,144	36	17	510
Gem (R)	5,351	1.32%	3,153	96	60	884
Gooding (R)	3,737	0.93%	2,228	63	97	572
Idaho (R)	6,107	1.51%	3,610	44	0	1,258
Jefferson (R)	5,109	1.39%	3,318	42	125	1,407
Jerome (R)	4,757	1.28%	3,056	42	40	854
Kootenai (U)	38,664	10.15%	24,241	61	24	7,650
Latah (U)	7,613	2.20%	5,262	48	4	1,297
Lemhi (R)	3,127	0.78%	1,853	32	0	449
Lewis (R)	1,362	0.33%	796	22	13	280
Lincoln (R)	1,073	0.32%	764	32	18	317
Madison (U)	3,997	1.12%	2,673	78	30	834
Minidoka (R)	5,164	1.41%	3,369	42	92	1,056
Nez Perce (U)	11,650	3.28%	7,833	54	12	2,575
Oneida (R)	1,259	0.31%	743	22	9	254

Urban and Rural Counties	Population 55 and Over	Ratio of Eligible State Population	Greatest Economic Need	Minorities: 65+ and Unemployed	Limited English Proficient	Greatest Social Need
Owyhee (R)	2,815	0.62%	1,477	36	73	641
Payette (R)	5,827	1.43%	3,418	42	1	1,136
Power (R)	1,830	0.52%	1,236	32	12	374
Shoshone (R)	4,226	1.07%	2,559	36	6	819
Teton (R)	1,765	0.52%	1,251	36	17	727
Twin Falls (U)	18,910	5.03%	12,012	56	303	3,388
Valley (R)	3,550	0.84%	2,003	32	0	700
Washington (R)	3,323	0.82%	1,948	32	64	621

County Population: 55 years and older, **Greatest Economic Need:** 55 years old or over and below 125% of poverty, **Ratio of Individuals:** those individuals 55 years or older and below 125% of poverty compared to the total population, **Minorities:** 65 or older who are unemployed, **Limited English Proficient:** 55 years or older, **Greatest Social Need:** 65 years or older with a disability and below 125% of poverty.

(7) Steps 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))

Strategy: ICOA will collaborate with partners to reduce negative impacts of redistribution, new Census or over-enrollment.

Planned Action:

- ICOA will negotiate participant’s transfers with national grantee when USDOL’s releases the authorized positions, will update target employment areas based on , Census and labor market reports, and will review quarterly progress reports and work with one-stop partners and SCSEP contractor to address over-enrollment.

(d) SCSEP Operations

(1)Administrative

Describe the organizational structure of the project and how subprojects will be managed, including:

(A) Identification of the key staff, including the primary responsibilities and the amount of time assigned to the SCSEP grant;

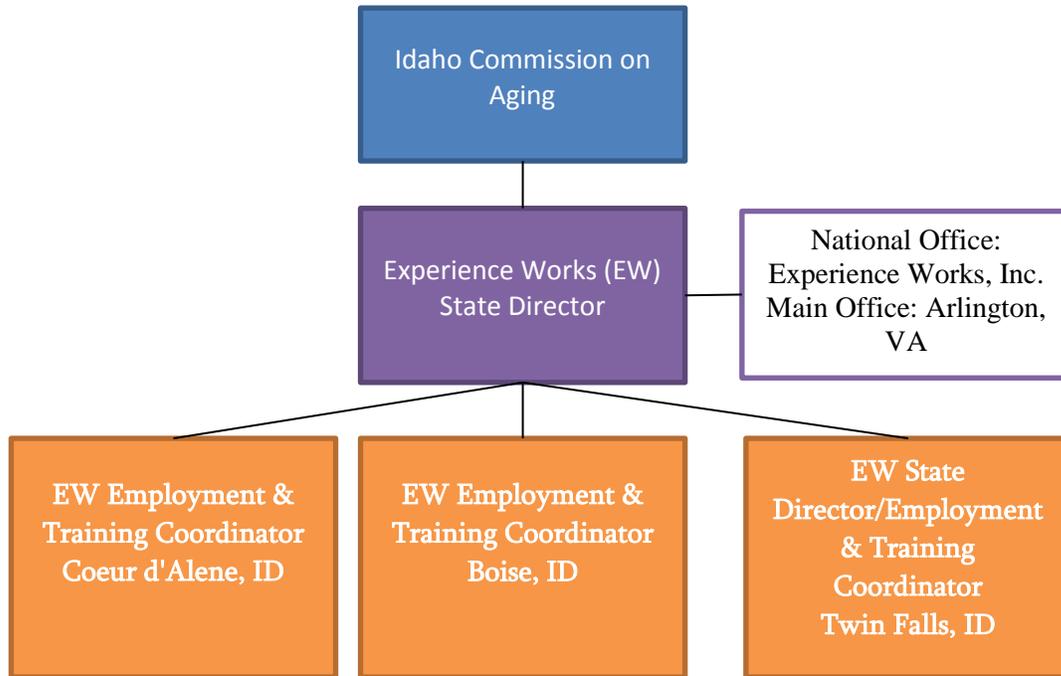
ICOA: The ICOA Administrator received authorization by the Governor to submit the SCSEP state plan. The ICOA SCSEP Program Specialist monitors and administers the SCSEP State Program and is responsible to set the SCSEP budget, procurement development, and program oversight including monitoring, validation and operational reporting. The Program Specialist is also responsible for the implementation of the SCSEP state plan and the communication, collaboration, and coordination with other ICOA and non-ICOA programs. ICOA utilizes .2 FTE to manage and monitor the SCSEP Program.

SCSEP Contractor: ICOA contracts with Experience Works to implement the SCSEP program in Idaho. Experience Works provides a State Director, who manages one of three offices (Twin Falls) and oversees the other two (Coeur d’Alene and Boise). Experience Works is both the State and National contractor for Idaho, which streamlines equitable distribution and provides program consistency among participants and Host

agencies. The State Director is ICOA’s main contact and is responsible to implement ICOA’s strategies, disseminate information to local agencies, manage budgets, monitor SCSEP performance goals, ensure compliance and manage Employment Training Coordinators located in the satellite offices.

Experience Works Employment Training Coordinators recruit new host agencies, determine participant eligibility, enroll participants, provide employment training, monitor job retention, and supervise SCSEP participants. Experience Works utilizes 20% of their staff time.

(B) Include an organization chart depicting any subgrantees or local affiliates implementing the grant. Include a table with authorized positions for each subgrantee or affiliate, if applicable;



SCSEP Table 10: SCSEP Employment Training Coordinators: Below are the SCSEP Regional Offices and the State and Federal July 1, 2015 authorized positions by county based.

Coeur d’Alene Office		Boise Office		Twin Falls Office			
State/Federal		State/Federal		State/Federal			
Benewah	1/1	Ada	4/32	Bannock	1/6	Fremont	1/1
Bonner	2/7	Adams	0/1	Bear Lake	1/1	Gooding	1/3
Boundary	1/3	Boise	0/2	Bingham	2/5	Jefferson	1/2
Clearwater	1/1	Canyon	4/20	Blaine	0/3	Jerome	2/2
Idaho	0/6	Elmore	1/2	Bonneville	2/8	Lincoln	0/1
Kootenai	1/20	Gem	1/4	Butte	1/0	Madison	0/3
Latah	1/2	Owyhee	2/1	Camas	0/0	Minidoka	2/1
Lemhi	1/1	Payette	3/0	Caribou	0/1	Oneida	1/0

Coeur d'Alene Office		Boise Office		Twin Falls Office			
State/Federal		State/Federal		State/Federal			
Lewis	0/1	Valley	1/1	Cassia	1/2	Power	0/1
Nez Perce	1/6	Washington	2/1	Clark	0/0	Teton	0/0
Shoshone	1/3			Custer	0/1	Twin Falls	2/11
				Franklin	1/1		

(C) Describe training that will be provided to local staff

Strategy: ICOA provides guidance and requires the SCSEP contractor to develop staff training to meet the SCSEP program requirements.

Planned Action:

- Through monthly meetings, ICOA reviews the following with the SCSEP contractor: SPARQ Management Reports, service to the minority population, topics covered during all grantee calls, new rules and regulations, Training and Educational Guidance Letters, data collection, compliance with SCSEP State Plan strategies, and budget.
- Experience Works provides the following training to all new Employment Training Coordinators:
 - The Code of Federal Regulations Part 641,
 - Political Activity and Whistle Blowing requirements,
 - Priority of service as defined in the Older Americans Act Section 518(b)(1)-(2),
 - Required participant documentation to maintain in a file,
 - How to conduct an IEP, and a Transition Plan to employment
 - Host agency and participant eligibility requirements,
 - Income Eligibility and Documentation,
 - Participant confidentiality, and
 - The following ICOA's Policies: Durational Limit, Veteran's Priority of Service, Participant Grievance, Participant Termination and Allowable Breaks in Service, Eligible Supportive Services, In-Kind Match, and Local Community Resources

(D) Describe how projects will be monitored for program and financial compliance, including audit plans; and

Strategy: ICOA monitors program financial compliance through quarter and annual reports and desk and on-site reviews.

Planned Action:

- ICOA reviews the SCSEP budget on a quarterly basis and submits financial report ETA-9130 through the USDOL Online Financial Reporting.
- ICOA monitors quarterly progress reports in addition to the reports available in the SPARQ system including: participant's hours and wages, equitable distribution status by county, in-kind contributions, quarterly narratives, and a status on SCSEP goals and strategies to raise unmet goal measures.
- In addition, ICOA conducts annual desk monitoring reviews and on-site reviews every two years.

(E) Describe how the State will manage its providers and how it will transfer participants if new providers are selected to serve in the State.

Strategy: ICOA has incorporated transitional plan requirements in the standard SCSEP contract to ensure there are no service interruptions.

Planned Action:

- ICOA manages SCSEP contract through performance goals, terms and conditions, and scope of work. If there were a need to fill a provider gap, ICOA would follow State procurement and contract management requirements and enter into a new contract, which requires a detail transition plan to ensure there are no service interruptions.

(2) Recruitment

Describe how grantee will recruit and select of participants will be achieved. The eligibility of participants is described under 20 CFR 641.500 and 641.525.

Strategy: ICOA requires the SCSEP contractor to recruit and select participants.

Planned Action:

- The SCSEP contractor recruits participants based on eligibility, service level, service priority and equitable distribution requirements.

(3) Income Eligibility

Describe how participant income will be recertified each year, including where eligibility records will be maintained.

Strategy: ICOA requires the SCSEP contractor to recertify participant income and maintain records on-site.

Planned Action:

- Once every twelve (12) months, the SCSEP contractor reviews the participant’s income sources to verify eligibility. Copies of the documentation used to conduct eligibility recertification are kept in the participant's file.

(4) Orientation:

Describe the orientation procedures for:

(A) Participants and (B) Host Agencies

Strategy: ICOA requires to SCSEP contractor to provide orientation to all participants and host agency.

Planned Action:

- The SCSEP contractor provides the following orientation to participants and Host Agency:

SCSEP Table 11: High Demand Jobs and Active Training Host Sites

Participants Orientation	Host Agencies Orientation
SCSEP goals and policies	Goals and Objectives
Availability of supportive services and free physical examination	Purpose of Community Service Assignments
Training opportunities	The Participant’s Role
Participant’s IEP	The Role of the Host Agency Supervisor
Participant and host agency visits	Training Opportunities
Temporary nature of the program	Job Search Responsibilities
Obligation to seek unsubsidized employment	Schedule and Authorized Hours
Post enrollment and unsubsidized employment information	Making up Time
Community service assignment description	Time, Attendance and Supervision/In-Kind

Participants Orientation	Host Agencies Orientation
	Reporting
DOL-mandated customer satisfaction surveys	Email Account
Allowable and prohibited political activities	Leave Without Pay
Roles and responsibilities of the participants	Holidays
Hours of community service training	Reporting Assignment Related Accidents
Wage rate	Participant Progress Report
Submission of timesheets	Program Participation
Procedures for complaint resolution	Participant and Host Agency Visitations
Procedures for reporting assignment-related accidents	Participants' Rights and Responsibilities
Travel reimbursement	Availability of a Free Physical Examination
Durational limit	Allowable and Unallowable Political Activities
Drug-free workplace policy	Annual Recertification
Prohibition from volunteering at host agencies	Obligation to Report Changes in Income or Family Size
Felony checks	Requirement to Notify Staff if Employed
Employer Authorization form	Obligation to Seek Unsubsidized Employment
Allowable and Prohibited Political Activities—Hatch Act	Background Checks
Privacy Act Statement	
Reasons for termination	

(5) Duration Limits:

Describe any policy for maximum duration of enrollment or maximum time in community service and provide a copy of the current Duration Limit policy.

All participants who are one-year from reaching the 48-month durational limit must be informed of the duration limit policy, the waiver criteria and participate in the development of a transition plan. The time period for calculating the 48-months begins from July 1, 2007, or when the participant first enrolls in the program after that date.

- Has a severe disability
- Is frail
- Is 75 or older
- Meets the eligibility requirements related to age, but do not receive benefits under Title II of the Social Security Act (42 USC 401 et seq)
- Lives in an area with persistent unemployment and are individuals with severely limited employment prospects
- Has limited English proficiency or
- Has low literary skills

(6) Assessments:

Describe the procedures for assessing job aptitudes, job readiness, and job preferences of participants and their potential to transition into unsubsidized employment. Also describe how the assessment will be used to develop the participant's Individual Employment Plan (IEP).

Strategy: ICOA requires SCSEP contractor to utilize an ICOA approved IEP to assess job aptitudes, job readiness and job preferences.

Planned Action:

- The SCSEP contractor works with the participant to set job goals, develop specific action steps, and estimate goal completion.
- The IEP is also shared with the Host Agency supervisor to ensure that the supervisor is part of the team helping the participant to achieve his/her goals.

(7) Community Service Assignments:

Describe how the participant will be assigned to community service including:

(A) The types of community service activity that will be emphasized and how they were chosen; methods used to match participants with community service training;

Strategy: The SCSEP contractor selects community service assignments based on the participants IEP, which includes skill testing.

Planned Action:

- Participant’s skill levels are assessed and a community service assignment is chosen base on the IEP goals.

(B) The extent to which participants will be placed in the administration of the project itself;

Strategy: ICOA allows the SCSEP contractor to utilize eligible participants to support administration program functions at each of the contractor’s regional offices.

Planned Action:

- The SCSEP contractor utilizes participants to support office management functions based on a participant’s IEP training needs.

(C) The types of host agencies used and the procedures and criteria for selecting the assignments;

Strategy: ICOA requires Host Agencies to be a public agency or private nonprofit organization (other than a political party) that is tax exempt under section 501(c)(3) of the Internal Revenue code of 1986

Planned Action:

- The SCSEP contractor will prioritize the Host Agency recruitment based on the Workforce Development Council’s four main industry sectors: Advanced Manufacturing, High Tech, Health Care and Power & Energy.

(D) The average number of hours in a participant’s training week;

Strategy: Participants are authorized to perform community services and training for an average of 18 to 20 hours per week. Participants may be authorized more than 18-21 hours a week on a temporary basis, based on SCSEP contractor’s requirements.

Planned Action:

- The SCSEP contractor manages hours based on available program budget.

(E) The fringe benefits offered (if any); and

Strategy: ICOA allows the SCSEP Contractor to offer fringe benefits to participants. Fringe benefits that will be offered are outlined in the contract.

Planned Action:

- The SCSEP Contractor documents participant’s fringe benefits and reports the fringe benefits quarterly.
- The following are the fringe benefits are offered to participants. FICA, workmen’s compensation and participant’s physical examinations

(F) Procedures for ensuring adequate supervision.

Strategy: Host Agencies sign the SCSEP Contractors Host Agency Agreement form acknowledging supervisory responsibilities.

Planned Action:

- Signed Host Agency Agreement forms include:
 - Provide training and direct supervision
 - Schedule and authorize hours
 - Provide performance evaluations
 - Report program in kind hours
 - Respond and a communicate in a timely manner
 - Furnish tools and supplies
 - Communicate in a timely manner
 - Have a basic understanding of program requirements
 - Provide a safe training environment
- ICOA’s SCSEP contractor monitors host agencies at minimum on an annual basis to ensure that the community service training is in accordance with the IEP, the work environment is safe and the host agency is complying with program rules and requirements.

(8) Training:

Describe the training that will be provided during community service assignments and any other types of training provided, including linkages with local one-stop centers, and Registered Apprenticeship.

Strategy: The SCSEP Contractor’s Employment Training Coordinators locates training opportunities that are consistent with participant’s employment goal(s) on the IEP.

Planned Action:

- ICOA’s SCSEP contractor offers in-house training, such as Job Clubs, Teknimedia computer training, community service work-based training, Job Ready courses and ICOA’s SCSEP contractor University (EWU) online e-learning courses.
- The ICOA will incorporate referral linkages to one-stop centers to connect participants with other training initiatives.

(9) Supportive Services:

Describe the supportive services that will be offered to help participants obtain and retain an unsubsidized job, including transportation assistance (if applicable).

Strategy: The Employment Training Coordinators assess all participants' need for supportive services and make every effort to assist participants in obtaining needed supportive services.

Planned Action:

- Staff will assess the participant's need for supportive services upon enrollment and during annual recertification
- Supportive services may include, but are not limited to, payment of reasonable costs for: Transportation, Health and medical expenses; Job related or personal counseling; Incidentals such as work shoes, badges, uniforms or other work clothing, eye glasses and tools; Child care and adult care; and Temporary shelter.

(10) Termination:

Describe procedures for terminating a participant, including IEP terminations. Please provide a copy of the current termination procedures.

There are six (6) reasons a participant may be involuntarily terminated from SCSEP. The reasons are listed below along with an explanation. This Termination Policy will be followed fairly and equitably when involuntarily terminating participants. Participants will not be terminated based on age; there is no upper age limit for participation in SCSEP. Except as noted below in the case of serious violations, participants will receive progressive discipline and an opportunity for corrective action before a formal termination notice is issued. In all cases, participants will receive a 30 day termination letter notifying them of the date of exit, the reason for the termination, and the right to appeal under the Idaho Commission on Aging's (ICOA) grievance procedure. A copy of the grievance procedure will be attached to the termination letter. Participants will receive both a copy and a verbal explanation of the Involuntary Termination Policy during orientation. This policy is based on the Older Americans Act Amendments of 2006 and the SCSEP Final Rule, effective on October 1, 2010.

Types of Involuntary Terminations

A participant can be involuntarily terminated from the SCSEP for six (6) reasons. The reasons are:

- Knowingly providing false information in the eligibility process
- Being incorrectly determined eligible at enrollment or the annual recertification
- Being determined no longer eligible at recertification
- Reaching the maximum 48 months enrollment limit
- Becoming employed during enrollment
- For cause, including refusing to accept a reasonable number of job offers or referrals to unsubsidized employment based on the Individual Employment Plan (IEP) (with no extenuating circumstances hindering the participant from moving to unsubsidized employment)

(11) Complaints & Grievances:

Describe the procedures for addressing and resolving participant complaints and grievances related to program termination. Please provide a copy of the current complaint/grievance policies.

- Grievances shall first be resolved informally and in writing at the local level with the contractor's State Director.
- If resolution is not agreed upon within 10 business days, a formal complaint should be filed in writing to the contractor's Director of Operations with a copy to ICOA's SCSEP State Director. The contractor's Director of Operations has 10 business days to resolve the complaint.
- If the dispute remains unresolved, a written complaint may be filed with the Idaho Commission on Aging within 10 business days following the contractor's Director of Operations decision. At that time, the ICOA will establish a complaint file which contains all SCSEP participant's application, enrollment forms, the complaint statement, chronological log of events, relevant correspondence, and a record of the resolution attempted. Depending on the nature of the complaint, the ICOA Administrator will render a decision or elevate the complaint to a hearing officer for final determination. Final determination will be made by ICOA within 30 business days of receiving the complaint.

(12) Participant enrollment:

Describe procedures for fully enrolling all available slots, including over enrolling participants, and how over-enrollments will be balanced with equitable distribution requirements.

Strategy: The ICOA requires the SCSEP Contractor to fully enroll all available slots and balance over enrolled

authorized positions.

Planned Action:

- The SCSEP Contractor submits a quarterly equitable distribution report and provides under enrolled and overenrolled strategies.

(13) Performance:

Include a proposed level for each performance measure for each of the program years covered by the plan. While the plan is under review, the State will negotiate with the Employment and Training Administration to set the appropriate levels for the next year. The State may also negotiate performance levels in a subsequent modification. At a minimum, States must identify the performance indicators required under the SCSEP Final Rule published on September 1, 2010, and, for each indicator, the State must develop an objective and quantifiable performance goal for the next year. The performance measures include: (A) Entered employment, (B) Employment retention, (C) Average earnings, (D) Service level, (E) Service to most-in-need, and (F) Community service

Strategy: The ICOA sets and will pursue the following four year plan performance goals. Performance goals based on the average PY12 to PY14 performance levels.

Planned Action:

- Utilize the following target goals to meet and improve performance levels.

SCSEP Table 12: Performance Goals

Program Year	PY12-14	Current PY15		PY16	PY17	PY18	PY20
Performance Measures	3 Year Avg.	Goal	Target	Target	Target	Target	Target
Entered Employment	53.0%	45%	53%	53%	53%	53%	53%
Employment Retention	81.9%	73%	76%	77%	78%	79%	80%
Average Earnings	\$6,453	\$7,090	\$6,700	\$6,800	\$6,900	\$7,000	\$7,100
Service Level	174.4%	160%	170%	171%	172%	173%	174%
Most in Need	2.46	2.67	2.68	2.69	2.70	2.71	2.72
Community Service	75.1%	89%	85%	86%	87%	88%	89%

(14) Administrative Costs:

Describe any request for an increase in administrative costs consistent with section 502(c)(3) of the Older Americans Act.

Strategy: No increase in administrative costs.